

MINISTRY OF TOURISM, CIVIL AVIATION, PORTS & MARINE
TOURISM DEPARTMENT

MINIMUM REQUIREMENTS FOR GUESTHOUSES

GUESTHOUSES

Guesthouse means either a purpose built or converted house, cottage, chalet, or other types of buildings with ten rooms or less, adapted to provide lodging or sleeping accommodation, is run as a commercial operation, and has common areas which are for the exclusive use of its guests;

1.0	GENERAL
1.1	Building Design & Concept
1.1.1	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.
1.1.2	Special measures must be undertaken for environmental matters prior to construction such as energy efficiency considerations, waste management and building finishes upon completion.
1.1.3	The guesthouse where possible, should make provision to accommodate disabled guests. Consideration of at least 25% of the facilities including the grounds could be made accessible to wheelchair users.
2.0	LOCATION, ACCESS AND EXTERIOR
2.1	Access
2.1.1	There must be appropriate signage to direct guests to the main entrance.
2.1.2	Signboard with full name of the establishment must be displayed in a prominent place. It must be in good condition.
2.1.3	Access to the building must be in the form of separate access for guests and staff/deliveries
2.1.4	The minimum width of the driveway should be 3.5 metres wide with a lay-by to service fire engines in case of an emergency
2.1.5	Lighting must be available, adequate and in good working order
2.1.6	Adequate, appropriate and clearly illuminated signage to guide guests to their rooms and various establishment facilities must be available. It must be legible, visible and in good condition.
2.2	Building Exterior
2.2.1	All buildings, their fixtures, fittings and exterior must be maintained in a sound and clean condition
2.2.2	Assembly point in the event of an emergency must be clearly marked
2.3	Grounds & Gardens
2.3.1	Gardens and grounds must be neat and appropriately maintained.
2.4	Parking
2.4.1	The surface can be of earthen, gravel or grass but without potholes. Above 6 parking the surface must be either gravel/aggregate or hard smooth finish.
2.4.2	Parking bays/bicycle bays in a secure environment close to accommodation
2.4.3	Bicycle parking must be available for establishment on La Digue and well surfaced with no potholes.
2.4.4	Where establishments provide buggies/bicycles, a well surfaced buggy/bicycle parking area with no potholes must be provided.
2.4.5	Parking area should be clearly designated, with legible and visible signs
2.4.6	Lighting should be available, adequate and in good working order

3.0	RECEPTION & AFFILIATED SERVICES
3.1	Reception/Lobby
3.1.1	An appropriate area suitably designed for receiving guests that includes a Reception desk or counter with back up office facilities must be provided. Individual hospitality tables / desks and chairs are an alternative.
3.1.2	A sign indicating the reception must be available, clean and legible.
3.1.3	A central safe deposit must be available at the reception or alternatively can be available in each guestroom.
3.2	Reception Furnishings & Décor
3.2.1	Adequate seating capacity must be available, and relative to the size of the property and the volume of business
3.2.2	Elements of local arts and culture must be present in the décor.
3.3	Service Quality Provided by Reception Staff
3.3.1	Reception staff should be fluent in English, French and/or languages of the establishment's main clientele.
3.4	Reservations & Pre-Arrival Information
3.4.1	Guests and prospective guests must be given an accurate description of the amenities, facilities and services provided.
3.4.2	Where available, the website of the establishment must be realistic, comprehensive, with up to date and accurate information.
3.4.3	Policies of the establishment must be described upon booking e.g. payment methods, applicable deposits, and cancellation policy. Information on access restrictions, child-friendly services to be provided (where applicable).
3.4.4	Reservations should be dealt with promptly, all necessary information of guests should be taken and confirmation provided.
3.5	Guest Check In
3.5.1	Retrieval of reservation should be done in smooth manner, without undue delays.
3.6	Check Out Services
3.6.1	Bill should be presented on request and should be accurate, legible, with all charges clearly itemized and up to date. Receipt provided on departure together with a copy of the bill.
3.6.2	Luggage room provided for the storage of umbrellas and items of luggage.
3.7	Availability of Reception & Associated Services
3.7.1	Reception should be serviced for a minimum of 10 hours. A means of summoning assistance must be available at unattended times.
3.7.2	Taxi and/or Car Hire booking services are available
3.7.3	Appropriate and relevant guest information must be made available at Reception and must include in-house services; tourism service providers; emergency and fire exits; and literature covering all establishment/resort facilities. All information must be in English, French or other languages of the establishment's main clientele.
4.0	GUEST BEDROOMS
4.1	Bedroom Doors
4.1.1	Room number or names must be legible and visible
4.1.2	Room keys or cards must be properly identified with appropriate room number or name.
4.1.3	Entrance doors must be solid, in good condition and clean. Secure locking system is available to ensure guest privacy inside the room. Chipboard/plywood are not acceptable.
4.1.4	Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the establishment's main clientele, must be framed and hung on or adjacent to the bedroom door
4.1.5	Do Not Disturb / Please Make Up Room card is provided and in good, clean condition
4.1.6	Where there are interconnecting rooms, double doors suitably sound proof must be provided.

4.2	Bedroom Décor
4.2.1	Elements of local arts and culture must be present in the décor.
4.3	Bedroom Furniture
4.3.1	Bedroom furniture must include one double bed or two single beds, two chairs, one coffee table, wardrobe, dressing/writing table with mirror and stool, and two bedside tables/lockers. Beside light should be available per person for reading purposes.
4.3.2	Luggage rack must be provided and should have sufficient storage space. Where a rack is not provided, adequate luggage storage must be made available in the wardrobe.
4.4	Bedroom Sizes
4.4.1	All bedrooms must be double or twin rooms. Zip and link beds are recommended for flexibility.
4.4.2	Minimum bedroom size is 9 square meters. (Excluding bathrooms, balconies/terraces).
4.5	Electronic Appliances
4.5.1	A working telephone must be available in each guest bedroom capable of internal communication
4.5.2	A mini fridge must be available
4.5.3	Rooms prepared in advance of the guests' arrival – possibly including setting an appropriate ambient temperature for the time of year, airing the room well.
4.5.4	Sufficient lighting is required in all bedrooms to enable guests to make full use of in-room facilities during the day and at night time.
4.5.5	There must be a main light switch near the entrance.
4.5.6	Emergency lights (may be 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)
4.6	Wardrobe, Hanging Space, Clothes Hangers
4.6.1	Wardrobe/purpose built hanging space with a width of 1.2 m, shelf and hanging space must be provided in all bedrooms and be in good condition and clean
4.6.2	A minimum of 6 identical hangers must be provided (3 per person, wire hangers are not acceptable).
4.7	Bedroom Amenities
4.7.1	Waste bin with liners must be available, clean and in good condition..
4.7.2	Drinking glasses with coasters and lids must be provided or be individually wrapped.
4.7.3	Tea/Coffee making facilities (kettles, cups, saucers) must be available, in good condition and clean.
4.8	Guest Information
4.8.1	Guest Information kit detailing the following must be available in English, French or other languages of the establishments main clientele;
	<ul style="list-style-type: none"> • Directory of Essential Services (emergency and contact numbers) • Transport services (Bus schedules, Taxi/ Car Hire Info) • Method of Payment • Room Key procedures • Information on swimming pool and other leisure facilities to include opening hours • Entertainment programme details • Telephone services • Food & Beverage service hours • List of television channels available and on what numbers. • Room Service Menu with hours of availability • Check in and Check out times • User's manual and security codes for safety deposit box • List of Excursions and details of who to contact

4.9	Bedding & Linen
4.9.1	All beds must be provided with clean mattress protectors free from stains, and pillows with pillow protectors for hygiene reasons. These should be changed for each new guest.
5.0	GUEST BATHROOM
5.1	Bathroom Type
5.1.1	All bathrooms must should be en-suite facilities; the minimum floor area should be 6 sqm.
5.1.2	Bathrooms must be well ventilated, either windows that open or have effective working extractors.
5.1.3	<p>Fixtures, Fittings and Amenities - Each bathroom should have: A bath or shower cubicle with glass doors or curtains. The provision of a Jacuzzi and bidet is not a must but can be considered.</p> <ul style="list-style-type: none"> • A grab rail for safety purposes should be available with the bathtub. • Drip dry facility or clothes rack should also be available. • Wash hand basin with hot and cold water • Standard size mirror over the wash hand basin • Shelf for toiletries • Bath mat • Towel rail, towel shelf or equivalent • Soap with dish, holder or dispenser should also be available. • Toilet • Toilet roll holder and toilet paper • Waste bin with liner • Running hot and cold water for bathing should be available at all reasonable times • Fresh soap for each new guest • Clean hand and bath towel for each guest • Adequate ventilation (e.g. an extractor fan or opening window) • Hooks for clothes should be provided
6.0	PUBLIC AREAS
6.1	General
6.1.1	The term "Public Areas" normally covers all areas of the establishment that guests/the public have access to. Here it covers areas such as corridors; stairs; public toilets and any other public area that does not come under a specific heading, e.g. Restaurant & Bars; Reception etc.
6.1.2	Corridors and stairs must be in good repair and free from obstruction.
6.1.3	Levels of lighting in all public areas must be adequate for safety and comfort
6.2	Décor & Design
6.2.1	Elements of local arts and culture must be present in the décor, such as prints and or photographs depicting local scenes, historical, or heritage related images.
6.3	Public Toilets
6.3.1	Toilet facilities must be provided and clearly designated with appropriate clear and legible signage. A guesthouse above 5 rooms are required to have a separate male and female toilet.
6.3.2	Adequate artificial or natural ventilation should be available.
6.3.3	Walls, ceilings and floors should be well maintained; free from stains, cracks, without missing tiles.
6.3.4	Opaque windows or curtains / blinds should be provided if necessary to ensure guest privacy.
6.4	Public Toilets Amenities & Accessories
6.4.1	Toilet roll with holder must be available.
6.4.2	Suitable hand washing and hand drying facilities must be available.
6.4.3	Lidded and lined sanitary bin must be provided in each of the female toilet cubicles
6.4.4	Mirror is available and in good condition and clean
6.4.5	Each cubicle door must have a working lock for privacy

7.0	FOOD & BEVERAGE
7.1	Dining Facilities
7.1.1	All establishments must have at least one dining room/breakfast area.
7.1.2	Menu and beverage lists showing the prices of the items shall be made available for the use of guests in the dining room.
7.1.3	Local entertainment (may be piped music) of appropriate volume should be provided during meals
7.1.4	No domestic animal or pet shall be allowed on the guesthouse's premises.
7.2	Furnishings
7.2.1	Adequate seating capacity must be available and relative to the maximum occupancy of the property.
7.2.2	Service stations appropriately located and well stocked with appropriate equipment and cutlery.
7.3	Bar
7.3.1	All guesthouses above 5 rooms should have at least one bar.
7.3.2	Bar areas should be well maintained and clean and hygienic. All equipment including sinks, dishwasher, wash hand basins should be in good working order and clean.
8.0	KITCHEN
8.1	General
8.1.1	A guesthouse operating on bed and breakfast should have a proper breakfast kitchen. Guesthouses with restaurant facilities operating on half or full board basis are required to have commercial kitchens. Specifications for kitchen should be sought from the Public Health Authority.
8.1.2	All kitchen and ancillary facilities should be well maintained, clean and hygienic. All equipment, appliances and facilities should be in good working order and clean.
8.1.3	Kitchen must be located next to the restaurant or be immediately adjacent to it with access separate from public areas, and a separate staff entrance.
9.0	FISH CLEANING AREA
9.1	A fish cleaning area may be required by the Public Health Services.
9.2	Where it is provided, the following considerations will apply; <ul style="list-style-type: none"> • The size for the fish cleaning area/butchery should be 2m by 2m. • Flooring should be of hard durable and non-slippery surface that can be easily cleaned and disinfected. • Walls should be of smooth surface as per Planning Authority regulations. If tiled it should be to a height of not less than 1m from any worktop. • Worktops and other work surfaces should be of solid and non-corrosive materials. Provisions of stainless steel or marble surfaces are accepted. • It would be appropriate to have the room air-conditioned but it is not compulsory. However it should be well ventilated. • Refuse bins should be provided.
10.0	LP GAS STORE (Fire Safety Regulations will apply. Refer to Annex A.)
10.1	Storage must be well ventilated and secured.
10.2	The "No Smoking" sign must be legibly displayed thereon.
11.0	GARBAGE ROOM / BIN SITE
11.1	<ul style="list-style-type: none"> • The garbage room/bin site should be an enclosed area that is rodent and insect proof. • It should be adequately ventilated. • The floor should be of hard durable surface that are easily cleaned and disinfected. Walls should be tiled to facilitate cleaning. • A contract with the responsible agent/permission letter from the Department of Environment for the removal of garbage from the establishment is also a basic requirement. • For establishments of more than ten units, the garbage room should be air-conditioned and an insectocuter should be provided.

12.0	LAUNDRY FACILITY
12.1	The establishment may provide individual washing machines for the units.
12.2	Laundry can be contracted out; otherwise the establishment should provide a proper laundry and it should meet the following; <ul style="list-style-type: none"> • 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 • It should be adequately ventilated. • Adequate storage facilities for linen, soap and detergents should be provided.
13.0	GENERAL SERVICES
13.1	Maintenance Practices
13.1.1	Drainage 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.
13.1.2	All electrical installations must be well maintained, in accordance with applicable electrical safety laws.
13.1.3	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)
13.1.4	Appropriate pest control measures are in place and done regularly in accordance with health regulations to protect against insects/vermin.
13.1.5	There must be a consistent supply of safe water conforming to local standards. Water from private sources must be appropriately treated.
13.1.6	Water storage is available to address water restrictions during the dry season and in case of supply breakdown.
14.0	BUSINESS PRACTICES
14.1	Safety & Security
14.1.1	There must be adequate levels of lighting for guests' safety and comfort in all public areas, including stairwells, corridors and car parks.
14.1.2	A functional alarm system must be available.
14.1.3	Information on procedures in the event of an emergency and after hours contacts for assistance must be clearly displayed and available in English and French and other languages of the establishment's main clientele, incorporating diagrams.
14.1.4	Procedures for summoning assistance, in particular after hours, must also be made available.
14.1.5	The establishment must have in place a means to provide/summon medical assistance when required.
14.1.6	Emergency Response Plan (in line with DRDM requirements (Department for Risk and Disaster Management) This is necessary in case of a National disaster.
14.2	Medical / First Aid
14.2.1	First aid box must be available and well stocked as per health requirements. Some of the staff on duty should be trained in its application techniques. (HR to make available list of certified first aiders)
14.3	Fire Safety
14.3.1	The establishment should be compliant with Fire Safety Regulations/report from Fire Department to be available for verification.
14.4	Human Resources
14.4.1	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.
14.4.2	All employees must be provided with; uniforms, job description contract of Employment, meals on duty, protective clothing such as gloves, aprons, boots etc.

14.4.3	Uniforms for each department must be kept in good clean condition in conformity with safety requirements should be provided. All frontline staff should have name tags indicating designation.
14.4.4	All food handlers should undergo medical examination as required by the Public Health Authority. 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 premises unless he has been declared medically fit by a medical officer
14.4.5	The HR Department must maintain an updated file with all relevant information on each employee.
14.4.6	Scheme of service and/or payment structure must be in conformity with regulations of the Ministry of Labour and Human Resources.
14.4.7	The establishment must meet the permitted quota for expatriate workers as set by the Ministry of Employment.
14.5	Staff Facilities
14.5.1	The establishment must have staff facilities which includes changing rooms, rest room and canteen/Eating area
14.5.2	For island resorts, this will include staff accommodation as well, with sizes in line with the regulations of the Public Health Section.
14.5.3	An establishment with less than 10 staff is required to have a separate changing room with lockers and a minimum of one male and one female toilet.
14.5.4	Above 10 staff they should have a separate changing room and lockers and the sanitary facilities should comply with the Planning Authority Regulations
15.0	ACTIVITIES, ENTERTAINMENT & RECREATION
15.1	Pool
15.1.1	Swimming pool area where available must be well maintained and clean.
15.1.2	Pool water should be clear and PH and chlorine levels are checked and recorded on a daily basis. (Records for the last week to be made available)
15.1.3	Life buoys must be strategically located and visible by all. Same should be in good state of repair.
15.1.4	Depth marking should be clearly shown on each pool
15.1.5	Public safety notice must be strategically located, legible and in good state (stating opening times, emergency info and rules)
15.1.6	Lighting/Emergency lighting must be available.
15.1.7	Pool furniture should be in good condition and clean.
16.0	QUALITY AND STANDARD
16.1	The guesthouse 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.