1. **Supporting Documents- Small Hotels & Fully Fledge Guesthouses**

*The hotel classification program will be evidence-based. In order to facilitate the assessment process and ensure that establishments are being scored appropriately, a number of documentary evidence will need to be sighted and recorded.*

*The Tourism Department has prepared a checklist of required supporting documents. Copies of these will need to be submitted together with the application form.*

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| --- | --- |
| ***Required Documents*** | ***Provided*** |
| Guest online booking correspondence |  |
| Guest Registration Form |  |
| Welcome letter if provided |  |
| Procedures in case of emergency |  |
| Copy of a Confirmation of reservation |  |
| Guestroom Information Pack |  |
| Breakfast Menu if available |  |
| Lunch/Dinner/Beverage menu (if applicable) |  |

1. **Sustainable Practices**

*The Department would like to encourage our accommodation sector to incorporate sustainable practices in their business operations and as such a sustainability component has been included in the assessment criteria.*

*In order to ensure that we capture all information relating to this, we have attached the below form for your actions. Please fill in where practices are being done by the hotel and attach relevant supporting documents where applicable.*

*Note that establishments which are certified as a Seychelles Sustainable Tourism Label (SSTL) Hotel will qualify for 100% of the Sustainable Practices points and are not required to fill in this section.*

|  |  |  |  |  |
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| ***SUSTAINABLE PRACTICES*** | | | | |
|  | SSTL Criteria | Yes/No | Required supporting evidence to be attached | Remarks |
|  | **MANAGEMENT** |  |  |  |
| 1 | The premises keeps a record of its electricity and water bills (for the last 6 months) to monitor usage with the aim to reduce consumption over time. |  | *Monitoring records for at least the past 6 months* |  |
|  | **WASTE** |  |  |  |
| 2 | Green Waste is composted |  | - |  |
| 3 | The premises conducts recycling of its waste |  | - |  |
| 4 | Guest amenities (e.g. Soap, shampoo, and lotion) are provided from a bulk dispenser or compostable/recycled bottle or in other sustainable packaging |  | - |  |
| 5 | At least two commonly used cleaning agents are organic or bio-degradable |  | - |  |
| 6 | Where beach or outdoor showers are provided and same are not connected to grey water systems, clients should be advised through notices not to use shampoos, soaps or other chemicals. |  | - |  |
| 7 | The premises uses sustainably sourced (recycled) paper or reduces paper use through double-sided printing or use of electronic correspondence |  | - |  |
|  | **WATER** |  |  |  |
| 8 | Regular checks for visible leaks from taps and toilets are done and reported |  | Water checks maintenance schedules |  |
| 9 | Low flow devices are installed in taps and showers |  | - |  |
| 10 | Efforts have been taken to reduce water usage in toilets using dual flush, reduced volume cisterns or another effective device |  | - |  |
| 11 | The premises conducts rainwater harvesting |  | - |  |
| 12 | The premises provide bulk water dispensers in public areas |  | - |  |
| 13 | The premises provide the guests with the option of deciding when s/he wants the towels and/or the linen to be changed |  | Copy of notice |  |
|  | **ENERGY** |  |  |  |
| 14 | Energy saving light bulbs have been installed in areas of the premises |  | - |  |
| 15 | Energy-efficient appliances have been installed |  | - |  |
| 16 | Electric equipment is turned off (not on standby) when guest room is not occupied. |  | - |  |
| 17 | The premises uses alternative energy supplies (e.g. solar panels, photovoltaic) |  | - |  |
| 18 | The premises provide fans as an alternative to air-conditioning in guest units |  | - |  |
| 19 | Hotel staff are trained to set air conditioning units at a minimum of 23 degrees C and guests are sensitised to keep minimum temperature of not less than 23 degrees. |  | - |  |

|  |  |  |  |  |
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|  | **COMMUNITY INVOLVEMENT** |  |  |  |
| 20 | The premises has a programme in place to purchase directly from local suppliers e.g. fruit, vegetable, fish |  | - |  |
| 21 | The premises supports local community initiatives e.g.; Financial or in-kind donation to community organisation and initiatives; hosting education/school groups on site; donating time to community or charitable organisations donation of products, linen, furniture, food or similar to charitable organisations |  | Copies of related documents such as letter, emails etc... |  |
|  | **STAFFING** |  |  |  |
| 22 | The management offers job opportunities/internships for students. |  | Copies of relevant documents from STA |  |
| 23 | Suitable protective clothing and shoes are provided for kitchen, cleaning, and garden staff |  | - |  |
| 24 | At least 60% staff employed are locals |  | Copies of relevant documents |  |
| 25 | Staff are provided with incentives such as monetary benefits, gifts, bonuses, transportation etc. |  | Copies of relevant documents |  |
|  | **CONSERVATION** |  |  |  |
| 26 | The premises has a vegetable or fruit garden which supplies produce for the guests and/or staff |  | - |  |
|  | **GUESTS** |  |  |  |
| 27 | The premises informs guests about: cultural heritage and local traditions, local attractions, behaviour code and events. |  | Excerpt from Information Pack |  |
| 28 | The premises provides guests with information about public transport routes and schedules, where applicable |  | - |  |