

MINIMUM REQUIREMENTS FOR SELF-CATERING ESTABLISHMENT

(STUDIO APARTMENTS)

A studio apartment means a purpose built or a converted house, cottage, chalet, bungalow, flat, apartment or villa that provides lodging or sleeping accommodation where the living room, bedroom, and kitchen is combined into one open space, facilities and equipment are provided for cooking or preparation of meals and the facilities are 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:

1.1 Grounds and gardens: All grounds and gardens under the control of the operator shall be neat and appropriately maintained.

1.2 Signage: There shall be appropriate signage to direct guests to the main entrance.

1.3 Pathways: All paths shall be well lit and directional signage shall be provided to guide the guests to their units.

2.0 BUILDING:

2.1 Each apartment shall 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 shall be designated by a number or name, which shall be legible and conspicuously visible.

2.3 Veranda or balcony: All studio apartments are required to have a veranda or balcony available for each unit. The width of the veranda shall be not less than 2 metres and the length should be as that of the wall from which it extends. Safety railings shall be provided to all balconies which are 1.5 metres above ground level. Furniture shall be in good condition and clean. Plastic furniture on slippery surface is not recommended for safety reasons.

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 shall blend in with the natural and physical environment and shall meet the requirements of the Planning Authority.

2.5 Environmental considerations: Special measures shall be undertaken for environmental matters prior to construction, such as energy and water

efficiency considerations, waste management and building finishes upon completion.

2.6 Universal access: Wherever possible, the management shall make provision to accommodate disabled people. In doing so, all facilities including the grounds should be made accessible to wheelchair users.

2.7 Drainage: Drainage shall be connected to the central sewage disposal system, where available. Where there is no sewage system, the disposal should be in line with the guidelines of the Planning Authority, Environment and the Health regulations.

2.8 Emergency lights: Emergency lights shall be made available in case of failure of main power supply.

2.9 Water supply: There shall be a consistent supply of safe water conforming to the local standards. Water from private sources shall be appropriately treated.

2.10 Water storage: Water storage shall 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 shall allow appropriate space between the bed or sleeping area and the kitchen preparation area. Total minimum size for a studio apartment shall 33 square metres.

3.2 The minimum sizes for the apartment facilities are as per the below;

Bedroom or sleeping area

12 square metres

Living room, dining or kitchen area

15 square metres

Bathroom

6 square metres

Total minimum size

33 square metres

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

4.1 Roof, roof eaves and fascia boards: Roof, roof eaves and fascia boards shall be in good condition and clean.

4.2 Ceiling: Ceiling shall be in good condition and clean.

4.3 Floor and walls: Floor and walls shall be in good condition and clean.

4.4 Balustrades and pillars: Balustrades and pills shall be in good condition and clean.

5.0 ACCESS: Access to the property shall 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 for easy access to the fire engines in case of an emergency.

5.1 Entrance: Entrance shall 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

5.4 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 shall have parking facilities. The ratio shall be as per the Department of Land Transport requirements. However, it shall be level and without pot holes. Parking bays and bicycle bays shall be in a secure environment close to the accommodation.

5.1 Sign: Parking area should be clearly designated with legible and visible signs.

5.2 Lighting: Adequate lighting shall be available and in good working condition.

5.3 Surface: Surface should be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking slots, the surface shall be either gravel or hard smooth finish.

5.4 Bicycle parking: Bicycle parking shall be available for establishments on La Digue and should be well surfaced with no pot holes.

5.5 Buggy parking: A well surfaced buggy parking area with no potholes shall be provided, if the buggy service is provided by the establishment.

7.0 SAFETY AND SECURITY: A high degree of safety and security shall be maintained. All reasonable precaution shall be taken to ensure the personal

safety of guests and to prevent damage or theft of their possessions. This shall be either in the form of security personnel or gadgets

7.1 Lighting: There shall be adequate levels of lighting for guest's safety and comfort in all common areas, including staircase and parking areas.

7.2 Information on procedures in the event of an emergency: Information on procedures in the event of emergency and after hour's contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele.

7.3 Summoning assistance: Procedures for summoning assistance, in particular after hours, shall also be made available.

7.4 Medical assistance: The establishment shall have in place a means to provide or summon medical assistance, when required.

7.5. Locking device: Each unit shall 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.

7.6. First Aid Box: A first aid box shall be available at the premises. Additionally, self-catering businesses offering breakfast shall have an additional first aid kit at the breakfast kitchen.

7.7. Insurance Cover: A self-catering establishment (studio apartment) shall have the appropriate insurance cover at all times.

7.8. Pest Control: Appropriate pest control measures should be in place and done regularly in accordance to health regulations to protect against insects or vermin.

8.0 RECEPTION HALL OR LOBBY: A reception comprising of a small office area and a small lounge with coffee table and easy chairs is a basic requirement for self-catering establishments consisting of 4 units and above and it shall meet the following requirements—

8.1 Size of reception: The size of the reception shall be as follows—

(a) 4 units 13 square metres;

(b) 6 to 15 units 15 square metres; and

(c) 16 to 25 units 20 square metres.

8.2 Sitting Capacity: Adequate sitting capacity shall be available relative to the size of the property and volume of business and style of operation.

8.3 Telephone: Telephone shall be available at the reception. Where establishment consists of less than four studio apartment, a reception facility is not required but telephones or alternative means of communication shall be available in all the units.

8.4 Reception area: The reception area or lobby should be clearly designated, visible, open and inviting. Easy sitting comprising tables and chairs shall also be available. Plastic furniture is not recommended.

8.5 Left-luggage: Establishments with 4 or more units should have a left luggage facility.

8.6 Summoning Attention: A means of summoning attention shall be available, when reception is unattended.

8.7 Safe Deposit: Safe deposit facility should be made available at the reception, if unavailable in the units. Safe should be securely bolted.

8.8 Ventilation: The reception and lobby should be adequately ventilated. The Planning Authority Regulations are applicable. Ceiling fans and air conditions, if available, shall be in good working condition and clean.

8.9 Lighting: There shall be adequate natural or artificial lighting at the reception and at designated reading areas. Wall or ceiling lights should be in good working condition and clean. (Energy saving lights are recommended.)

8.10 Porterage: Assistance with luggage shall be made available and this applies to all self-catering establishments including those without a reception.

8.11 Morning Call: Guests shall be able to request for an early morning wake up call.

8.12 Taxi and car hire booking: Guests shall be able to request for a taxi or car hire booking.

8.13 Telephone: Telephone shall be available at the reception.

8.14 Sign: A sign should be in place to clearly indicate the reception.

8.15 Flooring: Flooring shall be of hard durable and non-slippery surface and in good condition and clean.

8.16 Walls and ceiling: Walls and ceiling shall be well maintained and in good condition.

8.17 Décor: Décor shall be attractive, of good quality with harmony of colours. Elements of local arts and culture shall be present in the décor.

8.18 Windows, if available: Windows shall be in good condition and clean.

8.19 Curtains and blinds if available: Curtains and blinds shall be of good quality, in good condition and in line with the general décor.

8.20 Reception counter or desk: In the establishment having more than 4 units, a reception counter or desk shall be available for registration of the information and assistance and the counter shall be in good condition and well equipped.

8.21 Furniture: All the furniture shall be in good condition and clean. Plastic furniture is not recommended on slippery surfaces for safety reasons.

8.22 Booking Conditions: Policies of the establishment shall be described upon booking e.g., payment methods, applicable deposits, overbooking conditions and cancellation policy. Information on access restrictions and child-friendly services shall be provided, where applicable.

8.23 Email Address: Establishments are required to have an active email address.

8.24 AMENITIES (If a reception is available):

8.24.1 First-aid kit: First-aid kit shall be available and in good condition and well stocked as per the health requirements.

8.24.2 Foreign exchange: Up to date exchange rates should be conspicuously displayed.

8.24.3 Beach towel: If beach towel is provided, it should be clean and in good condition.

9.0 PUBLIC TOILET:

9.1 Where a reception is available in an establishment, a public toilet facility shall be provided as follows—

9.1.1 Establishments with 4 to 10 units should have 1 toilet.

9.1.2 Establishments with 10 units and above should have separate male and female toilets.

9.2 Fixtures and fittings: All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.

9.3 Toilets: All toilets shall be well maintained, clean, deodorised and frequently checked.

9.4 Toilet paper and sanitary bin: Adequate toilet paper and a sanitary bin with plastic lining should be available.

9.5 Hand washing and 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.

9.6. Ventilation: Adequate artificial or natural ventilation shall be available.

9.7. Walls, ceiling and floor: Walls, ceiling and floor shall be well maintained and in good condition.

9.8. Windows and curtains: Opaque windows or curtains or blinds shall be provided to ensure guest's privacy.

9.9. Sanitary bin: Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.

9.10. Mirror: A mirror shall be provided and shall be in good condition and clean.

9.11. Cubicle door: Each cubicle door shall have a working lock for privacy.

10. STUDIO APARTMENTS STRUCTURE AND AMENITIES: All units shall 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 shall be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.

10.2. Walls and ceiling: Walls and ceiling- should be clean and in good state of maintenance.

10.3. Ventilation: Either natural or artificial ventilation is acceptable. Standing or ceiling fans or air-conditioning unit shall be in good condition.

10.4. Housekeeping: All guest units shall be maintained at satisfactory standards of cleanliness. Units should be cleaned daily.

10.5. Lighting: Entire unit shall be well lit. There shall 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 the fire safety guidelines.

10.6. INTERIOR DÉCOR:

10.6.1 Décor- Décor shall be of good quality, with harmony of colours.

10.6.2 Local elements- Elements of local arts and culture shall be present in the décor.

10.7. BEDROOM SPACE:

10.7.1 Bedroom area or sleeping space: The minimum size should be 12 square metres and the head room shall be as per the Planning Authority regulations.

10.7.2 Bedside lights: There shall be a bedside lamp or one bed head light for each person. Bed side lamps shall be in good working order. Where a shade or cover is provided, the same shall be in good condition and clean.

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

10.7.4 Beds and mattresses:

10.7.4.1 One double or two singles beds shall be provided. Beds shall be in good condition and visually attractive.

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

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

10.7.5 Bed Linen:

10.7.5.1 All linen shall be clean and sufficient in quantity.

10.7.5.2 All linen shall be changed when soiled.

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

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

10.7.5.5 There shall 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 shall be of good standards.

10.7.6 Wardrobe:

10.7.6.1 Each unit shall have a wardrobe of not less than 1.2 metres wide and should be in good condition.

10.7.6.2 Sufficient good quality hangers (minimum 3 hangers per person) shall be provided.

10.7.6.3 In addition, there shall be adequate drawer or shelf spaces.

10.7.6.4 Wardrobes shall also be well lit.

10.7.7 Mirror: A full length mirror shall be available. Ideally a mirror shall be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror shall be adequate.

10.7.8 Bedside Tables: All permanent sleeping spaces intended for adult occupation should have two bedside tables.

10.7.9 Luggage rack: All rooms shall have sufficient luggage storing facility. However, the provision of one luggage rack is encouraged. Where luggage rack is not available, provision shall be made within the wardrobe.

10.7.10 Curtains: Curtains or blinds shall be provided on all windows including glass panels to afford both privacy and exclusion of light.

10.8. BEDROOM AMENITIES:

10.8.1 Television: Availability of television for guest room is a basic requirement and shall be available in every unit.

10.8.2 Telephones: IDD telephones shall be provided in the unit. The establishment telephone number, reception number and the room extension number shall 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 shall also be made available.

10.8.3 Bedside lamps: Bedside lamps shall have a shade or cover and in good condition and clean.

10.8.4 Bedside rugs or mats if available: Bedside rugs or mats shall be available in good condition and clean and alternatively slippers may be provided.

10.8.5 Do not disturb or make up my room sign: Do not disturb or make up my room sign shall be available in the unit.

10.8.6 Insect protection: Mosquito net or insect repellent shall be available. The mosquito net shall be in good condition and clean.

10.8.7 Power sockets: Sufficient power sockets for the safe use of electrical equipment.

10.8.8 Information Kit:

10.8.8.1 Directory of essential services i.e., emergency and contact number.

10.8.8.2 Transport services i.e., bus schedule, taxi and car hire.

10.8.8.3 Method of payment; change of foreign exchange, credit cards.

10.8.8.4 Room keys procedures.

10.8.8.5 Swimming pool/

10.8.8.6 Telephone services i.e., wake up call.

10.8.8.7 Breakfast hours (if provided).

10.8.8.8 Laundry list and rates.

10.8.8.9 Internet facility, if available.

10.8.8.10 Safe deposit facility.

10.8.8.11 Check out timing.

10.8.8.12 Excursions i.e., diving centre and water sports.

10.8.8.13 Child minding, if available.

11. BATHROOM SPACE: All bathroom areas shall have sufficient space to allow freedom of movement for guests and access to all fittings. The dimension of the bathroom space shall be a minimum of 6 square metres. Toilet facility may be separate from the bathroom. All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.

11.1. BATHROOM STRUCTURE:

11.1.1. Floor: Flooring may vary considerably but shall be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.

11.1.2. Walls and ceiling: Walls and ceiling shall be of durable materials and in good condition.

11.1.3. Doors: All doors are acceptable except the chipboards.

11.1.4. Ventilation: Adequate ventilation should be provided.

11.1.5. Lighting: All bathrooms shall be well lit and the light switch board shall be conveniently located. (Energy saving lights are recommended).

11.1.6. Windows: For guest's privacy, where appropriate all the windows in the bathroom should be covered with an opaque curtain or blind.

11.2. Fixture, fittings and amenities: Each bathroom shall have the following—

11.2.1. A bath or shower cubicle with doors or curtains.

11.2.2. A grab rail for safety purposes should be available with the bathtub.

11.2.3. Drip dry facility or equivalent should be available.

11.2.4. Wash hand basin.

11.2.5. Standard size mirror over the wash hand basin.

11.2.6. Adequate shelf space shall 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 with dish, holder or dispenser shall be available. Fresh soap for each new guest shall be provided.

11.2.10. Toilet.

11.2.11. Toilet roll holder and toilet paper.

11.2.12. Running hot and cold water for bathing shall be available at all times.

11.2.13. Clean hand and bath towel for each guest. Towels shall be in good condition.

11.2.14. Adequate ventilation (e.g., an extractor fan or opening window)

11.2.15. Clothes hooks or equivalent shall be provided

11.2.16. Sanitary bin should be in good condition, clean and with plastic liner.

11.2.17. Electric shaver unit shall be in good working order.

12. LIVING OR DINING SPACE:

12.1. Sitting: Adequate living furniture shall be provided.

12.2. Dining: Each unit shall have a dining table or counter with sitting facilities to accommodate the number of occupants.

13. KITCHEN:

13.1 The kitchen should be equipped with the following—

13.1.1 An electric or gas cooker.

13.1.2 A fridge or freezer.

13.1.3 A microwave oven (optional).

13.1.4 A kettle.

13.1.5 Shelves or cabinets.

13.1.6 Sink.

13.2 Worktop and storage: There shall be at least one worktop or working surface for food preparation and adequate storage or shelving facilities. Worktops and preparation tables shall be of hard durable material, so that it can be easily cleaned and disinfected.

13.3 Crockery, cutlery and kitchen utensils: There shall be adequate crockery, cutlery, kitchen utensils and glassware and shall be in good condition.

13.4 Ventilation: Adequate ventilation shall be provided either natural or artificial. Windows shall be fly proof.

13.5 Waste bin: A covered waste disposal bin and liner shall be provided.

13.6 Fire equipment: There shall 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 shall apply—

13.7.1 The size for the fish cleaning area or butchery shall be 2 metres by 2 metres.

13.7.2 Flooring shall be of hard durable and non-slippery surface that can be easily cleaned and disinfected.

13.7.3 Walls shall be of durable materials that can be easily cleaned and disinfected and shall be in good condition.

13.7.4 Worktops and other work surfaces shall 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 shall be well ventilated.

13.7.7 Refuse bins shall be provided.

13.8 LP Gas store:

13.8.1 Storage shall be well ventilated and secured.

13.8.2 “No Smoking” sign shall be legibly displayed thereon.

13.8.3 Fire Safety Regulations will apply.

13.9 Garbage room or bin site: The garbage room or bin site shall be provided as per the Public Health requirement.

14. SWIMMING POOL AREA: A swimming pool is not a basic requirement, but where there is one available, it shall meet the following requirements—

13.10 Swimming pool area shall be well maintained and clean.

13.11 Pool water shall be clear and Ph and chlorine levels shall be checked and recorded on a daily basis.

13.12 Life buoys shall be strategically located and visible by all and the same shall be in good state of repair.

13.13 Depth markings shall be clearly shown.

13.14 Public safety notice shall be strategically located, legible and in good condition (stating opening times, emergency info and rules).

13.15 Lighting or emergency lighting shall be available.

13.16 Pool furniture shall be in good condition and clean.

13.17 Shower facility shall be in good state of maintenance and clean.

13.18 Steps shall be in good condition and well maintained. Safety railings shall be available on the steps.

15. LAUNDRY FACILITY: Laundry may be contracted out or otherwise the establishment may provide a proper laundry and it shall meet the following—

15.1 Size: Above ten units, the minimum size shall be 5 metres by 5 metres with separate ironing, drying and washing area. For self-catering accommodation establishments with less than ten units, the laundry shall be 3 metres by 3 metres with separate ironing, drying and washing area.

15.2 Ventilation: Adequate natural or artificial ventilation shall be provided. Ideally, these facilities shall be air conditioned and maintained at optimum temperature.

15.3 Storage Facilities: Adequate storage facilities for linen, soap and detergents shall be provided.

16. STAFF FACILITIES: Staff facilities shall be provided as per Public Health requirement.

17. ELECTRICAL AND FIRE SAFETY: Fire and Safety Department regulations shall apply in respect of electrical and fire safety measures.

18. HUMAN RESOURCES:

18.1 Management: Depending on the size and organisational structure of the establishment, there shall 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 (where one is employed).

18.2.5 Protective clothing such as chef hats, gloves etc.

18.3 Employee's file: The employer shall maintain an updated file with all relevant information of each employee.

18.4 Training- Continuous training, including in-house programmes shall be available. Staff shall have the opportunity to attend relevant trainings programmes organised by the Tourism Department or of other relevant organisations.

18.5 Scheme of service: The Scheme of service or payment structure to the employees shall be as per the guidelines etc., of the Ministry responsible for Employment.

18.6 Fire drill: Depending on the size of the operation, fire drill training shall be conducted at least once a year or as recommended by the Fire Safety and Rescue Agency.

18.7 First-aid: Key staff members shall be trained in first aid. First-aid box shall be available and well stocked as per the 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 <https://www.tourism.gov.sc> or contact the Risk Management Section of the Department

19.0 QUALITY AND STANDARD: The self-catering establishment (Studio Apartments) shall 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.