

MINIMUM REQUIREMENTS FOR GUESTHOUSES

GUEST HOUSE: 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:

1.1 **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).

1.2 **Signage:** There shall be appropriate signage to direct the guest to reach the main entrance.

1.3 **Signboard:** Signboard with full name of the establishment shall be displayed in a prominent place. It shall be in good condition.

1.4 **Boundary wall or fencing or hedges:** Where available, it shall be well maintained, in good state of condition and clean.

1.5 **Gate:** Where available, it shall be in good working condition, well painted and clean.

1.6 **Lighting:** Lighting shall be adequate in numbers and in working condition.

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

2.1 **Bicycle parking:** Bicycle parking shall be available for establishment on La Digue and should be well surfaced with no pot holes.

2.2 **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.

2.3 **Signage:** Parking area shall be clearly designated, with legible and visible signs.

2.4 **Lighting:** Adequate lighting should be available and in good working condition.

2.5 **Buggy parking:** If the establishment provides buggies, a well surfaced buggy parking area with no potholes shall be provided.

3.0 EXTERIOR:

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

3.2 **Pathways:** All pathways shall be well lit and directional signage should be provided to guide the guests to reach their units.

4.0 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.

4.1 **Lighting:** There shall be adequate levels of lighting for guest safety and comfort in all public areas, including the staircase and parking area.

4.2 **Contact numbers in the event of an emergency:** After hour's contact person's names and their telephone numbers for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele.

4.3 **Locking device:** Guest rooms 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 inside, when the guest is occupying the room.

4.4 **Interconnecting rooms:** Doors to connecting rooms shall be equipped with a deadbolt lock or alternatively have 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 shall also be made available.

4.6 **Medical assistance:** The establishment shall have in place a means to provide or summon medical assistance, if required.

4.7 **Insurance Cover:** The establishment shall 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 or 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 shall blend in with the natural and physical environment and shall meet the requirements of the Planning Authority.

5.2 Environmental Considerations: Special measures shall be undertaken for environmental matters prior to the construction, such as energy and water efficiency considerations, waste management and building finishes upon completion.

5.3 Universal Access: Wherever possible, the management or the owner shall consider making provision to accommodate disabled people. In doing so, some of the facilities including the ground should be made accessible to wheelchair users.

5.4 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 Planning Authority, Environment and Health regulations.

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

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

5.7 Water storage: Water storage shall be made 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 shall be maintained in a sound and clean condition and shall be fit for the purposes intended.

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

6.2 Ceiling: Ceiling shall be in good condition and clean

6.3 **Floor and walls:** Floor and wall shall be in good state of condition and clean.

6.4 **Balustrades and pillars:** Balustrades and pills shall be in good state of condition and clean.

7.0 RECEPTION HALL OR LOBBY: A reception or lobby shall 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 13 square meters which include desk or counter and lounge or sitting area.

7.1 **Size of Reception:** The size of the reception or lobby shall depend on the number of rooms and should be as follows—

1 to 5 rooms -13 square meters

6 and above rooms - 20 square meters.

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

7.3 **Telephone:** Telephone shall be available at the reception.

7.4 **Furniture:** All furniture shall be in good condition and clean. (Plastic furniture is not recommended on slippery surfaces for safety reasons).

7.5 **Sign:** A sign should be in place to clearly indicate the reception area.

7.6 **Reception Counter:** Reception counter or desk should be available for registration of the information and assistance. The reception counter or desk shall be clean, well equipped and in good condition.

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

7.8 **Left luggage:** Left luggage facility should be made available to guests.

7.9 **Summoning assistance:** Necessary arrangement for summoning assistance, during the non-availability of the receptionist.

7.10 **Ventilation:** The reception or lobby should be adequately ventilated. Planning Authority Regulations are applicable in this regard. Ceiling fans and air conditioners should be in good working condition and clean

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

7.12 **Porterage:** Assistance with luggage should be made available.

7.13 **Morning call:** Guests should be able to request for an early morning wake-up call.

7.14 **Taxi and Car Hire Booking:** Guests should be able to request for a taxi or car hire booking.

7.15 **Safe Deposit Box:** If not provided in guest rooms, a safe shall be provided at the reception for the secure storage of guest's valuables.

7.16 **Flooring:** Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.

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

7.18 **Curtains and Blinds:** Wherever provided, the same shall be in good condition and in line with the general décor.

7.19 **Windows, if available:** If the windows are available, they should be in good condition and clean.

7.20 **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.

7.21 **Email address:** Establishments are required to have an active email address.

7.22 Reception Amenities:

7.22.1 **Beach towel:** If provided, the same should be clean and in good condition.

7.22.2 **First-aid Box:** First aid box shall be available and well stocked as per the health requirements.

7.22.3 **Foreign Exchange:** Applicable and up to date rates of exchange should be conspicuously displayed.

7.23 Public Toilets: A guesthouse is required to have public toilet facilities and these should be provided as per the regulations or requirements of the Planning Authority and the Ministry of Health. Guest houses with 1 to 5 rooms should have one communal toilet facility. Guest houses with more than 5 rooms shall have at least one male and one female toilet.

7.23.1 All toilets should be well maintained, clean, deodorized and frequently checked.

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

7.23.3 A wash hand basin with running water, soap and a drying mechanism (individual cotton towels, disposable paper towels, hot air dryer, etc.) should be provided.

7.23.4 Adequate toilet paper and a sanitary bin with plastic lining should be available.

7.23.5 Adequate artificial or natural ventilation shall be made available.

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

7.23.7 Opaque windows or curtains or blinds shall be provided, if necessary, to ensure guest privacy.

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

7.23.9 Mirror should be provided in good condition and clean.

7.23.10 Each cubicle door shall have a working lock for privacy.

7.23.11 Hooks on the inside of each toilet cubicle door should 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 shall be done on regular basis, as appropriate.

8.1 BEDROOM STRUCTURE:

8.1.1 Room Number or names: Rooms should be provided with a number or name. Room number or names shall be legible and visible.

8.1.2 Room Keys: Room keys or cards shall 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 shall be clearly displayed and available in the English and French. This may 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 or plywood. Entrance doors shall be solid, in good condition, clean and fitted with secure locking system to ensure guest privacy inside the room. The minimum size should be 900 millimeters wide by 2100 millimeters high by 45 millimeters in thickness.

8.1.5 Bedroom Size: The minimum size of the bedroom shall be 12 square meters (excluding bathrooms, balconies or terraces) and the head room for the major part of the room shall be as per the Planning Authority regulations.

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

8.1.7 Walls and ceiling: Walls and ceiling shall be of durable material and in good condition.

8.1.8 Ventilation: Appropriate ventilation either natural or artificial shall be provided. Ceiling fans and air conditioners shall be in good working order and clean.

8.1.9 Balcony or veranda: At least one common balcony or veranda for guest use shall be provided and same should meet the following specifications—

8.1.9.1 Balconies should be at least 2 meters wide and the same length as the adjacent wall.

8.1.9.2 If the floor of the verandah or balcony is above 1.5 meters 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 ceiling shall be a durable material and in good condition.

8.1.9.5 Furniture should be in good condition and clean. Plastic furniture on slippery surface is not recommended for safety reasons.

8.2 INTERIOR DÉCOR:

8.2.1 **Décor:** Décor shall be of good or modest quality and with harmony of colours.

8.2.2 **Local Elements:** Elements of local arts and culture shall be present in the décor.

8.3 LIGHTING:

8.3.1 **Natural Light:** There shall be provision to allow the natural light.

8.3.2 **Bedroom Lights:** All bedrooms shall be well lit. There shall be a main light switch near the entrance (Energy saving lighting is recommended).

8.3.3 **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 should be in good condition and clean.

8.3.4 **Emergency lights:** Flashlights or free standing emergency lights shall be available in the room. Candles are not recommended for safety purposes, as per fire safety norms.

8.4 BEDROOM FURNISHINGS:

Bedroom furniture shall include the following— One double bed or two single beds, two easy chairs, one coffee table, wardrobe, dressing or writing table with stool, mirror and two bedside tables. All the furniture shall be well maintained, in good condition and clean.

8.4.1 Beds and mattresses:

8.4.1.1 One double or two single beds shall be provided. Beds should be in good condition and visually attractive.

8.4.1.2 Headboards shall be provided and in good condition.

8.4.1.3 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).

8.4.1.4 All mattresses are to be comfortable and in good condition and clean. Foam mattresses are not acceptable.

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

8.4.2 Bed Linen:

8.4.2.1 All linen shall be clean and sufficient in quantity.

8.4.2.2 Linen shall be changed when soiled or at the guest's request.

8.4.2.3 Beds shall be covered with appropriate bedspread or valances. These should be changed for each new guest. 8.4.2.4 All sleeping spaces shall be provided with two bed sheets i.e., one under.4.3
8.4.3.1 There shall be at least one pillow per sleeping space with pillow protectors and pillow cases.

8.4.3.2 All pillows shall be in good condition and clean.

8.4.3.3 Extra pillows may be provided on request.

8.4.4 Wardrobes:

8.4.4.1 Each room shall have a wardrobe or purpose built hanging space of at least 1.2 meter wide and be in good condition and clean.

8.4.4.2 A minimum 3 identical hangers shall be provided per person. Same shall be in good condition. In addition to the above, there shall be adequate drawer or shelf and hanging space.

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

8.4.6 Mirror:

8.4.6.1 A full length mirror shall be available.

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

8.4.7 **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.

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

8.5 BEDROOM AMENITIES:

8.5.1 Television and radio: Availability of television and radio for guest room is a basic requirement. However, it can be on demand and not necessarily in the rooms.

8.5.2 Telephones:

- 8.5.2.1 Telephone to individual guest rooms may be provided for internal communication.
- 8.5.2.2 All in-room telephones shall display the establishment's telephone number, reception or switchboard number and the room extension number.
- 8.5.2.3 If telephone is not provided in individual guest room, facilities shall be made at the reception area.

8.5.3 **Mini-fridge:** A mini fridge shall be available. If stocked, an appropriate rate list shall be provided.

8.5.4 **Guest Information:** A kit containing the following information shall be provided.

- 8.5.4.1 Directory of essential services i.e., emergency contact numbers.
- 8.5.4.2 Transportation: Bus schedules, taxis, car rentals, parking.
- 8.5.4.3 Method of payment: Change of foreign exchange, credit cards.
- 8.5.4.4 Room key procedures.
- 8.5.4.5 Medical services (nearest medical centers and pharmacies).
- 8.5.4.6 Food and Beverage: Breakfast, dining hours and bar facility etc.
- 8.5.4.7 Checkout times.
- 8.5.4.8 Laundry and dry cleaning.
- 8.5.4.9 Internet facility.
- 8.5.4.10 User's manual and security codes for safety deposit box.
- 8.5.4.11 Wake up calls.
- 8.5.4.12 Security.
- 8.5.4.13 Fire notice.
- 8.5.4.14 Dressing codes.
- 8.5.4.15 Some useful information on excursions and other tourism activities such as dive centre, water sports and boat charters.
- 8.5.4.16 Swimming pool opening hours (where a pool is available)

8.5.5 **Other required basic amenities which needs to be made available include—**

- 8.5.5.1 Do not disturb sign, making up room sign.

8.5.5.2 Tea and coffee making facilities should be available, in good condition and clean.

8.5.5.3 Waste bins and liners which should be kept clean and in good condition.

8.5.5.4 Clean drinking glasses

8.5.5.5 Sufficient power sockets for the safe use of electrical equipment

8.5.5.6 Laundry bags and list (if applicable)

8.5.6 Optional amenities which the establishment may provide include—

8.5.6.1 Insect repellent

8.5.6.2 Satellite Cable TV Channels [26th October 2023]

8.5.6.3 Internet connection

8.5.6.4 Bathrobe and Slippers

8.5.6.5 Sewing Kit

8.5.6.6 Plug adaptors may 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 area shall be 6 square metres. Toilet facility may be separate from the bathroom.

9.1 BATHROOM STRUCTURE:

9.1.1 **Floor:** 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 ceiling:** Walls and ceiling shall be of durable material and in good condition.

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 shall be well lit and the light switch shall be conveniently located (Energy saving lighting is recommended).

9.1.6 **Windows:** For guest privacy, wherever appropriate, all the windows in the bathroom should be covered with an opaque curtain or blinds.

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

9.1.8 **Fixtures and Fittings:** Each bathroom shall have—

9.1.8.1 A bath or shower cubicle with glass doors or curtains.

9.1.8.2 A grab rail for safety purpose 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 shall be provided adjacent to hand wash 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 shall 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 shall 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, shall 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: Dining room or breakfast area is a basic requirement for all guesthouses.

10.1.1 **Furnishings:** Furnishing shall include table and chairs of appropriate height and large enough for uncluttered use. (Plastic furniture on slippery surfaces is not recommended for safety reasons).

10.1.2 **Flooring:** Flooring shall be of hard durable and non-slippery surface which can be easily cleaned and disinfected. However, if using sand, same shall be clean and hygienic.

10.1.3 **Menu and beverages list:** Menu and beverages list shall be made available with prices, well presented and clean.

10.1.4 **Lighting:** There shall 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. Bar areas and equipment shall be well maintained, clean and hygienic. The following shall apply to the bar—

10.2.1 Bar facilities and equipment:

10.2.1.1 Sinks with hot and cold water.

10.2.1.2 Bar display for drinks.

10.2.1.3 Updated Beverages list.

10.2.1.4 Chiller or fridge.

10.2.1.5 Storage facility for glassware.

10.2.1.6 Wash hand basin.

10.2.1.7 Suitable furniture.

10.2.2 **Walls:** Walls shall be in good condition and clean.

10.2.3 **Ceiling:** Ceiling shall be clean, in good condition and well painted.

10.2.4 **Floor:** Floor shall be hard, impervious, surface that is non slippery, clean, without any damage.

10.2.5 **Lighting:** Lighting shall be adequate, in good working condition.

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. (Plastic furniture on slippery surfaces is not recommended for safety reasons)

10.2.8 **Bar display:** Bar Display shall be in good condition and clean.

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

10.2.10 **Hand washing amenities:** For hand wash, soap shall be available; liquid soap dispenser shall be replenished and be in working order.

10.2.11 **Hand drying amenities:** Paper towels shall be replenished and automatic dryer shall be in good working order.

10.2.12 **Beverages and cocktails list:** List of the beverages and cocktails shall be in good condition, well-presented and up to date.

10.2.13 **Refuse bin:** Refuse bin shall be available in good condition, with plastic liners.

10.2.14 **Store:** Store shall be rodent proof, well organised and clean.

10.2.15 **Storage space:** Storage space shall have adequate shelves, fridges and chillers.

11.0 KITCHEN: All kitchen and ancillary facilities shall be well maintained, clean and hygienic. Floor, walls and ceiling shall be clean and in good state of maintenance. A bed and breakfast guesthouse is required to have a breakfast kitchen with the following facilities

11.1 Breakfast Kitchen:

11.1.1 Either gas or electrical cookers are acceptable and they shall be placed underneath a heat extracting system with hood and canopy.

11.1.2 Worktops shall be of hard durable material, easy to clean and to disinfect.

11.1.3 The floor shall be of hard, durable and non-slippery surface that can be easily cleaned and disinfected. Proper drainage system shall also be available.

11.1.4 Walls shall 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 or storage facilities shall be provided.

11.1.7 Windows and doors shall be rodent and fly proof.

11.1.8 Adequate natural or artificial ventilation shall be provided.

11.1.9 A chiller or fridge shall be available.

11.2 Commercial Kitchen: Guesthouses with restaurant facilities operating on half or full board basis are required to have a commercial kitchen. Kitchen ancillary areas shall include a hot kitchen, scullery, cold preparation area, fish cleaning or

butchery and dry and cold storage facilities. All kitchen and ancillary facilities shall be well maintained, clean and hygienic. All equipment, appliances and facilities shall be clean and in good working order. Ideally, the kitchen shall be located next to the restaurant or be immediately adjacent to it. Layout shall 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 shall be based on the number of equipments in use for proper manoeuvring as per the regulations or requirements of the Planning Authority and the Ministry of Health.

11.2.2 Worktops: Worktops and preparation tables shall 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 shall be provided with wash hand basin or sink with hot and cold water supply. Hand washing and hand drying amenities shall also be available.

11.2.4 **Shelves or storage space:** Clean and well maintained shelves or storage space shall be adequately provided.

11.2.5 **Ventilation:** Adequate artificial or natural ventilation shall be available.

11.2.6 Hot Kitchen:

11.2.6.1 Both electrical and gas cookers are acceptable.

11.2.6.2 Worktops shall be of hard durable material, easy to clean and disinfect.

11.2.6.3 Floor shall 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 Walls shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.

11.2.7 Scullery or washing up Area:

11.2.7.1 Floor shall 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 shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.

11.2.7.3 Adequate shelving or storage facilities shall be provided.

11.2.7.4 Drains shall be clean and serviced regularly.

11.2.8 **Receiving Area:** A dedicated receiving area shall be provided, suitably equipped with scales and with walls and floor that are durable, impervious and easy to clean and disinfect.

11.2.9 Cold Storage Facility:

11.2.9.1 Adequate storage facilities shall be provided.

11.2.9.2 Floor shall 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 shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.

11.2.9.4 Physical separation for different food types shall also be provided.

11.2.10 Dry Storage Facility:

11.2.10.1 The store shall be screened against pests and other vermin regularly.

11.2.10.2 Floor shall 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 shall be well maintained and clean.

11.2.10.4 Adequate shelving or storage facilities shall be provided.

11.2.10.5 Food items shall not be stored on the floor.

11.2.10.6 Adequate ventilation and lighting shall be available.

11.2.11 Larder room or cold preparation area:

11.2.11.1 All larder rooms shall be air conditioned and maintained at optimum temperature.

11.2.12.1 Walls shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.

11.2.13.1 Floor shall be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.

11.2.14.1 Doors may be of different types except the chipboard and shall be self-closing.

11.2.15.1 All worktops and other food contact surfaces shall be of hard non-corrosive material such as stainless steel or granite.

11.2.12 Pastry or Bakery Room:

11.2.12.1 Walls shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.

11.2.12.2 Floor shall 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 shall be provided.

11.2.12.4 Lighting shall be adequate to enable the undertaking of the required work.

11.2.12.5 Worktops shall be of solid material with a smooth finish e.g., stainless steel or granite.

11.2.13 Fish cleaning area and Butchery:

11.2.13.1 Separate areas shall be provided for fish cleaning and butchery.

11.2.13.2 Walls shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.

11.2.13.3 Floor shall 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 Lighting shall be adequate to enable the undertaking of the required work.

11.2.13.5 Worktops shall be of solid material with smooth finish e.g., stainless steel or granite.

11.2.13.6 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 shall be well ventilated and secured. The “No Smoking” sign shall be legibly displayed thereon.

12.0 GARBAGE AREA: The garbage area shall be provided as per the Public Health requirement. 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, if it is available, it shall meet with the following requirements—

13.1 Swimming pool area shall be well maintained and clean.

13.2 Pool water is clear and Ph and chlorine levels are checked and recorded on a daily basis.

13.3 Life buoys shall be strategically located and visible by all and shall be in good condition.

13.4 Depth markings shall be clearly shown on each pool.

13.5 Public safety notice shall be strategically located, legible and in good condition providing the opening time and closing time, emergency info and rules.

13.6 Lighting and emergency lighting shall be available.

13.7 Pool furniture shall be in good condition and clean.

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

14.0 LAUNDRY FACILITY: Laundry services may be contracted out or otherwise the Guest house shall provide the following—

14.1 **Size of the Guest House:** If the guest house have less than ten rooms the minimum size shall be 5 metres by 5 metres with separate ironing, drying and washing area.

14.2 **Laundry facilities:** Laundry shall have separate ironing, drying and washing area.

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

14.4 **Storage:** Adequate storage facilities for linen, soap and detergents shall be provided.

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

16.0 ELECTRICAL AND FIRE SAFETY: The Fire and Safety Department regulations shall apply.

17.0 HUMAN RESOURCES:

17.1. **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. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department.

17.2. Food Handler's Certificate: Every employee who works in a kitchen or handles food shall be examined by a medical officer once in 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—

- (a) Uniform;
- (b) Job Description;
- (c) Contract of Employment;
- (d) Medical test for food handler; and
- (e) Protective clothing such as chef hats, gloves etc.

17.4. Employee's File: The employer shall keep an updated file with all relevant information of each employee.

17.5. Training:

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

17.5.2 A person responsible for organising staff training should be available.

17.6. Scheme of service: Scheme of service or payment structure should be as per the Ministry responsible for Employment.

17.7. Fire Drill: Fire drill training shall be conducted at least once a year.

17.8. 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.

17.9. Emergency Response Plan: All establishments are required to mainstream risk and disaster management in their business operation. All hotels should therefore have a crisis management plan that integrates disaster preparedness, emergency response and evacuation procedures which should be in line with the national disaster plan available on <https://www.tourism.gov.sc>.

18.0 QUALITY AND STANDARD: The guest house shall 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.