

MINIMUM REQUIREMENTS FOR HOTELS

HOTEL: Hotel means an establishment containing several rooms or suites, supplemented by one or more separate buildings that provides lodging or sleeping accommodation and ancillary food and beverage areas, including a reception area and offering food and beverage services, entertainment and other facilities to its in-house guests and the general public.

1.0 ACCESS:

1.1 **Access to property:** 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 a lay-by to service fire engines in case of an emergency.

1.2 **Signboard:** Signboard with full name of the hotel shall be displayed in a prominent place. It shall be in good condition. Where hotels are located on islands other than Mahe, Praslin and La Digue and is the only hotel on the island, this criterion is not applicable as a minimum requirement.

1.3 **Boundary wall or fencing or hedges:** Where available, the same should be well maintained, in a good state of repair and clean.

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

1.5 **Security kiosk:** where available, this should meet the below requirements:

1.5.1 Roofs, roof eaves and fascia boards shall be in good condition and clean.

1.5.2 Ceilings shall be in good condition and clean.

1.5.3 Walls shall be in good condition and clean.

1.5.4 Interior shall be clean and tidy.

2.0 PARKING:

Hotels on Mahe and Praslin should have parking facilities. The ratio should be in line with Department of Land Transport (herein after referred to as the DLT) requirements. Parking bays or bicycle bays should be in a secure environment close to the accommodation. Provision for taxi bays should also be made as per the DLT requirements

2.1 **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.

2.2 **Signage:** Parking area should be clearly designated with legible and visible signs.

2.3 **Lighting:** Adequate lighting should be available and shall be in good working order.

2.4 **Buggy parking:** Where hotels provide buggies, a well surfaced buggy parking area with no potholes shall be provided.

2.5 **Bicycle parking** shall also be available for hotels on La Digue and should be well surfaced with no potholes.

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 **Signage:** There shall be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage.

3.3 **Lighting:** All paths shall be well lit and directional signage should be provided to guide the guests to their rooms. Lighting throughout the property shall be available, adequate and in good working order.

3.4 **Assembly point:** Assembly Point in the event of an emergency shall be clearly marked and visible.

4.0 SAFETY AND SECURITY:

A high degree of safety and security shall be maintained at all times. All reasonable precautions 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 staircases and car parking.

4.2 **In case of Emergency:** Information on procedures in the event of an emergency and contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele and may also incorporate diagrams.

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 a double door system (with each door permitting access from one room only).

4.5 **Summoning assistance:** There should be a responsible person on call, 24-hours a day. Procedures for summoning assistance, in particularly after late hours, shall also be made available.

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

4.7 **Insurance Cover:** Every hotel shall have 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 for 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 be the first and foremost 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 construction, such as energy efficiency considerations, waste management and building finishes upon completion.

5.3 **Universal Access:** Wherever possible, the management or the owner should consider making provision to accommodate disabled people. In doing so, some of the facilities including the grounds 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 of the Planning Authority, Environment and the Health Regulations.

5.5 **Back-Up Power Sources:** There shall be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply

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

5.7 Water storage: Water storage facility 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 building including all the fittings, fixtures and furnishings shall be maintained in good and clean condition and shall be fit for the intended purpose.

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

6.2 Ceiling shall be in good condition and clean.

6.3 Walls and floors should be in good state of repair and clean.

6.4 Balustrades and pillars should be in good state of repair and clean.

7.0 RECEPTION HALL OR LOBBY:

A reception or lobby is a basic requirement and should be made available for guests to check in and out. The reception area should be clearly designated and visible. This may include a reception desk or counter with back up office facilities. A physical traditional reception area may not be required if a dedicated butler service is available and check in or check out is carried out in the rooms.

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

(a) 10 to 15 rooms - 25 square meters

(b) 16 to 25 rooms - 30 square meters

(c) 26 to 50 rooms - 40 square meters

(d) 51 rooms and above - 50 square meters.

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

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

7.4 Reception Counter or desk: Reception counter or desk should be available for registration information and assistance, cashier, key retrieval etc. It should be clean and in good condition.

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

- 7.6 **Left luggage:** Left luggage facility should be made available to the guests.
- 7.7 **Reception Service Hours:** The reception should be manned for a minimum of 10 hours a day. However, clients should be able to summon assistance on 24 hour basis, for this purpose a means of summoning attention should be provided.
- 7.8 **Safety Deposit Box:** If not provided in guest rooms, a safe shall be provided at the reception for the secure storage of guest valuables. Safes should be in good working order and securely bolted or built in the wall for security reasons.
- 7.9 **Flooring:** Flooring may vary considerably but should be well maintained, of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 7.10 **Walls and Ceiling:** Walls and ceiling should be well maintained and clean.
- 7.11 **Ventilation:** The reception or lobby should be adequately ventilated. The Planning Authority Regulations are applicable. Ceiling fans or air conditioners should be in good working condition and clean.
- 7.12 **Lighting:** There should be adequate natural or artificial lighting at the reception and at designated reading areas. (Energy saving lighting is recommended). All bulbs should have a cover or shade. Wall or ceiling lights should be in good working order and clean.
- 7.13 **Windows:** Windows should be in good condition and clean. Where curtains and blinds are provided, the same should be in good condition and in line with the general décor.
- 7.14 **Furniture:** All the furniture should be in good condition and clean. (Plastic furniture is not recommended on slippery surfaces for safety reasons).
- 7.15 **Porterage:** Assistance with luggage should be made available.
- 7.16 **Morning Call:** Guests should be able to request for an early morning wake-up call.
- 7.17 **Taxi and Car Hire Booking:** Guests should be able to request a taxi or car hire booking.
- 7.18 **Hotel Policies:** Policies of the hotel shall be described upon booking e.g., payment methods, applicable deposits, over-booking condition, cancellation policy etc. Information on access restrictions and child-friendly services are to be provided, wherever applicable.
- 7.19 Reception Amenities:

- 7.19.1 Beach towel may be provided on request or at a deposit fee.
- 7.19.3 First aid box shall be available and well stocked as per the health requirements.
- 7.19.4 Applicable up to date foreign exchange rates should be conspicuously displayed.
- 7.20 Public Toilets:** Separate toilet facility should be conveniently located in the public areas and these should be provided as per the regulations or requirements of the Planning Authority and the Ministry of Health.
- 7.20.1 Where the toilets at the reception are used to service the restaurant clients of 30 covers and over, the Planning Authority Regulation shall apply.
- 7.20.2 All toilets should be well maintained, clean and frequently checked.
- 7.20.3 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.
- 7.20.4 Adequate artificial or natural ventilation shall be available.
- 7.20.5 Walls, ceilings and floors shall be of durable materials and in good condition, free from stains, cracks and without missing tiles where applicable.
- 7.20.6 Opaque windows or curtains or blinds shall be provided, if necessary to ensure guest privacy.
- 7.20.7 Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.
- 7.20.8 Mirror should be provided in good condition and clean.
- 7.20.9 Each cubicle door shall have a working lock for privacy.

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.

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 **Emergency Evacuation Plan:** Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the hotel's main clientele, shall be framed and hung on or adjacent to the bedroom door.
- 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 and by 45 millimeters in thickness.

8.1.5 Bedroom Size: The minimum size should be 15 square meters (excluding bathrooms, balconies or terraces) and the head room for the major part of the room should be as per the Planning Authority regulations. Hotels built before these standards came into effect shall be exempted from this criteria.

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

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

8.1.8 Ventilation: Adequate ventilation, either natural or artificial should be provided. Standing or ceiling fans or air-conditioning units should be in good condition.

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

8.1.9.1 Balconies should be at least 2.5 metres wide and the same length as that of the adjacent wall.

8.1.9.2 If the floor of the veranda or balcony is above 1.5 metres 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 should be of durable material, in good condition and clean.

8.1.9.5 Ceiling should be of durable material, in good condition and clean.

8.1.9.6 Furniture should be in good condition and clean. Plastic furniture on slippery surfaces are not recommended for safety reasons.

8.2 INTERIOR DÉCOR:

8.2.1 Décor: Décor should be of good and modest quality, 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 should be at least one window to allow natural light.

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

8.3.3 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, the same should be in good condition and clean.

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

8.4 BEDROOM FURNISHINGS

Bedroom furniture should 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 furniture should be well maintained in good condition and clean.

8.4.1 Beds or Mattresses:

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

8.4.1.2 Headboards should be provided and in good condition.

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

8.4.1.4 All mattresses are to be comfortable and in good condition.

8.4.2 Bed Linen:

8.4.2.1 All linen should be clean and sufficient in quantity.

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

8.4.2.3 Clean mattress protectors should be provided. Same should be free from stains.

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

8.4.2.5 All sleeping spaces should be provided with two bed sheets (one under sheet and one top sheet).

8.4.3 Pillows and Blankets:

8.4.3.1 There should be at least one pillow per sleeping space with pillow protectors and pillow cases.

8.4.3.2 Extra pillows and blankets may be provided on request.

8.4.4 Wardrobes:

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

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

8.4.4.3 In addition, there should be adequate drawer or shelf and hanging space.

8.4.5 Mirror:

8.4.5.1 A full length mirror should be available.

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

8.4.6 **Luggage Rack:** All rooms should have sufficient luggage storing facility. However, the provision of one luggage rack is encouraged. Where a luggage rack is not available provision should be made within the wardrobe.

8.4.7 **Curtains:** Curtains or blinds should be provided on all windows including glass panels to afford privacy and the exclusion of light.

8.5 BEDROOM AMENITIES:

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

8.1.2 Telephones:

8.5.2.1 It is recommended to provide telephone to individual guest rooms at minimum for internal communication.

8.5.2.2 All in room telephones should display the hotel telephone number, reception or switchboard number and the room extension number.

8.5.2.3 Notebook and pen should be provided along with the telephone.

8.5.2.4 However, if telephone is not provided in individual guest room, facilities should be made at the reception area.

8.1.3 **Mini-fridge:** A mini fridge should be available in the room. If stocked, appropriate rates list shall be made available.

8.1.4 **Guest Information:** A kit containing the below information shall be provided. Guest information which is provided through IPTV system is also considered as acceptable.

8.5.4.1 Directory of essential services

8.5.4.2 Child minding services

8.5.4.3 Check-out time

8.5.4.4 Transportation - bus schedules, taxis, car rentals, parking

8.5.4.5 Method of payment - Change of foreign exchange, credit cards

8.5.4.6 Entertainment programmes

8.5.4.7 Room key procedures

8.5.4.8 Room service menu with rates and hours of availability

8.5.4.9 Medical services

8.5.4.10 Food and Beverage Facilities

8.5.4.11 Laundry and dry cleaning

8.5.4.12 Internet facility

8.5.4.13 User's manual and security codes for safety deposit box

8.5.4.14 Telephone services - wake up calls, fax etc.

8.5.4.15 Security

8.5.4.16 Information on available leisure facilities (to include opening hours)

8.5.4.17 Fire notice

8.5.4.18 Dressing codes

- 8.5.4.19 Driving
- 8.5.4.20 Special occasions
- 8.5.4.21 Newspaper
- 8.5.4.22 Drinking water
- 8.5.4.23 Electrical outlets
- 8.5.4.24 Hairdresser
- 8.5.4.25 List of excursions and details of persons to contact
- 8.5.4.26 Sight-seeing or excursions

8.1.5 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 or Coffee making facilities should be available in good condition and clean.
- 8.5.5.3 Waste bins and liners 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 Bedside rugs or mats should be provided and shall be clean, coordinate with the décor and in good condition. Bed slippers may be made available.
- 8.5.5.7 Laundry bags and list (if applicable)

8.1.6 Optional amenities which the hotel may provide include—

- 8.5.6.1 Daily Newspapers
- 8.5.6.2 Insect repellent
- 8.5.6.3 Satellite Cable TV Channels
- 8.5.6.4 Internet connection
- 8.5.6.5 Bathrobes and Slippers
- 8.5.6.6 Umbrellas
- 8.5.6.7 Sewing Kit
- 8.5.6.8 Fruit Baskets or snacks

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 dimension should be 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.

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 should be of durable material and in good condition.
- 9.1.3 **Doors:** All doors are acceptable except the chipboards.
- 9.1.4 **Ventilation:** Adequate ventilation should be provided.
- 9.1.5 **Lighting:** All bathrooms should be well lit with a light switch near the entrance of the bathroom. (Energy saving lighting is recommended)
- 9.1.6 **Windows:** For guest privacy, all windows in the bathroom should be covered with an opaque curtain or blind.
- 9.1.7 **Fixtures and Fittings:** Each bathroom should have—
 - 9.1.7.1 A bath or shower cubicle with glass doors or curtains.
 - 9.1.7.2 A grab rail for safety purposes with the bathtub.
 - 9.1.7.3 Drip dry facility should also be available.
 - 9.1.7.4 Wash hand basin should be provided.
 - 9.1.7.5 Standard size mirror over the wash hand basin.
 - 9.1.7.6 Adequate shelf space adjacent to hand basin with sufficient space provided to store two guests' toiletries.
 - 9.1.7.7 Towel rail, towel shelf or equivalent
 - 9.1.7.8 Soap with dish, holder or dispenser. Fresh soap should be provided for each new guest.
 - 9.1.7.9 Toilet and toilet roll holder.
 - 9.1.7.10 Running hot and cold water for bathing should be available at all reasonable times.
 - 9.1.7.11 Hooks for clothes.
 - 9.1.7.12 Electric Shaver Unit.
- 9.2 **BATHROOM AMENITIES:**
 - 9.2.1 **Basic amenities:** Basic amenities which need to be provided include—
 - 9.2.1.1. Wash hand soap
 - 9.2.1.2. Bathing soap or shower gel
 - 9.2.1.3. Shampoo
 - 9.2.1.4. Toilet paper rolls + extras
 - 9.2.1.5. Tissue box
 - 9.2.1.6. Glasses
 - 9.2.1.7. Hair dryers
 - 9.2.1.8. Bath mat
 - 9.2.1.9. Clean hand and bath towel for each guest
 - 9.2.2. **Optional amenities:** Optional amenities which the hotel may provide include—
 - 9.2.2.1. Conditioner
 - 9.2.2.2. Body lotion
 - 9.2.2.3. Bath foam

- 9.2.2.4. Sun tanning lotion
- 9.2.2.5. Shower cap
- 9.2.2.6. Sewing kits
- 9.2.2.7. Moisturiser
- 9.2.2.8. Nail file
- 9.2.2.9. Toothbrush and toothpaste
- 9.2.2.10. Cotton buds or pads
- 9.2.2.11. Shaving foam
- 9.2.2.12. Razor
- 9.2.2.13. Comb
- 9.2.2.14. Eau de toilette
- 9.2.2.15. Refreshing towels
- 9.2.2.16. Scale
- 9.2.2.17. Sanitary bags

10.0 PUBLIC AREA:

- 10.1 **Corridors and stairs:** Corridors and stairs shall be well maintained and free from obstruction.
- 10.2 **Lighting:** Levels of lighting in all public areas shall be adequate for safety and comfort.
- 10.3 **Elevators:** Where a premises has 3 floors or more (i.e., ground floor plus two floors), one guest lift with access to all floors capable of accommodating 3 adults with luggage shall be provided. (Elevator specifications are applicable to hotels built after 2018).

11.0 FOOD AND BEVERAGE:

- 11.1 **RESTAURANT:** All hotels shall have at least one restaurant open 7 days a week for at least breakfast and dinner. Adequate sitting capacity shall be available and relative to the maximum occupancy of the property. Service stations should be appropriately located and well stocked with appropriate equipment and cutlery.
 - 11.1.1 **Furnishings:** Furnishing should include table and chairs of appropriate height and large enough for uncluttered use. (Plastic furniture on slippery surfaces is not recommended for safety reasons).
 - 11.1.2 **Flooring:** Flooring should be of hard durable and non-slippery surface that can be easily cleaned and disinfected. However, if using sand, same should be clean and hygienic.
 - 11.1.3 **Walls and ceiling:** Walls and ceiling should be of durable material and in good condition.
 - 11.1.4 **Menu and beverage lists:** Menu and beverage list with prices should be made available. Same should be well presented and clean.

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

11.1.6 **Lighting:** There should be adequate natural and artificial lighting. (Energy saving lighting is recommended)

11.1.7 **Glassware:** There should be sufficient range of glassware appropriate for the service of a range of drinks. All glassware should be in good condition and clean.

11.1.8 **Linen, tablecloths, slipcovers, napkins:** Linen, tablecloths, slipcovers, napkins should be matching and of good quality and in good condition.

11.1.9 **Crockery and cutleries:** Crockery and cutleries shall be adequate, clean and in good condition.

11.1.10 **Upholstery:** Upholstery should match with the general décor and maintained in good condition.

11.2 BAR AREA: It is a basic requirement to have a bar. Bar areas shall be well maintained, clean and hygienic. All equipment including sinks with hot and cold water, chiller and fridge, glass washer, ice machine, storage facility for glassware, dishwasher and wash hand basins shall be in good working order and clean.

11.2.1 **Bar Facilities and equipment:** The following shall be provided—

11.2.1.1 Bar display for drinks

11.2.1.2 Updated Beverage list in good condition

11.2.1.3 Basic equipment such as chiller or fridge and glass washer

11.2.1.4 Storage facility for glassware

11.2.1.5 Wash hand basin

11.2.1.6 Sink with hot and cold water

11.2.1.7 Stools, chairs and tables

11.2.2 Walls shall be in good condition and clean.

11.2.3 Ceiling shall be clean and in good condition and well painted.

11.2.4 Floors shall be of hard, impervious surface that is non slippery, clean and without any damage.

11.2.5 Lighting shall be adequate and in good working condition and clean.

11.2.6 Adequate artificial or natural ventilation shall be available.

11.2.7 All furniture should be in good state of maintenance (Plastic furniture on slippery surfaces is not recommended for safety reasons).

11.2.8 Bar display should be adequate and in good condition and clean.

11.2.9 There should be sufficient range of glassware appropriate for the service of a range of drinks. All glassware should be in good condition and clean.

11.2.10 Liquid soap shall be available for hand wash. Liquid soap dispensers shall be replenished and in working order.

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

11.2.12 **Beverage and Cocktail lists:** Beverage and Cocktail lists should be in good condition, well-presented and up to date.

11.2.13 Refuse Bin shall be available in good condition, with plastic liners.

11.2.14 Store shall be rodent proof, well organised and clean.

11.2.15 Storage space should have adequate shelves, fridges and chillers.

11.3 KITCHEN: Kitchen ancillary areas should include a hot kitchen, scullery, cold preparation area, fish cleaning, butchery and dry and cold storage facilities. All kitchen ancillary facilities shall be well maintained, clean and hygienic. All equipment, appliances and facilities shall be in good working order and clean. Ideally, the kitchen shall be located next to the restaurant or be immediately adjacent to it and the layout should 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).

11.3.1 **Size of Kitchen:** The size and design of the kitchen should be based on the number of equipment in use for proper manoeuvring as per the regulations or requirements of the Planning Authority and the Ministry of Health.

11.3.2 **Worktops:** Worktops and preparation tables should be of hard durable material such as stainless steel or granite surface so that it can be easily cleaned and disinfected.

11.3.3 **Sinks:** Kitchen and all ancillary facilities should be provided with wash hand basin or sink with hot and cold water supply and hand washing and hand drying amenities should be available.

11.3.4 **Shelves or storage space:** Shelves or storage space should be adequately provided. Same should be clean and well maintained.

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

11.3.6 Hot Kitchen:

11.3.6.1 Both electrical and gas cookers are acceptable.

- 11.3.6.2 Worktops should be of hard durable material, easy to clean and to disinfect.
- 11.3.6.3 Floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.6.4 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 11.3.7 Scullery or Washing up Area:
 - 11.3.7.1 Floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
 - 11.3.7.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
 - 11.3.7.3 Adequate shelving or storage facilities should be provided.
 - 11.3.7.4 Drains should be clean and serviced regularly.
- 11.3.8 **Receiving Area:** A dedicated receiving area should be provided, suitably equipped with scales, and with walls and floors that are durable, impervious and easy to clean and disinfect.
- 11.3.9 Cold Storage Facility:
 - 11.3.9.1 Adequate storage facilities should be provided.
 - 11.3.9.2 Floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
 - 11.3.9.3 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
 - 11.3.9.4 Physical separation for different food types should also be provided.
- 11.3.10 Dry Storage Facility:
 - 11.3.10.1 The store should be screened against pests and other vermin.
 - 11.3.10.2 Floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
 - 11.3.10.3 Walls should be well maintained and clean.
 - 11.3.10.4 Adequate shelving/storage facilities should be provided.
 - 11.3.10.5 Food items should not be stored on the floor.

11.3.10.6 Adequate ventilation and lighting must be available.

11.3.11 Larder Room or Cold Preparation Area:

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

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

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

11.3.11.4 Doors can be of different types except chipboard and should be self-closing.

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

11.3.12 Pastry or Bakery Room:

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

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

11.3.12.3 Adequate natural or artificial ventilation should be provided.

11.3.12.4 Lighting should be adequate to enable the undertaking of the required work.

11.3.12.5 Worktops should be of solid material with a smooth finish e.g. stainless steel or granite.

11.3.13 Fish Cleaning Area and Butchery:

11.3.13.1 Separate areas should be provided for fish cleaning and butchery.

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

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

11.3.13.4 Adequate lighting should be available.

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

11.3.13.6 Adequate natural or artificial ventilation should be provided. Ideally, these facilities should be air conditioned and maintained at optimum temperature.

11.4 **LP GAS STORE:** Storage shall be well ventilated and secured. The “No Smoking” sign shall be legibly displayed thereon.

11.5 GARBAGE AREA:

11.5.1. Garbage area should be an enclosed area that is rodent and insect proof.

11.5.2. It should be adequately ventilated. For establishments of more than ten rooms, the garbage area should be air-conditioned and an insectocuter should be provided.

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

11.5.4. A contract with the responsible agent for the removal of garbage from the establishment is required.

12.0 RECREATIONAL AND OTHER FACILITIES:

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

12.1.1 Pool attendants shall be available at pool areas and should have basic knowledge and skills in rescue and first aid including CPR.

12.1.2 Swimming pool area shall be well maintained and clean.

12.1.3 Pool water should be clear and Ph and Chlorine levels should be checked and recorded on a daily basis.

12.1.4 Life buoys shall be strategically located and visible by all. Same should be in good state of repair.

12.1.5 Depth markings should be clearly shown on each pool.

12.1.6 Public safety notice shall be strategically located, legible and in good state of repair stating opening times, emergency info and rules.

12.1.7 Lighting or Emergency lighting shall be available.

12.1.8 Pool furniture should be in good condition and clean.

12.1.9 Shower facility should be in good state of maintenance and clean.

12.2 **CONFERENCE ROOM (where available):** The conference or function rooms shall be well maintained, clean, properly ventilated and with sufficient lighting.

12.3 **FITNESS ROOM (where available):** The fitness room shall be well maintained, clean, properly ventilated and with sufficient lighting.

12.4 **SPA (where available) Spa** facilities and equipment shall be well maintained, clean, and disinfected as appropriate. Where the spa receives outside clients, changing rooms, toilets and showers should be made available.

12.5 **TENNIS (where available):** Tennis court should be well maintained, properly surfaced and demarcated.

12.6 **PLAYROOMS (where available):** Children's playroom should be well maintained, clean, properly ventilated and sufficiently lit.

12.7 **BOUTIQUES or SHOPS (where available):** The facility should be clean and well maintained. Ideally, shops should be leased to local entrepreneurs.

13.0 **LAUNDRY FACILITY:** Laundry services may be contracted out. It is however advisable for hotels with 40 rooms and above to have an on-site laundry for practical reasons as well as to ascertain a good level of service delivery at all times. Hotels with laundry services shall provide the following—

13.1 **Laundry Facilities:** Laundry should have separate ironing, drying and washing area.

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

13.3 **Storage:** Adequate storage facilities for linen, soap and detergents should be provided.

14.0 **STAFF FACILITIES:**

14. 1 Staff facilities should be provided as per the requirements of the Public Health Authority.

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

16.0 **HUMAN RESOURCES:**

16.1 **Management:** Depending on the size and organisational structure of the establishment, there should 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.

16.2 **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.

16.3 All employees should be provided with the following—

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

16.4 **Employee's File:** The employer should keep an updated file with all relevant information of each employee.

16.5 Training

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

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

16.6 **Scheme of service:** Scheme of service or payment structure shall be as per the guidelines of the Ministry responsible for Employment.

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

16.8 **First Aid:** Key staff members shall be trained in first aid. First aid box shall be available and well stocked as per health requirements.

16.9 **Risk or crisis management plans:** All hotels are required to mainstream risk and disaster management in their business operations. All hotels shall 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.

17.0. **QUALITY AND STANDARD:** The hotel 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 Authorities for the implementation of quality improvements