L.N. 197 of 1996

HOTELS AND CATERING ESTABLISHMENTS ACT (CAP. 197)

Hotels and Catering Establishments (Amendment) Regulations, 1996

IN exercise of the powers conferred by section 16 of the Hotels and Catering Establishments Act, the Minister of Tourism has made the following regulations:—

Citation and commencement.

L.N. 67 of 1972.

1. (1) These regulations may be cited as the Hotels and Catering Establishments (Amendment) Regulations, 1996, and shall be read and construed as one with Hotels and Catering Establishments Regulations, 1972, hereinafter referred to as "the principal regulations".

(2) These regulations shall come into force on the 1st January, 1997.

Amends the Second Schedule to tjhe principal regulations.

2. For the First Part and Second Part of the Second Schedule to the principal regulations there shall be substituted the following:—

"FIRST PART

Section A – 5 Star Hotel *****

(A) *Classification*

A hotel of this category shall be designated as a ***** hotel or a Five Star Hotel.

(B) *General Description*

A luxury hotel of superior style offering **the highest standard** of accommodation, services and amenities normally to be found in hotels of this category. The hotel shall be installed in a building or group of buildings, detached from any other building, situated within a single and defined parcel of land.

(C) *Bedrooms*

The minimum requirements for the bedroom accommodation shall be the following:

(i) The minimum floor area of each single bedroom shall be not less than twelve square metres, and of each double bedroom not less than eighteen square metres.

(ii) Each bedroom shall be equipped with an independent entrance, a wardrobe and adequate drawer space, a writing / dressing table, one single or two single beds of not less than three feet wide or one double bed of not less than five feet wide. The bed or beds must have linen and bed covers of the highest quality and style. The bedroom shall also be equipped with two bedside tables, a luggage stand, trouser press, chairs, armchairs, a table, safe facilities, a large vertical mirror and a mini bar. Curtains of the highest quality should be provided. Blinds should also be provided if the curtains themselves do not achieve privacy and darkness. Rooms with terrace or veranda shall be provided with appropriate furniture.

(iii) Every bedroom shall be equipped with an internal/ external line telephone providing direct dial facilities, a radio or similar equipment, as well as a colour television set with a minimum of four foreign language programmes which can be controlled from the bedside.

(iv) The styling of every bedroom and of all its furnishings and equipment shall be of the highest standard, and the inside of the room when closed shall be free from any outside noise.

(v) Every bedroom shall contain at least one window and / or balcony affording a pleasant view, and shall be fully air-conditioned for heating and cooling accordingly throughout the year.

(D) *Sanitary Equipment*

Bedrooms:

(i) All the bedrooms shall have a private interconnected bathroom.

(ii) The minimum floor area of each bathroom, with toilet, shall be not less than five square metres.

(iii) The bathroom shall be equipped with bath and shower facilities, stool, shower curtain, toilet, bidet or sanitary shower facilities, shaver point, magnifying mirror, hair dryer, wash-hand basin, vanity top or similar facility, mirror with

adequate lighting, toiletry pack, sanitary bin and a holder for an extra sanitary toilet roll. For safety purposes, baths are to be provided with a non-slip floor, a hand rail within easy reach from the bath, and bathroom floors with a proper bath mat. Heated towel rails, telephone receiving set, a weighing scale and a drain-away built in the bathroom floor, are recommended.

(iv) Every bathroom shall have proper means of ventilation to ensure circulation of air at all times.

(v) Every bathroom shall be fully tiled and the tiling and equipment contained therein shall be of the highest standard.

(vi) There shall be separate and sufficient toilets and wash-hand basins in the hotel for use by the staff.

Public Areas:

(vii) Adequate sanitary equipment of the highest standard shall be provided to service the restaurants, bars and all the other public areas; these are to be kept at the highest level of cleanliness and hygiene at all times.

(viii) A continuous supply of hot and cold water at adequate pressure shall be available for all bathrooms, wash-hand basins and all other sanitary equipment where water is normally required.

(E) *Suites or Similar Premises*

(i) At least five percent of all bedroom accommodation shall be in suites or similar accommodation.

(ii) The provisions of paragraphs (B), (C) and (D) shall also apply in respect of this paragraph.

(iii) In addition, every suite or similar premises shall contain a private sitting-room of a size compatible with the number of persons to be accommodated in the premises. It is recommended that the sitting-room shall have its own sanitary facilities.

(F) *Corridors and Passages*

(i) The corridors and passages within the hotel and outside the hotel or within the grounds forming part of the hotel complex, shall have enough space and shall be so laid out as to allow for the free and easy circulation of the guests and staff, and shall be properly ventilated. The main corridors shall have a minimum width of two metres. Corridors and passages shall be decorated and maintained to the highest standard.

(ii) Public corridors and passages shall not encroach upon any area within the hotel or the hotel complex which is normally reserved for guests.

(G) *Kitchen*

(i) The layout, design and equipment of the kitchen areas shall meet the requirements of all sanitary and food hygiene regulations.

(ii) The kitchen shall normally be situated on the same floor of the restaurant.

(iii) A stillroom shall be provided with the kitchen, and shall be situated by the entrance of the kitchen from the restaurant.

(iv) The kitchen and the stillroom shall be laid out and shall be situated in such a way as to avoid noise, fumes or smells emanating therefrom and entering public areas.

(v) The kitchen and the stillroom shall be equipped with up to date and efficient equipment for cooking, refrigeration and cold storage of the highest standard.

(vi) The dimensions of the kitchen and the stillroom shall be sufficient to meet the needs of the hotel and its amenities at any one time.

(vii) Adequate sinks, wash-hand basins and floor drains shall be installed in the kitchen to ensure good organisation and hygiene. The toilets and wash-hand basins shall be provided in a separate area for the use of the staff serving in the kitchen and in the still room.

(viii) Adequate and sufficient food and wine storage facilities shall be provided.

(H) *Food and Beverages Stores*

(i) *Stores* intended for the keeping of food and beverages should be at all times well organised and in hygienic and sanitary conditions as required by all food and hygiene regulations and other regulations made by the Minister responsible for health.

(ii) *Separate storage facilities* are required for:—

(a) Dry food commodities not requiring cold storage.

(b) Beverages not requiring cold storage.

(c) Fresh vegetables not requiring cold storage.

(d) Dairy products, such as milk, milk products and eggs, at temperatures between 2 and 8 degrees Centigrade.

(e) Foods, such as fresh meat and fresh fish, at temperatures between 2 and 8 degrees Centigrade.

(f) Frozen foods, at temperatures below –10 degrees Centigrade.

(g) Ice-cream, at temperatures below –10 degrees Centigrade.

(iii) *Other stores* may be required for foods and beverages if it is deemed necessary, to ascertain at all times good organisation as well as hygienic and sanitary conditions, in order to ensure the clean and safe keeping of foods intended for human consumption.

(iv) *Cleaning materials* should never be stored in any stores used or intended to be used for the keeping of foods and beverages.

(I) *Services*

(i) The service of the hotel and its amenities shall be of the highest standard at all times.

(ii) Room service shall be provided twenty-four hours a day.

(iii) Full front office service shall be available twenty-four hours a day during all days. Front office shall be divided to offer separate reception, cashiering and concierge services through separate designated service points.

(iv) The hotel shall have at least one passenger lift, with a capacity of eight or more persons for every one hundred guests, and at least one service lift. The passenger lift is to have an adequate landing area on each floor level where seating facilities and a telephone service is to be provided. Luggage shall be delivered to the rooms through service routes.

(v) Safe deposit facilities for guests' bulky valuables shall be available at reception.

(vi) It is expected that the most advanced technological systems and equipment are utilised to ensure maximum customer satisfaction, convenience and security.

(J) *Amenities*

(i) Save in the case of the existence of other similar and special amenities, the hotel shall have cloak rooms, at least one bar, a restaurant offering an *a la carte* service, a coffee / snack bar which shall be open during daytime at least outside restaurant hours; a bar offering cocktail service, nightly entertainment, an indoor space for dancing, one multi-purpose function room, lounges and public rooms in proportion to hotel capacity, one swimming pool adequate in size and with proper facilities, as well as a tennis court or space for outdoor sports facilities. Luggage deposit facilities in a separate area shall also be provided. The dimensions of the restaurant shall be such as to meet the needs of the hotel at all times.

(ii) Adequate parking and / or garage facilities commensurate with the needs of the hotel shall be available.

(iii) The provisions of the preceding paragraphs shall also apply as regards the equipment, decoration, service and ancillary facilities in the amenities indicated in sub-paragraph (i) of this paragraph.

(K) *General Requirements*

(i) The lighting in any part of the hotel shall be such as to satisfy the practical and aesthetic needs of a hotel of this category.

(ii) Sufficient emergency power shall be provided to meet the needs of the hotel at all times.

(iii) A sufficient reserve water storage facility for at least three days duration shall be available for the supply of hot and cold water at all times in all areas of the hotel.

(iv) The linen, chinaware, glassware and silverware shall be of the highest standards and commensurate with the needs of the hotel.

(v) There shall be a same-day laundry, pressing and dry-cleaning service provided for the guests.

(vi) The hotel shall have shops, salons, lounges, T.V. rooms and gardens according to the requirements of a hotel of its size and category.

(vii) The whole of the hotel and its indoor facilities shall be fully air-conditioned at all times. Adequate heating shall be provided when appropriate; corridors and passageways may be excluded but shall be properly ventilated.

(viii) Managerial staff shall be qualified. All other staff must be qualified or have undergone suitable training. Appropriate training schemes for staff shall be organised on a continuous basis.

(ix) With the exception of managerial and secretarial staff, all the staff serving the guests in any part of the hotel shall wear uniforms, properly designed for the purpose.

(x) At least one member of the staff on duty in the reception and in the restaurant departments shall be able to converse in two foreign languages other than English.

(xi) All other staff who have direct contact with guests of the hotel must be able to converse in English. All staff serving guests shall at all times be well groomed, courteous in their approach and communication and not smoke while on duty.

(xii) A porter shall be available at all times. A doorman shall be available for a minimum of sixteen hours a day.

(xiii) A minimum of service to meet the requirements of the guests at reception and for the provisions of food and beverage must be available during all the hours of the night.

(xiv) The hotel and its amenities shall be decorated, equipped and maintained to the highest standards commensurate with hotels of this category.

(xv) An adequate number of telephone booths shall be available; facilities for the exchange of currencies should also be provided at all times.

(xvi) An emergency medical service shall be available on call to guests and staff at all hours of the day and night. A fully equipped First Aid Box shall be available at all times.

(xvii) Fire precautions within the hotel shall be in conformity with local laws and regulations. There shall be installed in the hotel premises an adequate smoke and fire detection system connected with an emergency alarm controlled from a panel at reception, full fire precautionary measures and independent emergency exits commensurate with the number of rooms in the hotel. All these facilities shall be tested regularly to ensure their efficiency. Proper fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages. Soft furnishings shall, whenever possible, be of fire retardant material.

(xviii) The hotel shall provide a full and proper secretarial service incorporating state of the art communication and office systems.

(xix) Adequate facilities for persons with special needs, including access and assistance, are recommended and desirable.

(xx) The hotel operator shall ensure that all structural, maintenance and practical measures are taken to ensure at all times the safety of staff and guests in all areas of the hotel including rooms, bathrooms, kitchen, public and common areas, balconies, windows, lifts, swimming pools, electrical installations, etc.

(xxi) Public liability insurance for guests staying in the hotel shall be provided against death, injury or hospitalisation caused by accident within the hotel premises.

Section B – 4 Star Hotel ****

(A) *Classification*

A hotel of this category shall be designated as a **** hotel or a Four Star Hotel.

(B) *General Description*

This hotel, shall, in a general way, offer the same comfort as that of a Five Star hotel, and shall be installed in a building or a group of buildings situated within a single and defined parcel of land. The architectural treatment and layout of the hotel shall provide for a **high standard** of accommodation, services and amenities which shall be superior to those which are obtained in hotels of the Three Star category.

(C) *Bedrooms*

The minimum requirements for the bedroom accommodation shall be the following:

(i) The minimum floor area of each single bedroom shall be not less than twelve square metres, and of each double bedroom not less than fifteen square metres.

(ii) Each bedroom shall be equipped with an independent entrance, a wardrobe and adequate drawer space, a dressing table, one single or two single beds of not less than three feet wide or one double bed of not less than five feet wide. The bed or beds must have linen and bed covers of high quality and style. The bedroom shall be equipped with bedside tables, luggage stand, chairs, armchairs, table, large vertical mirror and curtains. Blinds shall be provided if the curtains themselves do not achieve privacy and darkness. Rooms with terrace or veranda shall be provided with appropriate furniture. A mini-bar, trouser-press and safe deposit facilities in the bedroom are recommended.

(iii) Every bedroom shall be equipped with an internal/external line telephone providing direct dial facilities, a radio or similar equipment. A colour television set shall be provided in each bedroom.

(iv) The styling of every bedroom and of all its furnishings and equipment shall be of high standard. The inside of the room when closed, shall be free from any outside noise.

(v) The majority of bedrooms shall contain at least one window and / or balcony affording a pleasant view, and all bedrooms shall be fully air-conditioned for heating and cooling accordingly throughout the year.

(D) *Sanitary Equipment*

(i) All bedrooms shall have a private interconnected bathroom.

(ii) The minimum floor area of each bathroom with toilet, shall be not less than four square metres.

(iii) The bathroom shall be equipped with bath and shower facilities, stool, shower curtain, toilet, shaver point, wash-hand basin, a mirror with adequate lighting, hair dryer, vanity top or similar facilities, toiletry pack and sanitary bin. For safety purposes, baths are to be provided with a non-slip floor, a hand rail within easy reach from the bath, and bathroom floors with a proper bath mat.

(iv) Every bathroom shall have proper means of ventilation to ensure circulation of air at all times.

(v) Every bathroom shall be fully tiled and the tiling and equipment contained therein shall be of high standard.

(vi) There shall be separate and sufficient toilets and wash-hand basins in the hotel for use by the staff.

(vii) Adequate sanitary equipment of high standard shall be provided to service the restaurants, bars and all other public rooms. These are to be in a state of cleanliness and hygiene at all times.

(viii) A continuous supply of hot and cold water at adequate pressure shall be available for all bathrooms, wash-hand basins and all other sanitary equipment where water is normally required.

(E) *Suites or Similar Premises*

(i) The hotel may contain, in addition to the bedrooms, a number of suites or similar accommodation.

(ii) The provisions of paragraphs (B), (C) and (D) shall also apply in respect of this paragraph.

(F) *Corridors and Passages*

(i) The corridors and passages within the hotel, and outside the hotel, or within the grounds forming part of the hotel complex, shall have enough space, and shall be laid out as to allow for the free and easy circulation of the guests and staff, and shall be properly ventilated. It is recommended that the main corridors should be not less than one-and-a-half metres wide. The corridors and passages shall be decorated and maintained to a high standard.

(ii) Public corridors and passages shall not encroach upon any area within the hotel or the hotel complex which is normally reserved for the guests.

(G) *Kitchen*

(i) The layout, design and equipment of the kitchen areas shall meet the requirements of all sanitary and food hygiene regulations.

(ii) The kitchen shall possibly be situated on the same floor as the restaurant and must have good ventilation.

(iii) The kitchen shall be equipped with up-to-date and efficient equipment for cooking, cold storage and refrigeration of a high standard.

(iv) The dimensions of the kitchen shall be sufficient to meet the needs of the hotel and its amenities at any one time.

(v) The kitchen shall be laid out and shall be situated in such a way as to avoid noise, fumes or smells emanating therefrom and entering into public areas.

(vi) Adequate sinks, wash-hand basins and floor drains shall be installed in the kitchen to ensure good organisation and hygiene. The toilets and wash-hand basins shall be provided in a separate area for use by the staff serving in the kitchen.

(vii) Adequate and sufficient food and wine storage facilities shall be provided.

(H) *Food and Beverages Stores*

(i) *Stores* intended for the keeping of food and beverages should be at all times well organised and in hygienic and sanitary

conditions as required by all food and hygiene regulations and other regulations made by the Minister responsible for health.

(ii) *Separate storage facilities* are required for:—

(a) Dry food commodities not requiring cold storage.

(b) Beverages not requiring cold storage.

(c) Fresh vegetables not requiring cold storage.

(d) Dairy products, such as milk, milk products and eggs, at temperatures between 2 and 8 degrees Centigrade.

(e) Foods, such as fresh meat and fresh fish, at temperatures between 2 and 8 degrees Centigrade.

(f) Frozen foods, at temperatures below –10 degrees Centigrade.

(g) Ice-cream, at temperatures below –10 degrees Centigrade.

(iii) *Other stores* may be required for foods and beverages if it is deemed necessary, to ascertain at all times good organisation as well as hygienic and sanitary conditions, in order to ensure the clean and safe keeping of foods intended for human consumption.

(iv) *Cleaning materials* should never be stored in any stores used or intended to be used for the keeping of foods and beverages.

(I) *Services*

(i) The service in the hotel and its amenities shall be of a high standard at all times.

(ii) Room service shall be provided from breakfast time until midnight.

(iii) Front office service shall be available twenty-four hours a day during all days.

(iv) The hotel shall have at least one passenger lift, with a capacity of six or more persons for every one hundred guests, and at least one service lift. The passenger lift is to have an adequate landing area.

(v) Safe deposit facilities for guests' use shall be available at reception.

(J) *Amenities*

(i) Save in the case of the existence of other similar and special amenities the hotel shall have cloak rooms, at least a cocktail bar, a coffee shop, a restaurant with *table d'hôte* and *a la carte* facilities, a multi-purpose function room in addition to lounges and public rooms in proportion to hotel capacity, as well as a swimming pool adequate in size and with proper services. The dimensions of the restaurant shall be such as to meet the needs of the hotel at all times. Luggage deposit facilities in a separate area should also be provided. Space for outdoor sports facilities shall be desirable.

(ii) Adequate parking and/or garage facilities commensurate with the needs of the hotel shall be available.

(iii) The provisions of the preceeding paragraphs of this section shall also apply as regards the equipment, decoration, service and ancillary facilities in the amenities indicated in sub-paragraph (i) of this paragraph.

(K) *General Requirements*

(i) The lighting in any part of the hotel shall be such as to satisfy the practical and aesthetic needs of a hotel of this category.

(ii) Sufficient emergency power shall be provided to meet the needs of the hotel at all times.

(iii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water at all times in all areas of the hotel.

(iv) The linen, chinaware and silverware shall be of high standard and commensurate with the needs of the hotel.

(v) There shall be a same day laundry, pressing and dry cleaning service provided for guests.

(vi) The hotel shall have shops, salons, lounges and T.V. rooms according to the requirements of a hotel of its size and category.

(vii) The whole of the hotel and its indoor facilities shall be fully air-conditioned at all times. Adequate heating shall be provided when appropriate. Corridors and passageways may be excluded but shall be properly ventilated.

(viii) All the staff shall be qualified or well trained. Appropriate training schemes for staff shall be organised on a continuous basis.

(ix) With the exception of managerial and secretarial staff, all the staff in the service of the guests in any part of the hotel shall wear uniforms, properly designed for the purpose.

(x) At least one member of the staff on duty in the reception and in the restaurant departments shall be able to converse in two foreign languages other than English.

(xi) All other staff who have direct contact with guests of the hotel must be able to converse in English. All staff serving guests at all times be well groomed, courteous in their approach and communication and not smoke while on duty.

(xii) A minimum of service to meet the needs of the guests shall be available during all the hours of the night.

(xiii) The hotel and its amenities shall be decorated, equipped and maintained to high standards commensurate with hotels of this category.

(xiv) An adequate number of telephone booths shall be available. Facilities for the exchange of currencies should also be provided.

(xv) An emergency medical service shall be available on call to guests and staff at all hours of the day and night. A fully equipped First Aid Box shall be available at all times.

(xvi) Fire precautions within the hotel shall be in conformity with local laws and regulations. There shall be installed in the hotel premises an adequate smoke and fire detection system connected with an emergency alarm controlled from a panel at reception, full fire precautionary measures and independent emergency exits commensurate with the number of rooms in the hotel. All these facilities shall be tested regularly to ensure their efficiency. Proper fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages. Soft furnishings shall, whenever possible, be of fire retardant material.

(xvii) Adequate facilities for persons with special needs, including access and assistance, are recommended and desirable.

(xviii) The hotel operator shall ensure that all structural, maintenance and practical measures are taken to ensure at all times the safety of staff and guests in all areas of the hotel including rooms, bathrooms, kitchen, public and common areas, balconies, window, lifts, swimming pools, electrical installations, etc.

(xix) Public liability insurance for guests staying in the hotel shall be provided against death, injury or hospitalisation caused by accident within the hotel premises.

Section C – 3 Star Hotel ***

(A) *Classification*

A hotel of this category shall be designated as a *** hotel or a Three Star Hotel.

(B) *General Description*

This hotel shall be of a standard below that of a hotel in the Four Star category but above that of a hotel in the Two Star category. The hotel shall be installed in a separate building or an independent part of a building affording modern standards of accommodation, services and amenities of **very good standard** which are normally to be found in a hotel of this category.

(C) *Bedrooms*

The minimum requirements for the bedroom accommodation shall be the following:

(i) The minimum floor area of each single bedroom shall be not less than ten square metres, and of each double bedroom not less than twelve square metres.

(ii) Each bedroom shall be equipped with an independent entrance, a wardrobe and adequate drawer space, a dressing table, one single or two single beds of not less than three feet wide, or one double bed of not less than five feet wide. The bed or beds must have linen and bed covers of the best quality and style. The room shall also be furnished with

bedside tables, a luggage stand, chairs and curtains. Blinds shall also be provided if the curtains themselves do not achieve privacy and darkness.

(iii) Every bedroom shall be equipped with an internal/external line telephone as well as a radio or similar equipment. The provision of a colour television set in each bedroom is recommended.

(iv) The styling of the bedroom and of all its furniture, furnishings and equipment should be of very good quality. The inside of the room when closed shall be free from any outside noise.

(v) The majority of bedrooms shall contain at least one window and / or balcony possibly affording a pleasant view, and shall be well ventilated.

(D) *Sanitary Equipment*

(i) All bedrooms shall have a private bathroom or shower-room.

(ii) The minimum floor area of each bathroom, with toilet, shall be not less than four square metres.

(iii) The bathroom shall be equipped with bath or shower facilities, shower curtain, toilet, shaver point, wash-hand basin, a mirror with adequate lighting, toiletry pack and sanitary bin. For safety purposes, baths are to be provided with a non-slip floor and bathroom floors with a proper bath mat.

(iv) Every bathroom shall have proper means of ventilation to ensure circulation of air at all times.

(v) Every bathroom or shower-room shall be fully tiled.

(vi) There shall be separate and sufficient toilets and wash-hand basins for use by the staff.

(vii) Adequate sanitary equipment of very good standard shall be provided to service the restaurants, bars and all other public rooms.

(viii) A continuous supply of hot and cold water shall be provided for all bathrooms, wash-hand basins, showers and all other sanitary equipment where water is normally required.

(E) *Suites or Similar Premises*

(i) The hotel may contain, in addition to the bedrooms, a number of suites, family rooms or similar accommodation.

(ii) The provisions of paragraphs (B), (C) and (D) of this Section shall also apply in respect of this paragraph.

(F) *Corridors and Passages*

(i) The corridors and passages, within the hotel and outside the hotel, or within the buildings forming part of the hotel complex, shall have enough space, and shall be laid out as to allow for the free and easy circulation of the guests and staff, and shall be ventilated. The corridors and passages shall be decorated and maintained to a very good standard.

(ii) Public corridors and passages shall not encroach unduly upon any area within the hotel or the hotel complex which is normally reserved for the guests.

(G) *Kitchen*

(i) The layout, design and equipment of the kitchen areas shall meet the requirements of all sanitary and food hygiene regulations.

(ii) The kitchen shall possibly be situated on the same floor as the restaurant and shall have good ventilation.

(iii) The kitchen shall be equipped with up-to-date and efficient equipment for cooking, cold storage and refrigeration of a very good standard.

(iv) The dimensions of the kitchen shall be sufficient to meet the needs of the hotel and its amenities at any one time.

(v) Adequate sinks, wash-hand basins and drains shall be installed in the kitchen to ensure good organisation and hygiene. The toilets and wash-hand basins shall be provided in a separate area for the use of the staff serving in the kitchen.

(H) *Food and Beverages Stores*

(i) *Stores* intended for the keeping of food and beverages should be at all times well organised and in hygienic and sanitary conditions as required by all food and hygiene regulations and other regulations made by the Minister responsible for health.

(ii) *Separate storage facilities* are required for:—

(a) Dry food commodities not requiring cold storage.

(b) Beverages not requiring cold storage.

(c) Fresh vegetables not requiring cold storage.

(d) Dairy products, such as milk, milk products and eggs, at temperatures between 2 and 8 degrees Centigrade.

(e) Foods, such as fresh meat and fresh fish, at temperatures between 2 and 8 degrees Centigrade.

(f) Frozen foods, at temperatures below –10 degrees Centigrade.

(g) Ice-cream, at temperatures below –10 degrees Centigrade.

(iii) *Other stores* may be required for foods and beverages, if it is deemed necessary, to ascertain at all times good organisation as well as hygienic and sanitary conditions, in order to ensure the clean and safe keeping of foods intended for human consumption.

(I) *Services*

(i) The service in the hotel and its amenities shall be of a very good standard at all times.

(ii) Breakfast shall also be served in the bedrooms on request from the guests.

(iii) Front office service shall be provided during all the hours of the day, and a minimum of necessary service shall be available during the hours of the night.

(iv) Where the hotel consists of two or more storeys in addition to the ground floor, there shall be a passenger lift, or passenger lifts, of a sufficient total capacity to meet the needs of the guests. If restaurant services are provided on any of the upper floor, there shall also be one service lift or service staircase. Hotels with 70 or more guest rooms are expected to have a service lift irrespective of whether they have a restaurant service on the upper floors.

(v) Safe deposit facilities for guests' use shall be available at reception.

(J) *Amenities*

(i) Save in the case of other similar and special amenities the hotel shall have at least a restaurant, a bar, a cloakroom and a lounge or similar facility. Luggage deposit facilities shall also be provided.

(ii) Adequate parking and/or garage facilities commensurate with the needs of the hotel, shall be desirable.

(iii) The provisions of the preceding paragraphs of this section shall also apply as regards the equipment, decoration, service and ancillary facilities in the amenities indicated in sub-paragraph (i) of this Section.

(K) *General Requirements*

(i) The lighting in the hotel shall be such as shall satisfy the practical and aesthetic needs of a hotel of this category.

(ii) Sufficient emergency electricity shall be provided to meet the needs of the hotel at all times.

(iii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water at all times in all areas of the hotel.

(iv) The linen, chinaware and silverware shall be of very good standard and commensurate with the needs of the hotel.

(v) There shall be laundry, pressing and dry cleaning service provided for the guests.

(vi) All the staff shall be qualified or well trained.

(vii) At least one member of the staff on duty in the reception and in the restaurant departments shall be able to converse in English and one other foreign language. All other staff in the service of the hotel who have direct contact with guests, shall be able to converse in English. All staff serving guests shall be at all times well groomed, courteous in their approach and communication and not smoke while on duty.

(viii) With the exception of managerial and secretarial staff, all the staff in the service of guests in any part of the hotel, shall wear uniforms, properly designed for the purpose.

(ix) A minimum of service to meet the needs of the guests of the hotel shall be available, on request from guests, during all the hours of the night.

(x) The hotel and its amenities shall be decorated, equipped and maintained to a very good standards.

(xi) The whole of hotel shall be cooled and heated when appropriate.

(xii) A telephone booth shall be available. Facilities for the exchange of currency shall also be provided.

(xiii) An emergency medical service shall be available on call to guests and staff at all hours of the day and night. A fully equipped First Aid Box shall be available at all times.

(xiv) Fire precautions within the hotel shall be in conformity with local laws and regulations. There shall be installed in the hotel premises an adequate smoke and fire detection system connected with an emergency alarm controlled from a panel at reception, full fire precautionary measures and independent emergency exits commensurate with the number of rooms in the hotel. All these facilities shall be tested regularly to ensure their efficiency. Proper fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages. Soft furnishings shall, whenever possible, be of fire retardant material.

(xv) The hotel operator shall ensure that all structural, maintenance and practical measures are taken to ensure at all times

the safety of staff and guests in all areas of the hotel including rooms, bathrooms, kitchen, public and common areas, balconies, window, lifts, swimming pools, electrical installations, etc.

(xvi) Public liability insurance for guests staying in the hotel shall be provided against death, injury or hospitalisation caused by accident within the hotel premises.

(xvii) The hotel shall provide newspapers and magazine service to clients.

(xviii) Adequate facilities for persons with special needs, including access and assistance, are recommended and desirable.

Section D – 2 Star Hotel **

(A) *Classification*

A hotel of this category shall be designated as a ** hotel or a Two Star Hotel.

(B) *General Description*

This hotel shall be of a standard below that of a hotel in the Three Star category but above that of a hotel in the One Star category. The hotel shall be installed in a separate building or an independent part of a building offering a **good standard** of accommodation, services and amenities which are normally to be found in a hotel of this category.

(C) *Bedrooms*

The minimum requirements for the bedroom accommodation shall be the following:

(i) The minimum floor area of each single bedroom shall be not less than eight square metres, and of each double bedroom not less than ten square metres.

(ii) The bedrooms shall have an independent entrance and good, comfortable furniture, including bed or beds, of not less than two-and-a-half feet wide (single) and four-and-a-half feet wide (double), wardrobe or proper clothes hanging facilities, dressing table and chairs. The furnishings, including the curtains, linen and bed covers, as well as the equipment, shall be of good quality.

(iii) A telephone or intercom shall be available in all rooms for guests' use.

(D) *Sanitary Equipment*

(i) At least twenty per cent (20%) of rooms shall have a complete private bathroom or shower. Rooms not equipped with a private bathroom or shower shall have a wash-hand basin and mirror.

(ii) A sufficient number of public bathrooms having a bath or shower, and a sufficient number of toilets, shall be available on each floor of the hotel for use by the guests. The number of such bathrooms and showers shall be in the ratio of one for every four bedrooms.

(iii) The minimum floor area of each bathroom with toilet shall be not less than four square metres.

(iv) The bathroom shall be equipped with a bath or shower facilities, toilet, wash-hand basin, a mirror, toiletry pack and sanitary bin. A shaver point shall be an optional but useful equipment. For safety purposes baths are to be provided with a non-slip floor and bathrooms with a proper bath mat.

(v) Separate toilets and other sanitary facilities shall be provided for the staff.

(vi) Adequate toilets shall be provided to service the restaurant and other public rooms.

(vii) Every bathroom and every toilet may contain at least one window or shall have proper means of ventilation.

(E) *Suites or Similar Premises*

In addition to the bedrooms, the hotel may contain a number of suites or similar accommodation of adequate size provided that the conditions indicated in this Section, as regards accommodation, shall also apply to this paragraph.

(F) *Corridors and Passages*

The corridors and passages shall be of a reasonable size and shall be well laid out and ventilated, having regard to the

requirements of the hotel. They shall be decorated and maintained to a good standard.

(G) *Kitchen*

(i) The layout, design and equipment of the kitchen areas shall meet all the requirements of the sanitary and food hygiene regulations.

(ii) The kitchen shall be well provided with up-to-date and efficient equipment to meet the needs of the hotel and its guests. In particular the kitchen shall have adequate refrigeration equipment and shall have good ventilation.

(iii) The dimensions of the kitchen shall be sufficient to meet the needs of the hotel and its amenities at any one time.

(iv) Adequate sinks and drains shall be installed in the kitchen.

(v) Adequate food storage facilities shall be provided.

(H) *Food and Beverages Stores*

(i) *Stores* intended for the keeping of food and beverages should be at all times well organised and in hygienic and sanitary conditions as required by all food and hygiene regulations and other regulations made by the Minister responsible for health.

(ii) *Separate storage facilities* are required for:—

(a) Dry food commodities not requiring cold storage.

(b) Beverages not requiring cold storage.

(c) Fresh vegetables not requiring cold storage.

(d) Dairy products, such as milk, milk products and eggs, at temperatures between 2 and 8 degrees Centigrade.

(e) Foods, such as fresh meat and fresh fish, at temperatures between 2 and 8 degrees Centigrade.

(f) Frozen foods, at temperatures below –10 degrees Centigrade.

(g) Ice-cream, at temperatures below –10 degrees Centigrade.

(iii) *Other stores* may be required for foods and beverages, if it is deemed necessary, to ascertain at all times good organisation as well as hygienic and sanitary conditions, in order to ensure the clean and safe keeping of foods intended for human consumption.

(I) *Services*

(i) The service in the hotel shall be of a good standard at all times to meet the needs of the guests.

(ii) It is desirable that breakfast will be served in the rooms on request.

(iii) A minimum of Front office service shall be available during the day and at least the services of a night porter shall be available during the hours of the night.

(iv) When the hotel consists of three or more floors in addition to the ground floor, there shall be at least one passenger lift to meet the needs of the hotel.

(v) Safe deposit facilities for guests shall be provided.

(J) *Amenities*

(i) Save in the case of the other similar amenities, the hotel shall have at least one restaurant or breakfast room and bar as well as public sitting-room or similar facility. All these areas shall be properly and adequately furnished and decorated. Luggage deposit facilities shall also be provided.

(ii) The provisions of this Section shall also apply as regards the equipment, decoration, services and ancillary facilities in the amenities indicated in sub-paragraph (i) of this paragraph.

(K) *General Requirements*

(i) The lighting in any part of the hotel shall be such as to satisfy the needs of a hotel of this category.

(ii) Sufficient electricity power shall be provided to meet the needs of the hotel at all times.

(iii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water at all times in all areas of the hotel.

(iv) The linen, chinaware and cutlery shall be of good quality commensurate with the needs of the hotel.

(v) The staff shall be qualified or well trained. All staff serving guests shall be well groomed, courteous in their approach and communication and not smoke while on duty.

(vi) The staff in the hotel who have direct contact with the guests shall be able to converse in English. The ability to speak any other foreign language shall be desirable for the managerial and supervisory staff.

(vii) The hotel and its amenities shall have floor and carpets and shall be decorated, equipped and serviced to a good standard.

(viii) The rooms and public areas shall be cooled and heated when appropriate.

(ix) Common telephone facilities shall be available to guests.

(x) Laundry arrangements shall be provided on request.

(xi) An emergency medical service shall be available on call to guests and staff at all hours of the day and night. A fully equipped First Aid Box shall be available at all times.

(xii) Adequate facilities for persons with special needs, including access and assistance, are recommended and desirable.

(xiii) Fire precautions within the hotel shall be in conformity with local laws and regulations. There shall be installed in the hotel premises an adequate smoke and fire detection system connected with an emergency alarm controlled from a panel at reception, full fire precautionary measures and independent emergency exits commensurate with the number of rooms in the hotel. All these facilities shall be tested regularly to ensure their efficiency. Proper fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages. Soft furnishings shall, whenever possible, be of fire retardant material.

(xiv) The hotel operator shall ensure that all structural, maintenance and practical measures are taken to ensure at all times the safety of staff and guests in all areas of the hotel including rooms, bathrooms, kitchen, public and common areas, balconies, window, lifts, swimming pools, electrical installations, etc.

(xv) Public liability insurance for guests staying in the hotel shall be provided against death, injury or hospitalisation caused by accident within the hotel premises.

Section E – 1 Star Hotel *

(A) *Classification*

A hotel of this category shall be designated as a * hotel or a One Star Hotel.

(B) *General Description*

This hotel, which shall be of a standard below that of a Two Star category, shall be installed in a separate building or an independent part of a building, offering simple but comfortable accommodation and a **good standard** of service which are normal to be found in a hotel of this category.

(C) *Bedrooms*

The minimum requirements for the bedroom accommodation shall be the following:

(i) Not less than ten bedrooms, having standard single or double bed accommodation.

(ii) The bedrooms shall have good furniture including bed or beds, of not less than two-and-a-half feet wide (single) and four-and-a-half feet wide (double), wardrobe or proper clothes hanging facilities, chairs, curtains as well as furnishings and equipment of good quality. A telephone or intercom shall be available in all rooms.

(iii) The floor area of each single or double bedroom shall be commensurate with the needs of a hotel of this category and shall have reasonable free space for movement.

(D) *Sanitary Equipment*

(i) A sufficient number of public bathrooms having a bath or shower, and a sufficient number of toilets, shall be available on each floor of the hotel for use by the guests. The number of such bathrooms and showers shall be in the ratio of one for every five bedrooms.

(ii) The floor area of each bathroom with toilet shall be commensurate with the needs of a hotel of this category.

(iii) The bathroom shall be equipped with a bath or shower facilities, toilet, wash-hand basin, toiletry pack, sanitary bin and a mirror. For safety purposes baths are to be provided with a non-slip floor and bathrooms with a proper bath mat.

(iv) Every bedroom shall have a wash-hand basin and a mirror, unless it is connected to a private bathroom already having these facilities.

(v) A separate toilet and wash-hand basin shall be provided for the staff of the hotel.

(vi) Adequate toilets shall be provided to service the public rooms which may be contained in the hotel.

(vii) Every bathroom and / or toilet shall contain at least one window or shall have proper means of ventilation.

(E) *Other Premises for Accommodation*

In addition to the bedrooms as already indicated in this Section, the hotel may contain suites or similar accommodation, provided that the conditions indicated in this Section shall also apply with regard to this paragraph.

(F) *Corridors and Passages*

The corridors and passages shall be of a reasonable size and shall be well laid out and ventilated, having regard to the requirements of the hotel. They shall be decorated and maintained to a good standard.

(G) *Kitchen*

(i) The layout, design and equipment of the kitchen areas shall meet all the requirements of the sanitary and food hygiene regulations.

(ii) The kitchen shall be well provided with up-to-date and efficient equipment to meet the needs of the hotel and its guests. In particular, the kitchen shall have adequate refrigeration equipment and good ventilation.

(H) *Food and Beverages Stores*

(i) *Stores* intended for the keeping of food and beverages should be at all times well organised and in hygienic and sanitary conditions as required by all food and hygiene regulations and other regulations made by the Minister responsible for health.

(ii) *Separate storage facilities* are required for:—

(a) Dry food commodities not requiring cold storage.

(b) Beverages not requiring cold storage.

(c) Fresh vegetables not requiring cold storage.

(d) Dairy products, such as milk, milk products and eggs, at temperatures between 2 and 8 degrees Centigrade.

(e) Foods, such as fresh meat and fresh fish, at temperatures between 2 and 8 degrees Centigrade.

(f) Frozen foods, at temperatures below –10 degrees Centigrade.

(g) Ice-cream, at temperatures below –10 degrees Centigrade.

(iii) *Other stores* may be required for foods and beverages if it is deemed necessary, to ascertain at all times good organisation as well as hygienic and sanitary conditions, in order to ensure the clean and safe keeping of foods intended for human consumption.

(I) *Services*

(i) The service in the hotel shall be of a good standard to meet the needs of the guests at all times.

(ii) A minimum of Front office service shall be available during the day and at least the services of a night porter shall be available during the hours of the night.

(iii) Safe deposit facilities for guests shall be provided.

(iv) When the hotel consists of three or more floors in addition to the ground floor, at least one passenger lift is recommended.

(J) *Amenities*

(i) The hotel shall have a waiting hall or reception room as well as a breakfast room. All these areas shall be properly and adequately furnished and decorated. Luggage depost facilities shall also be provided.

(ii) The provisions of this Section shall also apply as regards the equipment, decoration, service and ancillary facilities in the amenities indicated in sub-paragraph (i) of this paragraph.

(K) *General Requirements*

(i) The lighting of the hotel shall be such as to satisfy the needs of a hotel of this category.

(ii) Sufficient electricity power shall be provided to meet the needs of the hotel at all times.

(iii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water at all times in all areas of the hotel.

(iv) The linen, chinaware and cutlery shall be of good quality commensurate with the needs of the hotel.

(v) The staff in the hotel shall be qualified or well trained. All staff serving guests shall be well groomed, courteous in their approach and communication and not smoke while on duty.

(vi) The staff in the hotel who have direct contact with guests shall be able to converse in English.

(vii) The hotel and its amenities shall be decorated, equipped and serviced to a good standard.

(viii) The rooms and public areas shall be cooled and heated when appropriate.

(ix) Common telephone facilities shall be available to guests.

(x) Laundry arrangements shall be provided on request.

(xi) An emergency medical service shall be available on call to guests and staff at all hours of the day and night. A fully equipped First Aid Box shall be available at all times.

(xii) Adequate facilities for persons with special needs, including access and assistance, are recommended and desirable.

(xiii) Fire precautions within the hotel shall be in conformity with local laws and regulations. There shall be installed in the hotel premises an adequate smoke and fire detection system connected with an emergency alarm controlled from a panel at reception, full fire precautionary measures and independent emergency exits commensurate with the number of rooms in the hotel. All these facilities shall be tested regularly to ensure their efficiency. Proper fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages. Soft furnishings shall, whenever possible, be of fire retardant material.

(xiv) The hotel operator shall ensure that all structural, maintenance and practical measures are taken to ensure at all times the safety of staff and guests in all areas of the hotel including rooms, bathrooms, kitchen, public and common areas, balconies, windows, lifts, swimming pools, electrical installations, etc.

(xv) Public liability insurance for guests staying in the hotel shall be provided against death, injury or hospitalisation caused by accident within the hotel premises.

SECOND PART

HOLIDAY COMPLEX, TOURIST VILLAGE, APART HOTEL OR SIMILAR EXTRA-HOTEL ACCOMMODATION AND FACILITIES

Section A

General Provisions

(i) There shall be four categories of holiday complexes, tourist villages, apart hotels or similar extra-hotel accommodation and facilities which are stipulated in Section B of this Part of this Schedule.

(ii) The premises which shall be classified in any one of these categories shall not be described as hotels according to the First Part of this Schedule.

(iii) The term "Holiday Complex" or "Tourist Village" or "Apart Hotel" shall be assigned by the Board to describe the premises falling under the categories which are stipulated in Section B of this Part of this Schedule, as the case may be.

Section B

Classification of Holiday Complex, Tourist Village, Apart hotel or Similar Accommodation

1. *General Description*

The general description of the premises falling under this category shall be that of a holiday complex, a tourist village, apart hotel or similar accommodation, which shall be composed of a number of buildings, grouped together, and which are situated within a single and defined parcel of land, or within a number of defined parcels of land, and which are operated as a whole by one common management.

These premises shall have holiday apartments comprising facilities for sleeping, lounge / dining and cooking and may also, in addition to the holiday apartments, include hotel rooms. The premises shall provide management, reception, catering, maintenance and recreational services in accordance to the class and the area of the property.

The premises to be categorised as **Tourist Village** shall be situated within an extensive land area, shall provide opportunities for sports, recreation and other outdoor activities and shall have all necessary facilities and requirements within its grounds as are normally found in a hotel. The premises are to be as self contained as possible, in amenities and services.

The premises to be categorised as **Holiday Complex** shall be situated within a smaller land area than a Tourist Village, provide lesser opportunities for sports, recreational and other outdoor activities than those required for a Tourist Village and shall have all necessary facilities and requirements within its grounds as are normally found in a hotel. The premises are to be as self- contained as possible, in amenities and services.

The premises to be categorised as **Apart Hotel** shall be situated in a smaller land area than a Holiday Complex, provide lesser opportunities for sports, recreational and other outdoor activities than those required for a Holiday Complex and shall have other facilities and requirements within its ground normally to be found in a hotel.

2. *Classification*

The Board shall classify a holiday complex, a tourist village, apart hotel or similar accommodation in one of the following grades: **Four Star, Three Star, Two Star** or **One Star.**

3. *Minimum Requirements*

The minimum requirement for accommodation, facilities and services within the premises for any of the categories of holiday complex, tourist village, apart hotel or similar accommodation shall be the following:—

(a) The buildings shall comply with the technical and architectural specifications laid down by law.

(b) The buildings shall comply with the sanitary and hygienic conditions prescribed by law.

(c) There shall be a sufficient number of separate units for accommodation, being not less than twelve, each comprising facilities for sleeping, lounge / dining and cooking. Each unit shall also contain one bathroom or shower, toilet and wash-hand basin with hot and cold water. The premises may also contain, in addition to these units, a number of hotel rooms.

(d) Apart from the apartments for accommodation, the premises shall also have the following common amenities:—

(i) A restaurant or similar catering outlet to meet the needs of the guests staying in the Holiday Complex, Tourist Village, Apart Hotel or similar accomodation.

(ii) A kitchen which shall have sufficient equipment to meet the needs of the restaurant.

(iii) A well-equipped bar.

(iv) Facilities for recreation.

(v) Sufficient public toilets shall be provided with the restaurant. A toilet and a wash-hand basin shall be provided for kitchen staff.

(vi) A well-equipped reception area appropriate to the class and size of the Complex, Village, Apart Hotel or similar accommodation, and related facilities shall be provided to meet the needs of the residents and guests during all the hours of the day and night. Luggage deposit facilities shall also be provided.

(vii) The premises shall be attended by a responsible person during all the hours of the day and night.

(e) A cleaning service shall be provided for all common areas and passages. Each unit shall be cleaned and serviced before customers take possession as well as at regular intervals.

(f) The furniture, furnishings, fittings, equipment, maintenance and decor shall be of a standard expected in a class of the category in which the Complex, Village, Apart Hotel or similar accommodation is classified.

(g) The crockery, cutlery and other household equipment shall be supplied in sufficient number to correspond with the capacity of each apartment and shall be of a standard expected from a class of the category in which the Complex, Village, Apart Hotel or similar accommodation is classified.

(h) All rooms shall be supplied with electricity, light fittings and power points. Good lighting shall be provided in all rooms, common areas and points of access to apartments and rooms.

(i) The Complex, Village, Apart Hotel or Similar Accommodation shall have a qualified or experienced manager as well as a sufficient number of staff for the upkeep and cleaning of the apartments, rooms and common areas as well as to provide the services to meet the needs of the guests.

(j) A laundry and dry-cleaning service shall be provided.

(k) An emergency medical service shall be available on call to guests and staff at all hours of the day and night. A fully equipped First Aid box shall be available at all times.

(l) Fire precautions within the premises shall be in conformity with local laws and regulations. There shall be installed in the premises an adequate smoke and fire detection system connected with an emergency alarm, full fire-precaution measures and an independent number of emergency exits commensurate with the number of units in the premises. All these facilities shall be tested regularly to ensure their efficiency. Proper alarm, fire and emergency instructions shall be clearly fixed in all units and public areas in at least four foreign languages. Soft furnishings shall, whenever possible, be of fire retardant material.

(m) Adequate facilities for persons with special needs, including access and assistance, are recommended and desirable.

(n) The premises operator shall ensure that all structural, maintenance and practical measures are taken to ensure at all time the safety of staff and guests in all areas of the property including rooms, apartments, bathrooms, kitchen, public and common areas, balconies, windows, lifts, swimming pools, electrical installations, etc.

(o) Public liability insurance for guests staying in the premises shall be provided against death, injury or hospitalisation caused by accident within the property.

(p) Facilities for the daily collection of refuse from each unit shall be available.

I — FOUR STAR ****

(A) *Apartments and Rooms*

(i) Telephone facilities with internal / external communications proving direct dial facilities, as well as radio or similar equipment shall be available. A colour television set shall also be provided.

(ii) The furnishings, styling, equipment and maintenance of every area of the apartment and rooms shall be of **high standard.** The space of the apartment and rooms shall be such as to provide the comfort expected from premises of this standard.

(iii) Every bathroom, which shall be fully tiled, shall be of high standard and shall be equipped with bath and shower facilities, stool, shower curtain, toilet, shaver point, wash-hand basin, a mirror with adequate lighting, vanity top or similar facilities, toiletry pack and sanitary bin. For safety purposes baths are to be provided with a non-slip floor, a hand rail within easy reach from the bath and bathroom floors with a proper bath mat. Every bathroom shall have proper means of ventilation to ensure circulation of air at all times.

(iv) Hotel rooms, if available, shall meet the requirements of a Four Star hotel as laid down in paragraphs (C) Bedrooms, (D) Sanitary Equipment, (F) Corridors and Passages, (G) Kitchen, and (I) Services, in Section B of the First Part of the Second Schedule to these regulations.

(B) *Services*

(i) The service and amenities in the Holiday Complex, Tourist Village, Apart Hotel or similar accommodation shall be of high standard at all times.

(ii) Front office service shall be available twenty-four hours a day during all days.

(iii) Lifts, of sufficient capacity to meet the needs of the guests, shall be available if the accommodation units are more than two storeys high.

(iv) Safe deposit facilities for guests shall be provided.

(C) *Amenities*

(i) The Complex, Village, Apart Hotel or similar accommodation shall also have a multi-purpose function room, swimming pool of adequate size and with proper facilities, sports and leisure facilities as well as a restaurant.

(ii) Adequate parking or garage facilities commensurate with the needs of the Complex, Village, Apart Hotel or similar accommodation shall be available.

(D) *General Requirements*

(i) Sufficient emergency electrical power shall be provided to meet the needs of all the areas in the buildings at all times.

(ii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water in all areas at all times.

(iii) The linen, chinaware and silverware shall be of high standard.

(iv) The common areas, apartments or rooms shall be fully air-conditioned and heated when appropriate.

(v) All the staff shall be qualified or well trained; appropriate training schemes for staff shall be organised on a continuous basis; with the exception of managerial and secretarial staff, all the staff in the service of the guests, shall wear uniforms properly designed for the purpose. They shall be at all times well groomed, courteous in their approach and communication and shall not smoke on duty. At least one member of the staff on duty at the reception and in the restaurant shall be able to converse in English and two other foreign languages. All staff who have direct contact with the guests shall be able to converse in English.

(vi) An adequate number of telephone booths shall be available and facilities for the exchange of currency shall also be provided.

(vii) The Complex, Village, Apart Hotel or similar accommodation shall have a mini-market as well as shops and a salon if similar facilities are not available within a reasonable distance.

II — THREE STAR ***

(A) *Apartments and Rooms*

(i) Telephone facilities with internal / external communications shall be provided; a colour television set is highly recommended.

(ii) The furnishings, styling, equipment and maintenance of every area of the apartment or rooms shall be of **very good standard**. The space of the apartment and rooms shall be such as to provide the comfort expected from premises of this standard.

(iii) Every bathroom, which shall be well tiled, shall be of a very good standard and shall be equipped with bath or shower facilities, shower curtain, toilet, shaver point, wash-hand basin and mirror with adequate lighting. For safety purposes, baths are to be provided with a non-slip floor and bathrooms with a proper bath mat.

(iv) Hotel rooms, if available, shall meet the requirements of a Three Star hotel as laid down in paragraphs (C) Bedrooms, (D) Sanitary Equipment, (F) Corridors and Passages, (G) Kitchen, and (I) Services in Section C of the First Part of the Second Schedule to these regulations.

(B) *Services*

(i) The service and amenities in the Holiday Complex, Tourist Village, Apart Hotel or similar accommodation shall be of a very good standard at all times.

(ii) Front office service shall be provided during all the hours of the day and a minimum of necessary service shall be available during all the hours of the night.

(iii) Lifts, of sufficient capacity to meet the needs of the guests, shall be available if the accommodation units are more than two storeys high.

(iv) Safe deposit facilities for guests shall be provided.

(C) *Amenities*

(i) The Complex, Village, Apart Hotel or similar accommodation shall also have a multi-purpose function room or meeting room, swimming pool of adequate size and with proper facilities, leisure facilities as well as a restaurant.

(ii) Adequate parking or garage facilities commensurate with the needs of the Complex, Village, Apart Hotel or similar accommodation shall be available.

(D) *General Requirements*

(i) Sufficient emergency lighting facilities shall be provided to meet the needs of all the areas in the buildings at all times.

(ii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water in all areas at all times.

(iii) The linen, chinaware and silverware shall be of very good standard.

(iv) The apartments, rooms and common areas shall be cooled and heated when appropriate; air conditioning is strongly recommended.

(v) All the staff shall be qualified or well trained. Appropriate training schemes for staff shall be organised on a continuous basis; with the exception of managerial and secretarial staff, all the staff in the service of the guests, shall wear uniforms properly designed for the purpose. They shall be at all times well groomed, courteous in their approach and communication and shall not smoke on duty. At least one member of the staff on duty at the reception and in the restaurant shall be able to converse in English and two other foreign languages. All the staff who have direct contact with the guests shall be able to converse in English.

(vi) A telephone booth shall be available and facilities for the exchange of currency shall also be provided.

(vii) The Complex, Village, Apart Hotel or similar accommodation shall have a mini-market, a shop and a salon if such facilities are not available within a reasonable distance.

III — TWO STAR **

(A) *Apartments and Rooms*

(i) Internal communication facilities shall be provided. The furnishings, styling, equipment and maintenance of every area of the apartment and rooms shall be of **good standard**.

(ii) Every bathroom, which shall be well tiled, shall be of a good standard and shall be equipped with bath or shower facilities, toilet, shaver point, wash-hand basin and mirror with adequate lighting. For safety purposes, baths are to be provided with a non-slip floor and bathrooms with a proper bath mat.

(iii) Hotel rooms, if available, shall meet the requirements of a Two Star hotel as laid down in paragraphs (C) Bedrooms, (D) Sanitary Equipment, (F) Corridors and Passages, (G) Kitchen, and

(I) Services, in Section D of the First Part of the Second Schedule to these regulations.

(B) *Services*

(i) The service and amenities in the Holiday Complex, Tourist Village, Apart Hotel or similar accommodation shall be of a good standard at all times.

(ii) A minimum of Front office service shall be provided during the day and at least the service of a night porter shall be available during the night.

(iii) Lifts, of sufficient capacity to meet the needs of the guests, shall be available if the accommodation units are more than three storeys high.

(C) *Amenities*

The Complex, Village, Apart Hotel or similar accommodation shall also have at least one lounge or sitting-room, recreation facilities as well as a catering outlet.

(D) *General Requirements*

(i) Sufficient emergency lighting facilities shall be provided to meet the needs of all the areas in the buildings at all times.

(ii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water in all areas at all times.

(iii) The linen, chinaware and silverware shall be of good standard.

(iv) The apartments, rooms and common areas shall be cooled and heated when appropriate.

(v) The staff shall be qualified or well trained. They shall be at all times well groomed, courteous in their approach and communication and shall not smoke on duty. The staff who have direct contact with the guests shall be able to converse in English, and the ability to speak any other foreign language shall be desirable for the managerial and supervisory staff.

(vi) Common telephone facilities shall be provided.

(vii) The Complex, Village, Apart Hotel or similar accommodation shall have a mini-market if such facility is not available within a reasonable distance.

IV — ONE STAR *

(A) *Apartments and Rooms*

(i) Internal communication facilities shall be provided. The furnishings, styling, equipment and maintenance of every area of the apartment and rooms shall be of **good standard**.

(ii) The bathroom shall be of good standard and shall be equipped with bath or shower facilities, toilet, wash-hand basin and a mirror. For safety purposes, baths are to be provided with a non-slip floor and bathrooms with a proper bath mat.

(iii) Hotel rooms, if available, shall meet the requirements of a One Star hotel as laid down in paragraphs (C) Bedrooms, (D) Sanitary Equipment, (F) Corridors and Passages, (G) Kitchen, and (I) Services in Section E of the First Part of the Second Schedule to these regulations.

(B) *Services*

(i) The service and amenities in the Holiday Complex, Tourist Village, Apart Hotel or similar accommodation shall be of good standard at all times.

(ii) A minimum of Front office service shall be provided during the day and at least the service of a night porter shall be available during the night.

(iii) Lifts, of sufficient capacity to meet the needs of the guests, shall be available if the accommodation units are more than three storeys high.

(C) *Amenities*

The Complex, Village, Apart Hotel or similar accommodation shall also have at least one lounge or sitting-room, recreational facilities as well as a catering outlet.

(D) *General Requirements*

(i) Sufficient emergency lighting facilities shall be provided to meet the needs of all the areas in the buildings at all times.

(ii) A sufficient reserve water storage facility shall be available for the supply of hot and cold water in all areas at all times.

(iii) The linen, chinaware and silverware shall be of good standard.

(iv) The apartments, rooms and common areas shall be cooled and heated when appropriate.

(v) The staff shall be qualified or well trained. They shall be at all times well groomed, courteous in their approach and communication and shall not smoke on duty. The staff who have direct contact with the guests shall be able to converse in English, and the ability to speak any other foreign language shall be desirable for the managerial and supervisory staff.

(vi) Common telephone facilities shall be provided.

(vii) The Complex, Village, Apart Hotel or similar accommodation shall have a mini-market if such facility is not available within a reasonable distance.".

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