L.N. 21 of 1990

HOTELS AND CATERING ESTABLISHMENTS ACT (CAP. 197)

Hotels and Catering Establishments (Amendment) Regulations, 1990

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

Citation and commencement.

1. (1) These regulations may be cited as the Hotels and Catering Establishments (Amendment) Regulations, 1990, and shall be read and construed as one with Hotels and Catering Establishments Regulations, 1972, hereinafter referred to as "the principal regulations".

L.N. 67 of 1972.

(2) These regulations shall be deemed to have come into effect on the 1st January, 1989.

Amends regulation 15 of the principal regulations.

2. Regulation 15 of the principal regulations shall be amended as follows:—

(a) paragraphs (2) and (3) thereof shall be renumbered paragraphs (3) and (4) respectively; and

(b) immediately after paragraph (1) thereof there shall be inserted the following new paragraph (2):—

"(2) (a) Every hotel-keeper shall exhibit in a prominent place outside the hotel a sign indicating the hotel's Star symbol, according to a design, size, colours and lay-out as the Board may indicate, showing the classification which the Board has assigned to the hotel.

(b) The hotel-keeper shall on all occasions describe the hotel by means of the Star symbol assigned to it, which shall be so designed in accordance with the class given to the hotel.".

Amends the Second Schedule to the principal regulations.

3. For the First 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 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 approximately 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 table, one single bed or two single beds or one double bed. The bed or beds must have linen and bed covers of the highest quality and style. The bedroom shall also be equipped with a luggage stand, chairs, armchairs, coffee table, a large vetical mirror, a mini-bar and curtains. Blinds shall be provided if the curtains themselves do not achieve privacy and darkness;

(iii) Every bedroom shall be equipped with an internal/external line telephone providing direct dial facilities, radio and/or relay service or similar equipment, as well as a colour television set;

(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 or air currents;

(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 or air-conditioned for cooling and centrally heated throughout the year.

(D) *Sanitary Equipment*

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

(ii) The minimum floor area of each bathroom, with toilet, shall be approximately four square metres;

(iii) The bathroom shall be equipped with a bath and shower facilities, toilet, shaver point, wash-hand basin and mirror with adequate lighting;

(iv) Every bathroom shall contain at least one window, or shall have proper means of ventilation;

(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 of the staff;

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

(viii) An adequate and continuous supply of hot and cold water 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 four per centum of all bedroom accommodation shall be in suites, or similar premises forming part of the hotel, or hotel complex, provided that self-catering facilities are not available in the rooms/suites or similar premises;

(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;

(F) *Corridors or 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 well ventilated;

(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 kitchen shall possibly be situated on the same floor as the restaurant;

(ii) A pantry shall be provided with the kitchen, and shall be situated near the entrance to the kitchen;

(iii) The kitchen and the pantry shall be laid out and shall be situated in such a way as to avoid noise, fumes or smells issuing therefrom;

(iv) The kitchen and pantry shall be equipped with up-to-date and efficient equipment for cooking, refrigeration and cold storage of the highest standard;

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

(vi) Adequate sinks and drains shall be installed for the kitchen; toilets and wash-hand basins shall be provided for the use of the staff serving in the kitchen and the pantry;

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

(H) *Service*

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

(ii) Room service shall be provided twenty-four hours a day in the bedrooms;

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

(iv) The hotel shall at least one passenger lift, with a capacity of six or more persons, for every one hundred guests, and at least one service lift;

(v) Separate safe deposit boxes for guests shall be available.

(I) *Amenities*

(i) Save in the case of the existence of other similar and special amenities, the hotel shall have at least one bar, one restaurant, one ballroom or similar space for dancing, one separate lounge for special events, lounges and public rooms in proportion to hotel capacity, one swimming pool, possibly one private beach, a tennis court or space for sports facilities out-of-doors, and cloakrooms. The dimensions of the restaurant shall be such as to meet the needs of the hotel at all times. A coffee shop shall be open during day-time at least outside restaurant hours;

(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.

(J) *General Requirements*

(i) The lighting in any part of the hotel shall be conveyed with electricity and shall be such as shall satisfy the needs of a hotel of this category;

(ii) Sufficient electric power, gas and/or fuel 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 the highest standards and commensurate with the needs of the hotel;

(v) There shall be laundry, pressing, and dry-cleaning services in the hotel;

(vi) The hotel shall have shops, salons, lounges, reading rooms, and gardens according to the requirements of a hotel of this 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;

(viii) All the staff must be qualified or well-trained;

(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 English and two other foreign languages;

(xi) All other staff who have direct contact with guests of the hotel must be able to converse in English;

(xii) A uniformed doorman shall be in attendance;

(xiii) A minimum of service to meet the needs of the guests must be available during all the hours of the night;

(xiv) The hotel and its amenities shall have floors and carpets of the highest standards and shall be decorated, equipped and serviced according to the standards normally applicable to a hotel of this category;

(xv) An adequate number of telephone booths shall be available; facilities for the exchange of currency 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;

(xvii) There shall be installed in the hotel premises an adequate emergency alarm system, full fire precautionary measures and inependent emergency exits commensurate with the number of rooms in the hotel. All these facilities shall be tested regularly to ensure their efficiency. Proper alarm, fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages;

(xviii) The hotel shall have telex, telefax as well as proper secretarial services;

(xix) The hotel shall provide newspaper and magazine service to clients.

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 5 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 3 Star category.

(C) *Bedrooms*

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

(i) The minimum floor area of each single bedroom shall be approximately 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 bed or two single beds or one double bed. The bed or

beds must have linen and bed covers of the highest quality and style. The bedroom shall be equipped with a luggage stand, chairs, armchairs, coffee table and curtains. Blinds shall be provided if the curtains themselves do not achieve privacy and darkness;

(iii) Every bedroom shall be equipped with an internal/ external line telephone providing direct dial facilities, radio and/or relay service or similar equipment. The provision of a television set is recommended;

(iv) The styling of every bedroom and of all its furnishings and equipment shall be of good quality. The inside of the room when closed, shall be free from any outside noise or air currents;

(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 and heated when appropriate.

(D) *Sanitary Equipment*

(i) All bedrooms shall have a private and interconnected bathroom;

(ii) The minimum floor area of each bathroom with toilet, shall be approximately four square metres;

(iii) The bathroom shall be equipped with a bath and shower facilities, toilet, shaver point, wash-hand basin and a mirror with adequate lighting;

(iv) Every bathroom may contain at least one window, or shall have proper means of ventilation;

(v) Every bathroom and toilet shall be well tiled;

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

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

(viii) An adequate and continuous supply of hot and cold water shall be provided 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 premises, provided that self-catering facilities are not available in the rooms/suites or in similar premises;

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

(F) *Corridors or 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 to allow for the free and easy circulation of the guests and staff, and shall be well ventilated;

(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 kitchen shall possibly be situated on the same floor as the restaurant, and must have good ventilation;

(ii) The kitchen shall be equipped with up-to-date and efficient equipment for cooking, cold storage and refrigeration;

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

(iv) The kitchen shall be laid out and shall be situated in such a way as to avoid noise, fumes or smells issuing therefrom;

(v) Adequate sinks and drains shall be installed for the kitchen;

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

(H) *Service*

(i) The service in the hotel and its amenities shall be of the highest 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;

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

(I) *Amenities*

(i) Save in the case of the existance of other similar and special amenities the hotel shall have at least one bar, one restaurant, a separate apprpriate lounge for special avents in addition to lounges and public rooms in proportion to hotel capacity, one swimming pool or private beach and cloakrooms. The dimensions of the restaurant shall be such as to meet the needs of the hotel at all times. 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 equipping, decoration, service and ancillary facilities in the amenities indicated in sub-paragraph (i) of this paragraph.

(J) *General Requirements*

(i) The lighting in any part of the hotel shall be conveyed with electricity and shall be such as shall satisfy the needs of a hotel of this category;

(ii) Sufficient electric power, gas, and/or fuel 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 the best standards commensurate with the needs of the hotel;

(v) There shall be laundry, pressing, and dry cleaning services in the hotel;

(vi) The hotel shall have shops, salons, lounges, reading rooms, and gardens according to the requirements of a hotel of this category;

(vii) The whole of the hotel shall be fully air-conditioned and heated when appropriate;

(viii) All the staff shall be qualified or well trained;

(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 in duty in the reception and in the restaurant departments shall be able to converse in English and two other foreign languages;

(xi) All other staff who have direct contact with the guests shall be able to converse in English;

(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 have floors and carpets of the highest standard, and shall be decorated, equipped and serviced in a manner and according to the standards normally applicable to a hotel of this category;

(xiv) An adequate number of telephone booths shall be available; facilities for the exchange of currency shall 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;

(xvi) There shall be installed in the hotel premises an adequate emergency alarm system, 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 alarm, fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages;

(xvii) The hotel shall have telex, telefax as well as proper secretarial services;

(xviii) The hotel shall provide newspaper and magazine service to clients.

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 inferior to a hotel in the Four Star category but superior to 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 high quality 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 approximately 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, or one double bed. The bed or beds must have linen and bed covers of the best quality and style. The room shall also be furnished with 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. The provision of a television set is recommended;

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

(v) Every bedroom 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;

(ii) The minimum floor area of each bathroom, with toilet, shall be approximately four square metres;

(iii) The bathroom shall be equipped with a bath or shower facilities, toilet, shaver point, wash-hand basin and a mirror with adequate lighting;

(iv) Every bathroom may contain at least one window, or shall have proper means of ventilation;

(v) Every bathroom or shower shall be well tiled;

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

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

(viii) An adequate and 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) In addition to the bedrooms, the hotel may contain a number of suites or similar premises for accommodation, provided that self-catering facilities are not available in the rooms/suites or in similar premises;

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

(F) *Corridors or 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 well ventilated;

(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 kitchen shall possibly be situated on the same floor as the restaurant and shall have good ventilation;

(ii) The kitchen shall be equipped with up-to-date and efficient equipment for cooking, cold storage and refrigeration;

(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 for the kitchen;

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

(H) *Service*

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

(ii) Breakfast shall 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. There shall also be one service lift or service staircase if restaurant services are provided on any of the upper floors;

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

(I) *Amenities*

(i) Save in the case of other similar and special amenities the hotel shall have at least one restaurant, one bar, cloakroom and a lounge or similar facility;

(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 equipping, decoration, service and ancillary facilities in the amenities indicated in sub-paragraph (i) of this Section.

(J) *General Requirements*

(i) The lighting in the hotel shall be conveyed with electricity, and shall be such as shall satisfy the needs of a hotel of this category;

(ii) Sufficient electric power, gas, and/or fuel 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 good quality commensurate with the needs of the hotel;

(v) There shall be laundry, pressing and dry cleaning services 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;

(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 have floors and carpets of a good standard and be decorated, equipped and serviced in a manner commensurate with and according to the standards normally applicable to a hotel of this category;

(xi) The whole of the 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;

(xiv) There shall be installed in the hotel premises an adequate emergency alarm system and full fire precautionary measures. These facilities shall be tested regularly to ensure their efficiency. Proper alarm, fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages;

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

Section 'D' — 2 Star Hotel — **

(A) *Classification*

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

(B) *General Description*

This hotel shall be inferior to a hotel in the Three Star category but superior to a hotel in the One Star category. The hotel shall be installed in a separate building or an independent part of a building

offering modest standards of accommodation, services and amenities of good quality, 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 approximately eight square metres and of each double bedroom not less than ten square metres;

(ii) The bedrooms shall have an independent entrance, and modest, comfortable furniture, furnishings and equipment;

(iii) The bedrooms may be equipped with an internal telephone line. Where a telephone will not be so provided, the bedrooms shall have an electric bell or similar equipment for service.

(D) *Sanitary Equipment*

(i) At least twenty per cent (20%) of rooms shall have a complete private bathroom or shower. Rooms not equipped with 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 five bedrooms;

(iii) The minimum floor area of each bathroom with toilet shall be approximately four square metres;

(iv) The bathroom shall be equipped with a bath or shower facilities, toilet, wash-hand basin and a mirror; a shaver point shall be an optional but useful equipment;

(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 premises for accommodation, provided that:—

(i) self catering facilities are not available in the rooms/suites or in similar premises, and

(ii) the conditions indicated in this Section as regards accommodation shall also apply with regard to this paragraph.

(F) *Corridors or 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.

(G) *Kitchen*

(i) 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;

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

(iii) Adequate sinks and drains shall be installed in the kitchen;

(iv) Adequate food storage facilities shall be provided.

(H) *Service*

(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.

(I) *Amenities*

(i) Save in the case of 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;

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

(J) *General Requirements*

(i) The lighting in any part of the hotel shall be conveyed with electricity to satisfy the needs of a hotel of this category;

(ii) Sufficient electric power, gas and/or fuel 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 well trained;

(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 floors and carpets and shall be decorated, equipped and serviced in a manner commensurate with the standards normally applicable to a hotel of this category;

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

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

(x) There shall be installed in the hotel premises an adequate emergency alarm system and fire precautionary measures. These facilities shall be tested regularly to ensure their efficiency. Proper alarm, fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages;

(xi) Laundry arrangements shall be made on request from clients;

(xii) An emergency medical service shall be available on call to guests and staff at all hours of the day and night.

Section 'E' — 1 Star Hotel — *

(A) *Classification*

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

(B) *General Description*

This hotel which shall be inferior to a hotel in the 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 normally 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 single or double bed accommodation;

(ii) The floor area of each single or double bedroom shall be commensurate with the needs of a hotel of this category.

(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 and a mirror;

(iv) Every bedroom shall have a wash-hand basin and a mirror, unless it is connected to a private bathroom;

(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 premises provided that —

(i) self-catering facilities are not available in the rooms/ suites or in similar premises, and

(ii) the conditions indicated in this Section shall also apply as regards to this paragraph.

(F) *Corridors or 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.

(G) *Kitchen*

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) *Service*

(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 shall be recommended.

(I) *Amenities*

(i) The hotel shall have at least a public sitting-room which shall be furnished with a writing desk in addition to the normal furniture. The hotel shall also have a waiting hall or reception room as well as breakfast room;

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

(J) *General Requirements*

(i) The lighting of the hotel shall be conveyed with electricity to satisfy the needs of a hotel of this category;

(ii) Sufficient electric power and gas and/or fuel 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 well trained;

(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 have floors and carpets and shall be decorated, equipped and serviced in a manner commensurate with the standards normally applicable to a hotel of this category;

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

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

(x) There shall be installed in the hotel premises an adequate emergency alarm system and fire precationary measures. These facilities shall be tested regularly to ensure their efficiency. Proper alarm, fire and emergency instructions shall be clearly fixed in all rooms and public areas in at least four foreign languages;

(xi) Laundry arrangements shall be made on request from clients;

(xii) An emergency medical setvice shall be available on call to guests and staff at all hours of the day and night.".

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