

LEGAL NOTICE NO. 128

THE TOURISM ACT

(No. 28 of 2011)

THE TOURISM REGULATORY AUTHORITY REGULATIONS,
2014

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NATIONAL COUNCIL FOR
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THE TOURISM ACT

(No. 28 of 2011)

IN EXERCISE of the powers conferred by section 122 of the Tourism Act, the Cabinet Secretary for East African Affairs, Commerce and Tourism makes the following Regulations:—

THE TOURISM REGULATORY AUTHORITY REGULATIONS,
2014

PART I—PRELIMINARY

1. These Regulations may be cited as the Tourism Regulatory Authority Regulations, 2014. Citation
2. In these Regulations, unless the context otherwise requires— Interpretation
- “Act” means the Tourism Act; No. 28 of 2011
- “Authority” means the Tourism Regulatory Authority established under section 4 of the Act;
- “agent” means an agent appointed by a proprietor of a regulated tourism enterprise to manage the enterprise on behalf of the proprietor ;
- “Classification Committee” means the Standardization and Classification Committee of the Authority established under regulation 5
- “regulated tourism activities and services” means tourism activities set out under the Ninth Schedule of the Act; and
- “Tribunal” means Tourism Tribunal as established under section 87 of the Act.
3. These Regulations shall be in addition to any other written law for the time being in force related to the regulation and management of tourism activities and services. Application

PART II—STANDARDIZATION AND CLASSIFICATION OF
TOURISM ENTERPRISES

4. (1) Subject to these Regulations, the Authority shall classify tourism activities and services listed in Classes “A” and “B” enterprises of the Ninth Schedule of the Act into classes in accordance with the criteria for standardization as set out in the First Schedule of these Regulations. Criteria for standardization and classification of hotels and restaurants
- (2) A person who owns or operates a tourism activity or service listed in Classes “A” and “B” enterprises of the Ninth Schedule of the Act shall apply to be registered by the Authority in a prescribed manner
- (3) Notwithstanding paragraph (1), the Authority shall establish minimum standards for all Classes “A” and “B” enterprises of the Ninth Schedule of the Act.
- 5 (1) The Authority shall establish a committee to be known as the Standardization and Classification Committee which shall consist Establishment of Standardization and Classification

of not less than five and not more than eleven members appointed by the Cabinet Secretary from the Ministry, the Authority, lead agencies and the registered tourism sector associations.

Committee

(2) The functions of the Classification Committee shall be to undertake every five years a national standardization and classification exercise of all tourism activities and services listed in the Ninth Schedule of the Act.

(3) The Classification Committee shall elect its chairperson from among its membership.

(4) The Director-General of the Authority shall designate staff to serve as the secretariat of the Classification Committee.

(5) Save for the *ex-officio* members, all other members of the Classification Committee who shall be appointed at different times shall hold office for a period of five years and shall be eligible for re-appointment for one further term of five years.

(6) Members of the Classification Committee shall be paid the allowances approved by the Cabinet Secretary, in consultation with the Cabinet Secretary for the time being responsible for matters relating to finance.

(7) Subject to these Regulations, the Classification Committee shall regulate its own procedure.

(8) Notwithstanding paragraph(2) the committee may undertake classification of a tourism enterprise upon request or re-classify an enterprise upon recommendation of the Tribunal and upon payment of the prescribed fee.

6. (1) The Authority may outsource classification of tourism enterprises exercise in accordance with the provisions of the Public Procurement and Disposal Act.

Outsourcing of
classification of
tourism enterprises

No 5 of 2005

(2) Notwithstanding paragraph (1), where the exercise of classification of tourism enterprises has been outsourced, the Classification Committee shall be responsible for the overall supervision and guidance of the exercise.

7. (1) Upon completion of classification exercise by the Classification Committee and approval by the Board, the Authority shall cause to be published in the Gazette, within sixty days after classification, the name, location and address and class of each classified tourism enterprise listed in the Ninth Schedule of the Act.

Publication of
classification.

(2) Publication under paragraph 1 of this regulation shall be prima facie evidence that the tourism enterprises specified therein are classified under these Regulations, and the absence of the name of a tourism enterprise from the publication shall be prima facie evidence that the tourism enterprise is not classified.

8. (1) The Authority shall, within fourteen days after publication of classification or changing the classification of a tourism enterprise,

Classification
certificate
and plaque

issue to the holder of the tourism enterprise licence, as the case may be, a Classification Certificate and Classification Plaque as provided in the Second Schedule of these Regulations.

(2) A manager of a tourism enterprise which is classified under these Regulations shall ensure that the classification plaque is prominently and conspicuously exhibited at the main entrance of the said tourism enterprise to which it relates.

(3) Notwithstanding paragraph 1, the Authority may determine the design and colours of the Classification Certificate and the Classification Plaque from time to time.

9. (1) The Authority shall keep and maintain a classification register for tourism enterprises in a form suitable for the purpose.

Classification
register

(2) The register shall be available for inspection on the payment to the Authority of a prescribed fee.

10. (1) The Authority shall develop and enforce standards and accreditation schemes for all other tourism activities and services listed in the Ninth Schedule of the Act.

Standards and
accreditation
Schemes

11. (1) There is established a tourism professionals and practitioners' body to be known as the Tourism Professional Association.

Establishment of a
tourism professional
body

(2) The object and purpose for which the Association is established is to provide a framework for tourism professionals and practitioners for self regulation.

(3) The Authority shall keep a register of all tourism professionals and practitioners.

(4) The Authority shall, in consultation with the Association and other relevant stakeholders, develop and implement tourism sector Code of Practice.

12. (1) Any person aggrieved by the decision of the Classification Committee may, within sixty days of communication to him of such decision, appeal to the Tourism Tribunal established under the Act.

Appeal to the
Tribunal

(2) The Tribunal may confirm, vary or reverse the decision and shall issue instructions as to its decision to the Authority.

13. (1) A person who in a publication, leaflet, brochure, broadcast or otherwise advertises or describes or holds out a tourism enterprise as being of a class other than the class published by the Authority under regulation 8 commits an offence and is liable to a fine not exceeding one hundred thousand shillings or to a term of imprisonment not exceeding eighteen months, or to both.

Offence and penalty

(2) A proprietor or an agent of a tourism enterprise who fails to exhibit a classification plaque as required by regulation 8 commits an offence and is liable to a fine not exceeding one hundred thousand shillings or to a term not exceeding eighteen months, or to both.

PART III—LICENSING OF TOURISM ACTIVITIES AND SERVICES

14. (1) The Authority shall be responsible for issuance of license for the operation of all tourism activities and services.

Authority to issue license

(2) A person shall not undertake or engage in any tourism activity or service without a valid licence issued by the Authority under these Regulations.

(3) No licensing body under any written law in force in Kenya shall issue a trading, commercial permit or licence for any regulated tourism activity or service unless the applicant produces to the licensing body a licence or written consent issued by the Authority under these Regulations.

15. (1) A person may, subject to the provisions of the Act and these Regulations, apply for a licence from the Authority to operate a tourism activity or service.

Application for licence

(2) Applications for tourism activities and services licences shall be made in writing in the prescribed Form I as set out in the Third Schedule.

16. (1) The Authority shall set up a Licensing Committee of no more than seven persons to consider and recommend applications for issuance, cancellation or revocation of regulated tourism activities and services' license.

Establishment of Licensing Committee

(2) In considering the license application, the Licensing Committee shall have regard to the material considerations which shall include—

- (a) compliance of the application with the relevant tourism or area development plan;
- (b) compliance with the formulated guidelines and prescribed measures for sustainable tourism;
- (c) the environmental impact assessment requirements as set out in the Environmental Management and Coordination Act, 1999; and
- (d) the proposed tourism activity or service's contribution to enhancing sustainable tourism management taking into account the protection of fragile environmental resources, ecosystems and habitats, public comments and recommendations from other relevant authorities; and

No. 8 of 1999

(3) In addition to the requirements set out in paragraph (2) above, the Licensing Committee shall consider the following:

- (a) a certificate of approval by relevant authorities responsible for public works and public health of the premises ;
- (b) Lease Agreement or Title Deed of premises occupied by office;

- (c) evidence of insurance cover for the premises, occupants and their property;
- (d) in the case of tourist vans- insurance cover, public or tourist service vehicle sticker and vehicle inspection certificate, a valid driver's licence and certificate of good conduct;
- (e) summary of skilled and unskilled staff in employment;
- (f) copy of menu and tariff (hotels and restaurants);
- (g) number of expatriates in employment or required and their respective work or entry permits;
- (h) Curriculum Vitae and relevant certificates of the Manager;
- (i) boats shall have Kenya Maritime Authority and Fisheries inspection report, certificate of seaworthiness of the vessel and the coxswain certificate, insurance cover ;
- (j) air charters shall have the Kenya Civil Aviation Authority air charter license , certificate of air worthiness for the planes and pilots licenses, and insurance cover;
- (k) manager's letter of appointment;
- (l) health insurance certificates for food handlers' certificates in case of hotels and restaurants; and
- (m) certificate of good conduct, Identity Cards and professional certificates for tour guides .

(4) All foreign tourist vans registered in the East African Community shall be required to produce motor vehicle ownership documents, licence to carry on the business of tourism from the country of origin and a valid driver's licence.

(5) Any other foreign registered vehicles shall be required to obtain a licence valid for a period of six months.

17. (1) The Director-General of the Authority may, on approval of the Board, establish such other licensing committees as he may deem appropriate.

Powers to establish other licensing committees

(2) The provisions of regulation 17 shall apply to any licensing committee established under this regulation.

18. (1) After considering an application made under these Regulations, the respective Licensing Committee may make a recommendation to the Authority to grant, not to grant or to vary the license

Issuance of license

(2) Upon receipt of the recommendation from the respective Licensing Committee, the Authority may grant or refuse to grant the license and may attach to any license so granted such conditions as the Authority may deem expedient.

(3) The license fees payable is as set out in the Fourth Schedule of these Regulations.

(4) Every licence issued under these Regulations, shall, unless invalidated pursuant to provisions of the Act or any regulations made thereunder, be valid up to the 31st day of December of the year in which it is issued.

(5) A proprietor or an agent of a licensed enterprise shall ensure that the license is prominently and conspicuously exhibited within the premises of the enterprise.

(6) A proprietor or an agent of an enterprise who fails to exhibit the license as required by paragraph 5 of this regulation commits an offence and is liable to a fine not exceeding one hundred thousand shillings or to a term not exceeding eighteen months, or to both.

(7) Any license issued under these Regulations is applicable only to the physical address to which the application was made and in case of change of the physical address the Authority should be notified in writing.

19. (1) Applications for the renewal of the license shall be submitted within three months before the expiry date of the license.

Application of
license

(2) Any application submitted after the expiry date of the license shall attract a penalty of ten percent of the fees payable for each month defaulted.

20. (1) The Authority shall cancel, revoke or suspend any license issued under these Regulations where the holder of a license contravenes the provisions of the license.

Revocation,
suspension or
cancellation of
license

(2) The Authority shall, upon its intention to suspend the license under paragraph (1), notify the person concerned and give a fourteen days notice of revocation or cancellation unless the person fulfills such conditions as may be specified in the notice.

(3) The Authority may vary, revoke or cancel a license for the tourism activity or service under these Regulations upon expiry of the period prescribed under paragraph (2).

(4) Where a license issued under these Regulations is revoked, suspended or cancelled, the holder thereof shall cease operations of the tourism activities or services the subject of the license until a new license is issued by the Authority.

21. (1) A person shall not—

Prohibition relating
to licences

- (a) unlawfully alter or endorse, or lend a licence issued to him or to any other person;
- (b) possess or attempt to operate pursuant to a license issued to another person; or
- (c) having been disqualified from holding a license under the Act or these Regulations, apply for a license without disclosing to the Licensing Committee of the disqualification.

(2) A person who contravenes this regulation commits an offence and is liable upon conviction to a fine not exceeding one hundred

thousand shillings or to imprisonment for a term of not exceeding eighteen months, or to both.

22. (1) A holder of a license issued under these Regulations shall every month submit data in respect of the tourism activities and services as may be specified by the Authority, in particular –

Requirement to provide data.

- (a) bed occupancy;
- (b) number of visitors by country of origin;
- (c) revenue earnings;
- (d) expenditure per visitor; and
- (e) number of employees both local and expatriates.

(2) Notwithstanding paragraph 1 of this regulation, the Authority may from time to time require additional information.

(3) A person who contravenes this regulation commits an offence and is liable, on conviction, to a fine not exceeding one hundred thousand shillings or to imprisonment for a term not exceeding twelve months, or to both.

23. (1) Any person aggrieved by the decision of the Authority may, within sixty days of communication to the person of such refusal, appeal to the Tribunal.

Appeals to the Tribunal

(2) The Tribunal may confirm, vary or reverse the decision and shall issue instructions as to its decision to the Authority.

PART IV—EMPLOYMENT AND VETTING OF EXPATRIATES

24. No person who is not a citizen of Kenya shall be employed to work in or for regulated tourism activities or services as set out in the Ninth Schedule of the Act unless the person's employment has been approved by the Authority and the Authority may require to be satisfied that there are no Kenya citizens qualified to fill the vacancy sought to be filled by the non-citizen.

Employment of expatriates

25. (1) The Authority shall set up a Vetting Committee of not more than five persons to consider and recommend applications made by non-citizens seeking for employment in the regulated tourism activities or services.

Vetting of expatriates

- (2) In considering the application, the Vetting Committee shall have regard to the material considerations which shall include—
- (a) the employer has submitted up to date returns on expatriates employed by the establishment concerned;
 - (b) for any vacancy other than one for the investor's representative for the purpose of taking care of the investor's interests, the employer has made all reasonable efforts to employ from the Kenya labour market, without success;
 - (c) the applicant possesses unique competencies, qualifications and skills not currently available in the Kenyan market;

- (d) the employer has identified a suitable qualified Kenyan to undergo the necessary training or understudy the non-citizens with the view of taking over the position occupied by the non-citizen within a period of time as specified by the Sixth Schedule; and
- (e) Any other additional information that the Committee may deem necessary

(3) In addition to the provisions of paragraph (2), the Vetting Committee may —

- (a) interview the applicant in person, with such interviews being carried out at the Authority's offices, the employers' premises or at such other venue as the Vetting Committee may deem fit;
- (b) interview the employer and the Kenyan identified to understudy the applicant on matters connected therewith; and
- (c) visit the employers' premises so as to familiarize itself with the type of establishment and nature of business of the employer.

26. (1) Any person aggrieved by the decision of the Authority may, within sixty days of communication to the person of such refusal, appeal to the Tribunal.

Appeals to the
Tribunal

(2) The Tribunal may confirm, vary or reverse the decision and shall issue instructions as to its decision to the Authority.

PART V—DUTIES OF CLASSES "A" AND "B" LICENSEES

27. (1) A holder of an enterprise license shall keep a register in the holder's facility and shall enter or cause to be entered in the register particulars of every guest, employee and trainee and such other particulars as may be prescribed.

Register and book to
be kept by licensee

(2) A holder of an enterprise license shall enter or cause to be entered regularly in a book kept for the purpose all such particulars (other than particulars prescribed in respect of the register required by paragraph (1) of this regulation to be kept as may be specified.

(3) Any person who fails to comply with this regulation, or who makes or causes or permits to be made in any register or book required by this regulation to be kept any entry which he or she knows or has reason to believe to be false, commits an offence and is liable upon conviction to a fine not exceeding one hundred thousand shillings or to imprisonment for a term not exceeding eighteen months, or to both.

PART VI—ENFORCEMENT PROVISIONS

28. Any license issued pursuant to these Regulations shall, on demand, be produced to an authorized officer appointed in accordance with section 115 of the Act or any other written law.

Production of
license

29. (1) Inspections for tourism activities and services shall be regularly carried out by an authorized officer when non-compliance is

Inspections

suspected or when required for the purpose of granting or renewal of a license.

(2) Whenever practicable, inspections done under paragraph (1) shall be carried out without prior notice.

(3) The Authority shall ensure that all authorized officers appointed under the Act and these Regulations are issued with identity cards which shall be produced by such authorized officers at the request of any person in charge of any place to be inspected.

(4) For the purpose of exercising, performing and discharging the powers, functions or duties of the Authority under the Act or these Regulations an authorized officer, may by notice in writing require any person –

- (a) to furnish the authorized officer within such time and at such place as may be specified in the notice, any document specified or described in the notice which is in custody or control of such a person; or
- (b) to produce for inspection any book, return, account or record in the person's possession or control.

(5) All licensees shall allow authorized officers to access their facilities at reasonable times for the purpose of enabling the authorized officers to carry out inspection and verification, including visits to premises and facilities and the inspection of equipment and documents.

30. A person who contravenes the provisions of these Regulations for which no specific penalty is provided is liable, on conviction, to a fine not exceeding one hundred thousand shillings or an imprisonment for a term not exceeding twelve months or to both.

General penalty

31. (1) The conviction of a holder of a license or authorized agent for any offence under the Act or these Regulations, unless the Board in writing otherwise directs, have the effect of canceling the license and such instrument shall cease to be valid from the moment of conviction.

Effect of conviction

(2) A person convicted of an offence under these Regulations shall, unless the Board in writing otherwise directs, stand disqualified from holding a license related to the provisions under which the person has been convicted, for a period of one year from the time of conviction.

(3) The holder of any license or permit which is cancelled pursuant to paragraph (1) shall, within fourteen days from the date of conviction, surrender the license to the Authority.

FIRST SCHEDULE

(r.4 (1))

*I: Criteria and standards for classification of hotels and restaurants***A: TENTED CAMPS***Minimum Score for Tented Camps*

- (a) to qualify for a One Star grading, a Tented Camp must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,095 points marked on the Criteria for attaining a One Star rating, as indicated in the Schedule below.
- (b) to qualify for a Two Star grading, a Tented Camp must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,355 points marked on the Criteria for attaining Two Star rating, as indicated in the Schedule below.
- (c) to qualify for a Three Star grading, a Tented Camp must score 100 percent on Essential Items; a minimum of 30 percent of the total points under each main section in the Schedule and a minimum of 60 percent out of a possible total of 3,090 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.
- (d) to qualify for a Four Star grading, a Tented Camp must score 100 percent on Essential Items; a minimum of 40 percent of total points under each main section of the Schedule; and a minimum total of 70 percent out of a possible total of 3,695 points marked on the Criteria for attaining a Four Star rating, as indicated in the Schedule below.
- (e) to qualify for Five Star grading, a Tented Camp must score 100 percent on Essential Items; a minimum of 50 percent of the total points under each main section in the Schedule; and a minimum total of 80 percent points out of a possible total of 5,135 points marked on the Criteria for attaining a Five Star rating, as indicated in the Schedule below.

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
1.0						
LOCATION						
1.1 Location	Should be suited for a Tented Camps 10	Same as for One Star 10	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility 20	Same as for Three Star 20	Same as for Three Star 20	
1.2 Site and Environment	The establishment should be in harmony with the natural environment, and in conformity with the building and development regulations applicable to the locality. The site should be safe from rain water floods and strong winds 20	Same as for One Star 20	Same as One for Star but the location should have added advantage in terms of scenery, and/or fauna and flora 30	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and flora. 40	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and flora 50	Environmental Impact Assessment should be done before construction. The dominant feature being Tented Camp
2.0						
BUILDING						
2.1 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment 50	
2.2 Capacity	The establishment should have at least five (5) lettable accommodation	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	n units 10					
2.3 Walkways, Hallways and Staircases	Should be in accordance with the Buildings Code, allow easy passage and be well lit, at all times. Where applicable, safe side railings should be provided and well maintained. 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment 30	Same as for Three Star but with higher quality finish, decoration and maintenance 40	Same as for Four Star but all should be of much higher quality 50	
2.4 Site signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as four star 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- Tourism services providers, Emergency and fire exit procedures etc. should be provided Literature covering services, internal telephone directory and menus should be provided Special	Same as One Star 20	Same as One Star 20	Same as One Star 20	Same as One Star 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	notice regarding the hotel lien should be displayed. All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 20					
3.3 Hours of Service	They should be at least twelve (12). 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
3.4 Paging Systems	A simple functional paging system should be available. 10 .	Same as for One Star. 10	Professional discrete paging system should be used. 20 .	Same as for Three Star. 20 .	Same as for Three Star. 20 .	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables. 20	Same as for One Star. 20	Should be available, in the proportion of at least one Safe for every five rooms (30).	Individual safe deposit box should be provided in the guest rooms. 40 .	Same as for Three Star. 40 .	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star. 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star. 20	
3.8 Languages	Guest contact staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star. 10	Same as for One Star but should also be able to communicate in at least one other internationally recognized language. 20	Same as for Three Star. 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least a telephone. 10	Same as for One Star. 10	Same as for One Star but should include internet services. 20	Same as for Three Star. 20	Same as for Three Star. 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambience and beauty. 40.	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star. 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Tented Camp and the needs of customers, including the disabled 10	Same as for One Star, but should be of wider range and quality 20	Same as for Two Star, but in addition reading and writing materials should be available 30	Same as for Three Star but should be of greater range and higher quality 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Décor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star 20	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well	Same as for One Star. 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of	Same as for Four Star but with distinctive creativity	Walls may or may not be existing

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	maintained to enable high standards of cleanliness and hygiene. 20			creativity 30	and impressive ambience. 50	
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience. 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. (40)	
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge/public areas, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star (30)	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m per guest bed. 50	Same as for Four Star. 50	
5.0 FUNCTION ROOM/AREA (Briefings, Conferences, Banquets etc)						
5.1 Features and Facilities	At least an area of not less than 15 sq. m. per guest with functional furniture to match the general standard of the establishment. 10	Same as for One Star but with good furniture. 20	Same as for One Star but with an average size of at least 2 sq. m per guest bed, comfortably furnished, and well maintained. 30	Same as for Three Star but with high quality furniture, furnishings and fittings. 40	Same as for Four Star but of very high quality audiovisual and internet facilities. 50	
6.0 DINING AREA						
6.1 Features and Facilities	At least one designated dining area, commensurate with the number of beds. Should be well furnished, ventilated and maintained. 10	Same as for One Star, but should be of better quality. 20	Same as for two Star, but offering greater degree of comfort. 30	Same as for Three Star, but offering considerable luxury and convenience. 40	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort. 50	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate.	Same as for One Star but all of better quality. 50	Same as for Two Star but all should be of superior quality. 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant.	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons 40				80	
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment and well maintained 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable 20	Same as for One Star but light fittings should be of better quality. 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish. 50	Same as for Four Star 50	
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support high standard of cleanliness and hygiene 20	Same as for One Star 20	Same as for One Star but with high quality of design, workmanship and finish 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish 50	Walls may or may not be existent
6.6 Menu	A Menu, with a modest selection of local and international dishes with at least three courses should be available 10	Same as for One Star but with better selection, quality, presentation. 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, of at least five courses and a rich wine list 40	Same as for Four Star, but featuring excellent cuisine and very rich wine list 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or	Same as for One Star. 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	sufficient mechanical ventilation should be provided 30					
7.0 BAR (S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining area and or public area 20	Same as for One Star 20	Same as for One Star but more spacious with better ambiance Facilities to prepare non-stocked refreshments should be provided 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationall y recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained 10	Same as for One Star but with more attractive decoration, tasteful finish and design 20	Same as for Two Star but with very high quality finish 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation 20	Same as for One Star but light and ventilation fittings should be of better quality 30	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance. 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An icemaking machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort 40	Same as for Three Star, but with a touch of luxury 50	Same as for Four Star 50	
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be	Same as for One Star. 20	Same as for One Star but with extensive and	Same as for Three Star. 30	Same as for Three Star. 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	available and storage of wines should be done professionally 20		varied cooling systems to meet demand of various storage and cooling requirements. 30			
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, should be available 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines and snacks 30	Same as for Three Star but with premium international y reknown brands available 40	Same as for Four Star but with an extensive selection of premium brands 50	
8.0 KITCHEN)						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m for hotels with more than 100 beds. 50	Same as for Four Star 50	
8.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency 10	Same as for One Star 10	Same as for One Star, but with added provision for enhancement of service efficiency 20	Same as for Three Star 20	Same as for Three Star 20	
8.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area. 30	Same as One Star. 30	Same as One Star. 30	Same as One Star 30	Same as One Star. 30	
8.4 Organization of the Kitchen	There should be visible segregation in	Same as One Star but with different and	Same as for Two Star but highly	Same as for Three Star but with	Same as for Four Star but labelled and	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries 15	appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries 20	organized and departmentalized 25	sections clearly labelled 30	screened off where applicable 40	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 50	Same as for Three Star but with high quality tools. 60	As for Four Star but with very high quality tools 70	
8.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided Hygienic means of hand drying should be provided. 15	Same as for One Star. 20	Same as for One Star. 25	Same as for One Star. 30	Same as for One Star 40	
8.7. Ventilation	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and	Same as for One Star 40	Same as for One Star. 50	Same as for One Star 60	Same as for One Star. 70	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 40					
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. · All bins should be lined with appropriate waste bags · Waste must be collected from the kitchen, on a regular basis 30	Same as One Star 30	Same as One Star. 30	Same as One Star. 30	Same as One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times. 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star. 30
8.10 Floors, Walls	Should be of impervious	Same as for One Star	Same as for One Star but	Same as for Three Star	Same as for Three Star	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
and Ceilings	materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. High levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved. 15	but with excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved. 20	with high quality materials and finish. 25	25	but with distinctly superior quality materials and finish. 30	
8.11 Food Storage	Should be adequate, providing for separation of perishables and nonperishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 10	Same as for One Star but with controllable temperature gauges. 15	Same as for Two Star but should have separate compartments for various food stuffs. 25	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 30	Same as for Four Star. 30	
8.12 Lighting	Natural and/or artificial illumination, should be adequate. 10	Same as for One Star but light fittings should be of better quality. 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience. 20	Same as for Three Star but with very high quality standard of fittings and finish. 25	Same as for Four Star. 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq m. 30	Minimum size to be 20 sq m. 40	Minimum size to be 25 sq m. 50	Should be adequately spaced

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	should be 12 sq m. 20					
9.2. Regulation Of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 10	Same as for One Star. 10	Same as for One Star but with quality fixtures and fittings. 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star. 20	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	
9. 4. Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended ☐ A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided. ☐ Waste paper baskets, luggage and shoe rack	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request 60	Same as for Four Star but offering a high degree of luxury. 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	should be provided ☐ All lamps should be Shaded. 30					
9.5 Furnishings And Linen	Appropriate Soft furnishings:- ☐ Should be well designed, in harmonized colour scheme. ☐ Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-sheets and top blanket or duvet with appropriate pillows. ☐ Mosquito net covering the entire bed and long enough to reach the floor ☐ Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	Same as for One Star but of high quality 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest 20	Same as for One Star 20	Same as for One Star 20	Should be changed Daily 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Two Star but with a higher degree of sophistication. 50	Same as Four Star, but evidently more luxurious 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	colours and well maintained. 20					
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times 20	Same as for One Star 20	Same as for One Star but with high quality material used 30	Same as for Three Star but with a luxury touch in material, workmanship and finish. 40	Same as for four Star but of exceptionally high quality material and finish 50	
9.9 Lighting	Design of tent should allow adequate natural lighting One light fixture for each bed should be conveniently located Bedside switch and emergency lighting should be provided 20	Same as for One Star 20	Same as for One Star but with additional light fixtures over the dressing table mirror Portable or other light fixtures suitable for reading, writing, etc should be provided 30	Same as for Three Star but with high quality fittings 40	Same as for Three Star but with much higher quality fittings 50	
9.10 Guest Privacy	Tents should be appropriately spaced to facilitate guest privacy and comfort 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory, Tent telephone tariffs, menus, emergency and fire exit procedures, etc. should be provided Special notice regarding hotel lien and liabilities should be well displayed All information should be	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	provided in Kiswahili, English and at least one other internationally recognizable language 20					
9.12 Internal Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication. 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- · Internal telephones that can be connected to external network, through the switchboard, or direct dial · Computer data points/hotspots 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Tent Designation	Should be numbered, lettered or otherwise designated with clear signage 10	Same as for One Star 10	Same as for One Star but in good quality fittings 20	Same as for Three Star but of better quality 30	Same as for four Star but of excellent finish. 40	
9.14 Tent Security	Good quality and secure locking system on each entrance, providing maximum security, should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens 40	Same as for Four Star, but with a higher degree of sophistication. 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies, Torch/lamp.	Same as for One Star but all items should be of good quality 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe shining pads, sewing kits and Bedroom	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season 50	Same as for four Star but with assorted chocolates and good selection of beverages and wines. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	and water glasses should be provided. 20		slippers, should be provided. 40			
10.0 GUEST ROOMS						
10.1 Bathroom (s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2 Size	Bathroom/WC of not less than 3½ sq. m 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious 40	
10.3 Fittings, Equipment and Amenities	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage. 80	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.
10.4 Floors, Walls and Ceilings	Good impervious nonslip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel. 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm and should include a	Same as for Four Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	provided. 20			bathrobe. 40		
10.6 Lighting and Ventilation	Should be effective natural/or artificial for convenience and comfort of the guests 20	Same as for One Star but should be of high quality materials, fittings, workmanship and finish 30	Same as for Two Star but of higher quality. 40	Same as for Three Star but with superior quality fittings 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply Appropriate sockets should be provided 10	Same as for One Star 10	Same as for One Star, but should be of superior quality 20	Same as for Three Star 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m with more spacious rooms of palatial proportions with all prerequisite	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
					internationally recognizable standards 40	
11.2 Regulation Of Temperature	Not essential	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 40	
11.3 Facilities and Amenities	Not essential	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should well stocked Room service should be provided on 24 hour basis. 50	
11.4 Balconies/Terraces	Not essential	Not essential	Not essential	Not essential	Should have a terrace or balcony with appropriate furniture 30	
11.5 Fittings and Furniture	Not essential	Not essential	Not essential	Not essential	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
					study tables, and computer data points should be provided Same as for Three Star but with appropriate study facilities, and an easy chair All the furniture and fittings should be of internationally recognizable quality. 70	
11.7 Furnishings and Linen	Not essential	Not essential	Not essential	Not essential	Appropriate Soft furnishings:- Should be well designed, in harmonized colour scheme. Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in All beds should have underblankets, Two bed sheets and top blanket or duvet with appropriate pillows. Mosquito net covering the entire bed and long enough to reach the floor. Appropriate curtains and upholstery	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
					should be of good quality, finish and well maintained. They should also be of excellent quality materials and luxurious 70	
11.8 Lighting	Not essential	Not essential	Not essential	Not essential	Design of tent should allow adequate natural lighting One light fixture for each bed should be conveniently located Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	
11.9 Guest Privacy	Not essential	Not essential	Not essential	Not essential	Tents should be appropriately spaced to facilitate guest privacy and comfort. 30	
11.10 Information in Suites	Not essential	Not essential	Not essential	Not essential	Literature covering services, internal telephone directory, menus, emergency	Information concerning travel services directory covering such aspects as excursion tours,

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
					and fire exist procedures, etc, should be provided. · Special notice regarding hotel lien and liabilities must be well displayed All information should be provided in Kiswahili, English, and at least One other internationally recognizable language 20	postal services, business centres should be provided
11.11 Communication Systems	Not essential	Not essential	Not essential	Not essential	A bell, light signal or telephone extensions should be provided in every room for internal communication. In addition, the following should be provided - · Internal telephone connected to external network through the hotel switchboard, or direct dial, · Telephone tariffs. · Computer data points/hotspots 50	
11.12 Supplies in Suites	Not essential	Not essential	Not essential	Not essential	Approved and sealed bottled drinking water	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
					supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. In addition, all the utensils, tools and accessories should be of very high quality. 70	
11.13 Change of Linen	Not essential	Not essential	Not essential	Not essential	Linen should be changed daily and/or at the convenience of the guest. 40	
11.14 Tent Security	Not essential	Not essential	Not essential	Not essential	Good quality and secure locks/locking system on each door providing maximum privacy should be installed 20	
11.15	Not essential	Not essential	Not essential	Not essential	Should be of	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Bathroom Size					at least 10 sq m and spacious enough to accommodate a separate bath tub and shower cabin 90	
11.16 Bathroom Fittings and Equipment	Not essential	Not essential	Not essential	Not essential	Should have good quality shower mixers, W.C., bidet/Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. Should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality. 80	
11.20 Lighting And Ventilation	Not essential	Not essential	Not essential	Not essential	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
					installed. · Electrical lighting should be of sufficient wattage. · Adequate socket outlets, indicating voltage should be provided. Design and finish of fittings should reflect a much higher degree of luxury 60	
11.21 Shaver Outlets and Sockets	Not essential	Not essential	Not essential	Not essential	High quality sockets and shaver outlets, indicating voltage should be provided. 30	

12.0**HYGIENE
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12.1 Guest Cloakrooms	Good impervious nonslip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor. ☐ Cloakrooms should be properly ventilated; ☐ Gender privacy should be assured and clearly indicated;	Same as for One Star 50	Same as for One Star but in addition fresh flowers or indoor plants should be provided. 60	Same as for Three Star. 60	Same as for Three Star 60	
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Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	☐ All doors should be fitted with appropriate locks; ☐ All toilets should be clean and functional; ☐ The following should be provided and maintained:- - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Coat hangers/hooks ☐ Facilities for the Disabled/handicapped; ☐ Individual urinals with running water and drainage should be available ☐ Toilets should follow the township buildings code The entrance to the cloakrooms from adjacent rooms should have air locks. 50					
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Where the staff reside on premises, changing rooms

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	with the Building Code and health regulations. Should be clean and well maintained at all times ☐ Should be provided with sufficient toilets, hand wash basin and mirrors ☐ Gender separation and privacy should be observed; ☐ Facilities for the Disabled/handicapped should be provided Amenities should be in keeping with standards of the establishment 30					facilities should appropriately be limited
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection regulations.	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	30					
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown 20	Same as for One Star 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days 40	Should be adequate to last at least seven (7) days 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material Adequate and appropriate fire fighting equipment	Same as for One Star but fire detectors should be installed 30	Same as for Three Star but with smoke detectors and sprinklers installed 40	Same as for Three Star 40	Same as for Three Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. ☐ Fire alarms should be installed. ☐ All staff should be familiar with available fire fighting equipment and their use. ☐ Fire drill exercises should be carried out regularly; ☐ Every establishment should have an inhouse core fire fighting team; ☐ Statutory fire safety notices should be prominently displayed in guest room and public areas; ☐ The establishment must be insured against fire hazards. 20					
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	There should	Same as for	Same as for	Same as for	Same as for	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	be adequate security arrangements including:- ☐ Functional alarm System ☐ Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; Precaution Notices should be prominently displayed and legible at all times. 10	One Star 10	Same as for One Star, but with more elaborate rapid response arrangements 15	Three Star 15	Three Star, but in addition there should be a functional electronic surveillance system in place. 20	
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main/usual supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Two Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours.	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in first aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangement for a Doctor on call 40	Same as for Four Star 40	
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost	There should be a room for	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
and Found Room	storage of luggage. All lost and found property should be appropriately kept. 10	10	10	10	10	
14.2 Shoe Shine	Should be available 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.3 Room Service	Should be available on request 10	Same as for One Star 10	Same as for One Star but should be available for 18 hours 20	Same as for One Star but should be available for 20 hours 30	Same as for One Star but should be available for 24 hours. 40	
14.4 Laundry Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCES						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service, Schemes of service, Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under professionally qualified person.	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	certified by appropriate national authorities. 20		management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available 30	relevant professional qualifications in their respective fields. Comprehensive inhouse training programmes should be in place 40		and/or international professional bodies
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times At least 40% of the staff should possess certified qualifications from recognized	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	institutions. 20					
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one other of the widely recognized international languages 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one other of the recognized international language 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided All staff should have name tags indicating designation. 20	Same as for One Star. 20	Same as for One Star, but should be of good quality. 30	Same as for One Star, but of very good quality. 40	Same as for One Star but of superior good quality. 50	
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.9 Staff Accommodation	Adequate accommodation with proper sanitary facilities should be provided to all staff. The	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	facilities should be commensurate with the standards of the establishment. 30					
15.10 Dining Facilities	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star. 20	
15.11 Recreational Facilities	Adequate recreational facilities should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

16.0**GENERAL**

16.1 'Courtesy of Choice'	Smoking and nonsmoking zones should be identified and clearly indicated 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.2 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handicapped should be provided. 15	Same as for One Star 15	Same as for One Star 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.3 General Stores	Should be adequate providing for separation of different types	Same as for One Star 20	Same as for One Star, but better organized, both in terms	Same as for Three Stars 30	Same as for Three Stars 30	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	of merchandise/goods, well ventilated and maintained Proper shelving and cabinets should be available 20		of goods segregation, layout and management 30			
16.4 Service Station/ Garage	Functional 10	Functional 10	Should be fully equipped 20	Same as for Three star 20	Same as for Three star 20	
16.5 Accommodation for Drivers	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general standards of the establishment. The facilities should be commensurate with the standards of the establishment 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done 15	Same as for One Star 15	Same as for One Star 15	Same as for Three Star but with very 20	Same as for Four Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	and well maintained, in conformity with local and environmental regulations 15			good landscaping with aesthetic appeal. 20		
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- · Treatment room and filtration plant · Beds and mattresses · Separate changing rooms for men and women should be provided. · Clear markings to indicate depth at different points · Suitably trained and equipped attendants/Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres. 40	Same as for Three Star but with a pool of not be of less than one hundred (100) square metres and high standard of design and finish The water temperature should be regulated 50	Same as for Four Star 50	
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers The pool should have as minimum:- · Treatment room and filtration plant	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good 20	Same as for Two Star but should not be of less than seventy five (75) square metres. 40	Same as for Three Star but with a pool of not be of less than one hundred (100) square metres and high standard of design and finish The water temperature should be regulated	Same as for Four Star 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	· Beds and mattresses · Separate changing rooms for men and women should be provided. · Clear markings to indicate depth at different points · Suitably trained and equipped attendants/Life Guards			50		
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies.	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.11 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor.	Same as for One Star 15	Same as for One Star but with Steam bath, whirlpool and massage parlour provided	Same as for Three Star 20	Same as for Three Star but with a wider range of luxurious facilities	

B. MOTELS

Minimum Score for Motels

- To qualify for One Star grading, a Motel must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,150 points marked on the Criteria for attaining a One Star rating, as indicated in the Schedule below.
- To qualify for Two Star grading, a Motel must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,525 points marked on the Criteria for attaining a Two Star rating, as indicated in the Schedule below.
- To qualify for Three Star grading, a Motel must score 100 percent on essential Items; a minimum of 30 percent points under each main section of the Schedule and a total minimum of 60 percent out of a possible total of 3,165 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
1.0 LOCATION				
1.1 Location	The establishment should be located along a highway, and its access should be suitable for a Motel 15	Same as for One Star, but should be located for the convenience of long distance travellers 20	Same as for Two Star 20	
1.2 Site and Environment	It should be in harmony with the natural and/or built-up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as for One Star, but should blend in very well with the natural and/or built up environment 30	Appropriate authorities in member states should set aside the sites suitable for Motel building/ development Environmental Impact Assessment studies should be undertaken
1.3 Motel service station	The establishment should provide basic facilities and associated services, except where one exists within a reasonable distance 20	Same as for One Star but the range of facilities and services should be good 30	Same as for Two Star, but with higher quality of facilities and services 40	This includes provision for garage and fuel services.
2.0 BUILDING				
2.1 Autonomy of Building	There should be separate and independent access for motel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star 20	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical natural and cultural environment, and access to the rooms should ideally be through motorable access ways. 20	Same as for One Star but with some claim to beauty and style 30	Same as for Two Star but architectural features and general construction of the building and its finish should be of high quality 40	
2.3 Capacity	The motel should have at least ten (10) lettable accommodation units. 16	Same as for One Star. 10	Same as for One Star. 10	
2.4 Corridors, Staircases, Hallways and Walkways	Should allow easy passage and be well lit. Where applicable, side	Same as for One Star but with good finish and	Same as for One Star but with better finish and higher	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
	railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from the weather. 15	high quality materials used 20	quality materials used. 30	
2.5 Site Signage and Notices	Proper and clear signs and notices should be provided directing the traveler to different services. 10	Same as for One Star 10	Same as for One Star 10	
3.0 FRONT OFFICE				
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available 20	Same as One Star 20	Same as for One Star but a separate concierge service area should be provided 30	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- ☐ Tourism services providers; ☐ Emergency and fire exit procedures etc should be provided ☐ Literature covering services, internal telephone directory and menus should be provided ☐ Special notice regarding the hotel lien should be displayed. ☐ All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 15	Same as One Star but the presentation of the information and quality of materials used should be done professionally 20	Same as for Two Star. 20	
3.3 Hours of Service	There should be a 24 hours' service 20	Same as for One Star 20	Same as for One Star 20	
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Same as for One Star 10	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 30	Same as for One Star 30	Individual safe deposit box should be provided in the guest rooms 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
3.6 Foreign Exchange Services	Foreign exchange service should be provided 10	Same as for One Star 10	Same as for One Star 10	
3.7 Languages	Front office staff should be able to communicate English/French and Kiswahili 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in one other internationally recognized language 20	
3.8 Communication Services	Should be available and include at least telephone and postal services 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)				
4.1 Lobby/Lounge/Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design 20	Same as for Two Star but exclusively designed for and used by guests 30	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	
4.3 Amenities and Accessories	The size and range of amenities and accessories should be proportionate to the size of the motel and the needs of Customers, including the disabled 30	Same as for One Star but of better range and quality 40	Same as Two Star, but with greater range and higher quality 50	
4.4 Décor	Should be simple, blending with the natural, social and cultural environment, of good quality, functional and well maintained 30	Same as for One Star, but should bear a distinct theme and/or concept 40	Same as for Two Star, but of higher quality, and distinctively richer décor. 50	
4.5 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	Same as for One Star 40	Same as for One Star 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
4.6 Floors, Walls and Ceilings	Should be of good quality, clean and well maintained 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but of higher quality materials and finish. 40	
4.7 Lighting	Should be adequate natural and/or artificial 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 30	
4.8 Telephone Facilities	Depending on telecommunication services coverage, public telephone services should be available. 10	Same as for One Star 10	Same as for One Star 10	
4.9 Information	Relevant information should be available for guests 20	Same as for One Star 20	Same as for One Star 20	
4.10 Refreshments	Should be available and easily accessible for 24 hours a day 20	Same as for One Star 20	Same as for One Star. 20	
4.11 Minimum Size Of Public Rooms	Should be as per the Building Code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq m per guest bed 40	
5.0 RESTAURANTS				
5.1 Features and Facilities	At least one food service outlet, well furnished, ventilated, lit and maintained 15	Same as for One Star but should be of better quality 20	Same as for Two Star, but with a section providing proper and adequate full service seating facilities. 30	
5.2 Furniture, Equipment and Accessories	Should be functional, comfortable and appropriate, taking into account the needs of children and disabled/handicapped persons 40	Same as for One Star but should be of better quality 50	Same as for Two Star but all should be of higher quality 60	
5.3 Interior Décor	Should be modest with harmony of colours. 20	Same as for One Star 20	Same as for One Star but aesthetically more pleasant and of superior quality materials. 30	
5.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to	Same as One Star, but should be of good	Same as for Two Star but with high quality	

Section Item	One Star	Two Star	Three Star	Remarks
	support high standards of cleanliness and hygiene 15	quality materials. 20	design, workmanship and finish. 30	
5.5. Menu	Priced menu and beverage list, with a selection of local and international dishes, should be appropriately displayed 10	Same as for One Star but with better quality presentation and wider choice. 20	Same as for Two Star but with higher quality cuisine and more comprehensive beverage and wine list 30	
5.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality. 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience. 40	
5.7 Service Stations	Should be well appointed and proportional to seating capacity 20	Same as for One Star 20	Same as for One Star. 20	
5.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided 20	Same as for One Star. 20	Same as for One Star. 20	
6.0 BAR(S)				
6.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant 20	Same as for One Star but with better quality materials. 25	Same as for Two Star but with better ambience Facilities to prepare non-stocked refreshments should be provided. 30	
6.2. Floors, Walls, Ceilings and Decor	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained 10	Same as for One Star but with more attractive decoration, tasteful finishes and designs 20	Same as for Two Star but with very high quality finishes. 30	
6.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience. 30	
6.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	
6.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality.	Same as for One Star but should be of high	Same as for Two Star but should be of higher quality.	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
	An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential 20	quality 30	offering greater comfort 40	
6.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements 30	
6.7 Glassware	Stocks should be adequate and appropriate for service of different drinks 10	Same as for One Star but should be of high quality 20	Same as for Two Star but should be of higher quality and design 30	
6.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines and snacks. 30	
7.0 KITCHEN				
7.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but should not be less than half sq m per guest bed 40	Same as for One Star 40	Same as for One Star 40	
7.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency 10	Same as for One Star 10	Same as for One Star, but with added provision for enhancement of service efficiency 20	
7.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area 30	Same as One Star 30	Same as One Star 30	
7.4 Organization of the Kitchen	There should be different and appropriate work-tops for cleaning, preparation of meats,	Same as One Star 40	Same as for One Star but highly organized and departmentalized 50	

Section Item	One Star	Two Star	Three Star	Remarks
	vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 40			
7.5 Equipment of Kitchen	Work tops should be none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 30	Same as for One Star. 30	Same as for One Star, but each section should be provided with appropriate tools 40	
7.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star 20	
7.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided 40	Same as for One Star 40	Same as for One Star 40	
7.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals ☐ All bins should be lined with appropriate waste bags Waste must be collected from the kitchen, on a regular basis 30	Same as One Star 30	Same as One Star 30	
7.9. Drainage	All drains in and around the kitchen should be covered and	Same as for One Star 30	Same as for One Star 30	

Section Item	One Star	Two Star	Three Star	Remarks
	connected to the drainage system of the building. In areas where there is no sewage system, it should be connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times 30			
7.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a slight slope towards the drainage point and the junction between all vertical and horizontal surfaces should be covered 20	Same as for One Star but with high quality materials and finish. 30	Same as for Two Star but with higher quality materials and finish 40	
7.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 30	Same as for One Star 30	Same as for One Star but should have separate compartments for various food stuffs 40	
7.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience 20	
3.0 GUEST ROOMS				
8.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m 30	
8.2. Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to	Same as for One Star 40	Same as for One Star 40	

Section Item	One Star	Two Star	Three Star	Remarks
	maintain a temperature range for the comfort of the guests. 40			
8.3 Fittings, Furniture, and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended ☐ A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. ☐ Waste paper baskets. luggage and shoe rack should be provided. ☐ All lamps should be shaded ☐ TV and telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but of higher quality and should include a Computer data point/hotspots 50	
8.4 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm above the floor ☐ Should be well designed, in harmonized colour scheme. ☐ Beddings should be of good cotton or linen fabric Every bed should have appropriate size of bed sheets, which can be tucked in All beds should have under-blankets, Two bed sheets and top blanket or duvet with appropriate pillows. ☐ Mosquito net covering the entire bed and long enough to reach the floor ☐ Appropriate curtains and upholstery should be of good quality, finish and well	Same as for One Star but should be of high quality. 40	Same as for Two Star but of higher quality. 50	

Section Item	One Star	Two Star	Three Star	Remarks
	maintained 30			
8.5 Change of Linen	Should be changed after every two nights of use or with every new guest 20	Same as for One Star 20	Same as for One Star 20	There should be a Par Stock of at least three pairs of sheets for each bed
8.6 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 30	Same as for One Star but of superior quality. 40	Same as for Two Star 40	
8.7 Floors, Walls and Ceilings	Should be of good finish and well maintained Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. Doors and windows should be of quality material 15	Same as for One Star but with high quality material used 20	Same as for Two Star but with higher quality material used 30	
8.8 Lighting	There should be adequate natural lighting where window area should not be of less than 20% of floor area One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 10	Same as for One Star but with better quality materials and fixtures 20	Same as for One Star but with additional light fixtures over the dressing table mirror Portable or other light fixtures suitable for reading, writing, etc should be provided 30	
8.9 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests 30	Same for One Star 30	Same as for One Star 30	
8.10 Information in Bedrooms	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc , should be provided. ☐ Special notice regarding hotel lien and liabilities should be well displayed. ☐ All information should be provided in Kiswahili,	Same as One Star but the presentation of the information and quality of materials used should be done professionally 20	Same as for One Star 20	

Section Item	One Star	Two Star	Three Star	Remarks
	English/French and at least one other internationally recognizable language. 15			
8.11 Bedroom Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided - ☐ ☐ Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial ☐ ☐ Computer data points 20	
8.12 Room Designation	Should be numbered, lettered or otherwise designated with clear signage 10	Same as for One Star but in good quality fittings. 15	Same as for Two Star but of better quality fittings. 20	
8.13 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for One Star, but with high quality fittings 20	Same as for One Star, but with higher quality fittings 30	
8.14 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	
9.0 GUEST BATHROOM				
9.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	
9.2 Size	Bathroom/WC of not less than 3½ sq. m 10	Same as for One Star 10	Same as for One Star, but should be of not less than 5 sq m 20	
9.3 Fittings, Equipment And Amenities	Should be modest, functional and include	Same as for One Star but with	Same as for Two Star but should	More grab rails and

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
	a shower with a mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, grab rail and non-slip shower tray. 20	high quality materials, fittings, workmanship and finish 30	include an efficient mechanical air extraction system and a larger mirror, with suitable lighting for bath room use. Built-in bath tubs should be at least 160 cm long 40	facilities for disabled/ handicapped and senior citizens should be provided.
9.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star, but with high quality material. 20	Same as for One Star, but with higher quality material. 30	
9.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star but of bigger size and better quality including a face towel. 15	Same as for Two Star but of higher quality and should include a wide variety in size, including a bathrobe. 20	
9.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmanship and finish 30	Same as for Two Star but of better quality 40	
9.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided 10	Same as for One Star but should be of good quality. 15	Same as for Two Star, but should be of superior quality. 20	
9.8 Supplies in the Bathroom	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	
9.9 Sanitization	Bins, WC, hand wash basins, bath tubs and shower trays should be sanitized with appropriate detergents and chemicals daily.	Same as for One Star. 20	Same as for One Star. 20	

Section Item	One Star	Two Star	Three Star	Remarks
	20			
10.0 HYGEINE AND SANITATION				
10.1 Guest Cloakrooms	Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor ☐Cloakrooms should be conveniently located to public areas, properly ventilated and lit; ☐Gender privacy should be assured and clearly indicated. ☐All doors should be fitted with appropriate locks. ☐All toilets should be clean and functional; ☐The following should be provided and maintained:- - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks ☐Facilities for the Disabled/handicapped. ☐Individual urinals with running water and drainage should be available. ☐Toilets should follow the township buildings code ☐The entrance to the cloakrooms from adjacent rooms should have air locks 15	Same as for One Star but with high quality materials, fittings and finish 20	Same as for Two Star but with higher quality materials, fittings and finish. 30	
10.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and	Same as for One Star but with high quality materials,	Same as for Two Star but with higher quality materials, fittings and finish	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
	health regulations. Should be clean and well maintained at all times ☐ Should be provided with sufficient toilets, showers and individual lockers ☐ Gender separation and privacy should be observed, ☐ Facilities for the Disabled/Handicapped should be provided. Amenities should be in keeping with the standards of the establishment 15	fittings and finish 20	30	
10.3 Refuse Disposal	Should meet the local health standards and environmental protection regulations 20	Same as for One Star 20	Same as for One Star but with evidence for professional Handling 30	
10.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code and health as well as environmental protection regulations 30	Same as for One Star 30	Same as for One Star 30	
10.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	
10.6 Water supply	There should be consistent supply of safe water conforming to local and WHO standards Water from private sources should be regularly treated and appropriately certified by competent National	Same as for One Star 20	Same as for One Star 20	

Section Item	One Star	Two Star	Three Star	Remarks
	Authority 20			
10.7 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown 20	The storage capacity should be for at least three days. 30	The storage capacity should be for at least five days 40	
11.0 SAFETY AND SECURITY				
11.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws ☐ Fire alarms should be installed, ☐ All staff should be familiar with available fire fighting equipment and their use; ☐ Fire drill exercises should be carried out regularly, ☐ Every establishment should have an in-house core fire fighting team; ☐ Statutory fire safety notices should be prominently displayed in guest room and public areas, ☐ The hotel must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	
11.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Two Star but with higher quality materials, fittings and workmanship 20	
11.3 Security	Adequate arrangements, including a functional alarm system, as well as properly trained and	Same as for One Star 15	Same as for One Star but connected to external rapid response system 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
	equipped personnel should be in place. 15			
11.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply 30	Same as for One Star 30	Same as for One Star 30	
11.5 First Aid	Adequate Kits should be provided, with some of the staff on duty trained in its application techniques. 15	Same as for One Star but with a Clinical Officer on call 20	Same as for One Star but with a Doctor on call. 30	
12.0 SUNDRY				
12.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept 10	Same as for One Star 10	Same as for One Star 10	
12.2 Shoe Shine	Services should be available. 10	Same as for One Star 10	Same as for One Star 10	
12.3 Room Service	Room service available on request 10	Same as for One Star but should be available for 18 hours 15	Same as for One Star but should be available for 24 hours 20	
12.4 Laundry and Dry Cleaning Services	Washing and ironing services provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star 10	Same as for One Star but dry cleaning should be arranged if not available. 20	There should be a Par stock of at least Three pairs of sheets for each bed.
13.0 HUMAN RESOURCE				
13.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service. Employee reward/incentive scheme(s); In house and External training programmes 25	Same as for One Star 25	Same as for One Star 25	
13.2 Management	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 35	Same as for One Star 35	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel	It is recommended that all heads of departments from Three Star and above be

Section Item	One Star	Two Star	Three Star	Remarks
			management, assisted by one or more persons with similar training Continuous training, including in-house programmes should be available 45	members of national and/or international professional bodies
13.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times 40	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
13.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times At least 40% of the staff should possess certified qualifications from recognized institutions 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Appropriate on-job training programmes should be formulated and maintained
13.5 Languages	Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili 30	
13.6 Health	Staff should be medically examined	Same as for One Star	Same as for One Star	

Section Item	One Star	Two Star	Three Star	Remarks
	regularly, in line with statutory health regulations. 10	10	10	
13.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, and should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star 20	
13.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 10	Same as for One Star. 10	Same as for One Star. 10	
13.9 Dining and Recreational Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities: clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
14.0 GENERAL				
14.1 Audiovisual	Soft background or piped music should be available 10	Same as for One Star. 10	Same as for One Star but with a multi channel TV 20	
14.2 'Courtesy of Choice'	'Smoking and 'Non-Smoking' zones should be identified and clearly indicated 20	Same as for One Star 20	Same as for One Star 20	
14.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	
14.4 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code.	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	

Section Item	One Star	Two Star	Three Star	Remarks
	30			
14.5 Parking Facilities	Adequate and secure parking facility should be provided for guests. Disabled persons should be catered for. The number of parking spaces should be proportional to the size of the motel and in conformity with local/national building code. Covered parking will be an added advantage. 10	Same as for One Star but parking space should be clearly marked and well lit. 15	Same as for Two Star but with an Attendant. 20	
14.6 Shopping Facilities	A boutique/shop stocking items convenient for travelers should be available. 10	Same as for One Star. 10	Same as for One Star. 10	
14.7 Entertainment And Recreation	Some form of entertainment should be provided. 10	Same as for One Star. 10	Same as for One Star. 10	
14.8 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star, but with adequate landscaping. 25	Same as for Two Star but with some degree of creativity. 30	
14.9 Swimming Pool	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum - ☐ Treatment room and filtration plant ☐ Beds and mattresses ☐ Separate changing rooms for men and women should be provided ☐ A separate pool/area for children ☐ Clear markings to indicate depth at different points ☐ Suitably trained and equipped attendants/Life Guards 10	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but materials, structures, fixtures and equipment, should be of high quality. 25	
14.10 Motel Insurance	Public liability	Same as for One	Same as for One	

Section Item	One Star	Two Star	Three Star	Remarks
	insurance and other statutory insurance policies should cover motel. 20	Star 20	Star 20	

C: LODGES

Minimum Score for Lodges

- (a) to qualify for a One Star grading, a Lodge must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,110 points marked on the Criteria for attaining a One Star rating, as indicated in the Schedule below.
- (b) to qualify for a Two Star grading, a Lodge must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,380 points marked on the Criteria for attaining a Two Star rating, as indicated in the Schedule below.
- (c) to qualify for a Three Star grading, a Lodge must score 100 percent on Essential Items; a minimum of 30 percent of the total points under each main section in the Schedule and a minimum of 60 percent out of a possible total of 3,115 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.
- (d) to qualify for a Four Star grading, a Lodge must score 100 percent on Essential Items; a minimum of 40 percent of total points under each main section in the Schedule; and a minimum total of 70 percent out of a possible total of 4,590 points marked on the Criteria for attaining a Four Star rating, as indicated in the Schedule below.
- (e) to qualify for Five Star grading, a Lodge must score 100 percent on Essential Items; a minimum of 50 percent of the total points under each main section in the Schedule; and a minimum total of 80 percent points out of a possible total of 5,145 points marked on the Criteria for attaining a Five Star rating, as indicated in the Schedule below.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
1.0 LOCATION						
1.1 Location	Should be suitable for a Lodge 10	Same as for One 10	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star (20)	
1.2 Site and Environment	The establishment should be in	Same as for One Star 20	Same as One for Star but the location	Same as for Three Star but with an	Same as for Four Star but with	Environmental Impact Assessment

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	harmony with the natural and/or built up environment, and in conformity with the Building and development regulations applicable to the locality The site should be safe from rain water floods and strong winds 20		Should have added advantage in terms of scenery and/or, fauna and flora. 30	impressive site offering greater vantage in terms of scenery, and/or fauna and flora 40	greater appeal and vantage in terms of scenery, and/or fauna and flora 50	should be done before construction
2.0 BUILDING						
2.1 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment. 20	Same as for One Star 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment 50	
2.2 Capacity	The establishment should have at least five (5) lettable accommodation units 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
2.3 Corridors, Hallways, Staircases and Walkways	Should be in accordance with the Buildings Code, allow easy passage and be well lit at all times Where applicable, safe side railings should be provided and well	Same as for One Star 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality 50	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	maintained 20					
2.4 Site Signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as four star 40	
3.2 Information Service	Appropriate and relevant guest information should be available, including:- ☐ Tourism services providers; ☐ Emergency and fire exit procedures etc should be provided ☐ Literature covering services, internal telephone directory and menus should be provided ☐ Special notice regarding the hotel lien should be displayed All information should be in English, Kiswahili, and at least one other internationally recognizable language	Same as One Star 20	Same as One Star 20	Same as One Star 20	Same as One Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	20					
3.3 Hours of Service	They should be at least twelve (12) 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables 20	Same as for One Star 20	Should be available, in the proportion of at least one Safe for every five rooms 30	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate in English/French and Kiswahili 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone 10	Same as for One Star 10	Same as for One Star but should include <i>internet</i> services. 20	Same as for Three Star. 20	Same as for Three Star 20	
4.0 LOBBY/LOUNGE						

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
GE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury 30	Same as for Four Star but with very high degree of luxury, ambience and beauty	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Lodges and the needs of customers, including the disabled 10	Same as for One Star, but should be of wider range and quality 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and	Same as for One Star 20	Same as for One Star but showing a degree of	Same as for Three Star but showing higher	Same as for Four Star but with distinctive	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	well maintained to enable high standards of cleanliness and hygiene. 20		creativity. 30	degree of creativity 30	creativity and impressive ambience 50	
4.7 Lighting	There should be adequate natural and/or artificial lighting 10	Same as for One Star but light fittings should be of better quality 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 30	Same as for Three Star but with very high quality standard of fittings 40	Same as for Four Star 40	
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of $\frac{1}{2}$ sq. m. per guest bed. 30	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of $1\frac{1}{2}$ sq. m. per guest bed 50	Same as for Four Star 50	
5.0 FUNCTION ROOM(S)/AREA(S) (Briefings, conferences, Banguets etc						
5.1 Features and Facilities	At least One multipurpose room of not less than 15 sq. m. per guest with good furniture to match the general standard of the establishment. 20	Same as for One Star 20	Same as for One Star but with an average size of at least 2 sq.m per guest bed, comfortably furnished, and well maintained. 30	Same as for Three Star but with high quality furniture, furnishings and fittings 40	Same as for Four Star but of very high quality audiovisual and internet facilities 50	
5.0 DINING ROOM/AREA						
6.1 Features and Facilities	At least One room, commensurate to the number of beds Should be well furnished, ventilated, lit and maintained 20	Same as for One Star. 20	Same as for One Star, but offering greater degree of comfort . 30	Same as for Three Star, but offering considerable luxury and convenience. 40	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
					available for extra comfort 50	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for Two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant. 80	
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment and well maintained 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support good standards of cleanliness and hygiene 10	Same as for One Star but with high standards of cleanliness and hygiene. 20	Same as for One Star but with higher quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.6 Menu	A Menu with a modest selection of local and international dishes with at least three courses and a	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and	Same as for Three Star but with superior quality cuisine, wide choice of both a la	Same as for Four Star, but featuring excellent cuisine and very rich bar and wine	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	beverage list. 10		beverages 30	carte and table d'hôte of at least five courses and a rich bar and wine list 40	list. 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the dining room. 20	Same as for One Star. 20	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation 20	Same as for One Star but light and ventilation fittings should be of better quality 30	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			40			
7.4 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice making machine of adequate capacity and a double bowl sink with bottle brush. hot and cold running water are essential 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 50	Same as for Four Star 50	
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements 30	Same as for Three Star 30	Same as for Three Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium international y reknown brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq m. per guest bed.	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 50	Same as for Four Star. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8. 2. Relation to Restaurant	40 Should be conveniently located in relation to the restaurant/dining area to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	Same as for Three Star 20	Same as for Three Star 20	
8.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 20	Same as for Two Star but highly organized and departmentalized 25	Same as for Three Star but with sections clearly labelled. 30	Same as for Four Star but labelled and screened off where applicable 40	
8.5 Equipment of Kitchen	Work tops should none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 40	Same as for One Star 40	Same as for One Star, but each section should be provided with appropriate tools 50	Same as for Three Star but with high quality tools 60	As for Four Star but with very high quality tools 70	
8. 6. Hand Wash Basins	Adequate and separate hand wash basins,	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20					
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. ☐ All bins should be lined with appropriate waste bags. ☐ Waste must be collected from the kitchen, on a regular basis 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times 30					
8.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. High levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved 15	Same as for One Star but with excellent levels of hygiene should be observed Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be coved 20	Same as for One Star but with high quality materials and finish. 25	Same as for Three Star. 25	Same as for Three Star but with distinctly superior quality materials and finish 30	
8.11 Food Storage	Should be adequate, providing for separation of perishables and nonperishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and	Same as for One Star but with controllable temperature gauges 15	Same as for Two Star but should have separate compartments for various food stuffs 25	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 30	Same as Four Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	cabinets should be available. 10					
8.12 Lighting	Should be adequate, natural and/or artificial, illumination. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq m 20	Minimum size to be 12 sq m 20	Minimum size to be 15 sq m 30	Minimum size to be 20 sq m 40	Minimum size to be 25 sq m 50	
9.2. Regulation Of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate furniture. 30	All rooms should have balconies Functional and comfortable furniture. 40	
9. 4. Fittings, Furniture And Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with	Same as for One Star but of high quality 40	Same as for Two Star but should include a Computer data point 50	Same as for Three Star but with valet services and coffee tray provided Mini bar should be provided, on request.	Same as for Four Star but offering a high degree of luxury 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	two matching pillows. Foam rubber or cotton material of high quality is recommended. ☐ A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided ☐ Ashtrays, waste paper baskets, luggage and shoe rack should be provided ☐ All lamps should be shaded ☐ Telephone should be available 30			60		
9.5 Furnishings And Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1 2 1/2 with length of 5 cm above the floor ☐ Should be well designed, in harmonized colour scheme. ☐ Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bedsheets, which can be tucked in. All beds should have underblankets. Two bedsheets and top blanket or duvet with appropriate	Same as for One Star but should be of high quality 40	Same as for Two Star but of significantly higher quality. 50	Same as for Three Star but should be of much higher quality 60	Same as for four Star but with a higher degree of luxury 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	pillows □Mosquito net covering the entire bed and long enough to reach the floor □Appropriate curtains and upholstery should be of good quality, finish and well maintained 30					
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Two Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all times Doors and windows should be of quality material 20	Same as for One Star 20	Same as for One Star but with high quality material used 20	Same as for Three Star but with a luxury touch in material, workmanship and finish 20	Same as for four Star but of exceptionally high quality material and finish. 20	
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be	Same as for One Star 20	Same as for One Star but with additional light fixtures over the dressing table mirror	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 20		Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30			
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	
9.11 Information In Bedrooms	Literature covering services, internal telephone directory, Lodge Telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. ☐ Special notice regarding hotel lien and liabilities should be well displayed ☐ All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	
9.12 Bedroom Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- Internal telephones which can be	Same as for Three Star but with extensions provided in bathrooms 30	Same as for Four Star. 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	n 10		connected to external network, through the hotel switchboard, or direct dial ☐ Computer data points/hotspots 20			
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage 10	Same as for One Star 10	Same as for One Star but in good quality fittings 20	Same as for Three Star but of better quality. 30	Same as for four Star but of excellent finish. 40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily Bedside rug for each guest. "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies torch/lamp and water glasses should be provided 20	Same as for One Star but all items should be of good quality 30	Same as for Two Star In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season 50	Same as for four Star but with assorted chocolates and good selection of beverages and wines 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
10.0 GUEST BATHROOM						
10.1 Bathroom	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star 10	Same as for One Star, but should be of not less than 5 sq m 20	Same as for Three Star but of not less than 6 sq m 30	Same as for Four Star but should be more spacious 40	
10.3 Fittings, Equipment, And Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray 30	Same as for One Star but with a large mirror 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror Indirect light fittings are recommended Built-in bath tubs should be at least 160 cm long 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/ handicapped and senior citizens, should be provided
10.4 Floors, Walls and Ceilings	Good impervious nonship materials should be used The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor 10	Same as for One Star but with better workmanship and finish 20	Same as for Two Star, but with higher quality materials 30	Same as for Three Star, but with superior quality materials 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily Bath mat of modest material should be provided 20	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm	Same as for Four Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				and should include a bathrobe 40		
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmans hip and finish 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star 10	Same as for One Star, but should be of superior quality 20	Same as for Three Star 20	Same as for Three Star 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom. Ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star. 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Not essential	Minimum size should be not less than 24 sq. m. 30	Same as for Four Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation	Not essential	Not essential	Not essential	Adequate	Same as for	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
Of Temperature				natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests.	Four Star but with high quality air conditioning systems 40	
11.3 Facilities And Amenities	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided Mini bar should be well stocked Room service should be provided on 24 hour basis	Same as for Four Star 50	
11.4 Balconies/Terraces	Not applicable	Not applicable	Not applicable	Should have a terrace or balcony with appropriate furniture	Same as for Four Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Not applicable	Quality dinning table with at least Four chairs; a dressing table, full	Same as for Four Star but with appropriate study facilities, and an easy chair. All the	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				length mirror, a lounge, a coffee and study tables, and computer data points should be provided 70	furniture and fittings should be of internationally recognizable quality. 70	
11.6 Décor	Not applicable	Not applicable	Not applicable	Good décor with quality decorations should be provided They should be tasteful and elegant 50	Same as for Four Star but with a touch of luxury. 60	
11.7 Furnishings and Linen	Not applicable	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1 2 1/2 with length of 5 cm above the floor ☐ Should be well designed, in harmonized colour scheme ☐ Beddings should be of good cotton or linen fabric Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have	Same as for Four Star but materials and fittings should of excellent quality and luxurious 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				underblankets, two bed sheets and top blanket or duvet with appropriate pillows ☐ Mosquito net covering the entire bed and long enough to reach the floor ☐ Appropriate curtains and upholstery should be of excellent quality, finish and well maintained		
11.8 Lighting	Not applicable	Not applicable	Not applicable	There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table, mirror and	Same as for Four Star. 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				portable or other light fixtures suitable for reading, writing, etc. should be provided 40		
11.9 Sound Proofing	Not applicable	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Four Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exist procedures, etc. should be provided ☐ ☐ Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/French, and at least One other internationally recognizable language 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centre should be provided

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.11 Communication Systems	Not applicable	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided - · Internal telephone connected to external network through the hotel switchboard, or direct dial, telephone extensions provided in all rooms of the Suite · Computer data points/hotspots 40	Same as for Four Star but with <i>internet</i> facilities provided on request 50	
11.12 Supplies in Suites	Not applicable	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp and match boxes,	Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				supplied Tea/coffee tray together with good quality kitchen utensils, cutlery and crochery should be supplied, with a high quality assortment of supplies 60		
11.13 Change of Linen	Not applicable	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests 40	Same as for Four Star 40	
11.14 Room Security	Not applicable	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Not applicable	Should be of at least 10 sq m and spacious enough to accommodate a separate bath tub and shower	Same as for Four Star 90	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				cabin 90		
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Not applicable	Should have good quality shower mixers, W C , bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone, shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				and robes, should be provided. They should also have a shaver magnifying mirror and a shower cubicle 30		
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Not applicable	Good impervious nonslip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, face towels and bathrobes changed on a daily basis or at the convenience of the guests. 40	Same as for Four Star but of superior quality 50	
11.20 Lighting And Ventilation	Not applicable	Not applicable	Not applicable	Appropriate number of lights, One of	Same as for Four Star but the design and	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
				them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. ☐☐ Electrical lighting should be of sufficient wattage. ☐☐ Adequate socket outlets, indicating voltage should be provided. Fittings and finish should be of superior quality. 50	finish of fittings should reflect a much higher degree of luxury. 60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Four Star, but should be of superior quality and sufficient wattage. 30	
12.0 HYGEINE AND SANITATION						
12.1 Guest Cloakrooms	Good impervious non-slip material should be used for floors and walls.	Same as for One Star. 40	Same as for One Star but in addition fresh flowers or indoor plants	Same as for Three Star. 60	Same as for Three Star. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor. ☐ Cloakrooms should be conveniently located to public areas, properly ventilated and well lit, ☐ Gender privacy should be assured and clearly indicated, ☐ All doors should be fitted with appropriate locks, ☐ All toilets should be clean and functional, ☐ The following should be provided and maintained:- - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water - Toilet paper - Sanitary bin with liner and lid, - Mother and child facilities - Coat hangers/hooks ☐ Facilities for the Disabled/handicapped, ☐ Individual urinals with running water and drainage should be available ☐ Toilets should follow the township buildings code		should be provided 50			

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	☐ The entrance to the cloakrooms from adjacent rooms should have air locks 40					
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times ☐ Should be provided with sufficient toilets, showers and individual lockers. ☐ Gender separation and privacy should be observed; ☐ Facilities for the Disabled/handicapped should be provided Amenities should be in keeping with standards of the establishment 30	Same as for One Star. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star. 30	Where the staff resides on "premises" appropriate changing room facilities should be provided
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	protection regulations 30					
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star 50	
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown 20	Same as for One Star 20	Should be adequate to last at least three (3) days 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all	Same as for One Star but fire detectors should be installed 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Star. 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	times, in accordance with local fire fighting and prevention by-laws ☐ Fire alarms should be installed. ☐ All staff should be familiar with available fire fighting equipment and their use. ☐ Fire drill exercises should be carried out regularly. ☐ Every establishment should have an in-house core fire fighting team. ☐ Statutory fire safety notices should be prominently displayed in guest room and public areas. ☐ The Lodge must be insured against fire hazards. 20					
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	There should be adequate security arrangements including:- ☐ Functional alarm system ☐ Professionally trained and properly equipped personnel, to escort guests to	Same as for One Star 10	Same as for One Star, but with more elaborate rapid response arrangements 10	Same as for Three Star 15	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	their rooms, where necessary, ☐ Precaution Notices should be prominently displayed and legible at all times 10					
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply. Power should be available for at least 12 hours 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times 30	Same as for Two Star, but power should be available for at least 18 hours 40	Same as for Two Star but power should be available for at least 20 hours 50	Power should be available for 24 hours 60	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in First Aid techniques and a resident nurse, with proper arrangements for rapid evacuation 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic 30	Same as for Three Star but with arrangements for a Doctor on call 40	Same as for Four Star 40	
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star. 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for Four Star 10	
14.3 Room Service	Should be available on request	Same as for One Star	Same as for One Star but should be	Same as for One Star but should be	Same as for One Star but should be	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	10	10	available for 18 hours. 20	available for 20 hours 30	available for 24 hours 40	
14.4 Laundry Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying - Terms and conditions of service, Schemes of service, Employee reward/incentive scheme(s), In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications Of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available 30 .	The hotel should be supervised by a highly trained and experience person, assisted by several persons with relevant professional qualification s in their respective fields. Comprehensive inhouse training programmes should be in place. 40	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies
15.3	Depending on	Same as	Same as for	Same as for	Same as for	It is

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Departmental Heads	the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person 30	for One Star 30	One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Three Star but with duty manager available at all times. 50	Four Star 50	recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times At least 40% of the staff should possess certified qualifications from recognized institutions 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized international languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided All staff should have name tags indicating designation 20	Same as for One Star 20	Same as for One Star, but should be of good quality 30	Same as for One Star, but of very good quality. 40	Same as for One Star but of superior good quality. 50	
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
15.9 Staff Accommodation	Adequate accommodation with proper sanitary facilities should be provided to all staff. The facilities should be commensurate with the standards of the establishment 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
15.10 Dining Facilities	Dinning facilities of adequate size in relation to the number of staff., well ventilated, lit and functionally furnished, clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	
15.11 Recreational	Adequate recreational	Same as for One	Same as for One Star	Same as for One Star	Same as for One Star	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Facilities	facilities should be provided 10	Star 10	10	10	10	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and nonsmoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.2 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand-capped should be provided 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated 20	Same as for Four Star 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 30	Same as for One Star 30	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 50	Same as for Three Stars 50	Same as for Three Stars 50	
16. 4 Service Station/ Garage	Functional 10	Functional 10	Should be provided and fully equipped 20	Same as for Three star 20	Same as for Three star 20	
16.5 Accommodation for Drivers	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	standards of the establishment The facilities should be commensurate with the standards of the establishment. 20					
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations 15	Same as for One Star 15	Same as for One Star 15	Same as for Three Star but with very good landscaping with aesthetic appeal 20	Same as for Four Star 20	
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- Treatment room and filtration plant Beds and mattresses Separate changing rooms for men and women should be provided Clear markings	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	to indicate depth at different points · Suitably trained and equipped attendants/Life Guards 20					
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.11 Health Club	The establishment should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

D: VACATION HOTELS

Minimum Score for Vacation Hotels

- (a) to qualify for One Star grading, a Hotel must score 100 per cent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,155 points marked on the Criteria for attaining a One Star rating, as indicated herein below.
- (b) to qualify for a Two Star grading, a Hotel must score 100 percent on Essential Items; and a minimum of 60 percent points out of a possible total of 2,450 points marked on the Criteria for attaining a Two Star rating, as indicated herein below.
- (c) to qualify for a Three Star grading, a Hotel must score 100 percent on Essential Items; and a minimum of 30 percent of the total points under each main s
- (d) ection and a minimum of 60 per cent points out of a possible total of 4,175 points marked on the Criteria for attaining a Three Star rating, as indicated herein below.
- (e) To qualify for a Four Star grading, a Hotel must score 100 percent on Essential Items; and a minimum of 40 percent of the total points under each main section and a minimum of 80 per cent points out of a possible total of 5,015 points marked on the Criteria for attaining a Four Star rating, as indicated herein below.
- (f) to qualify for a Five Star grading, a Hotel must score 100 percent on Essential Items; and a minimum of 50 percent of the total points under each main section and a minimum of 80 per cent points out of a possible total of 5,615 points marked on the Criteria for attaining a Five Star rating, as indicated herein below.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
1.0 LOCATIONS						
1.1 Location	The location of the establishment should be suitable for a Vacation Hotel. 10	Same as for One Star 10	Same as for One Star, but should be in close proximity to the main attraction to the area and offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star 20	Same as for Three Star 20	
1.2 Site and Environment	Its entrance should be suitable, in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as One Star but the locality and the environment including the outlook should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Four Star but the locality and the environment including the outlook should be suitable for a hotel of high internationally recognizable standards 60	Appropriate authorities in member states should set aside the sites suitable for hotel building/development. Environmental assessment must be done
2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor except for cottages. 50	Same as for Three Star, but in addition should be semi-detached from other buildings. 60	The whole building should be completely detached 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally sound. Should be in harmony	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	with the physical built-up, natural, social and cultural environment 20					
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units 10	Same as One Star. 10	Same as One Star 10	Same as One Star 10	Same as One Star 10	
2.4 Corridors, Staircases, Hallways and Walkways	Corridors and staircases should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for staircases. Should be well maintained and protected from rain 10	Same as for One Star 10	Same as for One Star but good finish and some decoration 20	Same as for three Star but with offering wider passage and with high quality finishes, decoration and maintenance 30	Same as for Four Star but of very high quality 40	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided 30	Same as for Three Star but customer service/public relation table should be provided to assist guests 40	Same as Four Star 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- Tourism service providers Emergency and fire exit procedures	Same as One Star 20	Same as for One Star but in addition information should cover a wider and varied range such as medical and other social services available within the	Same as for Three Star 30	Same as Three Star 30	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	etc · Literature covering services, internal telephone directory, · Special notice regarding the hotel lien should be displayed All information should be in English/French, Kiswahili, and at least one other internationally recognizable language 20		locality 30			
3.3 Hours of Service	At least eighteen (18) hours. 10	Same as for One Star 10	Twenty four (24) hours 20	Same as for Three Star 20	Same as for Three Star 20	
3.4 Paging Systems	A simple, functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms 20	Same as for One Star 20	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables
3.6 Foreign Exchange Services	Foreign exchange services should be provided 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	Adequate number of bellboys should be available for eighteen (18) hours 10	Same as for One Star 10	Bellboys available for 24 hours. 20	Same as for Three Star, but with doorman available 30	Same as for Four Star 30	
3.8 Languages	Front office staff should	Same as for One Star	Same as for One Star	Same as for Three Star	Same as for Three Star	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	be able to communicate English/French and Kiswahili. 10	10	but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French 20	20	20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	Same as for Three Star but with a fully equipped Business Centre. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury 30	Same as for Four Star but with very high degree of luxury, ambience and beauty. 40	
4.2 Size of Lobby/lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing facilities and materials should be available 30	Same as for Three Star but should be of greater range and higher quality 40	Same as for Two Star but should be of greater range and higher quality 50	
4.4	Should be	Same as for	Same as for	Same as for	Same as for	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Furniture and Decor	simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained 10	One Star but of better range and quality 20	Two Star but of wider range, higher quality and comfort 30	Three Star but should be more comfortable, of very high quality and in excellent condition 40	Four Star but generously furnished, with attention to detail, comfort and elegance 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, of permanent and impervious material and well maintained. High standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality 30	Same as for Two Stars Floors, walls and ceilings should be of high quality material, excellent finish and well maintained at all times 40	Same as for Three Star but with a degree of luxury in the quality, material, designs, workmanship and finish 50	Same as for Four Star but with highest standard of palatial elegance and quality 60	
4.7 Lighting	Should be adequate natural and/or artificial 10	Same as for One Star but with better quality light fittings 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Telephone Facilities	Public telephone services should be available 10	Same as for One Star but with adequate and functional internal communication system 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily	Same as for One Star. 10	Same as for One Star but should be,	Same as for Three Star 20	Same as for Three Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	accessible for at least 16 hours a day. 10		available in a wider range 20			
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge /area, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed 30	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq m per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq m per guest bedroom 60	
5.0 FUNCTION ROOM(S) (Briefings, conferences, banquets, etc)						
5.1 Features and Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel 20	Same as for One Star 20	At least One large room of not less than 75 sq. m comfortably furnished, sound proofed and well maintained 40	Same as for Three Star but with at least One large room of not less 75 sq m and at least two smaller ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound, and fully equipped with public address system 60	Same as for Four Star but of very high quality audiovisual and internet facilities 70	
6.0 RESTAURANTS						
6.1 Features and Facilities	At least one restaurant, well furnished, ventilated, lit and maintained	Same as for One Star 20	Same as for One Star but with a coffee shop and/or a snack bar Total seating	Same as for Three Star but with at least two restaurants plus a coffee shop Total	Same as for Four Star but with a minimum of two restaurants offering different	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	Total seating capacity should be at least 30% of the bed capacity 20		capacity, should be at least 40% of the bed capacity. 40	seating capacity should be at least 80% of bed capacity 60	cuisine and services Rich à la carte Menu should be available 70	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons 40	Same as for One Star but all of better quality 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant 70	Same as for Four Star but distinctively luxurious and elegant 80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition 20	Same as One Star. 20	Same as for One Star but with walls, floors, ceilings and fittings of very good quality materials and finish 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, then this should be very well fitted and maintained 50	Same as for Four Star but should be of excellent quality, design and finish 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list.	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, wide choice of both à la carte and table d'hôte of at least five courses and a rich bar and wine list	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	10			40		
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
7.0 BAR(S)						
7.1 General Features And Facilities	At least one bar, conveniently located near the restaurant and/or lounge, or may be part of the restaurant 20	Same as for One Star 20	Same as for One Star but more spacious and with a better ambience and facilities to prepare non-stocked refreshments Where the bar is for residents only, a public bar should be provided 30	Same as for Three Star but with at least two bars, all elegant and spacious 50	Same as for Four Star but with a higher degree of creativity, ambience and comfort 60	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 20	Same as for One Star but with more attractive decoration, tasteful finishes and designs 30	Same as for Two Star but with very high quality finishes 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort 60	Same as for Four Star but with luxurious finish and décor. 80	
7.3 Lighting	Should be adequate, natural	Same as for One Star but light	Same as for Two Star but lighting	Same as for Three Star but with very	Same as for Four Star 50	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	and/or artificial, with level of artificial illumination controllable 20	fittings should be of better quality 30	and fittings should be tasteful to provide a pleasant ambience 40	high quality standard of fittings and finish 50		
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential 30	Same as for One Star but should be of better quality. 40	Same as for Two Star but should be of distinctively higher quality, offering greater comfort 50	Same as for Three Star, but with a touch of luxury 70	Same as for Four Star 70	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of	Adequate variety of	Same as for One Star but	Same as for Two Star	Same as for Three Star	Same as for Four Star	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Drinks and Snacks	local and international beverages, wines and snacks should be available 10	with wide variety and choice 20	but with a wider selection of beverage, wines, and snacks 30	but with premium internationally reknown brands available 40	but with an extensive selection of premium brands 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds 60	Same as for Four Star 60	
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided 40	Same as for Three Star. 40	Same as for Three Star 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables,	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables,	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable 50	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	fish, poultry and pastries 15	fish, poultry and pastries. 25				
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water Basic utensils, tools and cooking equipment should be provided All should be of good quality and be kept in good and clean condition 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with the appropriate specialized tools 60	Same as for Three Star but with high quality tools 70	As for Four Star but with very high quality tools 80	
8.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided Hygienic means of hand drying should be provided 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	air extraction should be provided. 40					
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals All bins should be lined with appropriate waste bags. Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap In areas where there is no sewage system, it should be connected to the soakage. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.10 Floors, Walls	Should be of impervious	Same as for One Star	Same as for One Star but	Same as for Three Star	Same as for Three Star	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
and Ceilings	materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope (minimum 1 in 200) towards the drainage point and the junction between all vertical and horizontal surfaces should be coved.	20	with high quality materials and finish. 40	40	40	
8.11 Food Storage	Should be adequate, providing for separation of perishables and nonperishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available.	Same as for One Star but with controllable temperature gauges. 40	Same as for Two Star but should have separate compartments for various food stuffs. 50	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 60	Same as Four Star 60	
8.12 Lighting	Should be adequate, natural	Same as for One Star but light fittings	Same as for Two Star but lighting	Same as for Three Star but with very High	Same as for Four Star	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	and/or artificial, with level of artificial illumination controllable. 10	should be of better quality 15	fittings should be tasteful to provide a pleasant ambience 20	quality standard of fittings and finish 25	25	
9.0 GUEST ROOM(S)						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m 20	Minimum size to be 12 sq m 20	Minimum size to be 15 sq m 30	Minimum size to be 20 sq m 40	Minimum size to be 25 sq m 50	Acoustically sound interconnecting doors in 10% of available rooms will attract full marks
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 50	
9. 4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms Mattress should not be less than 15 cms thick with two	Same as for One Star but of high quality 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provide, on request 60	Same as for Four Star but offering a high degree of luxury 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	matching pillows. Foam rubber or cotton material of high quality is recommended ·A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided ·Waste paper baskets, luggage and shoe rack should be provided. ·All lamps should be shaded ·TV and telephone should be available 30					
9.5 Furnishings And Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1 2 ½ in width and length commencing at 5 cm. above the floor Should be well designed, in harmonized colour scheme. · Beddings should be of good cotton or linen fabric Every bed should have appropriate	Same as for One Star but should be of high quality 40	Same as for Two Star but of significantly higher quality 50	Same as for Three Star but should be of much higher quality 60	Same as for Four Star but with a higher degree of luxury 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	size of bed sheets, which can be tucked in All beds should have under-blankets, two bed sheets and top blanket or duvet with appropriate pillows. Mosquito net covering the entire bed and long enough to reach the floor. Appropriate curtains and upholstery should be of good quality, finish and well maintained 30					
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or as requested by the guest 30	Same as for Four Star or as requested by the guest 30	There should be a Par stock of at least three pairs of sheets for each bed.
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained 20	Same as for One Star but tastefully presented 30	Same as for Two Star but with a wide range of decorations 40	Same as for Three Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious 60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained Carpets where applicable, should be professionally	Same as for One Star 20	Same as for One Star but with high quality material used. 40	Same as for Three Star but with a luxury touch in material, workmanship and finish 50	Same as for Four Star but of exceptionally high quality material and finish 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	fitted, with a good under lay and should be clean at all the times. Doors and windows should be of quality material 20					
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror Portable or other light fixtures suitable for reading, writing, etc. should be provided 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	
9.11 Information in Bedrooms	Literature covering services, internal telephone directory and Telephone tariffs, menus, emergency and fire exit procedures, etc., should be provided. Special notice	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star. 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	regarding hotel lien and liabilities should be well displayed. All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language 20					
9.12 Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided - Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial Computer data points/hotspots 30	Same as for Three Star but with extensions provided in bathrooms 40	Same as for Four Star 40	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage 10	Same as for One Star 10	Same as for One Star but in good quality fittings 20	Same as for Three Star but of better quality 30	Same as for Four Star but of excellent finish 40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system,	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens 40	Same as for Four Star, but with a functional electronic surveillance systems 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	providing maximum privacy and security should be installed 20					
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest. "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, airfreshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season 50	Same as for Four Star but with assorted chocolates 60	
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2 Size	Bathroom/W C of not less than 3½ sq. m	Same as for One Star 10	Same as for One Star, but should be of not less than 5 sq m. 20	Same as for Three Star but of not less than 6 sq m 30	Same as for Four Star but should be more spacious 40	
10.3 Fittings, Equipment, And Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray. WC, toilet paper holder.	Same as for One Star but with a large mirror 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions 90	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30		cm. long 60			
10.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of much higher quality. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality 40	Same as for Three Star but with superior quality fittings 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in	Same as for One Star. 10	Same as for One Star, but should be of superior	Same as for Three Star 20	Same as for Three Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10		quality. 20			
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom. Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, bath room slippers, shower cap, paper tissues and cotton pads 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Minimum size should be not less than 24 sq m 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20%	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30			
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis 40	Same as Three Star but mini bar should well stocked 50	Same as for Four Star 50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star. 30	Same as for Three Star. 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of	Same as for Three Star but should be of excellent quality materials and	Same as for Four Star but materials and fittings should more luxurious	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			1 2 $\frac{1}{2}$ in width and length starting from 5 cm. above the floor - Should be well designed, in harmonized colour scheme - Beddings should be of good cotton or linen fabric Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets. Two bed sheets and top blanket or duvet with appropriate pillows. Mosquito net covering the entire bed and long enough to reach the floor. - Appropriate curtains and upholstery should be of good quality, finish and well maintained	60 fittings	70	
11.8 Lighting	Not applicable	Not applicable	There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch	Same as for Three Star. 40	Same as for Three Star. 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			and emergency lighting should be provided Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided 40			
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest 30	Same as for Three Star 30	Same as for Three Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Literature covering services internal telephone directory and tariffs, menus, emergency and fire exit procedures, etc. should be provided Special notice regarding hotel lien and liabilities must be well displayed All information should be provided in Kiswahili, English/French, and at least one other internationally recognizable language 20	Same as for Three Star 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided
11.11 Communication Systems	Not applicable	Not applicable	An electric bell, light signal or telephone	Same as for Three Star but with telephone	Same as for Four Star but with internet	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			should be provided in every room for internal communication. In addition, the following should be provided - Internal telephone connected to external network through the hotel switchboard, or direct dial Computer data points/hotspots 30	extensions provided in all rooms of the Suite. 40	facilities provided on request. 50	
11.12 Supplies in Suites	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, 'Do Not Disturb' sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp, match boxes, and flowers supplied Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied 50	Same as for Three Star but with a high quality assortment of supplies 60	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality 70	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests 40	Same as Three Star 40	Same as Three Star 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be of not less than 10 sq m 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. All should be of high quality 50	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality 60	Same as for Four Star but with palatial proportions 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses,	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided 20			
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious nonslip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	Not applicable	Not applicable	Appropriate number of lights. One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. Electrical lighting should be of sufficient	Same as for Three Star but with superior quality fittings and finish. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			wattage Adequate socket outlets, indicating Voltage should be provided 40			
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided 20	Same as for Three Star, but should be of superior quality and sufficient wattage 30	Same as for Four Star 30	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	Good impervious non-slip material should be used for floors and walls The materials used to cover the wall should be to a height of not less than 1½ metres from the floor Cloakrooms should be conveniently located to public areas, properly ventilated and well lit. Gender privacy should be assured and clearly indicated. All doors should be fitted with appropriate locks; All toilets should be clean and	Same as for One Star 30	Same as for One Star but in addition fresh flowers or indoor plants should be provided 50	Same as for Three Star but in addition a well equipped powder room should be provided 60	Same as for Four Star 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	functional; · The following should be provided and maintained - - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water - Toilet paper - Sanitary bin with liner and lid - Mother and child facilities - Coat hangers/hooks · Facilities for the Disabled/hand-capped, · Individual urinals with running water and drainage should be available · Toilets should follow the township buildings code. The entrance to the cloakrooms from adjacent rooms should have air locks 30					
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	health regulations Should be clean and well maintained at all times Should be provided with sufficient toilets, showers and individual lockers. Gender separation and privacy should be observed, Facilities for the Disabled/hand-capped should be provided Amenities should be in keeping with standards of the establishment 30					
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	health regulations. 30					
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star. 20	
12.7 Water Storage	Should be adequate to last for at least one (1) day, in case of supply breakdown 20	Should be adequate to last for at least three (3) days 30	Should be adequate to last for at least five (5) days 40	Should be adequate to last for at least seven (7) days 50	Same as for Four Star 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the Establishment should be of fire resistant or retardant material Adequate and appropriate fire fighting equipment should be	Same as for One Star but fire detectors should be installed 30	Same as for Three Star but with smoke detectors and sprinklers installed 40	Same as for Three Star. 40	Same as for Three Star. 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention bylaws · Fire alarms should be installed. · All staff should be familiar with available fire fighting equipment and their use. · Fire drill exercises should be carried out regularly; Every establishment should have an in-house core fire fighting team. · Statutory fire safety notices should be prominently displayed in guest room and public areas; · The hotel must be insured against fire hazards 20					
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
13.3 Security	There should be adequate security arrangements including the following - a functional alarm system connected to external rapid response system. adequate, properly trained and equipped security personnel 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 20	Same as for One Star 20	Same as for One Star but with standby generator providing basic lighting in essential and public areas 30	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 50	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 60	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques 10	Same as for One Star 10	Same as for One Star but with a Doctor on call 20	Same as for Three Star 20	Same as for Three Star. 20	Where necessary, a Clinical Officer/Nurse should be available.
13.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	
14.2 Shoe Shine	Should be available 10	Should be available 10	Should be available 10	Should be available. 10	Should be available. 10	
14.3 Baby	Experienced	Same as for	Same as for	Same as for	Same as for	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Sitter	Baby Sitter should be available, with prior arrangement 10	One Star 10	One Star 10	One Star 10	One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 24 hrs. 20	Same as for Three Star 20	Same as for Three Star 20	
14.5 Laundry and Dry Cleaning Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service, Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General Management of the establishment should be under a qualified person, certified by appropriate	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with	Same as for Four Star but in addition should have a Human Resources Development Manager. 50	It is recommended that all managers of accommodation establishments be members of national

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	national authorities. 20		hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available. 30	relevant professional qualifications in their respective fields. Comprehensive inhouse training programmes should be in place. 40		and/or international professional bodies
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	should possess certified qualifications from recognized institutions 20					
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one of the internationally recognized languages, in addition to English/French and Kiswahili 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one of the internationally recognized languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements should be provided. All staff should have name tags indicating designation 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star, but of very good quality 30	Same as for One Star but of superior good quality 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
15.9 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities, clean and well maintained should be provided 20	Same as for One Star 20	Same as for One Star but in addition other indoor and outdoor entertainment facilities should be provided 30	Same as for Three Star 30	Same as for Three Star 30	
16.0 GENERAL						
16.1. Audio Visual	Soft background or piped music/radio should be available at public areas. 10	Same as for One Star. 10	Same as for One Star but with multi channel TV. 20	Same as for One Star 20	Same as for One Star 20	
16.2 'Courtesy of Choice'	'Smoking' and 'Non-Smoking' zones should be identified and clearly indicated 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16.4 Lifts/Elevators	Guest lifts should be provided for buildings of four or more	Same as for One Star. 30	Same as for One Star but with service lift/passage provided	Same as for Three Star but Guest lift should have luxurious	Same as for Four Star. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	storeys, including ground floor, as per the Building Code. 30		for all floors 40	décor and features 50		
16. 5 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand – capped should be provided 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated 30	Same as for Four Star.	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Adequate shopping facilities should be available for purchase of toiletries, sports, wear, post cards etc. 10	Same as for One Star. 10	Same as for One Star but with more varied items such as books, clothes, magazines etc. A gift shop and beauty saloon is recommended. Drug store/pharmacy will be an added advantage. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16. 7 Taxi Service	Should be available on call. 10	Same as for One Star 10	Same as for One Star but an appointed taxi service should be provided 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest Transport	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16. 9 Entertainm	Some form of	Same as for One Star	Same as for One Star but	Same as for Three Star	Same as for Four Star	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
ent And Recreation	entertainment should be provided 10	10	with properly organized and scheduled entertainment and recreational facilities. 20	but with a variety of entertainment and recreational facilities, which should include sports and live band 30	but with excellent recreational facilities 40	
16.10 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star but with adequate landscaping. 30	Same as for Two Star but with good landscaping should be done, where space allows and be well maintained 40	Same as for Three Star but with very good landscaping with aesthetic appeal should be done 50	Same as for Four Star 50	
16. 11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum - Treatment room and filtration plant Beds and mattresses · Separate changing rooms for men and women should be provided · Clear markings to indicate depth at different points · Suitably trained and equipped attendants/Life	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish The water temperature should be regulated. 50	Same as for Four Star 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	Guards 20					
16.12 Hotel Insurance	Should be covered by a public liability insurance and other statutory insurance policies 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists it should be well equipped with a suitably trained instructor 20	Same as for One Star 20	Same as for One Star but with Steam bath, whirlpool and Massage parlour provided 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

E. TOWN HOTELS

Minimum Score for Town Hotels

- (a) to qualify for One Star grading, a Hotel must score 100 per cent on essentials Items; and a minimum of 50 per cent points out of the possible total of 2,135 points marked on the Criteria for attaining a One Star rating, as indicated herein below.
- (b) to qualify for Two Star grading, a Hotel must score 100 per cent on essentials Items; and a minimum of 60 per cent points out of the possible total of 2,400 points marked on the Criteria for attaining a Two Star rating, as indicated herein below.
- (c) to qualify for Three Star grading, a Hotel must score 100 per cent on essentials Items; a minimum of 30 per cent points under each main section and a total minimum of 60 per cent out of the possible total of 4,135 points marked on the Criteria for attaining a Three Star rating, as indicated herein below.
- (d) to qualify for Four Star grading, a Hotel must score 100 per cent on essentials Items; a minimum of 40 per cent points under each main section and a total minimum of 80 per cent out of the possible total of 4,975 points marked on the Criteria for attaining a Four Star rating, as indicated herein below.
- (e) to qualify for Five Star grading, a Hotel must score 100 per cent on essentials Items, a minimum of 50 per cent points under each main section and a total minimum of 80 per cent out of the possible total of 5,575 points marked on the Criteria for attaining a Four Star rating, as indicated herein below.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
i.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a Town Hotel. 10	Same as for One Star 10	Same as for One Star, but offering easy accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
1.2 Site and Environment	The establishment should be in harmony with the natural and/or built up environment and in conformity with the building and development regulations applicable to the town 20	Same as for One Star 20	Same as for One Star, but the locality and the environment including the out look should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Three Star, but the locality and the environment including the out look should be suitable for a hotel of high internationall y recognizable standards 60	Appropriate authorities in member states should set aside sites suitable for hotel building/ development Environmental assessment must be done
2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor or private passages 50	Same as for Three Star but in addition it should be semidetache d from other buildings. 60	Same as for Four Star but in addition the whole building should be completely detached from other buildings. 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical built up, natural, social and cultural environment. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but the architectural features and general construction of the building and its finish should be of better standards. 40	Same as for Three Star but the façade, architectural features, construction and finish of the building in relation to the environment should be of high standard, durable, safe and well maintained. 50	Same as for Four Star but should have elegant and distinctive features of a hotel of very high internationall y recognizable standards and should have added functionality , safety, security and conducive to relaxation 60	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units 10	Same as One Star 10	Same as One Star 10	Same as One Star 10	Same as One Star. 10	
2.4 Corridors, Staircases,	Should allow easy	Same as for One Star	Same as for One Star but	Same as for Three Star	Same as for Four Star	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Hallways and Walkways	passage and be well lit Side railings should be provided and there should be a gentle slope for stair cases Should be well maintained, and protected from rain 10	10	good finish and with decoration. 20	but with high quality finishes, decoration and good maintenance 30	but elegantly made with very high quality finish. 40	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided 30	Same as for Three Star but customer service/public relation area should be provided to assist guests. 40	Same as Four Star 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including - · Tourism service providers, · Emergency and fire exit procedures etc should be provided · Literature covering services, internal telephone directory and Tariffs, and menus should be provided · Special notice regarding the hotel lien should be displayed All information should be in English/Frenc	Same as One Star 20	Same as for One Star but with wider and varied information which include health, social and religious gatherings. 30	Same as for Three Star 30	Same as for Three Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	h, Kiswahili, and at least one other internationally recognizable language 20					
3.3 Hours of Service	Should be twenty four (24). 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	
3.4 Paging Systems	A simple, functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star 20	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	Same as for Three Star. 40	There should be sufficient arrangement for the safe keeping of large valuables
3.6 Foreign Exchange Services	Foreign exchange services should be provided 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
Concierge Services	Adequate number of bellboys should be available for twenty four (24) hours a day 10	Same as for One Star 10	Same as for One Star 10	Same as for Three Star, but with doorman available 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French and Kiswahili 20	Same as for Three Star 20	Same as for Three Star 20	
3.9 Communication	Should be available and include at least	Same as for One Star 20	Same as for One Star but should include	Same as for Three Star but with	Same as for Four Star 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Services	telephone and postal services. 20		a Business Center and Internet services 30	fully equipped and spacious Business Center 40		
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design 15	Same as for Two Star but exclusively designed for and used by guests 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambience and beauty 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	Should be adequate. The size and range of amenities and accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled 10	Same as for One Star, but should be of wider range and quality 20	Same as for Two Star, but in addition reading and writing materials should be available 30	Same as for Three Star but should be of greater range, very high quality, excellent condition, very comfortable and well upholstered. 40	Same as for Four Star but generously furnished with highest standards in quality and attention to detail, comfort and elegance 50	
4.4 Décor	Should be adequate, functional, simple, blending with the natural and cultural environment, of good quality and well maintained 10	Same as for One Star but of recognizable theme/concept 20	Same as for Two Star but should be of higher quality. 30	Same as for Three Star but should be of much higher quality and luxurious. 40	Same as for Four Star but offering a distinctively greater quality. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation.	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings	Same as for Two Star but with high quality air	Same as for One Star 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	and/or sufficient mechanical ventilation should be provided 30		35	conditioning systems 40		
4.6 Floors, Walls and Ceilings	Should be of good quality, permanent and impervious material and well maintained, reflecting high standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but should be of high quality materials and excellent finish. 40	Same as for Three Star but with a degree of luxury in the quality, materials, design, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality 60	
4.7 Lighting	Should be adequate natural and/or artificial illumination 10	Same as for One Star but with better quality fittings. 20	Same as for Two Star but the fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standards of fittings and finish 40	Same as for Four Star. 40	
4.8 Telephone Facilities	Public telephone services should be available 10	Same as for One Star but with adequate and functional internal communication system 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star 10	Same as for One Star but should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed.	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
30						
5.0 FUNCTION ROOM(S) (Briefings, conferences, banquets etc)						
5.1 Features and Facilities	At least One multipurpose room with good furniture to match the general standard of the hotel 20	Same as for One Star 20	At least One large room of not less than 75 sq. m comfortably furnished, sound proofed, and well maintained. 40	Same as for Three Star but with at least One large room of not less 75 sq. m and at least Two smaller Ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound decoration in addition, fully equipped with public address system 60	Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities. 70	
6.0 RESTAURA NT(S)						
6.1 Features and Facilities	At least One restaurant, well furnished, ventilated, lit and maintained Total seating capacity should be at least 30% of the bed capacity 20	Same as for One Star 20	Same as for One Star, but the seating capacity should be at least 40% of the bed capacity 40	Same as for Three Star but with at least two restaurants plus a coffee shop Total seating capacity should be at least 80% of the bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carte Menu should be available 70	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of	Same as for One Star but all of better quality 50	Same as for two Star but all should be of superior quality	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons 40		60		80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star 20	Same as for One Star but with walls, floors, ceiling and fittings of very good quality materials and finish 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, this should be very well fitted and maintained. 50	Same as for Four Star but should be of excellent quality, design and finish. 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list 20	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages. 30	Same as for Three Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service	Should be well	Same as for	Same as for	Same as for	Same as for	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
Stations	appointed and proportional to seating capacity. 10	One Star. 10	One Star. 10	One Star. 10	One Star. 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 10	Same as for One Star. 10	Same as for One Star but more spacious with better ambience. Facilities to prepare non-stocked refreshments should be provided 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambience and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 50	Same as for Four Star but with luxurious finish and décor. 70	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambience 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	provided 20					
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An icemaking machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 60	Same as for Four Star. 60	
7.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium international y reknown brands available. 40	Same as for Four Star but with an extensive selection of premium brands 50	
8.0 KITCHEN(S)						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	be less than half sq m per guest bed 40					
8. 2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks 20	Same as for One Star 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided 40	Same as for Three Star 40	Same as for Three Star 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled 40	Same as for Four Star but labelled and screened off where applicable 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided All should be of good quality and be kept in good and clean	Same as for One Star 40	Same as for One Star, but each section should be provided with appropriate tools 60	Same as for Three Star but with high quality tools 70	As for Four Star but with very high quality tools 80	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	condition 40					
8. 6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided Hygienic means of hand drying should be provided 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals ·All bins should be lined with appropriate waste bags ·Waste must be collected from the kitchen, on a regular basis 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.9. Drainage	All drains in	Same as for	Same as for	Same as for	Same as for	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times 30	One Star. 30	One Star 30	One Star 30	One Star. 30	
8.10 Floors, Walls, and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal surfaces should be covered 20	Same as for One Star 20	Same as for One Star but with high quality materials and finish 40	Same as for Three Star 40	Same as for Three Star 40	
8.11 Food Storage	Should be adequate, providing for separation of perishables and nonperishables, well ventilated and maintained in	Same as for One Star 40	Same as for One Star but should have separate compartments for various foodstuffs. 60	Same as for Three Star 60	Same as for Three Star 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 40					
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m 20	Minimum size to be 12 sq m 20	Minimum size to be 15 sq m 30	Minimum size to be 20 sq m 40	Minimum size to be 25 sq.m 50	
9.2. Regulation Of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies 30	All rooms should have balconies 40	
9. 4. Fittings, Furniture And Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point/hotspots. 50	Same as for Three Star but with valet services and coffee tray	Same as for Four Star but offering a high degree of luxury. 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	90 cms Mattress should not be less than 15 cms thick with two matching pillows High density foam rubber, cotton and other high quality materials are recommended. A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided - Waste paper baskets, - luggage and shoe rack should be provided - All lamps should be shaded - TV and telephone should be available. 30			provided Mini bar should be provided, on request. 60		
9.5 Furnishings And Linen	Soft furnishings and curtains should be at least of the ratio of a window to curtain of 1 2 ½ with length of 5 cm above the floor Should be well designed, in harmonized colour scheme Beddings should be of good cotton or linen fabric Every bed should have appropriate size of bed	Same as for One Star but should be of high quality. 40	Same as for Two Star but of significantly higher quality. 50	Same as for Three Star but should be of much higher quality. 60	Same as for Four Star but with a higher degree of luxury. 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	sheets, which can be tucked in. All beds should have underblankets, two bed sheets and top blanket or duvet with appropriate pillows. · Mosquito net covering the entire bed and long enough to reach the floor. · Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30					
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or as requested by the guest 30	Same as for Four Star 30	
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained 20	Same as for One Star but tastefully presented 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Three Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls And Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. · Doors and	Same as for One Star 20	Same as for One Star but with high quality material used 30	Same as for Three Star but with a luxury touch in material, workmanship and finish. 40	Same as for four Star but of exceptionally high quality material and finish. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	windows should be of quality material. 20					
9.9 Lighting	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, should be provided. 20	Same as for One Star 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
9.11 Information In Bedrooms	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided. Special notice regarding hotel lien and liabilities should be well displayed. All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language.	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	20					
9.12 Bedroom Communication System	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- · Internal telephones which can be connected to external network, through the hotel switchboard, or direct dial · Computer data points/hotspots 30	Same as for Three Star but with extensions provided in bathrooms. 40	Same as for Four Star. 40	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality 30	Same as for four Star but of excellent finish. 40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, and assorted tissue paper, Shoe bags, shoe shining pads, sewing	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for four Star 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	insect repellent, laundry bags, air-freshening supplies and water glasses should be provided 20		kits and bedroom slippers, should be provided 40			
10.0 GUEST BATHROOM (S)						
10.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq m 20	Same as for Three Star but of not less than 6 sq m 30	Same as for Four Star but should be more spacious 40	
10.3. Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended Built-in bath tubs should be at least 160 cm. long 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided. 70	Same as for Four Star but with hair dryers and telephone extensions 90	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided
10.4. Floors, Walls and Ceilings	Good impervious nonslip materials should be used The materials used to cover the walls should be at least up to a height of 2.5 metres from	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials 30	Same as for Three Star, but with superior quality materials 40	Same as for Four Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	the floor 10					
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish 30	Same as for Two Star but of better quality 40	Same as for Three Star but with superior quality fittings 50	Same as for Four Star 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality 20	Same as for Three Star 20	Same as for Three Star 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom Ashtray, sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided 10	Same as for One Star. 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads 20	Same as for Three Star 20	Same as for Three Four Star the quality and range should reflect a degree of luxury 30	
10.9 Sanitization	Bins, WC, hand wash basins, bath tub and shower tray should be	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star. 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	sanitized with appropriate detergents and chemicals daily. 20					
11.0 SUITES						
11.1 Size	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m. 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation Of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as Three Star but mini bar should well stocked. 50	Same as for Four Star. 50	
11.4 Balconies/ Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star 30	Same as for Three Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dinning table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of international quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant 50	Same as for Four Star but with a touch of luxury 60	
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. · Should be well designed, in harmonized colour scheme. · Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have underblankets, two bedsheets and top blanket or duvet with appropriate pillows. · Mosquito net covering the	Same as for Three Star but should be of excellent quality materials and fittings. 60	Same as for Four Star but materials and fittings should more luxurious. 70	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
			entire bed and long enough to reach the floor · Appropriate curtains and upholstery should be of good quality, finish and well maintained 50			
11.8 Lighting	Not applicable	Not applicable	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc should be provided. 40	Same as for Three Star. 40	Same as for Three Star 40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed for comfort and privacy of the guest 30	Same as for Three Star 30	Same as for Three Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and	Same as for Three Star. 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			fire exist procedures, etc., should be provided · Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/French, and at least One other Internationally recognizable language 20			services, business centres should be provided
11.11 Communication Systems	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- · Internal telephone connected to external network through the hotel switchboard, or direct dial. · Computer data points/hotspots 30	Same as for Three Star but with telephone extensions provided in all rooms of the Suite 40	Same as for Four Star but with <i>internet</i> facilities provided on request 50	
11.12 Supplies in Suites	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, "Do Not Disturb" sign stationery, waste bin, appropriate insect repellent, ash	Same as for Three Star but with a high quality assortment of supplies 60	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			trays, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied 50			
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests 10	Same as Three Star 10	Same as Three Star 10	
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin	Same as for Three Star but should also have a shaver magnifying mirror and a	Same as for Four Star but with palatial proportions 80	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hairdryers and telephone. All should be of high quality. 50	shower cubicle. All should be of very high quality. 60		
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, robes bathroom rug, shower caps, non-slip rug and slippers, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious nonslip materials should be used. The materials used to cover the walls should be of at least 2.5 metres from the floor, and be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels comprised of bath, hand, and face towels, changed on a daily basis, should be	Same as for Three Star but of much higher quality and a bathrobe provided. 40	Same as for Four Star but of superior quality. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			provided. 30			
11.20 Bathroom Lighting and Ventilation	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed · Electrical lighting should be of sufficient wattage. · Adequate socket outlets, indicating voltage should be provided. 40	Same as for Three Star but with superior quality fittings and finish. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided 20	Same as for Three Star, but should be of superior quality and sufficient wattage. 30	Same as for Four Star 30	
12.0 HYGEINE AND SANITATION						
12.1 Guest Cloakrooms	Good impervious nonslip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½	Same as for One Star. 30	Same as for One Star but in addition fresh flowers or indoor plants should be provided. 50	Same as for Three Star but in addition a well equipped powder room should be provided. 60	Same as for Four Star. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	metres from the floor. Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; · Gender privacy should be assured and clearly indicated; · All doors should be fitted with appropriate locks. · All toilets should be clean and functional; · The following should be provided and maintained:- - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks · Facilities for the Disabled/handicapped; · Individual urinals with running water and drainage should be available. · Toilets should follow					

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	the township buildings code · The entrance to the cloakrooms from adjacent rooms should have air locks. 30					
12.2 Staff Changing/ Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations Should be clean and well maintained at all times Should be provided with sufficient toilets, showers and individual lockers. · Gender separation and privacy should be observed, Facilities for the Disabled/handicapped should be provided Amenities should be in keeping with standards of the establishment 30	Same as for One Star. 30	Same as for One Star 30	Same as for One Star. 30	Same as for One Star. 30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to the sewage disposal of the town, where	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	applicable Where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30					
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.7 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown 20	Same as for One Star 20	Should be adequate to last for at least three (3) days 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material Adequate and appropriate	Same as for One Star but fire detectors should be installed 30	Same as for Three Star but with smoke detectors and sprinklers installed 40	Same as for Three Star. 40	Same as for Three Star 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by -laws Fire alarms should be installed, All staff should be familiar with available fire fighting equipment and their use, Fire drill exercises should be carried out regularly, Every establishment should have an in-house core fire fighting team, Statutory fire safety notices should be prominently displayed in guest room and public areas; The hotel must be insured against fire hazards. 20					
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	There should be adequate security	Same as for One Star 20	Same as for One Star, but with more	Same as for Three Star 30	Same as for Three Star, but in	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	arrangements including the following:- -a functional alarm system connected to external rapid response system, Adequate, properly trained and equipped security personnel 20		elaborate rapid response arrangements 30		addition there should be a functional electronic surveillance system in place 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 10	Same as for One Star. 10	Same as for One Star but with standby generator providing basic lighting in essential and public areas 20	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 30	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 40	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques 10	Same as for One Star 10	Same as for One Star but with a Doctor on call 20	Same as for Three Star 20	Same as for Three Star 20	Where necessary a Clinical Officer/Nurse should be available.
14.0 SUNDRY						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
14. 2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement.	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	10					
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Should be available for 24 hours 20	Same as for Three Star 20	Same as for Three Star 20	
14.5 Laundry and Dry Cleaning Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed
15.0 HUMAN RESOURCE						
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying - Terms and conditions of service, Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place	Same as for Four Star but in addition should have a Human Resources Development Manager 50	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
			available 30	40		
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
15. 5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized	Same as for Four Star. 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	20		international languages in addition to English/French and Kiswahili 30	international languages, in addition to English/French and Kiswahili. 40		
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star, but of very good quality. 30	Same as for One Star but of superior good quality. 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
15.9 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star 20	Same as for One Star but additional in door and out door entertainment facilities should be provided. 30	Same as for Three Star 30	Same as for Three Star 30	
16.0 GENERAL						
16.1 Audio Visual	Music or radio should be	Same as for One Star.	Same as for One Star but	Same as for Three Star	Same as for Three Star	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	available in public areas 10	10	with multi channel TV 20	20	20	
16.2 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including the ground floor. The local building code should be applied 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features. 50	Same as for Four Star 50	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16.4 'Courtesy of Choice'	Smoking and nonsmoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.5 Parking Space	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand-capped should be provided. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Not essential	Not essential	A boutique stocking items convenient for	Same as for Three Star but with wider variety	Same as for Four Star. 30	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
			travellers, should be available 20	of gifts and souvenir items 30		
16.7 Taxi Services	Should be available on call 10	Same as for One Star 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star 20	
16.8 Guest Transport Service	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.9 Entertainment and Recreation	Not essential	Not essential	Some form of entertainment should be provided. 20	Same as for Three Star but with a variety of entertainment, which could include live music 30	Same as for Four Star but with top range of entertainment 40	
16.10 Outdoor Areas	Not essential.	Not essential.	Where land is available, landscaping should be done and be well maintained 30	Same as for Three Star but with very good landscaping with aesthetic appeal 40	Same as for Four Star 40	
16.11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- · Treatment room and filtration plant · Beds and mattresses · Separate changing rooms for men and women should	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good 20	Same as for Two Star but should not be of less than seventy five (75) square metres, 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	be provided · A separate pool/area for children · Clear markings to indicate depth at different points · Suitably trained and equipped attendants/Life Guards 20					
16.12 Hotel Insurance	Hotel should be covered by public liability insurance and other statutory insurance policies 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 20	Same as for One Star 20	Same as for One Star but with Steam bath, whirlpool and massage parlour provided 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

F. VILLAS, COTTAGES AND SERVICED APARTMENTS

Minimum Score for Villas, Cottages and Serviced Apartments

- to qualify for One Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 1,195 points marked on the Criteria for attaining a One Star rating, as indicated in the Schedule.
- to qualify for a Two Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 1,360 points marked on the Criteria for attaining a Two Star rating, as indicated in the Schedule below.
- to qualify for a Three Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; a minimum of 30 percent of the total points under each main section in the Schedule and a minimum of 60 percent out of a possible total of 1,735 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.
- to qualify for a Four Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; a minimum of 40 percent of total points under each main section in the Schedule; and a minimum total of 70 percent out of a possible total of 2,085 points marked on the Criteria for attaining a Four Star rating, as indicated in the Schedule below.

- (e) to qualify for Five Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; a minimum of 50 percent of the total points under each main section in the Schedule; and a minimum total of 80 percent points out of a possible total of 2,315 points marked on the Criteria for attaining a Five Star rating, as indicated in the Schedule below.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for the development of villas or cottages or serviced apartments. 10	Same as for One Star 10	Same as for One Star, but should offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star. 20	Same as for Three Star 20	
1.2 Site and Environment	Should be in harmony with the natural and built-up environment and in conformity with the building and development regulations applicable to the locality 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star but the environment including the out look should be suitable for a facility of internationally recognizable standards 50	Same as for Four Star 50	
2.0 BUILDING						
2.1 Autonomy of Building	Depending on the design and lay out of the establishment, there should be separation of traffic flow between guests and services 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing regulations, modest in style and beauty, and structurally sound. Should be well maintained and in	Same as for One Star but with some claim to beauty and style 30	Same as for Two Star 30	Same as for Two Star but architectural features and general construction of the building (s) and its finish should be of high standards 40	Same as for Four Star but the façade, architectural features, construction and finish of the building (s) in relation to the	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	harmony with the physical, natural and cultural environment. 20				environment should be of very high internationally recognizable standards and should have added functionality, safety, security and luxury. 50	
2.3 Signage	All public areas and guest rooms should be indicated in clearly numbered, lettered or other appropriate designation. 10	Same as for One Star but with quality materials, fittings and finish 15	Same as for Two Star but higher in quality of quality materials, fittings and finish 25	Same as for Three Star but of excellent quality. 35	Same as for Four Star but of luxurious finish. 40	
2.4 Capacity	May not have less than three (3) lettable rooms/units 10	Same as One Star 10	Same as One Star 10	Same as One Star 10	Same as One Star 10	
2.5 Corridors, Staircases, Hallways and Walkways	Where applicable, should allow easy passage, be well lit, and have side railings, with gentle slope for staircases. Should be well maintained and protected from the weather 20	Same as for One Star 20	Same as for One Star, but should be of good finish, and well decorated 30	Same as for Three Star, but reflecting high internationally recognized standards of style. 40	Same as for Four Star, but reflecting some degree of luxury and opulence. 50	
2.6 Lighting	Should be effective natural and/or artificial 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but fixtures should be of high quality 20	Same as for Three 20	Same as for Three Star but fixtures should be more aesthetic 25	
2.7 Sound proofing	Should be simple and	Same as for One Star	Same as for One Star	Same as for One star	Same as for Four	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	functional 20	20	20	but with added aesthetic features 25	Star 25	
2.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star 20	
3.0 RECEPTION AREA						
3.1 Size	Should be as per the Building Code, in relation to the size of the establishment, and appropriately appointed. 10	Same as for One star 10	Same as for One star but should be more spacious. 20	Same as for Three Star 20	Same as for Three Star 20	
3.2 Furniture, Equipment and Furnishings	Should be simple and functional 20	Same as for One star 20	Same as for One Star but should be well furnished and equipped 30	Same as for Three Star but with excellent design, workmanship elegant finish and high degree of luxury 40	Same as for Four Star but with very high degree of luxury, ambience and beauty 50	
3.3 Information	Relevant information should be available for guests. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star. 20	
3.4 Communication Facilities	A bell, a light signal or telephone should be provided, in every unit for internal communication 20	Same as for One Star 20	Same as for One Star but should include external connectivity through a main switch or direct dial and tariffs for different destinations 30	Same as for Three Star but should include <i>Internet</i> services. 40	Same as for Four Star 40	
3.5 Safe Deposit	Should be available, in	Same as for One Star	Individual safe deposit	Same as for Three Star.	Same as for Three	There should be

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
Service	the proportion of at least one box for every five rooms 20	20	box should be provided in the guest rooms 40	40	Star 40	sufficient arrangement for the safe keeping of large valuables.
4.0 LIVING ROOM/LOBBY/LOUNGE						
4.1 Living Room/Lobby/Lounge	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design 15	Same as for Two Star but exclusively designed for and used by guests 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Furniture and Equipment	A dining table, with at least four chairs, a sofa set, coffee table, a study table, and a bookshelf 10	Same as for One Star, but in addition a magazine racks a TV and sideboard should be provided 20	Same as for Two Star, but all should be of good quality and a mini bar provided. 30	Same as for Three Star but in addition should have a video/CD player, an easy chair and a wall unit. 40	Same as for Four Star, but the range should be more luxurious. 50	
4.4 Fittings and Furnishings	Should be of simple, functional and good quality material 10	Same as for One Star but should be of better quality, good workmanship and finish 20	Same as for Two Star, but with a safe deposit facility provided 30	Same as for Three but with a computer data point provided 40	Same as for Four Star, but all should be a very high luxurious quality 50	
4.5 Décor	Should be of modest quality, with harmony of colours and well maintained 10	Same as for One Star, but of superior quality 20	Same as for Two Star but with quality pictures and decorations 30	Same as for Three Star but with fresh flowers and indoor plants provided 40	Same as for Four Star but should be more tasteful and elegant, with more attention to detail 50	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
4.6 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture at the door in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional Portable or other light fixtures suitable for reading, writing, etc should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
5.0 KITCHENETTE						
5.1 Size	Should be at least 7½ sq m, for every lettable unit. 30	Same as for One Star. 30	Same as for size Star. 30	Same as for size Star. 30	Same as for size Star. 30	
5.2 Furniture and Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate furniture, cooking equipment and utensils should be provided. All should be kept in good and clean condition. 15	Same as for One Star but should be of good quality. 20	Same as for Two Star, but of higher quality materials and fixtures. 25	Same as for Three star but more tastefully designed, with better quality materials and fixtures. 30	Same as for Four Star. 30	
5.3 Floors, Walls And Ceilings	Should be of non-slip impervious materials and conducive to easy cleaning. 20	Same as for One Star but should be of better quality materials and finish. 30	Same as for Two Star but of superior quality materials and finish. 40	Same as for Three Star. 40	Same as for Three but more luxurious. 50	
5.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable.	Same as for One Star but light fittings should be of better quality. 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience.	Same as for Three Star but with very high quality standard of fittings and finish. 25	Same as for Four Star. 25	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	10		20			
6.0 KITCHENETTE						
6.1 Size	Minimum size should be 12 sq.m, excluding the bathroom 20	Same as for One Star 20	Minimum size to be 15 sq.m, excluding the bathroom 30	Minimum size to be 20 sq.m, excluding the bathroom 40	Minimum size to be 25 sq.m, excluding the bathroom 50	
6.2 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
6.3 Floors, Walls and Ceilings	Should be of good finish and well maintained □□Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times □□Doors and windows should be of quality material 20	Same as for One Star 20	Same as for One Star but with high quality material used 40	Same as for Three Star but with a luxury touch in material, workmanship and finish 50	Same as for Four Star but of exceptionally high quality material and finish 60	
6.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with	Same as for One Star but of high quality. 40	Same as for Two Star but should include a Computer data point 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	two matching pillows. Foam rubber or cotton material of high quality is recommended. A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. Waste paper baskets, luggage and shoe rack should be provided. All lamps should be shaded. TV and telephone should be available. Mini bar 30					
6.5 Supplies	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, airfreshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided. 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star but with assorted chocolates. 60	
6.6 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1 2 1 2 with length of 5 cm. above the floor.	Same as for One Star but should be of high quality. 40	Same as for Two Star but of significantly higher quality. 50	Same as for Three Star but should be of much higher quality. 60	Same as for Four Star but with a higher degree of luxury. 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	Should be well designed, in harmonized colour scheme. Bedding should be of good cotton or linen fabric Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have underblankets. Two-bed sheets and top blanket or duvet with appropriate pillows Mosquito net covering the entire bed and long enough to reach the floor Appropriate curtains and upholstery should be of good quality, finish and well maintained 30					
6.7 Change of Linen	Should be changed after every two nights of use or with every new guest 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or at the request of the guest 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
6.8 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy	Same as for One Star 10	Same as for One Star but with better quality materials 15	Same as for Three Star but with functional electronic surveillance systems 20	Same as for Four Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	and security should be installed 10					
6.9 Décor	Should be modest in quality, conforming to the social and Cultural environment with harmony of colours and well maintained 20	Same as for One Star but of superior quality 40	Same as for Two Star 40	Same as for Two Star but with adequate decorations 50	Same as Four Star, but evidently more luxurious. 60	
7.0 BATHROOM (S)						
7.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
7.2 Size	Bathroom/WC of not less than 3½ sq m 10	Same as for One Star 10	Same as for One Star, but should be of not less than 5 sq m. 20	Same as for Three Star but of not less than 6 sq m 30	Same as for Four Star but should be more spacious 40	
7.3 Lighting and Ventilation	Should provide adequate illumination suitable for the different bathroom uses. There should be effective natural and artificial ventilation 10	Same as for One Star but with improved materials, fittings, workmanship and finish. 20	Same as for Two Star but should be of better quality and include an efficient mechanical air extraction system 30	Same as for Three Star but with superior quality fittings 40	Same as for Four Star 40	
7. 4 Fittings, Equipment, And Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a	Same as for One Star but with high quality materials, fittings, workmanship and finish 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm long 60	Same as for Three Star but all equipment should be of higher quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 80	More grab rails and facilities for disabled/ handicapped and senior citizens should be provided

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30					
7.5 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star 20	Same as for One Star, but with better quality material. 30	Same as for Three Star, but with superior quality material. 40	Same as for Four Star 40	
7.6 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material. 30	Same as for Four Star, but should be of a much higher quality. 40	
7.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star 20	
7.8 Supplies	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided.	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star but with a weighing scale provided. 25	Same as for Three Star the quality and range should reflect a degree of luxury. 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	10					
7.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star 20	
8.0 HYGIENE AND SANITATION						
8.1 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.2 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable, where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.3 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.4 Water Supply	There should be consistent supply of safe water	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	conforming to local and WHO standards Water from private sources should be regularly treated and appropriately certified by competent National Authority 20					
8.5 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 15	Same as for One Star 15	Should be adequate to last for at least three (3) days. 20	Should be adequate to last for at least five (5) days. 25	Should be adequate to last for at least seven (7) days 30	
9.0 SAFETY AND SECURITY						
9.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by laws · Fire alarms should be installed. · Staff should be familiar with available fire fighting equipment and their use. · Fire drill exercises should be carried out	Same as for One Star but fire detectors should be installed 30	Same as for Three Star but with smoke detectors and sprinklers installed 40	Same as for Three Star. 40	Same as for Three Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	regularly. · Statutory fire safety notices should be prominently displayed in guest room and public areas; · The establishment should be insured against fire hazards 20					
9.2 Electrical Safety	All electrical installations should be well maintained in accordance with applicable electrical safety laws. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
9.3 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
9.4 Security	There should be adequate security arrangements including:- · Functional alarm system · Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary. · Precaution Notices should be prominently displayed and legible at all times. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
9.5 First Aid	Adequate Kits should be available on premises, with	Same as for One Star 10	Same as for One Star but with a Doctor on call.	Same as for Three Star 20	Same as for Three Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	at least one member of staff on duty, trained in its application techniques. 10		20			
10.0 SUNDRY SERVICES						
10.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept Porter services should be provided 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
10.2 Shoe Shine	Service should be available. 10	Service should be available. 10	Service should be available 10	Service should be available. 10	Service should be available. 10	
10.3 Baby Sitter	Experienced baby sitter should be available with prior arrangement. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star. 10	
10.4 Laundry and Dry Cleaning Services	Should be provided 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star. 20	
11.0 HUMAN RESOURCE						
11.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying - Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	20					
11.2 Professional Qualifications of Management Staff	The establishment should be under the supervision of a qualified person, certified by appropriate national authorities 40	Same as for One Star 40	Same as for One Star but the Manager should be assisted by qualified and/or experienced personnel 50	Same as for Three Star 50	Same as for Three Star 50	
11.3 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 25	Same as for One Star but the proportion of professionally certified staff should be at least 70% 30	Same as for One Star but the proportion of professionally certified staff should be at least 80% 35	Same as for One Star but the proportion of professionally certified staff should be 90% 40	
11.4 Languages	The Manager should have a working knowledge of English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but in addition, the Manager should have a working knowledge of at least one other internationally recognized language 30	Same as for Three Star 30	Same as for Three Star but other Guest Contact staff should be able to communicate in more than one internationally recognized language 40	
11.5 Health	Staff should be medically examined, regularly, in line with statutory health regulations	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
10						
11.6 Staff Grooming	Should be well groomed in body and attire, with different uniforms for each functional area. Uniforms should be kept in good clean condition and in conformity with safety requirements, should be provided. All staff should have name tags, indicating designation. 30	Same as for One Star. 30	Same as for One Star but should be of good quality. 40	Same as for Three Star but should be of very good quality. 50	Same as for Four Star. 50	
12.0 GENERAL						
2.1 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handicapped should be provided. 15	Same as for One Star. 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
12.2 Taxi Service	Should be available on call. 10	Same as for One Star. 10	An appointed taxi service should be available. 20	Same as for Three Star. 20	Same as for Three Star. 20	
12.3 Shopping Facilities	A grocery shop stocking items essential for guests' should be within easy reach of the establishment. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
12.4 Outdoor Areas	Where land is available, landscaping should be done.	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star but landscaping.	Same as for Four Star. 30	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	and be well maintained 20			should have an aesthetic appeal. 30		
12.5 Swimming Pool	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- ·Treatment room and filtration plant ·Beds and mattresses ·Separate changing rooms for men and women should be provided. A separate pool/area for children ·Clear markings to indicate depth at different points ·Suitably trained and equipped attendants/Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 25	Same as for Two Star but should not be of less than seventy five (75) square metres 30	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 40	Same as for Four Star. 40	
12.6 Insurance	A public liability insurance and other statutory insurance policies should cover the establishment. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

G. RESTAURANTS**Minimum Score for Restaurants**

- (a) to qualify for Three Star grading, a Restaurant must score 100 per cent on essentials Items; a minimum total score of 60 per cent points out of the possible total of 1,505 points marked on the Criteria for attaining a Three Star rating, as indicated herein below.
- (b) to qualify for Four Star grading, a Restaurant must score 100 per cent on essentials Items; a minimum total of 40 per cent points of the total points under each main section, and a minimum total of 70 per cent out of the possible total of 1,930 points marked on the Criteria for attaining a Four Star rating, as indicated herein below
- (c) to qualify for Five Star grading, a Restaurant must score 100 per cent on essentials Items; a minimum of 50 per cent points of total points under each main section; and a minimum total score of 80 per cent points out of the possible total of 2,255 points marked on the Criteria for attaining a Four Star rating, as indicated in the Schedule herein below.

<i>Section Item</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
1.0 LOCATION				
1.1 Site and Environment	Should be suitable for a restaurant and in harmony with the natural and built-up environment, in conformity with the local government regulations 20	Same as for One Star 10	Same as for One Star, but should offer easy accessibility, safety, comfort and tranquility 20	
2.0 BUILDING				
2.1 Autonomy of Building	Should be easily accessible to the general public, with separate entrances to the restaurant and for deliveries 20	Same as for Three star 20	Same as for Four star but should either be autonomous, semidetached or with exclusive access 40	
2.2 Design & Architectural Features	In conformity with the building codes and other existing building regulations, with claim to style and beauty and structurally sound. Should be well maintained, in harmony with the physical built-up, natural and cultural environment 20	Same as for Three Star, but the architectural features and finish should be of higher standards 30	Same as for Four star but the facade, architectural features, construction and finish in relation to the environment should be of high internationally recognized standards, with added functionality, safety, security and luxury 40	
2.3 Capacity	Should have a minimum space of 1.5 sq m per person 40	Should have a minimum space of 1.75 sq m. 50	Should have a minimum space of 2 sq m 60	
3.0 RECEPTION AREA				
3.1 Reception Area/Lounge	Not mandatory	At least a reception area should be available for	Same as for Four star, but more elaborately furnished and	

Section Item	Three Star	Four Star	Five Star	Remarks
		receiving guests 30	luxurious, providing bitings 40	
4.0 DINING AREA				
4.1 Furniture, Equipment and Accessories	Furniture should be adequate, comfortable and of good quality. Tableware, furnishings and linen should be clean, well-maintained and of good quality 60	Same as for Three star, but should be of higher quality and well placed 70	Same as for Four star but of distinctively of higher quality and comfort 80	
4.2 Service Stations	Should be adequate and functional, in relation to the capacity of the restaurant 20	Same as for Three Star 20	Same as for Three Star 20	
4.3 Décor	Good decoration, with a distinctive theme and harmony of colours 20	Good and pleasant decoration, with high quality furnishings and floral arrangement 40	Same as for Four star but of distinctively higher standards. Plants should be natural and fresh flowers be provided 50	
4.4 Floors, Walls and Ceilings	Should be of good quality and well maintained 20	Same as for Three star, but of higher quality material and finish 40	Same as for Four star, but of superior quality and luxurious. 50	
4.5 Lighting	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambience 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
4.6 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for One Three but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
5.0 SERVICE				
5.1 Service Staff	Should be adequate in number, suitably trained and well groomed, with legible name tags 40	Same as for Three Star, but a good proportion of the staff should be able to communicate in Kiswahili and at least one other	Same as for Four Star, but at least 80% of staff should be trained from recognized institutions 60	

Section Item	Three Star	Four Star	Five Star	Remarks
		foreign language apart from English/French 50		
5.2 Menu	Priced menu cards available with a good selection of local and international dishes and option of at least a three course meal and a fair selection for beverages, from a suitably located dispense bar 30	Same as for Three Star but with a wider selection and an option of at least a four course meal 40	Same as for Four Star but with excellent international cuisine and option for a five course meal 50	
5.3 Billing	System should be efficient and customer friendly 10	Same as for Three Star 10	Same as for Three Star 10	
6.0 ENTERTAINMENT				
6.1 Entertainment	Should be provided and in harmony with the social and cultural environment 20	Same as for Three Star but with a variety of entertainment, which could include live music and Multi-Channel TV 30	Same as for Four Star but with top range of entertainment 40	
7.0 BAR(S)				
7.1 General Features and Facilities	At least One bar should be conveniently located near the reception area/lounge or may be part of the restaurant. Spacious with good ambiance Facilities to prepare nonstocked refreshments should be provided. 30	Same as for Three Star but should be more elegant, spacious and provide facilities of internationally recognizable standards 40	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2., Floors, Walls, Ceilings and Décor	Materials used and fittings should be well decorated, of fine finish, functional and well maintained 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 60	Same as for Four Star but with luxurious finish and décor 80	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	

<i>Section Item</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	ambiance 40			
7.4 Furniture and Equipment	Should be adequate, comfortable and of good quality. An ice-making machine of adequate capacity, a double bowl sink with bottle brush, hot and cold running water are essential. Should be of distinctively high quality 50	Same as for Three Star, but luxurious 70	Same as for Four Star but more elegant and luxurious 70	
7.5 Beverage Cooling Systems	Adequate refrigeration /beverage cooling systems should be available and storage of wines should be done professionally 20	Same as for Three Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements 30	Same as for Four Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks and should be of good quality and design. 20	Same as for Three Star but should be of high quality in design and finish 30	Same as for Four Star but should be of excellent quality in design and finish 40	
7.7 Selection of Drinks and Snacks	Adequate variety and wide selection of local and international beverages, wines, and snacks should be available 30	Same as for Three Star but with a wider selection of beverage, wines and snacks of premium internationally re-known brands 40	Same as for Four Star but with an extensive selection of premium brands 50	
8.0 KITCHEN				
8.1 Size	Kitchen, food stores and pantry should be $\frac{1}{3}$ sq m per cover for restaurants of seating capacity of 100 persons and above, and $\frac{1}{2}$ sq m for restaurants of less than 100 persons 40	Same as for Three Star, but the proportions should be $\frac{1}{2}$ sq m and $2\frac{1}{3}$ sq m, respectively 60	Same as for Four Star 60	
8.2 Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency 30	Same as for One Star 30	Same as for One Star, but with added provision for enhancement of service efficiency 40	
8.3 Flow of Food Service	Where applicable, there should be two	Same as for Three Star but	Same as for Three Star	

<i>Section Item</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room 20	with mechanisms for transmitting guest order information 30	30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries 30	Same as for Three Star but with sections clearly labeled 40	Same as for Four Star but labelled and screened off where applicable 50	
8.5 Equipment of Kitchen	Work tops should be adequate and of none rusty impervious materials. There should be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All should be kept in good and clean condition. 40	Same as for Three Star, but in addition, there should be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service 60	Same as for Four Star, but of very high quality, with hot and cold running water for each section 80	
8.6 Hand Wash Basins	Should be conveniently located with hygienically operated taps, running hot and cold water, detergent dispensing machine and hand dryer. 10	Same as for Three Star but with high quality of fittings 20	Same as for Three Star 20	
8.7. Ventilation	A safe and efficient natural and/or mechanical fume and smoke extraction system should be provided 40	Same as for Three Star 40	Same as for Three Star 40	
8.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation provided for conducive working environment 10	Same as Three Star but with mechanisms to regulate temperature in different sections of the Kitchen 15	Same as for Four Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen 20	
8.9 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. Light fittings should be of good quality and tasteful to provide a pleasant	Same as for Three Star but light fittings should be of very high quality 25	Same as for Four Star 25	

<i>Section Item</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	ambience 15			
8.10 Waste Collection and Storage	Waste must be collected from the kitchen, on a regular basis and disposed of in line with environmental protection regulations 20	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.11 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition, at all times 25	The same as for Three Star but with high quality fittings 30	The same as for Four Star 30	
8.12 Floors, Walls and Ceilings	Should be of high quality, impervious, non-corrosive, materials of good finish and conducive to easy cleaning. The finish should be of good workmanship and well maintained. Excellent levels of hygiene should be observed. Walls should have glazed tiles with good grouting and floors should have a slight slope towards the drainage point. The junction between all vertical and horizontal floor and walls should be coved 30	Same as for Three Star but with high quality materials and finish. 40	Same as for Four Star 40	
8.13 Food Storage	A good store with adequate ventilation, and refrigeration facilities as well as shelving, pallets and cabinets should be provided. Separate compartments for different types of perishables and non-perishables should be provided and maintained in hygienic condition 40	Same as for Three Star 40	Same as for Three Star, but in addition a chef's cold room, complete with enough compartments to store all specialized products, should be provided 60	

Section Item	Three Star	Four Star	Five Star	Remarks
8.14 Kitchen Staff	There should be suitably trained and experienced staff for each specialized section, supervised by a well-trained and experienced Chef. All staff should be well groomed and protective clothing and name tag should be provided and used 40	Same as for Three Star, but the Chef should be assisted by a suitably qualified and experienced Sous Chef and specialized sections should be headed by competent Chef de Parties 60	Same as for Four Star, but Chef should be qualified from a recognized institution, with relevant international experience. 80	
9.0 HYGIENE AND SANITATION				
9.1 Guest Cloakrooms	Should be adequate, well lit and properly ventilated and in proportion to the capacity of the restaurant. Gender segregation and privacy should be observed and indicated. The rooms should be clean, functional and well maintained. The following items should be provided and well maintained. - - Functional soap dispenser - Disposable tissue, and/or electric hand drier - A hand wash basin hygienically operated and with running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hanger - Disabled facilities - Individual urinals with running water and drainage. - Arabic shower The entrance to the cloakroom from adjacent rooms should have air locks. 20	Same as Three Star but with high quality materials, fittings and finishing 25	Same as Four Star but in addition a well equipped powder room/dressing table should be provided 30	
9.2 Staff Changing/Wash Rooms	Segregated according to gender with adequate changing facilities, in proportion to the	Same as for Three Star but with high quality materials,	Same as for Four Star but with excellent quality materials, fittings and finishing	

<i>Section Item</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
	number of staff including lockers, full length mirror, hand wash basins, individual shower compartments, soap, WC with toilet papers, and sanitary bins should be provided The room should be clean, well lit, ventilated and well maintained 20	fixtures and finishing 25	30	
9.3 Refuse Disposal	There should be refuse storage and disposal facilities which meet the local health standards and environmental regulation 15	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
9.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable, where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the building code and health as well as environmental regulations. 30	Same as for Three Star 30	Same as for Three Star 30	
9.5 Vermin Proofing	All areas of the restaurant should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects 20	Same as for Three Star 20	Same as for Three Star 20	
9.6 Water Supply	Safe and consistent supply of water, conforming to local and WHO standards should be ensured. Individual water sources should be regularly treated and tested for quality by national authorities 20	Same as for Three Star 20	Same as for Three Star 20	
10.0 SAFETY AND SECURITY				
10.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material Adequate and appropriate fire	Same as for Three Star but with smoke detectors installed. 30	Same as for Four Star 40	

Section Item	Three Star	Four Star	Five Star	Remarks
	fighting equipment should be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention bye-laws. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms should be installed. All staff should be familiar with available fire fighting equipments and their use. Every establishment should have an inhouse core fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. The restaurant should be adequately insured against fire hazards. Statutory fire safety notices should be prominently displayed. 20			
10.2 Electrical Safety	All electrical facilities should be installed and maintained in accordance with applicable safety laws 15	Same as for Three Star but with high quality materials, fittings and finishing 20	Same as for Four Star 20	
10.3 Security	There should be adequate security arrangements including the following - A functional alarm system connected to external rapid response system; Adequate, properly trained and equipped security personnel 20	Same as for Three Star Same as for One Star, but with more elaborate rapid response arrangements. 25	Same as for Four Star, but in addition there should be a functional electronic surveillance system in place. 30	
10.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply 10	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 15	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system Star 20	

<i>Section Item</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
10.5 First Aid	Adequate First Aid Kits should be provided, with some staff properly trained in First Aid techniques and emergency handling. 15	Same as for Three Star but with fully equipped Kits. 20	Same as for Three Star 20	
10.6 Insurance	Restaurant should be covered by public liability insurance and other statutory insurance policies. 20	Same as for Three Star 20	Same as Three Star 20	
11.0 SUNDRY SERVICES				
11.1 Parking Area	Should be adequate, well lit and secure, within the vicinity of the restaurant 15	Same as for Three Star but well maintained 20	Same as for Four Star but with clearly marked parking bays/slots and an Attendant 30	
11.2 Outdoor Area	Some landscaping should be done where space allows. 10	Same as for Three Star but tastefully done 15	Same as for Four Star but with high level of creativity 20	
11.3 Function Area(s)	Facilities should be provided for private functions 20	Same as for Three Star but should be separate from the dining area 30	Same as for Four Star 30	
11.4 Taxi Service	Should be available 10	Same as for Three Star 10	Same as for Three Star 10	
11.5 Facilities for the Physically Challenged	Should be appropriately provided 30	Same as for Three Star 30	Same as for Three Star 30	
12.0 HUMAN RESOURCE				
12.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service, Schemes of service, Employee reward/incentive scheme(s). In-house and External training programmes 20	Same as for Three Star 20	Same as for Three Star 20	
12.2 Management	The restaurant should be under the management of a suitably trained person from a recognized institution 40	Same as for Three Star, but the Manager should have relevant experience of at least two years 50	Same as for Four Star, but should have proven evidence of a distinguished career in the profession 60	

Section Item	Three Star	Four Star	Five Star	Remarks
12.3 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate Experience to maintain satisfactory services for guests. The proportion of professionally certified staff should be at least 70% 45	Same as for Three Star but the proportion of professionally certified staff should be at least 80% 50	Same as for Four Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
12.4 Languages	The Manager should have working knowledge of Kiswahili, English/French and one other widely spoken international language 20	Same as for Three Star. 20	Same as for Three Star 20	
12.5 Health	All staff should be medically fit and examined regularly in line with statutory health regulations 10	Same as for Three Star 10	Same as for Three Star 10	
12.6 Dining Facilities for Staff	A clean eating place with appropriate furniture should be provided 10	Same as for Three Star 10	Same as for Three Star 10	
13.0 GENERAL				
13.1 'Courtesy of Choice'	'Smoking' and 'Non-Smoking' zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	

II – Guidelines for “Non Star Rated” Accommodation Establishment

A: HOME STAYS

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
1.0	LOCATION AND ACCESSIBILITY OF THE HOUSE			
1.1.0	Site and environment	The location should be suitable to receive and host paying guests depending on the theme concept of the establishment. It should be attractive, in harmony with the natural.	Same as for economy but in addition should have a well maintained environment and excellent sanitation and refuse disposal	Same as for standard but in addition should have a well maintained environment and excellent sanitation and refuse disposal

Item No	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		cultural and built up environment, and in compliance with the local government regulations well maintained environment, excellent sanitation and refuse disposal		
1.1.1	Access	The house should be easily accessible by at least road.	Easy Accessibility and other forms of communication network	Should be accessible and transportation and communication services provided
1.1.2	Exterior & surroundings	Located in areas of tourist attraction, at scenic place, cultural value or farm	Exterior environment should be attractive and appropriate landscaping	Attractive landscaping, exterior lighting and parking place provided
1.1.3	Eco- friendly practices	Rain water harvesting and conservation, alternative energy usage, waste management and sources pollution of air water and sound controlled	Energy saving, alternative energy sources, water conservation & harvesting techniques, waste management, recycling and pollution control measures in place	Energy saving, alternative energy sources, water conservation & harvesting techniques, waste management, recycling and pollution control measures in place
1.1.4	Guest Reception services	Introduction of guests to family members and a full household orientation Guest to be advised upon arrivals of after hours emergency contact The applicable accommodation tariff to be conveyed to guest upon arrivals. Assistance with	A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day Guest to be advised upon arrivals of after hours emergency contact The applicable accommodation tariff to be conveyed to guest upon arrivals Stationery, Envelopes, Stamps and mailing facility to be available on request. Assistance with luggage	The reception area suitably designed for receiving guests. Appropriate and relevant information such as emergency contact should be available. The applicable accommodation tariff to be conveyed to guest upon arrivals Stationery, Envelopes,

Item No	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		luggage to be provided on request The name, address and the telephone number of a local practicing medical practitioner to be available and hanged where it can be seen by everyone Safe keeping facilities to be available Visitor details should be taken before they check in. This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc	to be provided on request The name, address and the telephone number of a local practicing medical practitioner to be available Safe keeping facilities to be available. A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day A telephone on the premises for guest usage. Unit charges to be made known to guest in advance Wake up call services to be available on request Messages for the guest to be recorded. Visitor details should be taken before they check in This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc	Stamps and mailing facility to be available on request Assistance with luggage to be provided on request The name, address and the telephone number of a local practicing medical practitioner to be available Safe keeping facilities to be available. A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day A telephone on the premises for guest usage Unit charges to be made known to guest in advance Wake up call services to be available on request. Messages for the guest to be recorded Visitor details should be taken before they check in This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc

Item No	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
2.0	PREMISES QUALITY IN TERMS OF FACILITIES AND AMENITIES			
2.1.1	Building Type	Should conform to the traditional building architecture, the cultural and natural environment of the areas and offer comfort to the paying guest. Be of moderate style and beauty	Should offer comfort to the paying guest, be of moderate style and beauty and be in conformity to the cultural and natural environment	Should offer comfort to the paying guest, be of moderate style and beauty and be in conformity to the cultural and natural environment
2.1.2	Lighting and Ventilation	There should be adequate lighting depending on the social and cultural practices of the host community.	Adequate natural light and ventilation be provided.	Adequate natural light and ventilation be provided
2.1.3	Maintenance	The premises should be in good state of repair at all times	The premises should be in good state of repair at all times	The premises should be in good state of repair at all times
2.1.4	Regulation of temperature	At least one openable external window should be available. Maximize use of natural ventilation and lighting.	Adequate external windows and natural and/or mechanical ventilation provided where appropriate	Adequate external windows and natural and/or mechanical ventilation provided where appropriate
2.1.5	Furnishing, Fittings & Facilities	Should be adequate and functional in line with the target market and cultural environment.	Light bulb unless decorative to have lamp shades. The interior /exteriors structure, the furnishings, fittings, décor and equipment to be kept clean and in good state of repair All interiors/exteriors structure, furnishing, fittings, décor and equipment to be of good standard and of good standard and fit for the purpose intended. Heating and cooling to be available for each public room as appropriate	Light bulb unless decorative to have lamp shades The interior /exteriors structure, the furnishings, fittings, décor and equipment to be kept clean and in good state of repair. All interiors/exterior s structure, furnishing, fittings, décor and equipment to be of good standard and of good standard and fit for the purpose

Item No	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
				intended Heating and cooling to be available for each public room as appropriate.
2.2.0	Living Room			
2.2.1	Information	Information on available tourist sites and facilities within the locality should be displayed for the guests	Same as for economy but in addition should have literature on services, internal telephone directory, emergency and fire procedures etc should be provided Stationery, stamps and mailing services to be provided	Same as for standard but in addition should have literature on services, internal telephone directory, emergency and fire procedures etc should be provided Stationery, stamps and mailing services to be provided
2.2.2	Furniture and Furnishings	Should be adequate, clean and well maintained	Should be adequate, clean and well maintained	Should be adequate, clean and well maintained
2.2.3	Floors and walls	Should be hygienic, clean and well maintained	Should be hygienic, clean and well maintained	Should be hygienic, clean and well maintained
2.2.4	Refreshments	At least portable drinking water should be provided	Portable drinking water and some beverages should be provided	Portable drinking water and some beverages should be provided
2.3.0	Dining Area			
2.3.1	Food	Quality traditional cuisine should be provided and a substantial breakfast and dinner. Guests should be informed of Meal times and costs in advance	Same as community homestays but should have choice of cuisine and good quality food and provide menu.	Same as community home stays but should have choice of cuisine and good quality food and provide menu
2.3.2	capacity	Should be adequate, in proportion with the capacity of the establishment	Should be adequate, in proportion with the capacity of the establishment.	Should be adequate, in proportion with the capacity of the establishment.
2.4.0:	Kitchen			
2.4.1	Kitchen Organization	Should be presentable.	Same as community homestay but should	Same as for Mid level but Should

Item No	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		Adequate supply of clean water, lighting, and food storage. Floors and walls should be easy to clean. Proper waste collection and disposal methods should be in place. Clean & well maintained. Free of smoke, odor and pest.	have adequate cooking equipment which should be kept in good and clean condition. Regular fumigation by authorized persons	be large enough, hygienic and providing basic necessities with better quality materials, utensils and equipment
2.3.0		Bedrooms		
2.3.1	Size	Should be big enough to accommodate sleeping space commensurate with the occupancy offered. Should have reasonable free space and easy access to beds, cupboards and drawers.	Should have reasonable free space and easy access to beds, cupboards and drawers.	Should have reasonable free space and easy access to beds, cupboards and drawers.
2.3.2	Safety/ privacy	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times.	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times including safe deposit boxes where applicable.	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times including safe deposit boxes where applicable.
2.3.3	Regulation of temperature	Adequate natural and mechanical ventilation should be provided.		
2.3.4	Furniture, Fittings and Supplies	Should be adequate and functional in line with the target market and cultural environment. Where standard mattresses are	Rugs or bedside mats, unless wall-to-wall carpeted. Beds to be provided, Minimum width of beds: Single. 900mm Double	Rugs or bedside mats, unless wall-to-wall carpeted. Beds to be provided, Minimum width of beds

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		provided, they should be clean Comfortable and well covered. Be furnished daily Linen and toweling to be changed twice weekly and a clean supply for each new letting A dressing table with mirror be provided At least one chair in a single room and a couch in a double room be provided	1370mm Headboards for all beds. Mattresses to be inner sprung or covered foam of the thickness of not less than 120mm Beddings per bed to consist of at least; 2 bed sheets 2 pillows (4 per double bed) 2 blankets (additional on request) 1 under blanket or mattress protector 1 bedspread A hand and bath towel for each guest Linen toweling to be changed for each new letting A clean change of bed linen and toweling at least twice weekly and three times weekly respectively. Bedrooms and bathrooms to be fully serviced daily. A bedside table or equivalent per bed A bed sidelight per bed controllable from the bed Lighting of at least 15 watt per sq meter of floor space to be provided A 15 amp earthed power socket A dressing table with a mirror and or stool in each bedroom or in the private bathroom. A chair per single room	Single 900mm Double 1370mm Headboards for all beds Mattresses to be inner sprung or covered foam of the thickness of not less than 120mm Beddings per bed to consist of at least, 2 bed sheets 2 pillows (4 per double bed) 2 blankets (additional on request) 1 under blanket or mattress protector 1 bedspread A hand and bath towel for each guest Linen toweling to be changed for each new letting. A clean change of bed linen and toweling at least twice weekly and three times weekly respectively Bedrooms and bathrooms to be fully serviced daily A bedside table

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
			and two chairs or a couch in a double room. A dressing mirror. A wardrobe or built in cupboard with doors or equivalent Six (6) and ten (10) clothes hangers, not of wire, with crossbars in single and double bedrooms respectively. Adequate shelves or drawers space An ashtray in bedrooms where smoking is permitted A waste paper basket At least one external window, affordable adequate ventilation. Opaque curtains or the equivalent screening at all windows and if necessary at fanlights to ensure privacy. Heating and cooling to be available on request for each bedroom. Facial tissues available in each bedroom or bathroom. At least one drinking glass per guest	or equivalent per bed A bed sidelight per bed controllable from the bed Lighting of at least 15 watt per sq meter of floor space to be provided A 15 amp earthed power socket. A dressing table with a mirror and or stool in each bedroom or in the private bathroom A chair per single room and two chairs or a couch in a double room. A dressing mirror. A wardrobe or built in cupboard with doors or equivalent Six (6) and ten (10) clothes hangers, not of wire, with crossbars in single and double bedrooms respectively. Adequate shelves or drawers space An ashtray in bedrooms where smoking is permitted

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
				A waste paper basket At least one external window, affordable adequate ventilation Opaque curtains or the equivalent screening at all windows and if necessary at fanlights to ensure privacy. Heating and cooling to be available on request for each bedroom. Facial tissues available in each bedroom or bathroom. At least one drinking glass per guest
2.3.5	Furnishings and Linen	Should be appropriate. In mosquito infested areas, mosquito nets should be provided or the rooms sprayed.	Same as for Community Homestays	Same as for Community Homestays
2.3.6	Lighting	Adequate lighting should be provided and emergency lighting to be availed	Same as for Community Homestays	Same as for Community Homestays
2.4.0	Guest Bathrooms			
2.4.1	Bathrooms provision	There should be provision of well indicated bathroom/toilet and have lockable doors Should be adequate, functional, clean and well maintained At least one	At least 70% of the bedrooms to have a private bath or shower room	Rooms should have private bath or shower rooms

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		cloth hook should be fitted and one clean towel provided for each guest Be well ventilated, adequately lit and have adequate supplies Provide a sanitary bin in each bathroom		
2 4 2	Accessibility	Access to clean bathroom and toilet facilities. Access to shared bathroom, with reasonable time allowed for shower	Communal bath-shower rooms and toilets with lockable doors to be provided to bedrooms without private or ensuite bath shower rooms	Communal bath-shower rooms and toilets with lockable doors to be provided to bedrooms without private or en-suite bath shower rooms
2 4 3	Water Supply	Adequate supply of water	Running hot and cold water serving all wash basin(s), bath(s), and shower(s)	Running hot and cold water serving all wash basin(s), bath(s), and shower(s).
2 4 4	Supplies	Should provide sanitary bin with a lid. Toilet papers and Unused soap on daily basis Hand wash basins be provided	Same as Economy Homestay but should have a washable toweling bath mat in ach bath/ shower room.	Same as Standard Homestay but should have a washable toweling bath mat in ach bath/ shower room.
2 4 5	Furniture & Fitting	A cloths hook in the shower room Bathrooms be modified to have a shower	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times
2 4 6	Lighting & Ventilation	Bathrooms to be well- lit and ventilated	Adequate natural light and ventilation be provided	Adequate natural light and ventilation be provided.
2 4 7	Cleanliness	Maintain high level of cleanliness	Maintain high level of cleanliness	Maintain high level of cleanliness

Item No	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
2.5.0	Public Cloakrooms			
		To be clearly indicated and lockable Adequate lighting & ventilation to be provided The following to be maintained: Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.	To be clearly indicated and lockable Adequate lighting & ventilation to be provided The following to be maintained. Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.	To be clearly indicated and lockable Adequate lighting & ventilation to be provided. The following to be maintained Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper
3.0	HYGIENE AND SANITATION			
3 1.1	Water Supply & Quality	All water provided to the guests should be suitable and where applicable should be approved for drinking by the relevant authorities	Same as for Economy Homestays	Same as for Economy Homestays
3 1.2	Water Testing	Where water for drinking is not available from a public source the host should ensure the same is tested, at least three times a year, by a competent authority (however, purification should be initiated)	Same as for Economy Homestays	Same as for Economy Homestays
3 1.3	Food Handling	Fresh, well cooked, clean utensils, follow approved health standards, avoid food poisoning, consistent supply of food.	Same as for Economy Home stays	Same as for Economy Home stays

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		local delicacies, serve meals when hot		
3.1.4	Toilets	Environmentally friendly Toilets/Pit latrines should be provided. Not less than 5m deep. Safe & washable floors and walls. Clean, well lit and ventilated. Free from fly/mosquito. Train visitors to use the different types of facilities e.g. Pit latrines. Guests be provided with running water where not available improvise like "Tip tap", tissue paper and liquid soap. Alternatively acquire plastic toilet seat to improvise for those who cannot squatting	Shared Toilets should be clean and well maintained	More private Toilets should be provided. Clean and well maintained
3.1.5	Family Staff	Personnel should be well groomed and medically fit	Personnel should be well groomed and medically fit	Personnel should be well groomed and medically fit
3.1.6	Vermin proofing	All areas given for guest stay should be regularly protected and fumigated against vermin and pests by a well trained and qualified person and provision of treated mosquito nets or mosquito repellants locally known	Same as for Economy Homestays	Same as for Economy Homestays
3.1.7	Waste collection	There should be appropriate	Same as Economy Homestays	Same as Standard

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		waste storage, collection and disposal facilities, in line with health standards and environmental protection regulations of the area. In addition should exercise waste separation and proper management Encourage separation of waste e.g. plastic, metal, glass and the biodegradables. Animal waste be used for energy like Bio gas and sludge (organic farming)		Homestays
4.0	SAFETY AND SECURITY			
4.1.1	Fire protection	Adequate and appropriate fire fighting equipment should be provided At least (Buckets with dry and loose sand/soil) , should be available. Host/Family should be familiar with fire fighting skills Fire extinguishers be introduced where applicable and a water source be available. Designate and mark a fire assembly point	Adequate and appropriate fire fighting equipment should be provided and be well maintained at all times in accordance with the fire fighting and prevention by-laws All staff should be familiar with available fire fighting equipment and their use. Regular staff fire drills should be carried out. Designate and mark a fire assembly point	Adequate and appropriate firefighting equipment should be provided and be well maintained at all times in accordance with the fire fighting and prevention by-laws. All staff should be familiar with available firefighting equipment and their use Regular staff fire drills should be carried out. Designate and mark a fire assembly point
4.1.2	Electrical Safety	Solar, wind and other renewable	Same as for Economy Homestays but in	Same as for Standard

Item No	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		energy sources installation highly recommended. All electrical installations should be done in accordance with applicable safety laws and maintenance should be done regularly with hanging wires and loose sockets handled professionally	addition routine inspection of electrical installations records should be maintained.	Homestays but in addition routine inspection of electrical installations records should be maintained.
413	Security	Provision of night guards' patrol with guard dogs Networked with police and enhanced community policing is recommended Traditional alarm systems e.g bells be in place Proper locks in the homes regularly maintained Contact phone numbers of security personnel should be available Provide information about potential hazardous areas within and outside the home including equipment, chemicals, wildlife etc	There should be adequate security information and measures in place, Networked with police and enhanced community policing is recommended Including a functional alarm system and properly trained and equipped personnel.	There should be adequate security information and measures in place, Networked with police and enhanced community policing is recommended Including a functional alarm system and properly trained and equipped personnel.
414	Emergency	Emergency response measures should be in place including network with nearest health,	Same as Economy Homestay but in addition should have appropriate alternative sources of power as back up to the main supply Network with	Same as Standard Homestay but in addition should have appropriate alternative sources of

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
		security & transport	medical personnel in case of emergencies,	power as back up to the main supply. Network with medical personnel in case of emergencies,
4.1.5	First aid	A functional kit should be available and some members of the family properly trained on administering first aid techniques and emergency handling.	Same as for Economy Homestays	Same as for Economy Homestays
4.1.6	Safety of Guests	Ensure availability of logistics during emergency situations. Hosts should recommend to guests to have insurance for personal valuable items. House rules and guidelines be in place and agreed upon by between Host and Guest. Reporting and departure time for security reasons should be known to both parties.	Same as for Economy Homestays but in addition, ensure networking with medical personnel in case of emergencies.	Same as for Standard Homestays but in addition, ensure networking with medical personnel in case of emergencies.
4.1.7	Safety of swimmers	Swimming pools not mandatory but in case of ponds or dams in the area, clear warning signs should be put in place having in mind the language barriers (i.e. use of internationally accepted signs)	Where a swimming pool is available, adequate precaution should be taken for the security of swimmers. Swimming pools should be properly marked to indicate depth, have suitably trained pool attendants with proper life saving equipments who should be available during pool operating hours	Where a swimming pool is available, adequate precaution should be taken for the security of swimmers. Swimming pools should be properly marked to indicate depth, have suitably trained pool attendants with proper life saving equipments who

Item No.	Section-Item	Categorization of Types of Homestays		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
				should be available during pool operating hours.
5.0	SUNDRY / GENERAL SERVICES			
5.1.1	Luggage room	Facilities should be available for storage of luggage and lost and found items keep record of valuables	Lockable facilities should be available for storage of valuables, luggage and lost and found items	Lockable facilities should be available for storage of valuables, luggage and lost and found items
5.1.2	Laundry services	Provision should be made for washing and ironing of guest laundry.	Provision to be made for the washing and ironing of guest laundry.	Provision to be made for the washing and ironing of guest laundry.
5.1.3	Staff	Hosts should to be appropriately clean and neatly dressed and able to speak Kiswahili or English besides any other international languages Regular staff meetings are recommended	Depending on the size of the establishment, adequate number of well groomed helpers should be available All staff should be medically fit and examined regularly in line with the statutory health regulations	Depending on the size of the establishment, adequate number of well groomed helpers should be available All staff should be medically fit and examined regularly in line with the statutory health regulations
5.1.4	Parking	Secure Parking Needed	Adequate parking should be available depending on the size of the establishment	Adequate parking should be available depending on the size of the establishment.
5.1.5	Other Services	Taxi services should be available on call	Taxi services should be available on call Valet services to be available on request Newspaper to be available on request	Taxi services should be available on call. Valet services to be available on request. Newspaper to be available on request

B: GUEST HOUSES

1.0 LOCATION	
1.1 Site and Environment	The location should be suitable for a guest house and shall be in harmony with the natural and built environment, and in compliance with the local government regulations.
1.2 Lighting	The premises should be well lit at night, for security and security purposes. Where there is no standby generator, there should be provision for appropriate alternative lighting.
2.0 BUILDING	
2.1 Autonomy of Building	The building should be constructed in conformity with the Building Codes, and should have a separate and independent access for guests, staff and for deliveries. Staff and goods entrance should be at the rear of the guest house.
2.2 Design and Architectural Features	The building should be of moderate style and beauty, in harmony with the physical built up, natural and cultural environment.
2.3 Capacity	Should have a minimum of five beds
2.4 Corridors, staircases and Hallways	Should allow easy passage and be well lit. where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather.
2.5 Maintenance	The entire premises should be kept in a good state of repair at all times
2.6 Regulation of Temperature	Natural and/or mechanical ventilation should be adequately provided for.
3.0 RECEPTION AREA	
3.1 Features and Facilities	There should be an appropriate area to receive and welcome Guests
3.2 Information Service	Relevant guest information should be provided
3.3 Safe Deposit Service	Should be available
3.4 Languages	Reception staff should be able to speak English and Kiswahili
4.0 LOBBY/LOUNGE	
4.1 Size	Should be adequate and in any case not less than an aggregate of half square metre per guest bed, and preferably with some entertainment facilities.
4.2 Information	Information desk on tourist sites and facilities is recommended.
4.3 Furniture and Furnishings	Should be appropriate, adequate, clean and well maintained and should include such items as easy chairs and tables.
4.4 Lighting and Ventilation	Natural and artificial lighting and ventilation should be provided for.
4.5 Floors, Walls and Ceilings	Should be appropriate, hygienic, clean and well maintained.
4.6 Communication	Should be provided at Reception area and available on a 24- hour basis.
4.7 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water.
4.8 Courtesy of Choice	'Smoking' and 'Non Smoking' zones should be identified and clearly indicated.

5.0 DINING ROOM	
5.1 Features and Facilities	Should be adequate in proportion to the capacity of the guesthouse, clean, well furnished and maintained and in good state of repair. Simple meals should be available. Provision for meetings/functions is recommended.
5.2 Furniture and Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended
5.3 Interior Decoration	Should be modest, with harmony of colours
5.4 Floors, Walls and Ceilings	Should structurally sound and well maintained to support high standards of cleanliness and hygiene
5.5 Menu	Where food and/or drinks are provided, priced menu and beverage list should be appropriately presented
5.6 Music	Soft background music should be available.
6.0 BAR	
6.1 Features, Facilities, Amenities and Supplies	Where available should be modestly stocked, clean, with pleasant atmosphere and in conformity with local authority by-laws and regulations
7.0 KITCHEN	
7.1 Size	Should be proportionate to the capacity of the dining room, appropriately lit, ventilated, equipped and maintained in a wholesome manner
7.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods should be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen.
7.3 Waste Collection and Storage	There should be sufficient number of waste bins, preferably for glass, organic and non-organic materials, with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended.
7.4 Refuse and Waste Disposal	Waste should be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
7.5 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working conditions at all times.
7.6 Staff	There should be adequate, suitably trained and experienced staff, supervised by a well trained and experienced Cook. All staff should be well groomed and protective clothing should be provided and used
8.0 GUEST ROOMS	
8.1 Size	Should not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space.
8.2 Safety and Privacy	Each guest room should be properly numbered and fitted with lock. Appropriate security measures should be in place and maintained at all times.
8.3 Lighting and Ventilation	Adequate natural and/or mechanical lighting and ventilation should be provided.
8.4 Fittings, Furniture and	Every guest room should be fitted with a clean comfortable but simple bed of not less than 190 cm x 90 cm, as a single bed and/or 190 cm x 120 cm as a

Equipment	double bed. Mosquito nets large enough to cover the entire bed and long enough to reach the floor and appropriate mattresses should be provided. The mattresses must be clean, comfortable and well covered and should ideally be of not less 15 cm thick, with two clean and comfortable matching pillows. A wardrobe with six hangers, a table and a chair, a full length mirror and dressing table, a waste paper basket and a bedside table should be provided.
8.5 Furnishings and Linen	Bed sheets should be in light and pleasant colours. Where appropriate, soft furnishings and curtains should be adequate enough to cover the entire window and/or door. Suitable and clean bed linen of appropriate size, in relation to the bed allowing for tacking in, should be provided.
8.6 Information in Bedroom	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided.
9.0 GUEST BATHROOM	
9.1 Features	There should be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite, when ensuite. Bathroom/WC should be of not less than 3.5 sq m, with a shower or bath tub. The facilities should be maintained in hygienic conditions at all times. Gender segregation should be observed and neatly indicated in signs, which are legible, even at night.
9.2 Fittings and Equipment	There should be a WC, shower with mixer, wash hand basin and hand or grab rail. Each bathroom should have adequate number of hangers and cloth hooks, a small shelf, sanitary bins, adequate size of mirror, towel rail and a chair or stool for the aged or disabled.
9.3 Floors, Walls and Ceilings	Good impervious non-slip materials should be used.
9.4 Shaver Outlets and Sockets	Should be provided in every bathroom or within easy reach from the bathroom. The voltage supply, whether in DC or AC, should be indicated.
9.5 Lighting and Ventilation	Adequate natural and/or mechanical lighting and ventilation should be provided.
9.6 Towels	At least one bath size towel of good quality should be provided per guest, and should be changed after every two nights.
9.7 Supplies in the Bathroom	The following should be supplied in each bathroom: Ashtray, sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest
10.0 HYGIENE AND SANITATION	
10.1 Guest Cloak Room	Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms should be clean, functional and well maintained, with at least the following provided: A wash basin, hygienically operated, running hot and cold water and soap; Toilet paper; Sanitary bin with liner and lid; Facilities for Disabled; Urinals with running water and drainage; the entrance to the cloakroom from adjacent public rooms should have air locks.
10.2 Staff Changing/Wash Rooms	Should be segregated and adequate, in proportion with the number of staff. Lockers, full length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins should be provided. The room should clean, ventilated and well maintained
10.3 Waste and Refuse Disposal	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations
10.4 Sewage	Drainage should be connected to the sewage disposal of the town, where

	applicable, where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system in line with the Building Code and health standards as well as environmental protection regulations.
10.5 Vermin Proofing	All areas of guest houses should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects.
10.6 Preparation and Service Areas	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
10.7 Water Supply	All water provided for guest use should be potable and approved for drinking by relevant authorities. Where drinking water is not obtained from a public source. Management should ensure that the same is tested, at least three times a year, by a competent authority. Where the test indicates that the water is not wholesome. Management should post Notices in each guest room, tap or source, to that effect.
10.8 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown.
10.9 Water Quality	All water provided for guest use should be suitable and approved for drinking by the relevant health authorities.
10.10 Water Testing	Where drinking water is not obtained from a public source, the Management should ensure that the same is tested, at least three times a year, by a competent authority. Where the test indicates that the water is not wholesome, Management should post Notices in each guest room, tap or source, to that effect.
11.0 SAFETY AND SECURITY	
11.1 Fire Protection	Adequate and appropriate fire fighting equipment should be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms and detectors should be installed. All staff should be familiar with available fire fighting equipment and their use. Every establishment should have an in-house fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. Statutory fire safety notices should be prominently displayed.
11.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws.
11.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
11.4 Emergency Power	There should be appropriate alternative sources of power as back up to the main supply.
11.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling.
11.6 Safety of Swimmers	Adequate precaution should be taken in guest houses with swimming pools, for the health and safety of swimmers. Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours.
12.0 SUNDRY SERVICES	
12.1 Luggage, Lost and found Room	Separate facilities should be available for luggage storage and arrangements for safe keeping of lost and found items.
12.2 Sale of Sundry Items	Depending on the location of the establishment, provisions should be made for sale of such items as phone cards and postage stamps.

12.3 Room Service	Should be available, on request
12.4 Laundry Services	Should be available
13.0 MANAGEMENT	
13.1 Management	The general direction of operations should be under the supervision of a competent person.
13.2 Staff	Should be adequate, well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned.
13.3 Health	All staff should be medically fit and examined regularly, in line with statutory health regulations

C: HOSTELS

1.0 LOCATION	
1.1 Management	The location should be suitable for a hostel and should be in harmony with the natural and built up environment, and in compliance with the local government regulations
2.0 BUILDING	
2.1 Autonomy of Building	Should be constructed in conformity with the Building Code, and should have a separate and independent access for guests, staff and for deliveries.
2.2 Design and Architectural Features	Should be of modest style and beauty, in harmony with the physical built up, natural and cultural environment
2.3 Capacity	Should have a minimum of ten beds
2.4 Corridors, Staircases and Hallways	Should allow easy passage and be well lit. where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather.
2.5 Maintenance	The entire premises should be kept in good state of repair, at all times.
2.6 Regulation of Temperature	Natural and/or mechanical ventilation should be adequately provided for.
2.7 Lighting	Natural and/or artificial lighting should be provided for, in all areas of the hostel.
3.0 RECEPTION AREA	
3.1 Reception	There should be an designated to receive and welcome Guests
3.2 Information Service	Relevant guest information should be provided
3.3 Safe Deposit Service	Should be available
3.4 Languages	Front office staff should be able o speak English/French and Kiswahili
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)	
4.1 Size, Features and Facilities	Should be adequate and in any case not less than an aggregate of half sq metre guest bed, preferably with some entertainment facilities
4.2 Information	Information desk on tourist sites and facilities is recommended

4.3 Furniture and Furnishings	Should be adequate, of good quality, functional and well maintained
4.4 Floors and Walls	Should be hygienic, clean and well maintained
4.5 Communication	Facilities should be provided, on a 24 hour basis
4.6 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water should be available
4.7 'Courtesy of Choice'	'Smoking and Non Smoking' zones should be identified and clearly indicated
5.0 DINING ROOM	
5.1 Size, Features and Facilities	Should be adequate in proportion to the capacity of the hostel, and food production areas. It should be well lit, ventilated, equipped and maintained in a wholesome manner.
5.2 Furniture and Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons should be provided
5.3 Interior Decoration	Should be modest, with harmony of colours
5.4 Floors, Walls and Ceilings	Should be structurally sound and well maintained to support high standards of cleanliness and hygiene
5.5 Menu	Priced menu and beverage list should be appropriately presented
5.6 Music	Soft background music should be available
5.7 Function Areas	Should be available
6.0 BAR	
6.1 Features and Facilities	Where available, should be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations
7.0 KITCHEN	
7.1 Features, Fittings and Facilities	Should be proportionate to the capacity of the dining room and other eating outlets, appropriately lit, adequately ventilated, equipped and maintained in a wholesome manner
7.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods should be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen. No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
7.3 Waste Collection and Storage	There should be sufficient number of separate waste bins, preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended
7.4 Refuse and Waste Disposal	Waste should be collected on a regular basis and disposed of, in line with appropriate waste management standards and environmental protection regulations
7.5 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition at all times

7.6 Staff	There should be suitably trained and experienced staff supervised by a well trained and experienced Cook. All staff should be well groomed and protective clothing should be provided
8.0 GUEST ROOMS	
8.1 Size	Should not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space.
8.2 Lighting and Ventilation	Adequate natural and/or mechanical ventilation should be provided
8.3 Safety and Privacy	Each guest room door should be properly numbered and fitted with a lock. Appropriate security measures should be in place and maintained at all times.
8.4 Fittings, Furniture and Equipment	Every guest room should be fitted with a simple, clean but comfortable bed of not less than 190 cm x 90 cm as a single bed and/or 190 cm x 120 cm as a double bed and appropriate mattresses. The room should be functionally equipped
8.5 Furnishings and Linen	Where appropriate, suitable linen, furnishings and curtains should be adequately provided.
8.6 Change of Linen	Should be done after every two nights of use or with every new guest or as otherwise necessary
8.7 Information in Bedroom	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided. All information should be provided in Kiswahili and English/French
9.0 GUEST BATHROOM	
9.1 Features and Facilities	There should be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not en suite. When en suite, Bathroom WC should be of not less than 3.5 sq. m, with a shower or bath tub. The facilities should be maintained in hygienic conditions at all times. Gender segregation should be observed and neatly indicated in signs, which are legible, even at night
9.2 Fittings and Equipment	Should be simple and in good working condition, including a shower with mixer, WC, toilet paper holder, wash hand basin with running water, a reasonably sized mirror, towel and grab rails, clothes hooks/hangers and amenities shelf/shelves.
9.3 Floors, Walls and Ceilings	Good impervious non slip materials should be used
9.4 Shaver Outlets and Sockets	An adequate number should be provided on the premises.
9.5 Towels	At least one bath size towel of good quality should be provided per guest and should be changed after every two nights.
9.6 Supplies in the Bathroom	When ensuite, the following should be supplied in each bathroom: Ashtray, sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest
10.0 HYGIENE AND SANITATION	
10.1 Cloak Rooms	Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms should be clean, functional and well maintained, with at least the following provided. A wash hand basin, hygienically operated, running hot and cold water and soap; Toilet paper; Sanitary bin with liner and lid; Facilities for Disabled; Urinals with running water and

	drainage; The entrance to the cloakroom from adjacent public rooms should have air locks.
10.2 Staff Changing Rooms	Should be segregated and adequate, in proportion with the number of staff Lockers, full length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained.
10.3 Refuse Disposal	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations.
10.4 Sewage	Drainage should be connected to the sewage disposal of the town, where applicable, where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system in line with the Building Code and health standards as well as environmental protection regulations.
10.5 Vermin Proofing	All areas of the hostel should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects.
10.6 Water Supply	All water provided for guest use should be potable and approved for drinking by relevant authorities. Where drinking water is not obtained from a public source, Management should ensure that the same is tested, at least three times a year, by competent authority. Where the test indicates that the water is not wholesome, Management should post Notices in each guest room, tap or source, to that effect.
10.7 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown
10.8 Service and Preparation Areas	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
11.0 SAFETY AND SECURITY	
11.1 Fire Protection	Adequate and appropriate fire fighting equipment should be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms and detectors should be installed. All staff should be familiar with available fire fighting equipment and their use. Every establishment should have an in-house fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. Statutory fire safety notices should be prominently displayed.
11.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws
11.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
11.4 Emergency Power	There should be appropriate alternative sources of power as back up to the main supply
11.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
11.6 Safety of Swimmers	Adequate precaution should be taken in hostels with swimming pools, for the health and safety of swimmers. Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours

12.0 SUNDRY SERVICES	
12.1 Luggage, Lost and Found Room	Separate facilities should be available for luggage storage and safe keeping of lost and found items
12.2 Sale of sundry Items	Depending on the location of the establishment, provisions should be made for sale of such items as phone cards and postage stamps
12.3 Room Service	Should be available, on request
12.4 Laundry Services	Should be available
13.0 HUMAN RESOURCE	
13.1 Management	The general direction of operations should be under the supervision of a competent person
13.2 Staff	Should be well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned
13.3 Health	All staff should be medically fit and examined regularly in line with statutory health regulations
14.0 GENERAL	
14.1 Lifts	Guest lifts should be provided for buildings of more than four storeys, including ground floor. Local Building Code should be applied.
14.2 Parking Facilities	Adequate and secure parking facilities should be provided for guests. Disabled/handicapped persons should be catered for
14.3 Shopping Facilities	A boutique/shop stocking items essential for guests should be available
14.4 Entertainment and Recreation	Some form of entertainment should be provided
14.5 Outdoor Area	Where applicable, some landscaping should be done and be well maintained.
14.6 Swimming Pool	Not essential, but where swimming pool is available, there should be. Treatment room and filtration plant. A separate pool for children. Beds and mattress, Swimming pool lifeguard, at all times.
14.7 Hostel Insurance	Should be covered by public liability insurance and other statutory insurance policies
14.8 Facilities for Disabled/Handicapped	Adequate and appropriate facilities should be provided.

D: APPROVED CAMPING/CARAVAN SITES

1.0 LOCATION	
1.1 Site and Environment	Should be suitable for a camping/caravan site. Where a site is located within town boundaries, the facility should be in harmony with natural and built up environment and in compliance with local government regulations. Where the site is located outside town boundaries, the facility should be in harmony with the surrounding natural and cultural environment, and offer attractive scenery. In addition, the facility should be in conformity with applicable local laws and regulations, including those governing National Parks, Game Reserves and Conservation Areas
1.2 Accessibility	There should be clear direction signage leading to the site, at appropriate intervals and/or strategic places
1.3 Parking	Parking facilities for vehicles and caravan should be clearly demarcated

	and indicated
1.4 Environmental Conservation	Effective measures should be in place to ensure that the environment is not affected, by waste, refuse and pollution through the operations of the site, in line with appropriate environmental laws
2.0 BUILDING	
2.1 Structure	There should be a central structure appropriately fitted to facilitate proper management and operation of the site
2.2 Reception	There should be a clearly demarcated area where guests can be formally received. Information on the use of the site and of other tourist interest should be available
2.3 Communication	There should be effective means of communication
2.4 Information Services	Literature covering services, essential emergency telephone numbers and other important/relevant information should be provided. All information should be provided in Kiswahili and English/French.
3.0 WALKWAYS	
3.1 Features and Facilities	Should be distinctive, and of all weather surfaces, preferably with clear signage, which are legible, even at night, should be well maintained.
4.0 EATING AREA	
4.1 Features and Facilities	Should be adequately and appropriately provided for. Where food and/or drinks are provided, priced menu and beverage list should be appropriately presented.
5.0 SERVICES	
5.1 Food Preparation	A shed providing basic facilities for cooking should be provided
5.2 Washing	Separate basic facilities for washing clothes and cleaning utensils, in proportion to the size of the site, should be provided
5.3 Waste Collection, Storage and Disposal	There should be appropriate waste storage and disposal facilities, which meet the local health standards and environmental regulations
5.4 Shades and Shelters	There should be enough provision for appropriate natural or man made shelters/shades
6.0 HYGIENE AND SANITATION	
6.1 Guest Conveniences	Should be adequate and properly ventilated in proportion to the capacity of the site. Gender segregation and privacy should be observed and indicated
6.2 Drainage and Sewage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health standards and environmental regulations
6.3 Vermin Proofing	Efforts should be made to minimize possibility of invasion by stray dogs, cats, vermin, pests and insects
6.4 Cleaning	There should be appropriate tools and manpower for cleaning the premises
7.0 WATER SUPPLY	
7.1 Quality	All water provided for Guest use should be suitable and approved for drinking by relevant authorities

7.2 Testing	Where drinking water is not obtained from a public source, the Management should ensure that the same is tested at least three times a year, by a competent authority. Where the test indicates that the water is not wholesome, the Management should post Notices in prominent places, taps or sources, to that effect.
8.0 SAFETY AND SECURITY	
8.1 Safety and Security	Subject to provisions of local and national laws, the site should be secured against intrusion by wild animals and/or unauthorized persons. Appropriate security measures should be in place and maintained at all times
8.2 Fire Protection	Adequate and appropriate firefighting equipment should be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention by-laws. All staff should be familiar with available firefighting equipment and their use. Fire drill exercises for staff should be carried out regularly. Statutory fire safety notices should be prominently displaced
8.3 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws
8.4 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
8.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
8.6 Insurance	Appropriate public liability insurance and other statutory insurance policies should be taken
8.7 Rescue	Sites in remote locations should have practical rescue and evacuation arrangements
9.0 MANAGEMENT	
9.1 Management	A competent person should supervise the site. An appropriate number of staff with relevant skill and attitude should be available to assist Guests.

SECOND SCHEDULE

Classification Certificate and Classification Plaque

Descriptions

(a) Classification Certificate

- (a) Type of paper – white textured manila.
- (b) Size – width 9 5 inches; Height 12.5 inches.
- (c) The Logo to be on the Left hand side and Kenya Coat of Arms to be on the Right hand side and both should be in appropriate colours and design as they appear on the letterheads of East African Community and Kenya respectively. The East African Community Logo and Kenya's Coat of Arms should be of the same size.
- (d) Name of issuing authority should appear immediately below the Logo and the Coat of Arms. The length of the name of the Authority should be centred; Font- Times New roman – 30 Points.
- (e) Name of the issuing authority should be 1.5 cm above the words "Certificate of Classification "
- (f) Certificate borders will be in colours of the East African Community and should be 12 mm wide.
- (g) The Watermark should feature the East African Community Logo in the middle of the Certificate.
- (h) The name "East African Community" should appear respectively throughout the Certificate as part of the background for security purposes.
- (i) The Certificate of Classification should be security printed.
- (j) The word "Certificate of Classification" should be 1.5 cm below the name of the Ministry and will be Red in Colour.
- (k) The Serial Number will appear on the Left hand side while the date will appear on the Right hand side below the Signatures
- (l) The Seal should be placed at the bottom center below the signatures.
- (m) Signatures of the officials from the Authority should appear on the Bottom Right and Left hand side
- (n) The word "Terms and Conditions apply" to appear at the bottom of the Certificate on the Right hand side.

(b) Classification Plaque

- (a) Material used to make the shield should be Brass.
- (b) The name "" will appear at 5.5 cm from the top edge of the Plaque. Its dimension should be Fond Americana of Fond Size 30.
- (c) The East African Community Logo and Kenya's Coat of Arms will appear below the name "." However, the name Kenya will not appear on the Plaque.
- (d) The Names of the issuing authority will appear on the Plaque below the Logo and the Coat of Arms.
- (e) The name of the issuing authority will appear at 17.5 cm from the top edge of the Plaque. Its dimension should be Font Americana of Fond Size 30
- (f) The words Valid until the year should be indicated at the bottom of the Plaque.

- (g) The Stars should be Gold in colour and should stand individually. The size of the Stars should be 2x2 cm base, 3 dimensional.
- (h) Shape – The shape of the Shield shall be as shown in the Second Schedule.
- (i) The Stars appearing on the Plaque will be studded.
- (j) The Grade (1 Star, 2 Star, 3 Star, 4 Star or 5 Star Bronze, Silver, Gold) will be placed below the studded Stars and engraved in solid letters. The Font of the Grade will be the "Broadway Bold – 26 Points.
- (k) The Plaque will be mounted on a rectangular wooden board whose dimensions will be as follows:
 - (i) Full Width of the entire mounting frame is 12 inches;
 - (ii) Full Height of the entire mounting frame is 16 inches;
 - (iii) Full width of the Plaques Shield is 10.5 inches; and
 - (iv) Full Height of the Plaque Shield is 13 inches.
- (l) The mounting board should be 3 layered (The outer layer being 12x16 inches while the inner border being 11x15 inches).

THIRD SCHEDULE**Form 1***Application for license/renewal/the variation of License to carry on the regulated tourism and hospitality activity or service*

I hereby apply for a License/Renewal/the Variation of License to carry on the regulated tourism and hospitality activity or service.

1. Name of Company/Person to be licensed (The Company or persons name should be stated in full).....
2. Physical address: Town Street/Road L.R. No.....
 Name of building..... Floor Room.....
 Postal address: P.O. Box Code..... Town.....
 Telephone..... Fax..... Email.....
3. Income Tax Personal Identification Number (PIN)
4. Short description of the applicants licensable activity or service
5. Registration certificate Certificate No. Date:
6. Name and address of the bank or financial institution where business account is maintained.....
7. Personal details:
 - (i) State whether any of the partners/directors/shareholders is an undischarged bankrupt. (If so, indicate the names).

 - (ii) State whether any of the partners/directors/shareholders have a beneficial interest in any other business licensed to provide or operate tourism activities and services.

 - (iii) Has any previous application by you been rejected under the Act? (If so, give details).

 - (iv) Has any previous license granted to you under the Act been revoked, cancelled or suspended? (If so, give details).

8. Full name(s) of proprietor(s) or managing director if a Limited Company

9. Postal and residential address(es) of person(s) named in (8) above

10. Age, country of birth, present nationality of persons named in (8) above
11. In the of case hotels and restaurants,
 - (a) total sales for the past calendar year;
 - (b) total number of beds;
 - (c) tariff.
12. If this application is for the variation of an existing license, the details of the variation required, and the reasons

13. If a license has been held previously, the reasons for any material difference between the particulars given in the two applications

14. Declaration

I/We hereby certify the information we have provided in this application is true and correct.

I/We also understand that it is an offence under the Act and the Penal Code to give false information in support of any application.

Name.....Designation.....

Date.....Signature.....

FOR OFFICIAL USE ONLY

The applicant MEETS/DOES NOT MEET the licensing requirements and is hereby RECOMMENDED/NOT RECOMMENDED for approval of licensing (with or without conditions) to undertake:

The reasons for not recommending the applicant are as follows:.....

Name..... Designation.....

Signature.....Date.....

Official stamp

FORM 2

License to carry on Regulated Tourism and Hospitality Activity or Service

LICENSE is hereby granted to.....

to carry on the following regulated tourism and hospitality activity or service:

Name of regulated tourism and hospitality activity or service

.....

Designated area of business

.....

Class of regulated tourism and hospitality activity or service

.....

on condition that the licensee shall report in writing to the Authority without delay-

(i) any occurrence which brings death or injury to a tourist;

(ii) any major disruption of the itinerary of a tourist, being a tourist taking part in a tour with which the licensee is concerned;

This License is valid up to 31st day of

Date.....

Director General

Tourism Regulatory Authority

Signature/Seal stamp

(r.18 (3), 20(3))

FOURTH SCHEDULE

License fees payable by various types of regulated tourism activities and services

The license fees for regulated tourism activities and services are as follows:

(a) Class "A" Enterprises

	<i>Enterprises</i>	<i>Description</i>	<i>License Applicat ion Fee (Kshs)</i>	<i>Annual License Fee (Kshs)</i>	<i>License Renewal Fee (Kshs)</i>
1	Hotels	With bed capacity of one to ten beds and /or minimum total charge for accommodation per night is over Kshs. 1,500.	1,000	6,000	6,000
		With bed capacity of one to ten beds and/or minimum total charge for accommodation per night is over Kshs. 1,500.	1,000	8,500	8,500
		With or without at least one restaurant and/or minimum total charge for accommodation per night is less than Kshs. 1,500.	1,000	11,000	11,000
		With or without at least one restaurant and/or bed capacity of between 11 to 40 beds and minimum total charge for accommodation per night is over Kshs. 1,500.	1,000	16,000	16,000
		With more than one restaurant and bar outlets and/or bed capacity of between 41 to 80 beds in addition to function room facility.	1,000	21,000	21,000
		With at least three restaurants bar outlets swimming pool and/or bed capacity of between 81 to 120 beds in addition to function room Facility with more than one syndicate rooms.	1,000	26,000	26,000
		With at least three restaurants, bar outlets swimming pool and/or bed capacity of between 121 to 160 beds in addition to banqueting department and sports facilities.	1,000	31,000	31,000
		With at least three restaurants, bar outlets swimming pool, banqueting department, sporting facilities and/or bed capacity of between 161 to 200 beds in addition to health club.	1,000	36,000	36,000
		With at least three restaurant bar	1,000	41,000	41,000

	<i>Enterprises</i>	<i>Description</i>	<i>License Applica- tion Fee (Kshs)</i>	<i>Annual License Fee (Kshs)</i>	<i>License Renewal Fee (Kshs)</i>
		outlets, swimming pool, banqueting department, sporting facility, health club and/or bed capacity of between 201 to 300 beds in addition to casino.			
		With at least three restaurants, bar outlets swimming pool, banqueting, sporting facility health club, a casino and/or bed capacity of above 301 beds in addition to golf or racecourse	1,000	46,000	46,000
2	Members Club		1,000	11,000	11,000
3	Motels		1,000	11,000	11,000
4	Inns		1,000	11,000	11,000
5	Hostels		1,000	11,000	11,000
6	Health and Spa Resorts		1,000	26,000	26,000
7	Retreat Lodges		1,000	26,000	26,000
8	Ecolodges		1,000	21,000	21,000
9	Tree houses		1,000	21,000	21,000
10	Floatels		1,000	21,000	21,000
11	Service flats		1,000	26,000	26,000
12	Service Apartments		1,000	26,000	26,000
13	Beach Cottages		1,000	21,000	21,000
14	Holiday cottages		1,000	26,000	26,000
15	Game Lodges	Conventional game lodge with at least one restaurant, bar/or bed capacity of between one to twenty beds.	1,000	21,000	21,000
		Conventional game lodge with at least two restaurants, bar and/or bed capacity of between 21 to 60 beds in addition to swimming pool.	1,000	26,000	26,000
		Conventional game lodge with at least two restaurants, bar, swimming pool and/or bed capacity of between 61 to 100 beds in addition to function room	1,000	31,000	31,000

	<i>Enterprises</i>	<i>Description</i>	<i>License Application Fee (Kshs)</i>	<i>Annual License Fee (Kshs)</i>	<i>License Renewal Fee (Kshs)</i>
		facilities.			
		Conventional game lodge with at least two restaurants, bar, swimming pool, function rooms and/or bed capacity of above 101 beds in addition to health clubs and any other sporting facilities	1,000	36,000	36,000
16	Tented Camps		1,000	51,000	51,000
17	Safari and mobile camps		1,000	51,000	51,000
18	Bandas		1,000	21,000	21,000
19	Cultural homes and centres		1,000	2,000	2,000
20	Villas		1,000	26,000	26,000
21	Homestays	Economy	500	1,000	1,000
		Standard	500	2,000	2,000
		Executive	500	3,000	3,000
22	Guest houses		1,000	11,000	11,000
23	Time shares		1,000	26,000	26,000

(b) Class "B" Enterprises

The License fee for Class "B" Enterprises is based on gross receipts as follows:

<i>Gross Receipts</i>	<i>License Application Fee (KSh.)</i>	<i>Annual License Fee (KSh.)</i>	<i>License Renewal Fee (KSh.)</i>
A restaurant which has not previously traded.	1,000	8,500	8,500
Annual gross receipts less than KSh. 3 million.	1,000	8,500	8,500
Over KSh. 3 million but not more than KSh. 4 million.	1,000	11,000	11,000
Over KSh. 4 million but not more than KSh. 4.5 million.	1,000	16,000	16,000
Over KSh. 4.5 million but not more than KSh. 5 million.	1,000	21,000	21,000
Over KSh. 5 million but not more than KSh. 5.5 million.	1,000	26,000	26,000
Over KSh. 5.5 million but not more than Kshs. 6 million.	1,000	31,000	31,000
Over KSh. 6 million.	1,000	46,000	46,000

(c) Class "C" Enterprises

	<i>Enterprise</i>	<i>License Application Fee (KSh.)</i>	<i>Annual License Fee (KSh.)</i>	<i>License Renewal Fee (KSh.)</i>
1	Tour or safari operators	1,000	8,000	8,000
2	Tourist service vehicle hire	1,000	8,000	8,000
3	Local air charter	1,000	8,000	8,000
4	Travel agency	1,000	8,000	8,000
5	Water sports	1,000	8,000	8,000
6	Balloon operators	1,000	8,000	8,000
7	Boat excursions	1,000	8,000	8,000

	<i>Enterprise</i>	<i>License Application Fee (US \$)</i>	<i>Six Months' License Fee (US \$)</i>
8	Foreign Registered Tourist Vehicles	-	500

(d) Class "D" Enterprises

	<i>Enterprise</i>	<i>License Application Fee (KSh.)</i>	<i>Annual License Fee (KSh.)</i>	<i>License Renewal Fee (KSh.)</i>
1	Game fishing outfitters	1,000	6,000	6,000
2	Enterprises offering camps and camping equipment for hire	1,000	6,000	6,000
3	Nature parks	1,000	6,000	6,000
4	Nature reserves	1,000	6,000	6,000
5	Nature trails	1,000	6,000	6,000
6	Game ranches	1,000	75,000	75,000
7	Amusement parks	1,000	6,000	6,000
8	Non-citizen tour leaders or guides	1,000	6,000	6,000

(e) Class "E" Enterprises

	<i>Enterprise</i>	<i>Licence Application Fee (KSh.)</i>	<i>Annual Licence Fee (KSh.)</i>	<i>Licence Renewal Fee (KSh.)</i>
1	Local traditional boat operators	500	2,000	2,000
2	Professional safari photographers	500	2,000	2,000
3	Curio vendors	500	2,000	2,000
4	Private zoos	500	2,000	2,000
5	Citizen tour leaders or guides	500	2,000	2,000
6	General vendors	500	2,000	2,000
7	Beach operators	500	2,000	2,000

(f) Class "F" Enterprises

<i>Enterprise</i>	<i>License Application Fee (KSh.)</i>	<i>Annual License Fee (KSh.)</i>	<i>License Renewal Fee (KSh.)</i>
Entertainment facilities	1,000	20,000	20,000

(g) Class "G" Enterprises

<i>Enterprise</i>	<i>License Application Fee (KSh.)</i>	<i>Annual License Fee (KSh.)</i>	<i>License Renewal Fee (KSh.)</i>
Conference and event services	1,000	20,000	20,000

(r 9)

FIFTH SCHEDULE

FEES FOR CLASSIFICATION REGISTER ON REQUEST AND INSPECTION OF THE
CLASSIFICATION FOR TOURISM ENTERPRISES.

1. Any enterprise that wishes to be re-classified on request shall pay to the Authority a fee of Kshs 50,000.
2. Anyone who wishes to inspect the classification register will pay to the Authority Kshs. 3,000.

(r 24)

SIXTH SCHEDULE

The duration for employment of expatriates in the tourism sector whose employment the Authority has approved under regulation 24 will be valid as follows:

	<i>Qualifications</i>	<i>Duration</i>
1	Diploma in Hospitality and Tourism or equivalent and below	12 Months
2	Degree or Higher National Diploma in Hospitality or Tourism or equivalent	18 Months
3	Post Graduate qualifications in Hospitality or Tourism	24 Months

Dated the 25th August, 2014.

PHYLIS KANDIE,
Cabinet Secretary for East African Affairs, Commerce and Tourism.

