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S.I. 84 of 2023

TOURISM DEVELOPMENT ACT, 2019

(Act 8 of 2019)

Tourism Development (Standards) Regulations, 2023

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SCHEDULES

S.I. 84 of 2023**TOURISM DEVELOPMENT ACT, 2019***(Act 8 of 2019)***Tourism Development (Standards) Regulations, 2023**

In exercise of the powers conferred by section 18 read with sections 6, 8 and 10 of the Tourism Development Act, 2019 the Minister responsible for tourism makes the following regulations—

Citation

1. These Regulations may be cited as the Tourism Development (Standards) Regulations, 2023.

Interpretation

2. In these Regulations, unless the context otherwise requires—

“dive centre” means a person or a body of persons engaged in the teaching of diving;

“dive operator” means a person or a body of persons engaged in conducting diving excursions;

“hire craft” means a boat let on hire for fishing as a sport or for recreational purposes only and includes the hiring of any part of such boat;

“restaurant” means any establishment that prepares, cooks and serves meals and beverages for sale to customers either on a self-service or full-service basis; and

“water sport” means a person or body of persons engaged in offering any recreational activity or sport that takes place in or on water, including swimming, snorkeling, surfing, sailing, kayaking, jet ski, floating water parks.

Minimum requirements

3.(1) The minimum requirements for the activities specified in paragraphs (a) and (b) shall be as specified in the First Schedule.

- (a) Accommodation Establishments—
 - (i) Hotels;
 - (ii) Island Resorts;
 - (iii) Guesthouses; and
 - (iv) Self-Catering Apartments (Standard Apartments and Studio Apartments)
- (b) Tourism Enterprises—
 - (i) Restaurant;
 - (ii) Hire Craft;
 - (iii) Water Sports;
 - (iv) Dive Centre and Dive Operator;
 - (v) Travel Agent;

(2) Before issuing a new licence or granting renewal of a licence, the Seychelles Licensing Authority or Seychelles Maritime Safety Authority shall be satisfied that the accommodation establishment or the tourism enterprise meets all the minimum requirements specified in the First Schedule.

(3) The Ministry shall notify the accommodation establishments, restaurants and other tourism enterprises in writing or by email at least three days in advance about the inspection visits for recommendations for any of the following—

- (a) new licences;
- (b) renewal of licences; and
- (c) monitoring visits.

(4) Notwithstanding sub regulation (2), the Ministry shall carry out inspections of all licensed accommodation establishments and tourism enterprises, at least once in a year or as may be deemed necessary, with or without notice, to ensure the compliance with the minimum requirements specified in the First Schedule.

(5) The Ministry may issue in writing, timeframes and grace periods by which the accommodation establishments and tourism enterprises shall conform to the minimum requirements specified in the First Schedule.

(6) The Ministry may in consultation with the relevant regulatory body, call for the operators of accommodation establishments and tourism enterprises who have failed to comply with recommendations after the set timeframes for a meeting, to discuss their plan of action for compliance with the recommendations under sub regulation (4).

(7) Where a licensee fails to comply with the minimum requirements, the Inspector shall recommend to the Licensing Authority for the suspension or revocation of the licence.

Classification system

4.(1) The Seychelles National Classification System and Seychelles Secrets Standards for accommodation establishments shall be as specified in the Second Schedule.

(2) Grading under the classification system shall be mandatory for every accommodation establishment having 51 rooms or more.

(3) Grading under the classification system shall be optional for accommodation establishment having 50 rooms or less.

(4) The Seychelles National Classification System shall grade accommodation establishments as follows—

(a) For hotels and island resorts—

- (i) Five Star;
- (ii) Four Star;
- (iii) Three Star;
- (iv) Two Star;
- (v) One Star.

(b) For small hotels having 15 rooms and less, self-catering establishments and guesthouses of any size –

- (i) Seychelles Secrets Gold;
- (ii) Seychelles Secrets Silver;
- (iii) Seychelles Secrets Bronze.

(5) The Ministry shall classify or grade accommodation establishments in accordance with the National Classification System specified in the Second Schedule.

(6) The National Classification System under subregulation (1) may be revised every 2 years, taking into consideration the changing trends and guest expectations in the tourism industry.

(7) The Ministry shall classify or grade accommodation establishments in accordance with the National Classification System specified in the Second Schedule, once every 2 years.

(8) The process for classification of accommodation establishments having 51 rooms and more and the establishments voluntarily entering the Seychelles National Classification System shall be as follows—

- (a) the Ministry shall carry out classification inspection by giving 14 days notice in writing or through email, to determine the classification of the applicant prior to granting a grade;
- (b) the accommodation establishments shall be provided with an application form at the time of the notice and the accommodation establishments shall be required to duly fill in the form and return it to the Ministry with confirmation of the proposed date for inspection or an alternative date within seven days of receiving the notice and application form;
- (c) the application form shall be accompanied with instructions which specifies the additional documents and information to be provided by the accommodation establishments along with the application form;
- (d) the accommodation establishments shall ensure that all the requested documents are duly submitted prior to their classification inspection;
- (e) the accommodation establishments shall ensure that a responsible person representing the accommodation establishment is available on the day of the scheduled visit to

assist the inspectors and provide information as may be requested at the time of the inspection.

- (9) The classification or grade issued shall be—
- (a) in the form of a plaque with star insignia for accommodation establishments to be star rated;
 - (b) a framed certificate for accommodation establishments to be graded under the Seychelles Secrets Programme;
 - (c) valid for a period of 2 years.

(10) The plaque issued under sub regulation (9) shall be affixed on the accommodation establishment, at the main entrance, where it shall be conspicuously visible and unobstructed.

(11) The framed certificate issued under sub regulation (9) shall be placed at the reception area or mounted on the wall within the reception area, where it shall be conspicuously visible and unobstructed.

(12) An accommodation establishment which is not graded under regulation 4, but uses a grading insignia, star or the Seychelles Secrets Logo in their marketing and advertisements, commits an offence and shall be liable on conviction to a fine not exceeding SCR100,000.

(14) An accommodation establishment displaying ratings obtained from guest reviews on its online booking platforms or marketing advertisements shall specify that the ratings are given by its guests and are not related to the Seychelles National Classification System.

(15) No destination management company, tour operator, travel agent or online booking platform registered in the Seychelles shall market or advertise an accommodation establishment with a grade by using the star insignia or Seychelles secrets logo, unless the grade has been granted by the Ministry.

Appeals Board

5.(1) A person shall not be appointed as Chairperson or member of the Appeals Board unless he or she holds a degree recognised by the Seychelles Qualifications Authority and has 10 years' experience in the activities of the accommodation establishment or the tourism enterprise.

(2) The Appeals Board and its Secretariat shall be paid such remuneration as set out in the Remuneration Policy and Framework on Fees for Boards and Government Committees.

(3) The Section responsible for the implementation of the Seychelles National Classification System, within the Ministry shall act as the Secretariat for the Appeals Board.

(4) The schedule of meetings of the Board shall be decided upon by the Board at its first meeting.

(5) The secretariat shall be responsible for organising the logistics of meetings, taking and recording of the minutes of the meetings and ensuring that all relevant documents are available for the meetings.

Fees

6.(1) The fee for inspection of the following activities in the accommodation establishment or the tourism enterprise shall be as specified in the Third Schedule—

- (a) classification;
- (b) follow-up visits for compliance with the classification criteria and minimum requirements; and
- (c) where, an appeals request requires an accommodation establishment to be re-assessed.

(2) Notwithstanding the fees specified in the Third Schedule, accommodation establishments or tourism enterprises based on islands other than Mahe, Praslin and La Digue shall make available transportation for inspection visits of their respective business establishment at their own cost.

(3) Where it is required for an inspector to stay overnight at an accommodation establishment for the purpose of inspection, the respective business establishment shall make available such accommodation on full board for the duration of the stay at their cost.

Complaints

7. The Ministry shall investigate any complaint made against a licensed accommodation establishment or tourism enterprise and advise the accommodation establishment or the tourism enterprise to take remedial actions and fix a time frame for such remedial actions, as may be necessary.

Contravention of regulations

8.(1) A licensed accommodation establishment or tourism enterprise is in contravention of these Regulations, if it —

- (a) fails to maintain the minimum requirements specified for the type of licence or classification;
- (b) fails to display or market itself in accordance with the classification specified by the Ministry;
- (d) fails to fill in and return the classification application form within 7 days of receipt of the form with a confirmation of date of visit or with a proposal of an alternative date;
- (e) fails to take remedial actions when advised by the Ministry;
- (f) advertises itself with the local grading insignia; stars or Seychelles secrets Logo where this has not been granted by the Ministry;
- (g) advertises an accommodation establishment with the local grading insignia; stars or Seychelles secrets Logo where this has not been granted by the Ministry;
- (h) refuses to allow entry into the premises for an inspector to conduct his or her inspection duties; or
- (i) obstructs an inspector in any way in the discharge of his or her inspection duties.

(2) The following actions may be taken against any accommodation establishment or tourism enterprise, if it fails to comply with any of the provisions of these Regulations —

- (a) imposition of a monetary fine not less than SCR1000 and not more than SCR100,000;
- (b) reduction of the classification;
- (c) temporary suspension of the classification or grading;
- (d) revocation of the classification or grading; or

- (e) recommendation for suspension or revocation of the licence, to the Seychelles Licensing Authority or the Seychelles Maritime Safety Authority.

Appeal

9.(1) An accommodation establishment or tourism enterprise, aggrieved by a decision of the Ministry in respect of—

- (a) the classification grade granted; or
- (b) penalty imposed,

may within 14 days from the date of receipt of the copy of the decision, appeal to the Appeals Board.

(2) An accommodation establishment or tourism enterprise who is aggrieved by any decision of the Ministry in respect of—

- (a) recommendation for temporary suspension; or
- (b) revocation of a licence,

may within 14 days from the date of receipt of the copy of the decision, appeal to the Seychelles Licensing Authority or the Seychelles Maritime Safety Authority.

(3) The Appeals Board shall determine the appeal within 21 days from the date of receipt of the appeal and completing the filing of required documents by—

- (a) confirming the decision of the Ministry;
- (b) varying the decision;
- (c) quashing the decision; or
- (d) making an order directing the Ministry to reconsider the decision through a re-assessment by a different inspector.

(4) Any person aggrieved by the decision of the Appeals Board under subregulation (3), may lodge an appeal to the Supreme Court within a period of 30 days from the date of the communication of the decision of the Appeals Board.

Compliance

10. Every accommodation establishment shall, within 3 months of the coming into operation of these Regulations comply with the minimum requirements under regulation 3(1) as specified in the First Schedule.

FIRST SCHEDULE*[regulation 3(1)]***MINIMUM REQUIREMENTS FOR HOTELS**

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

1.0 ACCESS:

- 1.1 **Access to property:** Access should be in the form of one entrance to the property with separate access into the building, i.e., two separate doors; one for guests (front of house) and one for staff and loading (back of house). Where an entrance or driveway is applicable, the minimum width should be 3.5 metres wide with a lay-by to service fire engines in case of an emergency.
- 1.2 **Signboard:** Signboard with full name of the hotel shall be displayed in a prominent place. It shall be in good condition. Where hotels are located on islands other than Mahe, Praslin and La Digue and is the only hotel on the island, this criteria is not applicable as a minimum requirement.
- 1.3 **Boundary wall or fencing or hedges:** Where available, the same should be well maintained, in a good state of repair and clean.
- 1.4 **Gate:** Where available, it shall be in good working condition, well painted and clean.
- 1.5 **Security kiosk:** where available, this should meet the below requirements:
 - 1.5.1 Roofs, roof eaves and fascia boards shall be in good condition and clean.
 - 1.5.2 Ceilings shall be in good condition and clean.
 - 1.5.3 Walls shall be in good condition and clean.
 - 1.5.4 Interior shall be clean and tidy.

2.0 PARKING:

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

- 2.1 **Surface:** Surface should be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking slots, the surface shall be either gravel or hard smooth finish.
- 2.2 **Signage:** Parking area should be clearly designated with legible and visible signs.
- 2.3 **Lighting:** Adequate lighting should be available and shall be in good working order.
- 2.4 **Buggy parking:** Where hotels provide buggies, a well surfaced buggy parking area with no potholes shall be provided.
- 2.5 **Bicycle parking** shall also be available for hotels on La Digue and should be well surfaced with no potholes.

3.0 EXTERIOR:

- 3.1 **Grounds and Gardens:** All grounds and gardens under the control of the operator shall be neat and appropriately maintained.
- 3.2 **Signage:** There shall be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage.
- 3.3 **Lighting:** All paths shall be well lit and directional signage should be provided to guide the guests to their rooms. Lighting throughout the property shall be available, adequate and in good working order.
- 3.4 **Assembly point:** Assembly Point in the event of an emergency shall be clearly marked and visible.

4.0 SAFETY AND SECURITY:

A high degree of safety and security shall be maintained at all times. All reasonable precautions shall be taken to ensure the personal safety of guests and to prevent damage or theft of their possessions. This shall be either in the form of security personnel or gadgets.

- 4.1 **Lighting:** There shall be adequate levels of lighting for guest safety and comfort in all public areas, including the staircases and car parking.
- 4.2 **In case of Emergency:** Information on procedures in the event of an emergency and contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele and may also incorporate diagrams.

- 4.3 **Locking device:** Guest rooms shall be equipped with a locking device that permits a guest to lock the door when leaving the room as well as a device to lock the door from inside, when the guest is occupying the room.
- 4.4 **Interconnecting rooms:** Doors to connecting rooms shall be equipped with a deadbolt lock or alternatively a double door system (with each door permitting access from one room only).
- 4.5 **Summoning assistance:** There should be a responsible person on call, 24-hours a day. Procedures for summoning assistance, in particularly after late hours, shall also be made available.
- 4.6 **Medical assistance:** The hotel shall have in place a means to provide or summon medical assistance, when required.
- 4.7 **Insurance Cover:** Every hotel shall have appropriate insurance cover at all times.
- 4.8 **Pest Control:** Appropriate pest control measures should be in place and done regularly in accordance with health regulations for protect against insects or vermin.

5.0 BUILDING:

- 5.1 **Building Design Concept:** There is no specific requirement for the architecture of a building. However, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure shall be the first and foremost blend in with the natural and physical environment and shall meet the requirements of the Planning Authority.
- 5.2 **Environmental Considerations:** Special measures shall be undertaken for environmental matters prior to construction, such as energy efficiency considerations, waste management and building finishes upon completion.
- 5.3 **Universal Access:** Wherever possible, the management or the owner should consider making provision to accommodate disabled people. In doing so, some of the facilities including the grounds should be made accessible to wheelchair users.
- 5.4 **Drainage:** Drainage shall be connected to the central sewage disposal system where available. Where, there is no sewage system, the disposal should be in line with the guidelines of the Planning Authority, Environment and the Health Regulations.
- 5.5 **Back-Up Power Sources:** There shall be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply.

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

5.7 **Water storage:** Water storage facility shall be made available to address water restrictions during the dry season and in case of supply breakdown.

6.0 MAINTENANCE:

The interior and exterior of the building including all the fittings, fixtures and furnishings shall be maintained in good and clean condition and shall be fit for the intended purpose.

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

6.2 Ceiling shall be in good condition and clean.

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

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

7.0 RECEPTION HALL OR LOBBY:

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

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

- (a) 10 to 15 rooms - 25 square meters
- (b) 16 to 25 rooms - 30 square meters
- (c) 26 to 50 rooms - 40 square meters
- (d) 51 rooms and above - 50 square meters.

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

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

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

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

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

- 7.19.1 Beach towel may be provided on request or at a deposit fee.
- 7.19.3 First aid box shall be available and well stocked as per the health requirements.
- 7.19.4 Applicable up to date foreign exchange rates should be conspicuously displayed.

7.20 Public Toilets: Separate toilet facility should be conveniently located in the public areas and these should be provided as per the regulations or requirements of the Planning Authority and the Ministry of Health.

- 7.20.1 Where the toilets at the reception are used to service the restaurant clients of 30 covers and over, the Planning Authority Regulation shall apply.
- 7.20.2 All toilets should be well maintained, clean and frequently checked.
- 7.20.3 A wash hand basin with running water, soap and a drying mechanism (individual cotton towels, disposable paper towels, hot air dryer, etc.) should be provided.
- 7.20.4 Adequate artificial or natural ventilation shall be available.
- 7.20.5 Walls, ceilings and floors shall be of durable materials and in good condition, free from stains, cracks and without missing tiles where applicable.
- 7.20.6 Opaque windows or curtains or blinds shall be provided, if necessary to ensure guest privacy.
- 7.20.7 Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.
- 7.20.8 Mirror should be provided in good condition and clean.
- 7.20.9 Each cubicle door shall have a working lock for privacy.

8.0 BEDROOM:

All bedrooms should be double rooms and have sufficient space to allow freedom of movement for guests and access to all furniture in the room. It should be possible to open all doors and drawers fully. Where bedrooms are provided in the form of suites, the sleeping area should be separate from the sitting area.

8.1 BEDROOM STRUCTURE:

- 8.1.1 **Room Number or names:** Rooms should be provided with a number or name. Room number or names shall be legible and visible.
- 8.1.2 **Room Keys:** Room keys or cards shall be properly identified with appropriate room number or name.
- 8.1.3 **Emergency Evacuation Plan:** Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the hotel's main clientele, shall be framed and hung on or adjacent to the bedroom door.
- 8.1.4 **Doors:** All types of doors are acceptable except for those made of chipboard or plywood. Entrance doors shall be solid, in good condition, clean and fitted with secure locking system to ensure guest privacy inside the room. The minimum

size should be 900 millimeters wide by 2100 millimeters high and by 45 millimeters in thickness.

- 8.1.5 **Bedroom Size:** The minimum size should be 15 square meters (excluding bathrooms, balconies or terraces) and the head room for the major part of the room should be as per the Planning Authority regulations. Hotels built before these standards came into effect shall be exempted from this criteria.
- 8.1.6 **Flooring:** Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 8.1.7 **Walls and ceiling:** Walls and ceiling should be of durable material and in good condition.
- 8.1.8 **Ventilation:** Adequate ventilation, either natural or artificial should be provided. Standing or ceiling fans or air-conditioning units should be in good condition.
- 8.1.9 **Balcony or Veranda:** At least one main or common balcony or veranda for guest use should be provided and same should meet the following specifications;

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

- 8.1.9.2 If the floor of the veranda or balcony is above 1.5 metres from the ground, safety railings should be provided.

- 8.1.9.3 The flooring may vary considerably but should be hard, durable and non-slippery surface, in good condition and clean.

- 8.1.9.4 Walls should be of durable material, in good condition and clean.

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

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

8.2 INTERIOR DÉCOR:

- 8.2.1 **Décor:** Décor should be of good and modest quality, with harmony of colours.

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

8.3 LIGHTING:

- 8.3.1 **Natural Light:** There should be at least one window to allow natural light.

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

- 8.3.3 **Bedside Lights:** There should be a bedside lamp or one bed head light for each person. Bed side lamps should be in good working order. Where a shade or cover is provided, the same should be in good condition and clean.

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

8.4 BEDROOM FURNISHINGS:

Bedroom furniture should include the following—

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

8.4.1 Beds or Mattresses:

- 8.4.1.1 One double or two single beds should be provided. Beds should be in good condition and visually attractive.
- 8.4.1.2 Headboards should be provided and in good condition.
- 8.4.1.3 Single beds should comfortably accommodate an average sized adult (1 metre wide) and double beds for two average sized adults (1.8 metre wide).
- 8.4.1.4 All mattresses are to be comfortable and in good condition.

8.4.2 Bed Linen:

- 8.4.2.1 All linen should be clean and sufficient in quantity.
- 8.4.2.2 Linen should be changed when soiled or at the guest's request.
- 8.4.2.3 Clean mattress protectors should be provided. Same should be free from stains.
- 8.4.2.4 Beds should be covered with appropriate bedspread or valances. These should be changed for each new guest.
- 8.4.2.5 All sleeping spaces should be provided with two bed sheets (one under sheet and one top sheet).

8.4.3 Pillows and Blankets:

- 8.4.3.1 There should be at least one pillow per sleeping space with pillow protectors and pillow cases.
- 8.4.3.2 Extra pillows and blankets may be provided on request.

8.4.4 Wardrobes:

- 8.4.4.1 Each room should have a wardrobe or purpose built hanging space of at least 1.2 metre wide and be in good condition and clean.
- 8.4.4.2 Sufficient good quality identical hangers (minimum 3 hangers per person) should be provided.
- 8.4.4.3 In addition, there should be adequate drawer or shelf and hanging space.

8.4.5 Mirror:

- 8.4.5.1 A full length mirror should be available.
- 8.4.5.2 Ideally a mirror should be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror should be adequate.

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

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

8.5 **BEDROOM AMENITIES:**

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

8.1.2 **Telephones:**

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

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

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

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

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

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

8.5.4.1 Directory of essential services

8.5.4.2 Child minding services

8.5.4.3 Check-out time

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

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

8.5.4.6 Entertainment programmes

8.5.4.7 Room key procedures

8.5.4.8 Room service menu with rates and hours of availability

8.5.4.9 Medical services

8.5.4.10 Food and Beverage Facilities

8.5.4.11 Laundry and dry cleaning

8.5.4.12 Internet facility

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

8.5.4.14 Telephone services - wake up calls, fax etc.

8.5.4.15 Security

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

8.5.4.17 Fire notice

8.5.4.18 Dressing codes

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

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

- 8.5.5.1 Do not disturb sign, making up room sign
- 8.5.5.2 Tea or Coffee making facilities should be available in good condition and clean.
- 8.5.5.3 Waste bins and liners should be kept clean and in good condition.
- 8.5.5.4 Clean drinking glasses
- 8.5.5.5 Sufficient power sockets for the safe use of electrical equipment
- 8.5.5.6 Bedside rugs or mats should be provided and shall be clean, coordinate with the décor and in good condition. Bed slippers may be made available.
- 8.5.5.7 Laundry bags and list (if applicable)

8.1.6 Optional amenities which the hotel may provide include—

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

9.0 BATHROOM:

All bedrooms should have en-suite bathroom facilities with sufficient space to allow freedom of movement and access to all fittings, the minimum dimension should be 6 square metres. Toilet facility may be separate from the bathroom. All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.

9.1 BATHROOM STRUCTURE:

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

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

9.1.3 **Doors:** All doors are acceptable except the chipboards.

9.1.4 **Ventilation:** Adequate ventilation should be provided.

9.1.5 **Lighting:** All bathrooms should be well lit with a light switch near the entrance of the bathroom. (Energy saving lighting is recommended)

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

9.1.7 **Fixtures and Fittings:** Each bathroom should have—

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

9.1.7.2 A grab rail for safety purposes with the bathtub.

9.1.7.3 Drip dry facility should also be available.

9.1.7.4 Wash hand basin should be provided.

9.1.7.5 Standard size mirror over the wash hand basin.

9.1.7.6 Adequate shelf space adjacent to hand basin with sufficient space provided to store two guests' toiletries.

9.1.7.7 Towel rail, towel shelf or equivalent

9.1.7.8 Soap with dish, holder or dispenser. Fresh soap should be provided for each new guest.

9.1.7.9 Toilet and toilet roll holder.

9.1.7.10 Running hot and cold water for bathing should be available at all reasonable times.

9.1.7.11 Hooks for clothes.

9.1.7.12 Electric Shaver Unit.

9.2 **BATHROOM AMENITIES:**

9.2.1. **Basic amenities:** Basic amenities which need to be provided include—

9.2.1.1. Wash hand soap

9.2.1.2. Bathing soap or shower gel

9.2.1.3. Shampoo

9.2.1.4. Toilet paper rolls + extras

9.2.1.5. Tissue box

9.2.1.6. Glasses

9.2.1.7. Hair dryers

9.2.1.8. Bath mat

9.2.1.9. Clean hand and bath towel for each guest

9.2.2. **Optional amenities:** Optional amenities which the hotel may provide include—

9.2.2.1. Conditioner

9.2.2.2. Body lotion

9.2.2.3. Bath foam

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

10.0 PUBLIC AREA:

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

11.0 FOOD AND BEVERAGE:

11.1 RESTAURANT: All hotels shall have at least one restaurant open 7 days a week for at least breakfast and dinner. Adequate sitting capacity shall be available and relative to the maximum occupancy of the property. Service stations should be appropriately located and well stocked with appropriate equipment and cutlery.

- 11.1.1 **Furnishings:** Furnishing should include table and chairs of appropriate height and large enough for uncluttered use. (Plastic furniture on slippery surfaces is not recommended for safety reasons).
- 11.1.2 **Flooring:** Flooring should be of hard durable and non-slippery surface that can be easily cleaned and disinfected. However, if using sand, same should be clean and hygienic.
- 11.1.3 **Walls and ceiling:** Walls and ceiling should be of durable material and in good condition.
- 11.1.4 **Menu and beverage lists:** Menu and beverage list with prices should be made available. Same should be well presented and clean.

- 11.1.5 **Ventilation:** Adequate artificial or natural ventilation shall be available.
 - 11.1.6 **Lighting:** There should be adequate natural and artificial lighting. (Energy saving lighting is recommended)
 - 11.1.7 **Glassware:** There should be sufficient range of glassware appropriate for the service of a range of drinks. All glassware should be in good condition and clean.
 - 11.1.8 **Linen, tablecloths, slipcovers, napkins:** Linen, tablecloths, slipcovers, napkins should be matching and of good quality and in good condition.
 - 11.1.9 **Crockery and cutleries:** Crockery and cutleries shall be adequate, clean and in good condition.
 - 11.1.10 **Upholstery:** Upholstery should match with the general décor and maintained in good condition.
- 11.2 BAR AREA:** It is a basic requirement to have a bar. Bar areas shall be well maintained, clean and hygienic. All equipment including sinks with hot and cold water, chiller and fridge, glass washer, ice machine, storage facility for glassware, dishwasher and wash hand basins shall be in good working order and clean.
- 11.2.1 **Bar Facilities and equipment:** The following shall be provided—
 - 11.2.1.1 Bar display for drinks
 - 11.2.1.2 Updated Beverage list in good condition
 - 11.2.1.3 Basic equipment such as chiller or fridge and glass washer
 - 11.2.1.4 Storage facility for glassware
 - 11.2.1.5 Wash hand basin
 - 11.2.1.6 Sink with hot and cold water
 - 11.2.1.7 Stools, chairs and tables
 - 11.2.2 Walls shall be in good condition and clean.
 - 11.2.3 Ceiling shall be clean and in good condition and well painted.
 - 11.2.4 Floors shall be of hard, impervious surface that is non slippery, clean and without any damage.
 - 11.2.5 Lighting shall be adequate and in good working condition and clean.
 - 11.2.6 Adequate artificial or natural ventilation shall be available.
 - 11.2.7 All furniture should be in good state of maintenance (Plastic furniture on slippery surfaces is not recommended for safety reasons).
 - 11.2.8 Bar display should be adequate and in good condition and clean.

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

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

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

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

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

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

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

11.3 KITCHEN: Kitchen ancillary areas should include a hot kitchen, scullery, cold preparation area, fish cleaning, butchery and dry and cold storage facilities. All kitchen ancillary facilities shall be well maintained, clean and hygienic. All equipment, appliances and facilities shall be in good working order and clean. Ideally, the kitchen shall be located next to the restaurant or be immediately adjacent to it and the layout should allow for effective workflow (i.e., there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).

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

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

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

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

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

11.3.6 **Hot Kitchen:**

11.3.6.1 Both electrical and gas cookers are acceptable.

11.3.6.2 Worktops should be of hard durable material, easy to clean and to disinfect.

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

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

11.3.7 Scullery or Washing up Area:

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

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

11.3.7.3 Adequate shelving or storage facilities should be provided.

11.3.7.4 Drains should be clean and serviced regularly.

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

11.3.9 Cold Storage Facility:

11.3.9.1 Adequate storage facilities should be provided.

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

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

11.3.9.4 Physical separation for different food types should also be provided.

11.3.10 Dry Storage Facility:

11.3.10.1 The store should be screened against pests and other vermin.

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

11.3.10.3 Walls should be well maintained and clean.

11.3.10.4 Adequate shelving/storage facilities should be provided.

11.3.10.5 Food items should not be stored on the floor.

11.3.10.6 Adequate ventilation and lighting must be available.

11.3.11 Larder Room or Cold Preparation Area:

- 11.3.11.1 All larder rooms shall be air conditioned and maintained at optimum temperature.
- 11.3.11.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 11.3.11.3 Floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.11.4 Doors can be of different types except chipboard and should be self-closing.
- 11.3.11.5 All worktops and other food contact surfaces shall be of hard non-corrosive material such as stainless steel or granite.

11.3.12 Pastry or Bakery Room:

- 11.3.12.1 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions
- 11.3.12.2 Floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.12.3 Adequate natural or artificial ventilation should be provided.
- 11.3.12.4 Lighting should be adequate to enable the undertaking of the required work.
- 11.3.12.5 Worktops should be of solid material with a smooth finish e.g. stainless steel or granite.

11.3.13 Fish Cleaning Area and Butchery:

- 11.3.13.1 Separate areas should be provided for fish cleaning and butchery.
- 11.3.13.2 Walls should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 11.3.13.3 Floor should be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 11.3.13.4 Adequate lighting should be available.
- 11.3.13.5 Worktops should be of solid material with a smooth finish e.g., stainless steel or granite.
- 11.3.13.6 Adequate natural or artificial ventilation should be provided. Ideally, these facilities should be air conditioned and maintained at optimum temperature.

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

11.5 GARBAGE AREA:

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

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

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

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

12.0 RECREATIONAL AND OTHER FACILITIES:

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

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

12.1.2 Swimming pool area shall be well maintained and clean.

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

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

12.1.5 Depth markings should be clearly shown on each pool.

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

12.1.7 Lighting or Emergency lighting shall be available.

12.1.8 Pool furniture should be in good condition and clean.

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

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

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

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

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

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

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

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

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

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

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

14.0 **STAFF FACILITIES:**

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

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

16.0 **HUMAN RESOURCES:**

16.1 **Management:** Depending on the size and organisational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department.

16.2 **Food Handler's Certificate:** Every employee who works in a kitchen or handles food shall be examined by a medical officer once in every half year and other employees shall be examined once a year. Copies of the medical certificate shall be kept by the management and provided for the attention of the respective regulatory bodies upon request. No person shall be employed or

allowed to work in any food premise unless they have been declared medically fit by a medical officer.

16.3 All employees should be provided with the following—

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

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

16.5 Training

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

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

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

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

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

16.9 **Risk or crisis management plans:** All hotels are required to mainstream risk and disaster management in their business operations. All hotels shall therefore have a crisis management plan that integrates disaster preparedness, emergency response and evacuation procedures, which should be in line with the national disaster plan.

17.0. **QUALITY AND STANDARD:** The hotel shall also need to comply with the requirements of other regulatory bodies namely the Ministry of Health, Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other Authorities for the implementation of quality improvements.

MINIMUM REQUIREMENTS FOR ISLAND RESORTS

ISLAND RESORT: An Island Resort means an accommodation establishment based on any island other than Mahe, Praslin, La Digue or Cerf Island within the Republic, offering several rooms or suites supplemented by one or more separate buildings for lodging or sleeping accommodation including a reception area offering its guests or clients accommodation on full board basis and other facilities.

1.0 Pick up Point on Mahe: A pick up point shall be available for island resorts. This facility may be provided by other service providers.

1.1 Pick up Area: Where a pick up point is provided by the resort, same shall be well maintained, clean and appropriately furnished.

2.0 Arrival or Departure Point from Island:

2.1 If the arrival or departure point is provided by the resort, the same shall be well maintained, clean and appropriately furnished.

3.0 Access:

3.1 Access to property: Access should be in the form of one entrance to the property with separate access into the building, i.e., two separate entries; one for guests (front of house) and one for staff and loading (back of the house). Where an entrance or driveway is applicable, the minimum width should be 3.5 metres wide with a lay-by to service fire engines in case of an emergency.

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

3.3 Boundary wall or fencing or hedges: Where the boundary wall or fencing or hedge is available, the boundary wall or fencing or hedges should be well maintained, in good state of condition and shall be clean.

3.4 Gate: Gate shall be in good working condition, well painted and shall be clean.

3.5 Security kiosk: Where the security kiosk is available, the same shall meet the following requirements—

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

3.5.2 Ceilings shall be in good condition and clean.

3.5.3 Walls shall be in good condition and clean.

3.5.4 Interior shall be clean and tidy.

- 4.0 **PARKING:** Hotels on Mahe and Praslin should have parking facilities. The ratio should be in line with the Department of Land Transport (hereinafter referred to as the DLT) requirements. Parking bays or bicycle bays should be in a secure environment close to accommodation. Provision for taxi bays should also be made as per the DLT requirements.
- 4.1 **Surface:** The surface should be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking slots, the surface shall be either gravel or hard smooth finish.
- 4.2 **Signage:** Parking area should be clearly designated, with legible and visible signs.
- 4.3 **Lighting:** Adequate lighting should be available in good working order.
- 4.4 **Buggy parking:** Where hotels provide buggies, a well surfaced buggy parking area with no potholes shall be provided.
- 4.5 **Bicycle parking:** Bicycle parking shall be available for resorts in La Digue and should be well surfaced with no pot holes.
- 5.0 EXTERIOR:**
- 5.1 **Grounds and Gardens:** All grounds and gardens under the control of the operator shall be neat and appropriately maintained.
- 5.2 **Signage:** There shall be appropriate signage to direct guests to the main entrance and it shall be clearly visible and neat property identification signage.
- 5.3 **Lighting:** All paths shall be well lit and directional signage should be provided to guide the guests to their respective rooms. Adequate lighting throughout the property shall be available and in good working order.
- 5.4 **Assembly point:** Assembly Point in the event of an emergency shall be clearly marked and visible.
- 6.0 SAFETY AND SECURITY:** A high degree of safety and security shall be maintained. All reasonable precautions shall be taken to ensure the personal safety of guests and to prevent damage or theft of their possessions. This shall be either in the form of security personnel or security gadgets.
- 6.1 **Lighting:** There shall be adequate lighting for guest safety and comfort in all public areas, including the staircases and parking places.
- 6.2 **In case of Emergency:** Information on procedures in the event of an emergency and contacts for assistance after hours shall be clearly displayed and available in

English and French and other languages of the hotel's main clientele, may also incorporate diagrams.

- 6.3 **Locking device:** Guest rooms shall be equipped with a locking device that permits a guest to lock the door when leaving the room as well as a device to lock the door from the inside when the guest is occupying the room.
- 6.4 **Interconnecting rooms:** Doors to connecting rooms shall be equipped with a deadbolt lock or alternatively a double door system (with each door only permitting access from one room only).
- 6.5 **Summoning assistance:** There shall be a responsible person on call 24-hours a day. Procedures for summoning assistance, after hours shall also be made available.
- 6.6 **Medical assistance:** Resort shall have a means in place to provide or summon medical assistance, if required.
- 6.7 **Insurance Cover:** Resort shall have the appropriate insurance cover at all times.
- 6.8 **Pest Control:** Appropriate pest control measures should be in place and done regularly in accordance with health regulations to protect against insects or vermin.

7.0 BUILDING:

- 7.1 **Building Design Concept:** There is no specific requirement for the architecture of a building. However, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure shall first and foremost blend in with the natural and physical environment and shall meet with the requirements of the Planning Authority.
- 7.2 **Environmental Considerations:** Special measures shall be undertaken for environmental matters prior to the construction, such as, energy efficiency considerations, waste management and building finishes upon completion.
- 7.3 **Universal Access:** Wherever possible, the management or owner should consider making provision to accommodate disabled people. In doing so, some of the facilities including the grounds should be made accessible to wheelchair users.
- 7.4 **Drainage:** Drainage shall be connected to the central sewage disposal system wherever available. Where, there is no central sewage system, the disposal should be in line with the guidelines of the Planning Authority and the Environment and Health Regulations.
- 7.5 **Back-Up Power Sources:** There shall be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply.

- 7.6 **Water Supply:** There shall be consistent supply of safe water conforming to the local standards. Water from private sources shall be appropriately treated.
- 7.7 **Water storage:** Water storage facility shall be made available to address the water restrictions during the dry season and in case of supply breakdown.
- 8.0 **MAINTENANCE:** The interior and exterior of the buildings including all fittings, fixtures and furnishings shall be maintained in a sound and clean condition and shall be fit for the purpose intended.
- 8.1 Roof, Roof eaves and Fascia boards shall be in good condition and clean.
- 8.2 Ceiling shall be in good condition and clean.
- 8.3 Walls and floor shall be in good state and clean.
- 8.4 Balustrades and pillars shall be in good state and clean.
- 9.0 **RECEPTION HALL OR LOBBY:** A reception hall or lobby is a basic requirement and should be made available for guests to check in and out. The reception area should be clearly designated and visible. This may include a reception desk or counter with back up office facilities. A physical traditional reception area may not be required if a dedicated butler service is available and check in or check out is carried out in the rooms.
- 9.1 **Size of Reception:** The size of the reception or lobby shall depend on the number of rooms in the resort and shall be as follows—
- (a) 10 to 15 rooms - 25 square meters
 - (b) 16 to 25 rooms - 30 square meters
 - (c) 26 to 50 rooms - 40 square meters
 - (d) 51 rooms and above - 50 square meters.
- 9.2 **Seating Capacity:** Adequate seating capacity shall be available and relative to the size of the property, volume of business and style of operation.
- 9.3 **Sign:** A sign should be in place to clearly indicate the reception.
- 9.4 **Reception Counter or Desk:** Reception counter or desk should be available for registration information and assistance, cashier, key retrieval etc. It should be clean and in good condition.
- 9.5 **Décor:** Décor should be attractive and of good quality with harmony of colours. Elements of local arts and culture shall be present in the décor.
- 9.6 **Left luggage:** Left luggage facility should be made available to guests.

- 9.7 **Reception Service Hours:** Reception should be manned for a minimum of 10 hours a day. However, clients should be able to summon assistance on 24 hour basis and for this purpose a means of summoning attention should be provided.
- 9.8 **Safety Deposit Box:** If safety deposit box is not provided in guest rooms, a safe shall be provided at the reception for the storage of guest valuables. Safes should be in good working order and securely bolted or built in the wall for security reasons.
- 9.9 **Flooring:** Flooring may vary considerably but should be well maintained of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 8.10 **Walls and Ceiling:** Wall and ceiling should be well maintained and clean.
- 9.11 **Ventilation:** The reception or lobby should be adequately ventilated. The Planning Authority Regulations are applicable. Ceiling fans or air conditioner where available should be in good working order and clean.
- 9.12 **Lighting:** There should be adequate natural or artificial lighting at the reception and at designated reading areas. (Energy saving lighting is recommended). All bulbs should have a cover or shade. Wall or ceiling lights should be in good working order and clean.
- 9.13 **Windows:** Windows should be in good condition and clean. Where curtains and blinds are provided, the same should be in good condition and in line with the general décor.
- 9.14 **Furniture:** All the furniture should be in good condition and clean. (Plastic furniture is not recommended on slippery surfaces for safety reasons).
- 9.15 **Porterage:** Assistance with luggage should be made available.
- 9.16 **Morning Call:** Guests should be able to request for an early morning wake-up call.
- 9.17 **Taxi and Car Hire Booking:** Guests should be able to request for a taxi or car hire booking.
- 9.18 **Hotel Policies:** Policies of the hotel shall be described upon booking e.g., payment methods, applicable deposits, over-booking condition, cancellation policy. Information on access restrictions and child-friendly services are to be provided, where applicable.
- 9.19 **Reception Amenities:**
- 9.19.1 Beach towel- may be provided on request or at a deposit fee.
- 9.19.2 First aid box shall be available and well stocked as per the health requirements.

9.19.3 Up to date foreign exchange rates should be displayed at a conspicuous place.

9.20 Public Toilets: Separate toilet facility should be conveniently located in the public areas and these should be provided as per the regulations or requirements of the Planning Authority and the Ministry of Health.

9.20.1 Where the toilets at the reception are used to service the restaurant clients of 30 persons and above, the Planning Authority Regulations shall apply.

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

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

9.20.4 Adequate artificial or natural ventilation shall be available.

9.20.5 Walls, ceiling and floors shall be of durable materials and in good condition, free from stains, cracks and without missing tiles where applicable.

9.20.6 Opaque windows or curtains or blinds shall be provided to ensure guest privacy.

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

8.20.8 Mirror should be provided in good condition and clean.

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

10.0 BEDROOM: All bedrooms should be double rooms and have sufficient space to allow freedom of movement for guests and access to all furniture in the room. It should be possible to open all doors and drawers fully. Where bedrooms are provided in the form of suites, the sleeping area should be separate from the sitting area.

10.1 BEDROOM STRUCTURE:

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

10.1.2 **Room Keys:** Room keys or cards shall be properly identified with appropriate room number or name.

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

- 10.1.4 **Doors:** All types of doors are acceptable except for those made of chipboard or plywood. Entrance doors shall be solid, in good condition, clean and fitted with secure locking system to ensure guest privacy inside the room. The minimum size should be 900 millimeters wide by 2100 millimeters high by 45 millimeters in thickness.
- 10.1.5 **Bedroom Size:** The minimum size of the bedroom shall be 15 square meters (excluding bathrooms, balconies and terraces) and the head room for the major part of the room should be as per the Planning Authority regulations. Resorts built before these standards came into effect shall be exempted from this criteria.
- 10.1.6 **Flooring:** Flooring may vary considerably but should be of hard, durable and non- slippery surface that can be easily cleaned and disinfected.
- 10.1.7 **Walls and ceiling:** Walls and ceiling should be of durable material and shall be in good condition.
- 10.1.8 **Ventilation:** Adequate ventilation, either natural or artificial should be provided. Standing or ceiling fans or air-conditioning units should be in good condition.
- 10.1.9 **Balcony or Veranda:** At least one main or common balcony or veranda for guest use should be provided and same should meet the following specifications—
- 10.1.9.1 Balconies should be at least 2.5 meters wide and the same length as the adjacent wall.
- 10.1.9.2 If the floor of the veranda or balcony is above 1.5 meters from the ground, safety railings should be provided.
- 10.1.9.3 The flooring may vary considerably but should be hard, durable and non-slippery surface and shall be in good condition and clean.
- 10.1.9.4 Walls should be of durable material and in good condition and clean.
- 10.1.9.5 Ceiling should be of durable material and in good condition and clean.
- 10.1.9.6 Furniture should be in good condition and clean. Plastic furniture on slippery surfaces are not recommended for safety reasons.

10.2 INTERIOR DÉCOR:

10.1 **Décor:** Décor should be of good quality with harmony of colours.

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

10.3 LIGHTING:

10.3.1 **Natural Light:** There should be at least one window to allow natural light.

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

10.3.3 **Bedside Lights:** There should be a bedside lamp or one bed head light for each person. Bed side lamps should be in good working order. Where a shade or cover is provided, the same should be in good condition and clean.

10.3.4 **Emergency lights:** Emergency lighting like flashlights or free standing emergency lights may be provided. Candles are not recommended for safety purposes, as per fire safety norms.

10.4 BEDROOM FURNISHINGS: Bedroom furniture shall include one double bed or two single beds, two easy chairs, one coffee table, wardrobe, dressing or writing table with stool, mirror and two bedside tables. All furniture should be well maintained and in good condition and clean.

10.4.1 Beds and Mattresses:

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

10.4.1.2 Headboards should be provided and shall be in good condition.

10.4.1.3 Single beds should comfortably accommodate an average sized adult (1 meter wide) and double bed to accommodate two average sized adults (1.8 meter wide).

10.4. 1.4 All mattresses should be in good condition and comfortable.

10.4.2. Bed Linen:

10.4.2.1 All linen should be clean and sufficient in quantity.

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

10.4.2.3 Clean mattress protectors should be provided and should be free from stains.

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

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

10.4.3. Pillows and Blankets:

- 10.4.3.1 There should be at least one pillow per sleeping space with pillow protectors and pillow cases.
- 10.4.3.2 Extra pillows and blankets may be provided on request.

10.4.4. Wardrobes:

- 10.4.4.1 Each room should have a wardrobe or purpose built hanging space of at least 1.2 meter wide and shall be in good condition and clean.
- 10.4.4.2 Sufficient good quality identical hangers (minimum 3 hangers per person) should be provided.
- 10.4.4.3 There shall be adequate drawer or shelf and hanging space.

10.4.5. Mirror:

- 10.4.5.1 A full length mirror should be available.
- 10.4.5.2 Ideally a mirror should be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror should be adequate.

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

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

10.5 BEDROOM AMENITIES:

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

10.5.2 Telephones:

- 10.5.2.1 It is recommended to provide telephone to individual guest rooms at minimum for internal communication.
- 10.5.2.2 All the telephones in room should display the hotel telephone number, reception or switchboard number and the room extension number.
- 10.5.2.3 Notebook and pen should be provided along with the telephone.
- 10.5.2.4 However, if telephone is not provided in individual guest room, facilities should be made at the reception area.

10.5.3. Mini-fridge: A mini fridge should be provided. If stocked, appropriate rates list shall be made available.

10.5.4. Guest Information: A kit containing the below information needs to be provided. Guest information provided through IPTV system is also acceptable.

- 10.5.4.1 Directory of essential services
- 10.5.4.2 Child minding services
- 10.5.4.3 Check-out time
- 10.5.4.4 Transportation - bus schedules, taxis, car rentals, parking
- 10.5.4.5 Method of payment - Change of foreign exchange, credit cards
- 10.5.4.6 Entertainment programs
- 10.5.4.7 Room key procedures
- 10.5.4.8 Room service menu with rates and hours of availability
- 10.5.4.9 Medical services
- 10.5.4.10 Food and Beverage Facilities
- 10.5.4.11 Laundry and dry cleaning
- 10.5.4.12 Internet facility
- 10.5.4.13 User's manual and security codes for safety deposit box
- 10.5.4.14 Telephone services - wake up calls, fax etc.
- 10.5.4.15 Security
- 10.5.4.16 Information on available leisure facilities (to include opening hours)
- 10.5.4.17 Fire notice
- 10.5.4.18 Dressing codes
- 10.5.4.19 Driving
- 10.5.4.20 Special occasions
- 10.5.4.21 Newspaper
- 10.5.4.22 Drinking water
- 10.5.4.23 Electrical outlets
- 10.5.4.24 Hairdresser
- 10.5.4.25 List of excursions and details of whom to contact
- 10.5.4.26 Sight-seeing or excursions.

10.5.5. Other required basic amenities to be made available include—

- 10.5.1 Do not disturb sign, making up room sign
- 10.5.2 Tea and Coffee making facilities should be available in good condition and clean.
- 10.5.3 Waste bins and liners shall be kept clean and in good condition.
- 10.5.4 Clean water drinking glasses
- 10.5.5 Sufficient power sockets for the safe use of electrical equipment
- 10.5.6 Bedside rugs, mats should be provided and shall be clean, coordinate with the décor and in good condition. Alternatively, bed slippers can be made available.
- 10.5.7 Laundry bags and list (if applicable).

10.5.6. Optional amenities provided by the resort may include—

- 10.5.6.1 Daily Newspapers

- 10.5.6.2 Insect repellent
- 10.5.6.3 Satellite Cable TV Channels
- 10.5.6.4 Internet connection
- 10.5.6.5 Bathrobes or Slippers
- 10.5.6.6 Umbrellas
- 10.5.6.7 Sewing Kit
- 10.5.6.8 Fruit Baskets or snacks

11.0 BATHROOM: All bedrooms should have en-suite bathroom facilities with sufficient space to allow freedom of movement and access to all fittings. The minimum dimension should be 6 square meters. Toilet facility can be separate from the bathroom. All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.

11.1 BATHROOM STRUCTURE:

- 11.1.1 **Floor:** Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 11.1.2 **Walls and ceiling:** Same should be of durable material and in good condition.
- 11.1.3 **Doors:** All kinds of doors are acceptable except the chipboards.
- 11.1.4 **Ventilation:** Adequate ventilation facility should be provided.
- 11.1.5 **Lighting:** All bathrooms should be well lit with a light switch near the entrance to the bathroom. (Energy saving lighting is recommended)
- 11.1.6 **Windows:** For guest's privacy, wherever appropriate, all windows in the bathroom should be covered with an opaque curtain or blinds.
- 11.1.7 **Fixtures and Fittings:** Each bathroom shall have—
 - 11.1.7.1 A bath or shower cubicle with glass doors or curtains.
 - 11.1.7.2 A grab rail for safety purpose with the bathtub.
 - 11.1.7.3 Drip dry facility should also be available.
 - 11.1.7.4 Wash hand basin should be provided.
 - 11.1.7.5 Standard size mirror over the wash hand basin.
 - 11.1.7.6 Adequate shelf space adjacent to hand wash basin, with sufficient space provided to store two guests' toiletries.
 - 11.1.7.7 Towel rail, towel shelf or equivalent.
 - 11.1.7.8 Soap with dish, holder or dispenser. Fresh soap should be provided for each new guest.
 - 11.1.7.9 Toilet and toilet roll holder.
 - 11.1.7.10 Running hot and cold water for bathing should be available at all reasonable times.

- 11.1.7.11 Hooks for clothes.
- 11.1.7.12 Electric Shaver Unit.

11.2. BATHROOM AMENITIES:

11.2.1 **Basic amenities:** Basic amenities which need to be provided include—

- 11.2.1.1 Wash hand soap
- 11.2.1.2 Bathing soap or shower gel
- 11.2.1.3 Shampoo
- 11.2.1.4 Toilet paper rolls
- 11.2.1.5 Tissue box
- 11.2.1.6 Glasses
- 11.2.1.7 Hair dryers
- 11.2.1.8 Bath mat
- 11.2.1.9 Clean hand and bath towel for each guest

11.2.2 **Optional amenities:** Optional amenities which the hotel may provide include—

- 11.2.2.1 Conditioner
- 11.2.2.2 Body lotion
- 11.2.2.3 Bath foam
- 11.2.2.4 Sun tanning lotion
- 11.2.2.5 Shower cap
- 11.2.2.6 Sewing kits
- 11.2.2.7 Moisturiser
- 11.2.2.8 Nail file
- 11.2.2.9 Toothbrush and toothpaste
- 11.2.2.10 Cotton buds or pads
- 11.2.2.11 Shaving foam
- 11.2.2.12 Razor
- 11.2.2.13 Comb
- 11.2.2.14 Eau de toilette
- 11.2.2.15 Refreshing towels
- 11.2.2.16 Scale
- 11.2.2.17 Sanitary bags

12.0. PUBLIC AREA:

12.1. **Corridors and stairs:** Corridors and stairs shall be well maintained and free from obstruction.

12.2. **Lighting:** Levels of lighting in all public areas shall be adequate for safety and comfort.

12.3. **Elevators:** Where the premise has 3 floors or more (i.e., ground floor plus two floors), one guest lift with access to all floors capable of accommodating a minimum of 3 adults with luggage shall be provided. (Elevator specifications are applicable only to the resorts built after 2018).

13.0 FOOD AND BEVERAGE:

13.1. RESTAURANT: All hotels shall have at least one restaurant open 7 days a week for at least breakfast and dinner. Adequate sitting capacity shall be available relative to the maximum occupancy of the property. Service stations should be appropriately located and well stocked with appropriate equipment and cutlery.

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

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

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

13.1.4. **Menu and beverages list:** Menu and beverages list with prices shall be made available. Same should be well presented and clean.

13.1.5. **Ventilation:** Adequate facilities for natural or artificial ventilation shall be available.

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

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

13.1.8 Linen, tablecloths, slipcovers, napkins shall be matching and of good quality and in good condition.

13.1.9 Crockery and cutleries shall be adequate, clean and in good condition.

13.1.10 Upholstery shall match with the general décor and maintained in good condition.

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

13.2.1. **Bar Facilities and equipment:** The following should be provided—

- 13.2.1.1 Bar display for drinks
- 13.2.1.2 Updated Beverage list in good condition
- 13.2.1.3 Basic equipment such as chiller or fridge and glass washer
- 13.2.1.4 Storage facility for glassware
- 13.2.1.5 Wash hand basin
- 13.2.1.6 Sink with hot and cold water
- 13.2.1.7 Stools, chairs and tables.

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

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

13.2.4. **Flooring:** Floor shall be of hard, impervious surface that is non slippery, clean and without any damage.

13.2.5. **Lighting:** Lighting shall be adequate, in good working condition and clean.

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

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

13.2.8. **Display:** Bar display should be adequate and in good condition and clean.

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

13.2.10. **Hand washing amenities:** Liquid soap shall be available. Liquid soap dispensers shall be replenished and in working order.

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

13.2.12. **Beverages and cocktail list:** Beverages and cocktail list should be in good condition, well-presented and up to date.

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

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

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

13.3. KITCHEN: Kitchen ancillary areas should include a hot kitchen, scullery, cold preparation area, fish cleaning, butchery and dry or cold storage facilities. All kitchen

ancillary facilities shall be well maintained, clean and hygienic. All equipment, appliances and facilities shall be in good working order and clean.

Ideally, the kitchen shall be located next to the restaurant or be immediately adjacent to it. Layout should allow for effective workflow (i.e., there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).

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

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

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

13.3.4. Shelves or storage space: Shelves or storage space shall be adequately provided. It shall be clean and well maintained.

13.3.5. Ventilation: Adequate artificial or natural ventilation shall be available.

13.3.6. Hot Kitchen:

13.3.6.1. Both electrical and gas cookers are acceptable.

13.3.6.2. Worktops should be of hard durable material, easy to clean and to disinfect.

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

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

13.3.7. Scullery or washing up area:

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

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

13.3.7.3 Adequate shelving or storage facilities should be provided.

13.3.7.4 Drains should be clean and serviced regularly.

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

13.3.9. **Cold Storage Facility:**

13.3.9.1 Adequate storage facilities should be provided.

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

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

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

13.3.10. **Dry Storage Facility:**

13.3.10.1. The store shall be screened against pests and other vermin.

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

13.3.10.3. Walls shall be well maintained and clean.

13.3.10.4. Adequate shelving or storage facilities shall be provided.

13.3.10.5. Food items shall not be stored on the floor.

13.3.10.6. Adequate ventilation and lighting shall be available.

13.3.11. **Larder Room or cold preparation area:**

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

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

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

13.3.11.4. Doors may be of different types except chipboard and should be self-closing.

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

13.3.12. Pastry or Bakery Room:

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

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

13.3.12.3 Adequate natural or artificial ventilation shall be provided.

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

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

13.3.13. Fish Cleaning Area or Butchery:

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

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

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

13.3.13.4. Adequate lighting shall be available.

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

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

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

13.5. GARBAGE AREA:

- 13.5.1. Garbage area should be an enclosed area that is rodent and insect proof.
- 13.5.2. It should be adequately ventilated. For establishments of more than ten rooms, the garbage area should be air-conditioned and an insectocuter should be provided.
- 13.5.3. Walls and floors should be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.
- 13.5.4. A contract with the responsible agent for the removal of garbage from the establishment is required.

14.0. RECREATIONAL AND OTHER FACILITIES:

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

- 14.1.1 Pool attendants shall be available at pool areas and should have basic knowledge and skills in rescue and first aid including CPR.
- 14.1.2 Swimming pool area shall be well maintained and clean.
- 14.1.3 Pool water should be clear and Ph and chlorine levels should be checked and recorded on a daily basis.
- 14.1.4 Life buoys shall be strategically located and visible by all. Same should be in good condition.
- 14.1.5 Depth markings should be clearly shown on each pool.
- 14.1.6 Public safety notice shall be strategically located, legible and in good condition stating opening times, emergency info and rules.
- 14.1.7 Lighting or emergency lighting shall be available.
- 14.1.8 Pool furniture should be in good condition and clean.
- 14.1.9 Shower facility should be in good state of maintenance and clean.

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

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

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

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

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

14.7. **BOUTIQUES OR SHOPS (where available):** The facility should be clean and well maintained. Shops should be leased only to local entrepreneurs.

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

15.1. **Laundry Facilities:** All laundry should have separate ironing, drying and washing area.

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

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

16.0. STAFF FACILITIES: Resorts should have adequate staff facilities which include a toilet, locker, changing room, rest room and can and eating area.

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

18.0. HUMAN RESOURCES:

18.1. **Management:** Depending on the size and organisational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department.

18.2. Food Handler's Certificate: Every employee who works in a kitchen or handles food shall be examined by a medical officer once in every half year and other employees shall be examined once a year. Copies of the medical certificate shall be kept by the management and provided for the attention of the respective regulatory bodies upon request. No person shall be employed or allowed to work in any food premise unless they have been declared medically fit by a medical officer.

18.3. All employees should be provided with the following—

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

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

18.5. Training:

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

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

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

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

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

18.9. Risk or Crisis Management Plans: All resorts are required to mainstream risk and disaster management in their business operation. All hotels should therefore have a crisis management plan that integrates disaster preparedness, emergency response and evacuation procedures which should be in line with the national disaster plan available on <https://www.tourism.gov.sc>.

19.0. QUALITY AND STANDARD: The resort shall also need to comply with the requirements of other regulatory bodies namely the Ministry of Health, Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other Authorities for the implementation of quality improvements.

MINIMUM REQUIREMENTS FOR GUESTHOUSES

GUEST HOUSE: Guest House means an establishment containing several rooms or suites, supplemented by one or more separate buildings that provides lodging or sleeping accommodation, includes a reception and common areas with ancillary food and beverage facilities that are solely for the use of its in-house guests.

1.0. ACCESS:

- 1.1 **Access to property:** Where an entrance or driveway is applicable, the minimum width should be 3.5 metres wide with a lay-by to service fire engines in case of an emergency. Such access should be in the form of one entrance to the property with separate access into the building, i.e., two separate doors; one for guests (front of house) and one for staff and loading (back of house).
- 1.2 **Signage:** There shall be appropriate signage to direct the guest to reach the main entrance.
- 1.3 **Signboard:** Signboard with full name of the establishment shall be displayed in a prominent place. It shall be in good condition.
- 1.4 **Boundary wall or fencing or hedges:** Where available, it shall be well maintained, in good state of condition and clean.
- 1.5 **Gate:** Where available, it shall be in good working condition, well painted and clean.
- 1.6 **Lighting:** Lighting shall be adequate in numbers and in working condition.

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

- 2.1 **Bicycle parking:** Bicycle parking shall be available for establishment on La Digue and should be well surfaced with no pot holes.
- 2.2 **Surface:** Surface should be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking slots, the surface shall be either gravel or hard smooth finish.
- 2.3 **Signage:** Parking area shall be clearly designated, with legible and visible signs.

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

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

3.0 EXTERIOR:

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

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

4.0 **SAFETY AND SECURITY:** A high degree of safety and security shall be maintained. All reasonable precaution shall be taken to ensure the personal safety of guests and to prevent damage or theft of their possessions. This shall be either in the form of security personnel or gadgets.

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

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

4.3 **Locking device:** Guest rooms shall be equipped with a locking device that permits a guest to lock the door when leaving the room as well as a device to lock the door from inside, when the guest is occupying the room.

4.4 **Interconnecting rooms:** Doors to connecting rooms shall be equipped with a deadbolt lock or alternatively have a double door system (with each door only permitting access from one room only).

4.5 **Summoning assistance:** Procedures for summoning assistance, in particular after hours shall also be made available.

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

4.7 **Insurance Cover:** The establishment shall have the appropriate insurance cover at all times.

- 4.8 **Pest Control:** Appropriate pest control measures should be in place and done regularly in accordance with health regulations to protect against insects or vermin.

5.0 BUILDING:

- 5.1 **Building Design Concept:** There is no specific requirement for the architecture of a building. However, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure shall blend in with the natural and physical environment and shall meet the requirements of the Planning Authority.
- 5.2 **Environmental Considerations:** Special measures shall be undertaken for environmental matters prior to the construction, such as energy and water efficiency considerations, waste management and building finishes upon completion.
- 5.3 **Universal Access:** Wherever possible, the management or the owner shall consider making provision to accommodate disabled people. In doing so, some of the facilities including the ground should be made accessible to wheelchair users.
- 5.4 **Drainage:** Drainage shall be connected to the central sewage disposal system where available. Where, there is no sewage system, the disposal should be in line with the guidelines Planning Authority, Environment and Health regulations.
- 5.5 **Emergency lights:** Emergency lights shall be made available in case of failure of main power supply.
- 5.6 **Water Supply:** There shall be consistent supply of safe water conforming to the local standards. Water from private sources shall be appropriately treated.
- 5.7 **Water storage:** Water storage shall be made available to address water restrictions during the dry season and in case of supply breakdown.

6.0 MAINTENANCE:

The interior and exterior of the buildings including all fittings, fixtures and furnishings shall be maintained in a sound and clean condition and shall be fit for the purposes intended.

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

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

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

7.0 RECEPTION HALL OR LOBBY: A reception or lobby shall be made available for guests to check in and out and it should be clearly designated and visible. A central meeting place with easy sitting and appropriately furnished. The minimum size dimension should not be less than 13 square meters which include desk or counter and lounge or sitting area.

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

1 to 5 rooms -13 square meters
6 and above rooms - 20 square meters.

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

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

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

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

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

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

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

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

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

- 7.11 **Lighting:** There shall be adequate natural or artificial lighting at the reception. Wall or ceiling lights should be in good working condition and clean. (Energy saving lights are recommended.)
- 7.12 **Porterage:** Assistance with luggage should be made available.
- 7.13 **Morning call:** Guests should be able to request for an early morning wake-up call.
- 7.14 **Taxi and Car Hire Booking:** Guests should be able to request for a taxi or car hire booking.
- 7.15 **Safe Deposit Box:** If not provided in guest rooms, a safe shall be provided at the reception for the secure storage of guest's valuables.
- 7.16 **Flooring:** Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 7.17 **Walls and ceiling:** Walls and ceiling shall be well maintained and in good condition.
- 7.18 **Curtains and Blinds:** Wherever provided, the same shall be in good condition and in line with the general décor.
- 7.19 **Windows, if available:** If the windows are available, they should be in good condition and clean.
- 7.20 **Booking Conditions:** Policies of the establishment shall be described upon booking e.g., payment methods, applicable deposits, overbooking conditions and cancellation policy. Information on access restrictions and child-friendly services shall be provided where applicable.
- 7.21 **Email address:** Establishments are required to have an active email address.
- 7.22 **Reception Amenities:**
- 7.22.1 **Beach towel:** If provided, the same should be clean and in good condition.
- 7.22.2 **First-aid Box:** First aid box shall be available and well stocked as per the health requirements.
- 7.22.3 **Foreign Exchange:** Applicable and up to date rates of exchange should be conspicuously displayed.

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

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

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

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

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

7.23.5 Adequate artificial or natural ventilation shall be made available.

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

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

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

7.23.9 Mirror should be provided in good condition and clean.

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

7.23.11 Hooks on the inside of each toilet cubicle door should be provided.

8.0 BEDROOM: All bedrooms should be double rooms and have sufficient space to allow freedom of movement for guests and access to all furniture in the room. It should be possible to open all doors and drawers fully. Where bedrooms are provided in the form of suites, the sleeping area should be separate from the sitting area. All guest units should be maintained at satisfactory standards of cleanliness. Housekeeping services shall be done on regular basis, as appropriate.

8.1 BEDROOM STRUCTURE:

- 8.1.1 **Room Number or names:** Rooms should be provided with a number or name. Room number or names shall be legible and visible.
- 8.1.2 **Room Keys:** Room keys or cards shall be properly identified with appropriate room number or name.
- 8.1.3 **Procedures for Evacuation:** Information on procedures for evacuation in the event of an emergency shall be clearly displayed and available in the English and French. This may be displayed on the door or provided in the information kit.
- 8.1.4 **Doors:** All types of doors are acceptable except for those made of chipboard or plywood. Entrance doors shall be solid, in good condition, clean and fitted with secure locking system to ensure guest privacy inside the room. The minimum size should be 900 millimeters wide by 2100 millimeters high by 45 millimeters in thickness.
- 8.1.5 **Bedroom Size:** The minimum size of the bedroom shall be 12 square meters (excluding bathrooms, balconies or terraces) and the head room for the major part of the room shall be as per the Planning Authority regulations.
- 8.1.6 **Flooring:** Flooring may vary considerably but shall be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 8.1.7 **Walls and ceiling:** Walls and ceiling shall be of durable material and in good condition.
- 8.1.8 **Ventilation:** Appropriate ventilation either natural or artificial shall be provided. Ceiling fans and air conditioners shall be in good working order and clean.
- 8.1.9 **Balcony or veranda:** At least one common balcony or veranda for guest use shall be provided and same should meet the following specifications—
- 8.1.9.1 Balconies should be at least 2 meters wide and the same length as the adjacent wall.
 - 8.1.9.2 If the floor of the verandah or balcony is above 1.5 meters from the ground, safety railings should be provided.
 - 8.1.9.3 The flooring may vary considerably but should be hard, durable and non-slippery surface in good condition and clean.
 - 8.1.9.4 Walls and ceiling shall be a durable material and in good condition.
 - 8.1.9.5 Furniture should be in good condition and clean. Plastic furniture on slippery surface is not recommended for safety reasons.

8.2 INTERIOR DÉCOR:

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

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

8.3 LIGHTING:

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

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

8.3.3 **Bedside Lights:** There shall be a bedside lamp or one bed head light for each person. Bed side lamps shall be in good working order, where a shade or cover is provided, the same should be in good condition and clean.

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

8.4 BEDROOM FURNISHINGS:

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

8.4.1 Beds and mattresses:

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

8.4.1.2 Headboards shall be provided and in good condition.

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

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

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

8.4.2 Bed Linen:

8.4.2.1 All linen shall be clean and sufficient in quantity.

- 8.4.2.2 Linen shall be changed when soiled or at the guest's request.
- 8.4.2.3 Beds shall be covered with appropriate bedspread or valances. These should be changed for each new guest.
- 8.4.2.4 All sleeping spaces shall be provided with two bed sheets i.e., one under sheet and one top sheet.
- 8.4.2.5 Extra blankets may be provided on request.

8.4.3 Pillows:

- 8.4.3.1 There shall be at least one pillow per sleeping space with pillow protectors and pillow cases.
- 8.4.3.2 All pillows shall be in good condition and clean.
- 8.4.3.3 Extra pillows may be provided on request.

8.4.4 Wardrobes:

- 8.4.4.1 Each room shall have a wardrobe or purpose built hanging space of at least 1.2 meter wide and be in good condition and clean.
- 8.4.4.2 A minimum 3 identical hangers shall be provided per person. Same shall be in good condition. In addition to the above, there shall be adequate drawer or shelf and hanging space.

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

8.4.6 Mirror:

- 8.4.6.1 A full length mirror shall be available.
- 8.4.6.2 Ideally a mirror shall be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror shall be adequate.

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

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

8.5 BEDROOM AMENITIES:

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

8.5.2 Telephones:

- 8.5.2.1 Telephone to individual guest rooms may be provided for internal communication.
 - 8.5.2.2 All in-room telephones shall display the establishment's telephone number, reception or switchboard number and the room extension number.
 - 8.5.2.3 If telephone is not provided in individual guest room, facilities shall be made at the reception area.
- 8.5.3 **Mini-fridge:** A mini fridge shall be available. If stocked, an appropriate rate list shall be provided.
- 8.5.4 **Guest Information:** A kit containing the following information shall be provided.
- 8.5.4.1 Directory of essential services i.e., emergency contact numbers.
 - 8.5.4.2 Transportation: Bus schedules, taxis, car rentals, parking.
 - 8.5.4.3 Method of payment: Change of foreign exchange, credit cards.
 - 8.5.4.4 Room key procedures.
 - 8.5.4.5 Medical services (nearest medical centers and pharmacies).
 - 8.5.4.6 Food and Beverage: Breakfast, dining hours and bar facility etc.
 - 8.5.4.7 Checkout times.
 - 8.5.4.8 Laundry and dry cleaning.
 - 8.5.4.9 Internet facility.
 - 8.5.4.10 User's manual and security codes for safety deposit box.
 - 8.5.4.11 Wake up calls.
 - 8.5.4.12 Security.
 - 8.5.4.13 Fire notice.
 - 8.5.4.14 Dressing codes.
 - 8.5.4.15 Some useful information on excursions and other tourism activities such as dive centre, water sports and boat charters.
 - 8.5.4.16 Swimming pool opening hours (where a pool is available)
- 8.5.5 **Other required basic amenities which needs to be made available include—**
- 8.5.5.1 Do not disturb sign, making up room sign.
 - 8.5.5.2 Tea and coffee making facilities should be available, in good condition and clean.
 - 8.5.5.3 Waste bins and liners which should be kept clean and in good condition.
 - 8.5.5.4 Clean drinking glasses
 - 8.5.5.5 Sufficient power sockets for the safe use of electrical equipment
 - 8.5.5.6 Laundry bags and list (if applicable)
- 8.5.6 **Optional amenities which the establishment may provide include—**
- 8.5.6.1 Insect repellent
 - 8.5.6.2 Satellite Cable TV Channels

- 8.5.6.3 Internet connection
- 8.5.6.4 Bathrobe and Slippers
- 8.5.6.5 Sewing Kit
- 8.5.6.6 Plug adaptors may be provided on request

9.0 BATHROOM: All bedrooms should have en-suite bathroom facilities with sufficient space to allow freedom of movement and access to all fittings. The minimum area shall be 6 square metres. Toilet facility may be separate from the bathroom.

9.1 BATHROOM STRUCTURE:

- 9.1.1 **Floor:** Flooring may vary considerably but should be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 9.1.2 **Walls and ceiling:** Walls and ceiling shall be of durable material and in good condition.
- 9.1.3 **Doors:** All doors are acceptable except for chipboards.
- 9.1.4 **Ventilation:** Adequate ventilation should be provided.
- 9.1.5 **Lighting -** All bathrooms shall be well lit and the light switch shall be conveniently located (Energy saving lighting is recommended).
- 9.1.6 **Windows:** For guest privacy, wherever appropriate, all the windows in the bathroom should be covered with an opaque curtain or blinds.
- 9.1.7 **All fixtures and fittings:** All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.
- 9.1.8 **Fixtures and Fittings:** Each bathroom shall have—
 - 9.1.8.1 A bath or shower cubicle with glass doors or curtains.
 - 9.1.8.2 A grab rail for safety purpose should be available with the bathtub.
 - 9.1.8.3 Drip dry facility should also be available.
 - 9.1.8.4 Wash hand basin
 - 9.1.8.5 Standard size mirror over the wash hand basin
 - 9.1.8.6 Adequate shelf space shall be provided adjacent to hand wash basin, with sufficient space provided to store two guests' toiletries.
 - 9.1.8.7 Towel rail, towel shelf or equivalent
 - 9.1.8.8 Soap with dish, holder or dispenser. Fresh soap shall be provided for each new guest.
 - 9.1.8.9 Toilet and toilet roll holder
 - 9.1.8.10 Covered sanitary bin with liner

- 9.1.8.11 Running hot and cold water for bathing shall be available at all reasonable times
- 9.1.8.12 Hooks for clothes should be provided
- 9.1.8.13 Waste bin with liner
- 9.1.8.14 Adequate ventilation (e.g., an extractor fan or opening window)
- 9.1.8.15 Sanitary bins
- 9.1.8.16 Electric shaver unit, shall be in good working order.

9.1.9 Required Basic Amenities:

- 9.1.9.1 Bath mat
- 9.1.9.2 Wash hand soap
- 9.1.9.3 Bathing soap or shower gel
- 9.1.9.4 Shampoo
- 9.1.9.5 Clean hand and bath towel for each guest
- 9.1.9.6 Toilet paper roll

10.0 FOOD AND BEVERAGE:

10.1 DINING ROOM: Dining room or breakfast area is a basic requirement for all guesthouses.

- 10.1.1 **Furnishings:** Furnishing shall include table and chairs of appropriate height and large enough for uncluttered use. (Plastic furniture on slippery surfaces is not recommended for safety reasons).
- 10.1.2 **Flooring:** Flooring shall be of hard durable and non-slippery surface which can be easily cleaned and disinfected. However, if using sand, same shall be clean and hygienic.
- 10.1.3 **Menu and beverages list:** Menu and beverages list shall be made available with prices, well presented and clean.
- 10.1.4 **Lighting:** There shall be adequate natural and artificial lighting.
- 10.1.5 **Ventilation:** Adequate ventilation should be provided.

10.2 BAR AREA: It is a basic requirement for guesthouses above ten rooms to have a bar. Bar areas and equipment shall be well maintained, clean and hygienic. The following shall apply to the bar—

10.2.1 Bar facilities and equipment:

- 10.2.1.1 Sinks with hot and cold water.
- 10.2.1.2 Bar display for drinks.
- 10.2.1.3 Updated Beverages list.

- 10.2.1.4 Chiller or fridge.
- 10.2.1.5 Storage facility for glassware.
- 10.2.1.6 Wash hand basin.
- 10.2.1.7 Suitable furniture.

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

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

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

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

10.2.6 **Ventilation:** Adequate artificial or natural ventilation must be available.

10.2.7 **Furniture:** Stools, chairs and tables should be in good state of maintenance. (Plastic furniture on slippery surfaces is not recommended for safety reasons)

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

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

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

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

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

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

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

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

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

11.1 Breakfast Kitchen:

- 11.1.1 Either gas or electrical cookers are acceptable and they shall be placed underneath a heat extracting system with hood and canopy.
- 11.1.2 Worktops shall be of hard durable material, easy to clean and to disinfect.
- 11.1.3 The floor shall be of hard, durable and non-slippery surface that can be easily cleaned and disinfected. Proper drainage system shall also be available.
- 11.1.4 Walls shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 11.1.5 Other basic requirements include wash hand basins, sinks, worktops and hot and cold water supply.
- 11.1.6 Adequate shelving or storage facilities shall be provided.
- 11.1.7 Windows and doors shall be rodent and fly proof.
- 11.1.8 Adequate natural or artificial ventilation shall be provided.
- 11.1.9 A chiller or fridge shall be available.

11.2 Commercial Kitchen: Guesthouses with restaurant facilities operating on half or full board basis are required to have a commercial kitchen. Kitchen ancillary areas shall include a hot kitchen, scullery, cold preparation area, fish cleaning or butchery and dry and cold storage facilities. All kitchen and ancillary facilities shall be well maintained, clean and hygienic. All equipment, appliances and facilities shall be clean and in good working order. Ideally, the kitchen shall be located next to the restaurant or be immediately adjacent to it. Layout shall allow for effective workflow (i.e., there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).

- 11.2.1 **Size of Kitchen:** The size and design of the kitchen shall be based on the number of equipments in use for proper manoeuvring as per the regulations or requirements of the Planning Authority and the Ministry of Health.
- 11.2.2 **Worktops:** Worktops and preparation tables shall be of hard durable material such as stainless steel or granite surface so that it can be easily cleaned and disinfected.
- 11.2.3 **Sinks:** Kitchen and all ancillary facilities shall be provided with wash hand basin or sink with hot and cold water supply. Hand washing and hand drying amenities shall also be available.

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

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

11.2.6 **Hot Kitchen:**

11.2.6.1 Both electrical and gas cookers are acceptable.

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

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

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

11.2.7 **Scullery or washing up Area:**

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

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

11.2.7.3 Adequate shelving or storage facilities shall be provided.

11.2.7.4 Drains shall be clean and serviced regularly.

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

11.2.9 **Cold Storage Facility:**

11.2.9.1 Adequate storage facilities shall be provided.

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

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

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

11.2.10 Dry Storage Facility:

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

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

11.2.10.3 Walls shall be well maintained and clean.

11.2.10.4 Adequate shelving or storage facilities shall be provided.

11.2.10.5 Food items shall not be stored on the floor.

11.2.10.6 Adequate ventilation and lighting shall be available.

11.2.11 Larder room or cold preparation area:

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

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

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

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

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

11.2.12 Pastry or Bakery Room:

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

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

11.2.12.3 Adequate natural or artificial ventilation shall be provided.

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

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

11.2.13 Fish cleaning area and Butchery:

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

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

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

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

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

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

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

12.0 GARBAGE AREA: The garbage area shall be provided as per the Public Health requirement. A contract with the responsible agent for the removal of garbage from the establishment is also a basic requirement.

13.0 SWIMMING POOL AREA: A swimming pool is not a basic requirement, if it is available, it shall meet with the following requirements—

13.1 Swimming pool area shall be well maintained and clean.

- 13.2 Pool water is clear and Ph and chlorine levels are checked and recorded on a daily basis.
- 13.3 Life buoys shall be strategically located and visible by all and shall be in good condition.
- 13.4 Depth markings shall be clearly shown on each pool.
- 13.5 Public safety notice shall be strategically located, legible and in good condition providing the opening time and closing time, emergency info and rules.
- 13.6 Lighting and emergency lighting shall be available.
- 13.7 Pool furniture shall be in good condition and clean.
- 13.8 Shower facility shall be in good state of maintenance and clean.

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

- 14.1 **Size of the Guest House:** If the guest house have less than ten rooms the minimum size shall be 5 metres by 5 metres with separate ironing, drying and washing area.
- 14.2 **Laundry facilities:** Laundry shall have separate ironing, drying and washing area.
- 14.1 **Ventilation:** Adequate natural or artificial ventilation shall be provided. Ideally, these facilities shall be air conditioned and maintained at optimum temperature.
- 14.4 **Storage:** Adequate storage facilities for linen, soap and detergents shall be provided.

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

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

17.0 HUMAN RESOURCES:

- 17.1. **Management:** Depending on the size and organisational structure of the establishment, there shall be at least one suitably qualified and experienced person

to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department.

17.2. Food Handler's Certificate: Every employee who works in a kitchen or handles food shall be examined by a medical officer once in every half year and other employees shall be examined once a year. Copies of the medical certificate shall be kept by the management and provided for the attention of the respective regulatory bodies upon request. No person shall be employed or allowed to work in any food premise unless they have been declared medically fit by a medical officer.

17.3. All employees should be provided with the following—

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

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

17.5. Training:

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

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

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

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

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

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

18.0 QUALITY AND STANDARD: The guest house shall comply with the requirements of other regulatory bodies namely, the Ministry of Health, Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other Authorities for the implementation of quality improvements.

MINIMUM REQUIREMENTS FOR SELF-CATERING ESTABLISHMENTS (STANDARD APARTMENTS)

Self-catering establishment means a purpose- built or a converted house, cottage, chalet bungalow, flat, apartment, or villa that provides lodging or sleeping accommodation, where the facilities and equipment are provided for guests or clients to cook or prepare their own meals, and which facilities are adequate to cater or accommodate the maximum number of guests or clients, as licensed.

1.0 EXTERIOR:

- 1.1 **Grounds and gardens:** All grounds and gardens under the control of the operator shall be neat and appropriately maintained.
- 1.2 **Signage:** There shall be appropriate signage to direct the guests to the main entrance.
- 1.3 **Pathways:** All paths shall be well lit and directional signage shall be provided to guide the guests to their units.

2.0 BUILDING:

- 2.1 **Living room:** Each unit shall be self-contained and designed to provide some privacy. Living room and kitchen shall be separate from the bedroom.
- 2.2 **Minimum sizes and dimensions:** The Self-catering establishments may come in a variety of designs and sizes. The minimum size of the bedroom shall be 12 square meters and the bathroom shall be 6 square meters. The size for other facilities shall be as follows—

No. of Rooms	Kitchen		Living Room		Open plan
	Cum-Dining	Separate from Dining	Cum-Dining	Separate from Dining	Living room/ Kitchen/Dinning
1	8 square meters.	6 square meters.	12 square meters.	10 square meters.	18 square meters.
2	12 square meters.	8 square meters.	16 square meters.	12 square meters.	24 square meters.
3	14 square meters.	12 square meters.	20 square meters.	16 square meters.	32 square meters.

- 2.3 **Veranda:** All Self-catering establishments are required to have a veranda available for each unit. The width of the veranda shall not be less than 2.5 metres and the length should be as that of the wall from which it extends.
- 2.4 **Building Design Concept:** There is no specific requirement for the architecture of a building. However, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure shall first and foremost blend in with the natural and physical environment and shall meet the requirements of the Planning Authority.
- 2.5 **Environmental Considerations:** Special measures shall be undertaken for environmental matters prior to construction, such as energy and water efficiency considerations, waste management and building finishes upon completion.
- 2.6 **Universal Access:** Wherever possible, the management shall make provision to accommodate disabled people. In doing so, all facilities including the grounds shall be made accessible to wheelchair users.
- 2.7 **Drainage:** Drainage shall be connected to the central sewage disposal system, where available. Where there is no sewage system, the disposal shall be in line with the guidelines of the Planning Authority, Environment and the Health regulations.
- 2.8 **Emergency lights:** Emergency lights need to be made available in case of failure of main power supply.
- 2.9 **Water Supply:** There shall be a consistent supply of safe water conforming to the local standards. Water from private sources shall be appropriately treated.
- 2.10 **Water storage:** Water storage shall be available to address the water restrictions during the dry season and in case of supply breakdown.
- 3.0 MAINTENANCE:** The interior and exterior of the buildings including all fittings, fixtures and furnishings shall be maintained in a sound and clean condition and shall be fit for the purpose intended.
- 3.1 **Roof, roof eaves and fascia boards:** Roof, roof eaves and fascia boards shall be in good condition and clean.
- 3.2 **Ceiling:** Ceiling shall be in good condition and clean.
- 3.3 **Floor and walls:** Floor and walls shall be in good condition and clean.

3.4 **Balustrades and pillars:** Balustrades and pillars shall be in good condition and clean.

4.0 ACCESS: Access to the property shall be in the form of one entrance to the property with separate access into the building, i.e., two separate doors; one for guests (front of house) and one for staff and loading (back of house). Where an entrance or driveway is applicable, the minimum width shall be 3.5 metres wide with appropriate lay-by to be determined by the organisation responsible for the Land Transport for easy access to the fire engines in case of an emergency.

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

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

4.3 **Boundary wall or fencing or hedges:** Where available, the boundary wall or fencing or hedges shall be well maintained and shall be in good condition and clean.

4.4 **Gate, if available:** Where available, the gate shall be in good working condition, well painted and clean.

4.5 **Lighting:** Lighting shall be adequate in numbers and in working order.

5.0 PARKING: Self-caterings establishments on Mahe and Praslin shall have parking facilities. The ratio shall be as per the Department of Land Transport requirements. However, it shall be level and without pot holes. Parking bays and bicycle bays shall be in a secure environment close to the accommodation.

5.1 **Sign:** Parking area shall be clearly designated with legible and visible signs.

5.2 **Lighting:** Adequate lighting shall be available and in good working condition.

5.3 **Surface:** Surface shall be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking slots, the surface shall be either gravel or hard smooth finish.

5.4 **Bicycle parking:** Bicycle parking shall be available for establishments on La Digue and shall be well surfaced with no pot holes.

5.5 **Buggy parking:** A well surfaced buggy parking area with no potholes shall be provided, if the buggy service is provided by the establishment.

6.0 SAFETY AND SECURITY: A high degree of safety and security shall be maintained. All reasonable precaution shall be taken to ensure the personal safety of guests and to prevent damage or theft of their possessions. This shall be either in the form of security personnel or gadgets

6.1 **Lighting:** There shall be adequate levels of lighting for guest's safety and comfort in all common areas, including staircase and parking areas.

6.2 **Information on procedures in the event of an emergency:** Information on procedures in the event of emergency and after hour's contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele.

6.3 **Summoning assistance:** Procedures for summoning assistance, in particular after hours, shall also be made available.

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

6.5. **Locking device:** Each unit shall be equipped with a locking device that permits a guest to lock the door when leaving the room as well as a device to lock the door from the inside, when the guest is occupying the room.

6.6. **First Aid Box:** A first aid box shall be available at the premises. Additionally self-catering businesses offering breakfast shall have an additional first aid kit at the breakfast kitchen.

6.7. **Insurance Cover:** A self-catering establishment shall have the appropriate insurance cover at all times.

6.8. **Pest Control:** Appropriate pest control measures shall be in place and done regularly in accordance with health regulations to protect against insects or vermin.

7.0 RECEPTION HALL OR LOBBY: A reception comprising of a small office area and a small lounge with coffee table and easy chairs is a basic requirement for self-catering establishments consisting of 4 units and above and it shall meet the following requirements—

7.1 **Size of reception:** The size of the reception shall be as follows—

- (a) 4 units 13 square metres;
- (b) 6 to 15 units 15 square metres;
- (c) 16 to 25 units 20 square metres; and
- (d) 26 to 50 units 35 square metres.

- 7.2 **Sitting Capacity:** Adequate sitting capacity shall be available relative to the size of the property and volume of business and style of operation.
- 7.3 The reception area or lobby shall be clearly designated, visible, open and inviting. Easy sitting comprising of tables and chairs shall also be available. Plastic furniture is not recommended.
- 7.4 **Left-luggage:** Self-catering establishments with 4 or more units shall have a left luggage facility.
- 7.5 **Summoning Attention:** A means of summoning attention shall be available, when reception is unattended.
- 7.6 **Safe Deposit:** Safe deposit facility shall be made available at the reception, if unavailable in the units. Safe shall be securely bolted.
- 7.7 **Ventilation:** The reception and lobby shall be adequately ventilated. The Planning Authority Regulations are applicable. Ceiling fans and air conditions, if available, shall be in good working condition and clean.
- 7.8 **Lighting:** There shall be adequate natural or artificial lighting at the reception and at designated reading areas. Wall or ceiling lights shall be in good working condition and clean. (Energy saving lights are recommended.)
- 7.9 **Porterage:** Assistance with luggage shall be made available and this applies to all self-catering establishments including those without a reception.
- 7.10 **Morning Call:** Guests shall be able to request for an early morning wake up call.
- 7.11 **Taxi and car hire booking:** Guests shall be able to request for a taxi or car hire booking.
- 7.12 **Telephone:** Telephone shall be available at the reception.
- 7.13 **Sign:** A sign should be in place to clearly indicate the reception.
- 7.14 **Flooring:** Flooring shall be of hard durable and non-slippery surface and in good condition and clean.
- 7.15 **Walls and ceiling:** Walls and ceiling shall be well maintained and in good condition.
- 7.16 **Décor:** Décor shall be attractive, of good quality with harmony of colours. Elements of local arts and culture shall be present in the décor.

- 7.17 **Windows, if available:** Windows shall be in good condition and clean.
- 7.18 **Curtains and blinds if available:** Curtains and blinds shall be of good quality, in good condition and in line with the general décor.
- 7.19 **Reception counter or desk:** In the establishment having more than 4 units, a reception counter or desk shall be available for registration of the information and assistance and the counter shall be in good condition and well equipped.
- 7.20 **Furniture:** All the furniture shall be in good condition and clean. Plastic furniture is not recommended on slippery surfaces for safety reasons.
- 7.21 **Booking Conditions:** Policies of the establishment shall be described upon booking e.g., payment methods, applicable deposits, overbooking conditions and cancellation policy. Information on access restrictions and child-friendly services shall be provided, where applicable.
- 7.22 **Email Address:** Establishments are required to have an active email address.
- 7.23 **AMENITIES (If a reception is available):**
- 7.23.1 **First-aid kit:** First-aid kit shall be available and in good condition and well stocked as per the health requirements.
 - 7.23.2 **Foreign exchange:** Up to date exchange rates shall be conspicuously displayed.
 - 7.23.3 **Beach towel:** If beach towel is provided, it shall be clean and in good condition.

8.0 PUBLIC TOILET:

- 8.1 Where a reception is available in an establishment, a public toilet facility shall be provided as follows—
- 8.1.1 Establishments with 4 to 10 units shall have 1 toilet.
 - 8.2.2 Establishments with 10 units and above shall have separate male and female toilets.
- 8.2 **Fixtures and fittings:** All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.
- 8.3 **Toilets:** All toilets shall be well maintained, clean, deodorised and frequently checked.
- 8.4 **Toilet paper and sanitary bin:** Adequate toilet paper and a sanitary bin with plastic lining shall be available.

8.5 **Hand washing and hand drying amenities:** A wash hand basin with running water, soap and a drying mechanism (individual towel, disposable paper towels, hot air dryer, etc.) shall be provided.

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

8.7 **Walls, ceiling and floor:** Walls, ceiling and floor shall be well maintained and in good condition.

8.8 **Windows and curtains:** Opaque windows or curtains or blinds shall be provided to ensure guest's privacy.

8.9 **Sanitary bin:** Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.

8.10 **Mirror:** Mirror shall be provided and shall be in good condition and clean.

8.11 **Cubicle door:** Each cubicle door shall have a working lock for privacy.

8.12 **Hooks:** Hooks on the inside of each toilet cubicle door shall be provided.

9.0 GUEST UNITS: All the guest units shall be maintained at satisfactory standards of cleanliness. Housekeeping services shall be done on regular basis, as appropriate.

9.1 INTERIOR DÉCOR:

9.1.1 **Décor:** Décor shall be of good quality with harmony of colours.

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

9.2 BALCONY OR VERANDAH: It is a basic requirement that any self-catering establishment offers at least one main or common balcony or verandah for guest use.

9.2.1 Balconies shall be at least 2 metres wide and the same length as to the adjacent wall.

9.2.2 If the floor of the verandah or balcony is above 1.5 metres from the ground, safety railings shall be provided.

9.2.3 The flooring shall be hard, durable and non-slippery surface and shall be in good condition and clean.

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

9.2.5 All the furniture shall be in good condition and clean. Plastic furniture on slippery surface is not recommended for safety reasons.

9.3 BEDROOM STRUCTURE: All bedrooms shall be double rooms and have sufficient space to allow freedom of movement for guests and access to all furniture in the room. It should be possible to open all doors and drawers fully.

9.3.1 Bedroom Doors: All types of doors are acceptable except for those made of chipboard. The minimum size shall be 900 millimeters wide by 2100 millimeters high by 45 millimetres in thickness.

9.3.2 Bedroom Size: The minimum size shall be 12 square metres and the head room shall be as per the Planning Authority regulations.

9.3.3 Bedroom name or number: Each unit shall be designated by a number or name. The same shall be legible and visible.

9.3.4 Room Keys: Room keys or cards shall be properly identified with appropriate room number or name.

9.3.5 Procedures for Evacuation: Information on procedures for evacuation in the event of an emergency shall be clearly displayed and available in the following languages (English or French). Preferably displayed on the door or it may be provided in the information kit.

9.3.6 Waste bin: Waste paper bin may be provided.

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

9.3.8 Walls and ceiling: Walls and ceiling shall be clean and in good state of maintenance.

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

9.4 BEDROOM LIGHTING:

9.4.1 Natural light: There should be provision to allow natural light into the bed room.

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

9.4.3 Bedside lights: There shall be a bedside lamp or one bed head light for each person. Bed side lamps shall be in good working order. Where a shade or cover is provided, the same shall be in good condition and clean.

9.4.4 **Emergency lights:** Emergency lighting i.e., flashlights or free standing emergency lights may be provided. Candles are not recommended for safety purposes, as per the fire safety norms.

9.5 BEDROOM FURNISHINGS: Bedroom furniture shall include the following—
(a) one double bed or two single beds; (b) wardrobe; (c) dressing or writing table with mirror and stool and (d) two bedside tables or lockers. All furniture shall be in good condition and clean.

9.5.1 Beds or mattresses:

- 9.5.1.1 One double or two singles beds should be provided. Beds shall be in good condition and visually attractive.
- 9.5.1.2 Headboards shall be provided and in good condition.
- 9.5.1.3 Single beds shall comfortably accommodate an average sized adult (1 metre wide) and double beds two average sized adults (1.8 metre wide).
- 9.5.1.4 Mattresses shall be comfortable, in good condition and clean. Foam mattresses are not acceptable.
- 9.5.1.5 Mattress protectors or under blankets should be available, in good condition, clean and free from stains.

9.5.2 Bed Linen:

- 9.5.2.1 All linen shall be clean and sufficient in quantity.
- 9.5.2.2 All linen shall be changed when soiled or at guest's request.
- 9.5.2.3 Beds shall be covered with appropriate bedspread or valances and these should be changed for each new guest.
- 9.5.2.4 Beds shall be provided with two bed sheets (under sheet and a top sheet).
- 9.5.2.5 Extra blankets may be provided on request.

9.5.3 Pillows:

- 9.5.3.1 There shall be at least one pillow per sleeping space with pillow protectors and pillow cases.
- 9.5.3.2 All pillows shall be in good condition and clean.
- 9.5.3.3 Extra pillows may be provided on request.

9.5.4 Wardrobe:

- 9.5.4.1 Each room shall have a wardrobe or a purpose built hanging space of at least 1.2 meter wide and shall be in good condition and clean.
- 9.5.4.2 Sufficient good quality hangers (minimum 3 hangers per person) shall be provided.

9.5.4.3 In addition, there shall be adequate drawer or shelf spaces for storage.

9.5.5 **Mirror:** A full length mirror shall be available. Ideally a mirror shall be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror should be adequate.

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

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

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

9.6 BEDROOM AMENITIES:

9.6.1 **Television:** Availability of television for guestroom is recommended to be provided in every unit. However, it may be on demand. Where provided, it may not necessarily be in the bedroom; it can also be placed in the living room.

9.6.2 **Means for communication:** Telephones or alternative means of communications shall be available in all the units.

9.6.3 Where telephones are available, telephone number, reception number and the room extension number shall be displayed. Where applicable, fees being charged for external calls shall also be made available.

9.6.4 **Bedside lamps:** Bedside lamps shall have a shade or cover, in good condition and clean.

9.6.5 **Bedside rugs or mats if available:** Bedside rugs or mats shall be in good condition and clean. Alternatively, slippers may be provided.

9.6.6 Do not disturb or make up my room sign shall be available.

9.7 OTHER AMENITIES: The following shall also be made available in the unit.

9.7.1 Waste bins and liners.

9.7.2 Insect protection; mosquito net or insect repellent may be made available. The mosquito net shall be in good condition and clean.

9.7.3 Sufficient power sockets for the safe use of electrical equipment shall be made available in the unit.

9.7.4 **Information Kit:** A kit containing the following information needs to be provided.

9.7.4.1 Directory of essential services i.e., emergency contact number.

9.7.4.2 Transport services i.e., bus schedule, taxi and car hire.

9.7.4.3 Method of payment; change of foreign exchange, credit cards etc.

9.7.4.4 Room key procedures

9.7.4.5 Swimming pool-opening hours (where, the same is available).

9.7.4.6 Wake up call details.

9.7.4.7 Medical Services (nearest medical centres, pharmacies).

9.7.4.8 Breakfast timings (if the breakfast is provided in the unit).

9.7.4.9 Laundry list and rates (if applicable).

9.7.4.10 Internet facility, if available.

9.7.4.11 User manual and security codes for safety deposit box.

9.7.4.12 Check out timing.

9.7.4.13 Some useful information on excursions and other tourism activities such as dive centre, water sports and boat charters.

9.7.4.14 Child minding, if available.

9.7.5 **Optional amenities which the establishment may provide include—**

9.7.5.1 Insect Repellent.

9.7.5.2 Satellite Cable TV channels

9.7.5.3 Internet connection.

9.7.5.4 Bathrobe and slippers

9.7.5.5 Umbrella.

9.7.5.6 Plug adaptors may be provided on request.

10.0 BATHROOM: All bathrooms shall be en-suite with the bedroom and have sufficient space to allow freedom of movement for guests and access to all fittings, the minimum dimension should be a minimum of 6 square metres. Toilet facility may be separate from the bathroom. All the fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.

10.1 BATHROOM STRUCTURE:

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

10.1.2 **Walls and ceiling:** Walls and ceiling shall be of durable materials and in good condition.

10.1.3 **Doors:** All doors are acceptable except the chipboards.

10.1.4 **Ventilation:** Adequate ventilation should be provided.

10.1.5 **Lighting:** All bathrooms shall be well lit and the light switch board shall be conveniently located. (Energy saving lights are recommended).

10.1.6 **Windows:** For guest's privacy, where appropriate all the windows in the bathroom should be covered with an opaque curtain or blind.

10.2 **Fixture, fittings and amenities:** Each bathroom shall have the following—

- 10.2.1 A bath or shower cubicle with doors or curtains.
- 10.2.2 A grab rail for safety purposes should be available with the bathtub.
- 10.2.3 Drip dry facility or equivalent should be available.
- 10.2.4 Wash hand basin.
- 10.2.5 Standard size mirror over the wash hand basin.
- 10.2.6 Adequate shelf space shall be provided adjacent to hand basin, with sufficient space provided to store two guests' toiletries.
- 10.2.7 Bath mat.
- 10.2.8 Towel rail, towel shelf or equivalent.
- 10.2.9 Soap with dish, holder or dispenser shall be available. Fresh soap for each new guest shall be provided.
- 10.2.10 Toilet.
- 10.2.11 Toilet roll holder and toilet paper.
- 10.2.12 Running hot and cold water for bathing shall be available at all times.
- 10.2.13 Clean hand and bath towel for each guest. Towels shall be in good condition.
- 10.2.14 Adequate ventilation (e.g., an extractor fan or opening window)
- 10.2.15 Clothes hooks or equivalent shall be provided
- 10.2.16 Sanitary bin should be in good condition, clean and with plastic liner.
- 10.2.17 Electric shaver unit shall be in good working order.

11.0 LIVING AND DINING ROOM:

- 11.1 **Sitting:** Living room furniture shall be adequate to cater for the number of rooms available in the units.
- 11.2 **Dining:** Each unit shall have a dining table with sitting facilities to accommodate the number of occupants.
- 11.3 **Ventilation:** Adequate ventilation either natural or artificial shall be available. All living rooms shall have at least one window opening directly into the open air. Cross or through ventilation is ideal.
- 11.4 **Lighting:** There shall be adequate either natural or artificial lighting in all the rooms.
- 11.5 **Floor:** Floor shall be of smooth, hard surface that are non-slippery.
- 11.6 **Walls and ceiling:** Walls and ceiling shall be of durable material and of good condition.

12.0 KITCHEN:

12.1 The kitchen shall be equipped with the following—

- 12.1.1 An electric or gas cooker.
- 12.1.2 A fridge or freezer.
- 12.1.3 A microwave oven (optional).
- 12.1.4 A kettle.
- 12.1.5 Shelves or cabinets.
- 12.1.6 Sink.

12.2 **Worktop and storage:** There shall be at least one worktop or working surface for food preparation and adequate storage or shelving facilities. Worktops and preparation tables shall be of hard durable material, so that it can be easily cleaned and disinfected.

12.3 **Crockery, cutlery and kitchen utensils:** There shall be adequate crockery, cutlery, kitchen utensils and glassware and shall be in good condition.

12.4 **Ventilation:** Adequate ventilation shall be provided either natural or artificial. Windows shall be fly proof.

12.5 **Waste bin:** A covered waste disposal bin and liner shall be provided.

12.6 **Fire equipment:** There shall be suitable fire equipment readily available.

12.7 **Fish cleaning area:** A fish cleaning area may be required by the Public Health Services. Where it is provided, the following shall apply—

- 12.7.1 The size for the fish cleaning area or butchery shall be 2 metre by 2 metre.
- 12.7.2 Flooring shall be of hard durable and non-slippery surface that can be easily cleaned and disinfected.
- 12.7.3 Walls shall be of durable materials that can be easily cleaned and disinfected and shall be in good condition.
- 12.7.4 Worktops and other work surfaces shall be of solid and non-corrosive materials that can be easily cleaned and disinfected.
- 12.7.5 Provisions of stainless steel or marble surfaces are accepted.
- 12.7.6 The fish cleaning area shall be well ventilated.
- 12.7.7 Refuse bins shall be provided.

12.8 LP Gas store:

- 12.8.1 Storage shall be well ventilated and secured.
- 12.8.2 “No Smoking” sign shall be legibly displayed thereon.
- 12.8.3 Fire Safety Regulations will apply.

12.9 Garbage room or bin site: The garbage room or bin site shall be provided as per the Public Health requirement.

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

- 13.1 Swimming pool area shall be well maintained and clean.
- 13.2 Pool water shall be clear and Ph and chlorine levels shall be checked and recorded on a daily basis.
- 13.3 Life buoys shall be strategically located and visible by all and the same shall be in good state of repair.
- 13.4 Depth markings shall be clearly shown.
- 13.5 Public safety notice shall be strategically located, legible and in good condition (stating opening times, emergency info and rules).
- 13.6 Lighting or emergency lighting shall be available.
- 13.7 Pool furniture shall be in good condition and clean.
- 13.8 Shower facility shall be in good state of maintenance and clean.
- 13.9 Steps shall be in good condition and well maintained. Safety railings shall be available on the steps.

14.0 LAUNDRY FACILITY: Laundry may be contracted out or otherwise the establishment may provide a proper laundry and it shall meet the following—

- 14.1 **Size:** Above ten units, the minimum size shall be 5 metres by 5 metres with separate ironing, drying and washing area. For self-catering accommodation establishments with less than ten units, the laundry shall be 3 metres by 3 metres with separate ironing, drying and washing area.
- 14.2 **Ventilation:** Adequate natural or artificial ventilation shall be provided. Ideally, these facilities shall be air conditioned and maintained at optimum temperature.
- 14.3 **Storage Facilities:** Adequate storage facilities for linen, soap and detergents shall be provided.

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

16.0 ELECTRICAL AND FIRE SAFETY: Fire and Safety Department regulations shall apply in respect of electrical and fire safety measures.

17.0 HUMAN RESOURCES:

- 17.1 **Management:** Depending on the size and organisational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations.

- 17.2 All employees shall be provided with the following:
 - 17.2.1 Uniform.
 - 17.2.2 Job description.
 - 17.2.3 Contract of employment.
 - 17.2.4 Medical test for food handler (where one is employed).
 - 17.2.5 Protective clothing such as chef hats, gloves etc.
- 17.3 **Employee's file:** The employer shall maintain an updated file with all relevant information of each employee.
- 17.4 **Training-** Continuous training, including in-house programmes shall be available. Staff shall have the opportunity to attend relevant trainings programmes organised by the Tourism Department or of other relevant organisations.
- 17.5 **Scheme of service:** The Scheme of service or payment structure to the employees shall be as per the guidelines etc., of the Ministry responsible for Employment.
- 17.6 **Fire drill:** Depending on the size of the operation, fire drill training shall be conducted at least once a year or as recommended by the Fire Safety and Rescue Agency.
- 17.7 **First-aid:** Key staff members shall be trained in first aid. First-aid box shall be available and well stocked as per the health requirements.
- 17.8 **Emergency Response Plan:** All establishments are required to mainstream risk and disaster management in their business operation. All self-catering establishments should have at least a basic emergency response plan for disaster preparedness. Information on how to develop the plan is obtainable on the Tourism Department website <https://www.tourism.gov.sc> or contact the Risk Management Section of the Department
- 18.0 **QUALITY AND STANDARD:** The self-catering establishment shall also need to comply with the requirements of other regulatory bodies namely the Ministry of Health, the Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other authority for the implementation of quality improvements.

MINIMUM REQUIREMENTS FOR SELF-CATERING ESTABLISHMENT (STUDIO APARTMENTS)

A studio apartment means a purpose built or a converted house, cottage, chalet, bungalow, flat, apartment or villa that provides lodging or sleeping accommodation where the living room, bedroom, and kitchen is combined into one open space, facilities and equipment are provided for cooking or preparation of meals and the facilities are adequate to cater for 2 persons at any one time.

A self-catering business may consist of one self-contained unit or more.

1.0 EXTERIOR:

- 1.1 **Grounds and gardens:** All grounds and gardens under the control of the operator shall be neat and appropriately maintained.
- 1.2 **Signage:** There shall be appropriate signage to direct guests to the main entrance.
- 1.3 **Pathways:** All paths shall be well lit and directional signage shall be provided to guide the guests to their units.

2.0 BUILDING:

- 2.1 Each apartment shall be self-contained and provide adequate space for living, dining, bedroom, bathroom and kitchen.
- 2.2 **Unit name:** Where the establishment consists of more than one unit, each unit shall be designated by a number or name, which shall be legible and conspicuously visible.
- 2.3 **Veranda or balcony:** All studio apartments are required to have a veranda or balcony available for each unit. The width of the veranda shall be not less than 2 metres and the length should be as that of the wall from which it extends. Safety railings shall be provided to all balconies which are 1.5 metres above ground level. Furniture shall be in good condition and clean. Plastic furniture on slippery surface is not recommended for safety reasons.
- 2.4 **Building Design Concept:** There is no specific requirement for the architecture of a building however, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure shall blend in with the natural and physical environment and shall meet the requirements of the Planning Authority.
- 2.5 **Environmental considerations:** Special measures shall be undertaken for environmental matters prior to construction, such as energy and water

efficiency considerations, waste management and building finishes upon completion.

2.6 **Universal access:** Wherever possible, the management shall make provision to accommodate disabled people. In doing so, all facilities including the grounds should be made accessible to wheelchair users.

2.7 **Drainage:** Drainage shall be connected to the central sewage disposal system, where available. Where there is no sewage system, the disposal should be in line with the guidelines of the Planning Authority, Environment and the Health regulations.

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

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

2.10 **Water storage:** Water storage shall be available to address water restrictions during the dry season and in case of supply breakdown.

3.0 SIZES AND DIMENSIONS:

3.1 The layout of the studio shall allow appropriate space between the bed or sleeping area and the kitchen preparation area. Total minimum size for a studio apartment shall 33 square metres.

3.2 The minimum sizes for the apartment facilities are as per the below;

Bedroom or sleeping area	12 square metres
Living room, dining or kitchen area	15 square metres
Bathroom	6 square metres
Total minimum size	33 square metres

4.0 **MAINTENANCE:** The interior and exterior of the buildings including all fittings, fixtures and furnishings shall be maintained in a sound and clean condition and shall be fit for the purpose intended.

4.1 **Roof, roof eaves and fascia boards:** Roof, roof eaves and fascia boards shall be in good condition and clean.

4.2 **Ceiling:** Ceiling shall be in good condition and clean.

4.3 **Floor and walls:** Floor and walls shall be in good condition and clean.

- 4.4 **Balustrades and pillars:** Balustrades and pillars shall be in good condition and clean.

5.0 **ACCESS:** Access to the property shall be in the form of one entrance to the property with separate access into the building, i.e., two separate doors; one for guests (front of house) and one for staff and loading (back of house). Where an entrance or driveway is applicable the minimum width should be 3.5 metres wide with appropriate lay-by to be determined by the organisation responsible for Land Transport for easy access to the fire engines in case of an emergency.

- 5.1 **Entrance:** Entrance shall be clearly indicated.
- 5.2 **Signage** - There must be appropriate signage to direct guest to the main entrance.
- 5.3 **Signboard** - Signboard with full name of the establishment must be displayed in a prominent place. It must be in good condition
- 5.4 **Boundary wall/ fencing or hedges** - Same where available should be well maintained, in good state of repair and clean.
- 5.5 **Gate if available** - must be in good working condition, well painted and clean.
- 5.6 **Lighting** - must be in working order and adequate in numbers.

6.0 **PARKING:** Studio apartments on Mahe and Praslin shall have parking facilities. The ratio shall be as per the Department of Land Transport requirements. However, it shall be level and without pot holes. Parking bays and bicycle bays shall be in a secure environment close to the accommodation.

- 5.1 **Sign:** Parking area should be clearly designated with legible and visible signs.
- 5.2 **Lighting:** Adequate lighting shall be available and in good working condition.
- 5.3 **Surface:** Surface should be smooth and levelled. It can be of earthen, gravel or grass but without potholes or damages. Above 6 parking slots, the surface shall be either gravel or hard smooth finish.
- 5.4 **Bicycle parking:** Bicycle parking shall be available for establishments on La Digue and should be well surfaced with no pot holes.
- 5.5 **Buggy parking:** A well surfaced buggy parking are with no potholes shall be provided, if the buggy service is provided by the establishment.

7.0 **SAFETY AND SECURITY:** A high degree of safety and security shall be maintained. All reasonable precaution shall be taken to ensure the personal

safety of guests and to prevent damage or theft of their possessions. This shall be either in the form of security personnel or gadgets

- 7.1 **Lighting:** There shall be adequate levels of lighting for guest's safety and comfort in all common areas, including staircase and parking areas.
- 7.2 **Information on procedures in the event of an emergency:** Information on procedures in the event of emergency and after hour's contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele.
- 7.3 **Summoning assistance:** Procedures for summoning assistance, in particular after hours, shall also be made available.
- 7.4 **Medical assistance:** The establishment shall have in place a means to provide or summon medical assistance, when required.
- 7.5. **Locking device:** Each unit shall be equipped with a locking device that permits a guest to lock the door when leaving the room as well as a device to lock the door from the inside, when the guest is occupying the room.
- 7.6. **First Aid Box:** A first aid box shall be available at the premises. Additionally self-catering businesses offering breakfast shall have an additional first aid kit at the breakfast kitchen.
- 7.7. **Insurance Cover:** A self-catering establishment (studio apartment) shall have the appropriate insurance cover at all times.
- 7.8. **Pest Control:** Appropriate pest control measures should be in place and done regularly in accordance to health regulations to protect against insects or vermin.

8.0 RECEPTION HALL OR LOBBY: A reception comprising of a small office area and a small lounge with coffee table and easy chairs is a basic requirement for self-catering establishments consisting of 4 units and above and it shall meet the following requirements—

- 8.1 **Size of reception:** The size of the reception shall be as follows—
 - (a) 4 units 13 square metres;
 - (b) 6 to 15 units 15 square metres; and
 - (c) 16 to 25 units 20 square metres.
- 8.2 **Sitting Capacity:** Adequate sitting capacity shall be available relative to the size of the property and volume of business and style of operation.

- 8.3 **Telephone:** Telephone shall be available at the reception. Where establishment consists of less than four studio apartment, a reception facility is not required but telephones or alternative means of communication shall be available in all the units.
- 8.4 **Reception area:** The reception area or lobby should be clearly designated, visible, open and inviting. Easy sitting comprising tables and chairs shall also be available. Plastic furniture is not recommended.
- 8.5 **Left-luggage:** Establishments with 4 or more units should have a left luggage facility.
- 8.6 **Summoning Attention:** A means of summoning attention shall be available, when reception is unattended.
- 8.7 **Safe Deposit:** Safe deposit facility should be made available at the reception, if unavailable in the units. Safe should be securely bolted.
- 8.8 **Ventilation:** The reception and lobby should be adequately ventilated. The Planning Authority Regulations are applicable. Ceiling fans and air conditions, if available, shall be in good working condition and clean.
- 8.9 **Lighting:** There shall be adequate natural or artificial lighting at the reception and at designated reading areas. Wall or ceiling lights should be in good working condition and clean. (Energy saving lights are recommended.)
- 8.10 **Porterage:** Assistance with luggage shall be made available and this applies to all self-catering establishments including those without a reception.
- 8.11 **Morning Call:** Guests shall be able to request for an early morning wake up call.
- 8.12 **Taxi and car hire booking:** Guests shall be able to request for a taxi or car hire booking.
- 8.13 **Telephone:** Telephone shall be available at the reception.
- 8.14 **Sign:** A sign should be in place to clearly indicate the reception.
- 8.15 **Flooring:** Flooring shall be of hard durable and non-slippery surface and in good condition and clean.
- 8.16 **Walls and ceiling:** Walls and ceiling shall be well maintained and in good condition.

- 8.17 **Décor:** Décor shall be attractive, of good quality with harmony of colours. Elements of local arts and culture shall be present in the décor.
- 8.18 **Windows, if available:** Windows shall be in good condition and clean.
- 8.19 **Curtains and blinds if available:** Curtains and blinds shall be of good quality, in good condition and in line with the general décor.
- 8.20 **Reception counter or desk:** In the establishment having more than 4 units, a reception counter or desk shall be available for registration of the information and assistance and the counter shall be in good condition and well equipped.
- 8.21 **Furniture:** All the furniture shall be in good condition and clean. Plastic furniture is not recommended on slippery surfaces for safety reasons.
- 8.22 **Booking Conditions:** Policies of the establishment shall be described upon booking e.g., payment methods, applicable deposits, overbooking conditions and cancellation policy. Information on access restrictions and child-friendly services shall be provided, where applicable.
- 8.23 **Email Address:** Establishments are required to have an active email address.
- 8.24 **AMENITIES (If a reception is available):**
- 8.24.1 **First-aid kit:** First-aid kit shall be available and in good condition and well stocked as per the health requirements.
- 8.24.2 **Foreign exchange:** Up to date exchange rates should be conspicuously displayed.
- 8.24.3 **Beach towel:** If beach towel is provided, it should be clean and in good condition.

9.0 PUBLIC TOILET:

- 9.1 Where a reception is available in an establishment, a public toilet facility shall be provided as follows—
- 9.1.1 Establishments with 4 to 10 units should have 1 toilet.
- 9.1.2 Establishments with 10 units and above should have separate male and female toilets.
- 9.2 **Fixtures and fittings:** All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.
- 9.3 **Toilets:** All toilets shall be well maintained, clean, deodorised and frequently checked.

9.4 **Toilet paper and sanitary bin:** Adequate toilet paper and a sanitary bin with plastic lining should be available.

9.5 **Hand washing and hand drying amenities:** A wash hand basin with running water, soap and a drying mechanism (individual towel, disposable paper towels, hot air dryer, etc.) should be provided.

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

9.7. **Walls, ceiling and floor:** Walls, ceiling and floor shall be well maintained and in good condition.

9.8. **Windows and curtains:** Opaque windows or curtains or blinds shall be provided to ensure guest's privacy.

9.9. **Sanitary bin:** Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.

9.10. **Mirror:** A mirror shall be provided and shall be in good condition and clean.

9.11. **Cubicle door:** Each cubicle door shall have a working lock for privacy.

10. STUDIO APARTMENTS STRUCTURE AND AMENITIES: All units shall have sufficient space to allow freedom of movement for guests and access to all furniture. It should be possible to open all doors and drawers fully.

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

10.2. Walls and ceiling: Walls and ceiling- should be clean and in good state of maintenance.

10.3. Ventilation: Either natural or artificial ventilation is acceptable. Standing or ceiling fans or air-conditioning unit shall be in good condition.

10.4. Housekeeping: All guest units shall be maintained at satisfactory standards of cleanliness. Units should be cleaned daily.

10.5. Lighting: Entire unit shall be well lit. There shall be a main light switch near the entrance. Emergency lighting may be flashlights or free standing emergency lights. Candles are not recommended for safety purposes, as per the fire safety guidelines.

10.6. INTERIOR DÉCOR:

- 10.6.1 **Décor-** Décor shall be of good quality, with harmony of colours.
- 10.6.2 **Local elements-** Elements of local arts and culture shall be present in the décor.

10.7. BEDROOM SPACE:

10.7.1 **Bedroom area or sleeping space:** The minimum size should be 12 square metres and the head room shall be as per the Planning Authority regulations.

10.7.2 **Bedside lights:** There shall be a bedside lamp or one bed head light for each person. Bed side lamps shall be in good working order. Where a shade or cover is provided, the same shall be in good condition and clean.

10.7.3 **Bedroom Furnishings:** Bedroom furniture shall include the following; one double bed or two single beds, wardrobe, dressing or writing table with mirror and stool and two bedside tables or lockers. All furniture shall be in good condition and clean.

10.7.4 Beds and mattresses:

10.7.4.1 One double or two singles beds shall be provided. Beds shall be in good condition and visually attractive.

10.7.4.2 Single beds shall comfortably accommodate an average sized adult (1 metre wide) and double beds shall accommodate two average sized adults (1.8 metre wide).

10.7.4.3 All mattresses are to be comfortable and of high standard, with mattress protectors or under blankets. Foam mattresses are not acceptable.

10.7.5 Bed Linen:

10.7.5.1 All linen shall be clean and sufficient in quantity.

10.7.5.2 All linen shall be changed when soiled.

10.7.5.3 Beds shall be covered with appropriate bedspread or valances. These shall be changed for each new guest.

10.7.5.4 Beds shall be provided with two bed sheets (a mattress protector, under sheet and a top sheet).

10.7.5.5 There shall be at least one pillow per sleeping space with additional pillows. There should be a pillow case and pillow protector on each pillow. All pillows shall be of good standards.

10.7.6 Wardrobe:

10.7.6.1 Each unit shall have a wardrobe of not less than 1.2 metres wide and should be in good condition.

10.7.6.2 Sufficient good quality hangers (minimum 3 hangers per person) shall be provided.

10.7.6.3 In addition, there shall be adequate drawer or shelf spaces.

10.7.6.4 Wardrobes shall also be well lit.

10.7.7 **Mirror:** A full length mirror shall be available. Ideally a mirror shall be placed adjacent to the dressing table and lighting intensity in the vicinity of the mirror shall be adequate.

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

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

10.7.10 **Curtains:** Curtains or blinds shall be provided on all windows including glass panels to afford both privacy and exclusion of light.

10.8. BEDROOM AMENITIES:

10.8.1 **Television:** Availability of television for guest room is a basic requirement and shall be available in every unit.

10.8.2 **Telephones:** IDD telephones shall be provided in the unit. The establishment telephone number, reception number and the room extension number shall be displayed. Phone number of the manager or owner including all other information that the clients need to know with regards to the fees charged for any external calls shall also be made available.

10.8.3 **Bedside lamps:** Bedside lamps shall have a shade or cover and in good condition and clean.

10.8.4 **Bedside rugs or mats if available:** Bedside rugs or mats shall be available in good condition and clean and alternatively slippers may be provided.

10.8.5 **Do not disturb or make up my room sign:** Do not disturb or make up my room sign shall be available in the unit.

10.8.6 **Insect protection:** Mosquito net or insect repellent shall be available. The mosquito net shall be in good condition and clean.

10.8.7 **Power sockets:** Sufficient power sockets for the safe use of electrical equipment.

10.8.8 Information Kit:

- 10.8.8.1 Directory of essential services i.e., emergency and contact number.
- 10.8.8.2 Transport services i.e., bus schedule, taxi and car hire.
- 10.8.8.3 Method of payment; change of foreign exchange, credit cards.
- 10.8.8.4 Room keys procedures.
- 10.8.8.5 Swimming pool/
- 10.8.8.6 Telephone services i.e., wake up call.
- 10.8.8.7 Breakfast hours (if provided).
- 10.8.8.8 Laundry list and rates.
- 10.8.8.9 Internet facility, if available.
- 10.8.8.10 Safe deposit facility.
- 10.8.8.11 Check out timing.
- 10.8.8.12 Excursions i.e., diving centre and water sports.
- 10.8.8.13 Child minding, if available.

11. BATHROOM SPACE: All bathroom areas shall have sufficient space to allow freedom of movement for guests and access to all fittings. The dimension of the bathroom space shall be a minimum of 6 square metres. Toilet facility may be separate from the bathroom. All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.

11.1. BATHROOM STRUCTURE:

- 11.1.1. Floor:** Flooring may vary considerably but shall be of hard, durable and non-slippery surface that can be easily cleaned and disinfected.
- 11.1.2. Walls and ceiling:** Walls and ceiling shall be of durable materials and in good condition.
- 11.1.3. Doors:** All doors are acceptable except the chipboards.
- 11.1.4. Ventilation:** Adequate ventilation should be provided.
- 11.1.5. Lighting:** All bathrooms shall be well lit and the light switch board shall be conveniently located. (Energy saving lights are recommended).
- 11.1.6. Windows:** For guest's privacy, where appropriate all the windows in the bathroom should be covered with an opaque curtain or blind.

11.2. Fixture, fittings and amenities: Each bathroom shall have the following—

- 11.2.1. A bath or shower cubicle with doors or curtains.
- 11.2.2. A grab rail for safety purposes should be available with the bathtub.
- 11.2.3. Drip dry facility or equivalent should be available.
- 11.2.4. Wash hand basin.

- 11.2.5. Standard size mirror over the wash hand basin.
- 11.2.6. Adequate shelf space shall be provided adjacent to hand basin, with sufficient space provided to store two guests' toiletries.
- 11.2.7. Bath mat.
- 11.2.8. Towel rail, towel shelf or equivalent.
- 11.2.9. Soap with dish, holder or dispenser shall be available. Fresh soap for each new guest shall be provided.
- 11.2.10. Toilet.
- 11.2.11. Toilet roll holder and toilet paper.
- 11.2.12. Running hot and cold water for bathing shall be available at all times.
- 11.2.13. Clean hand and bath towel for each guest. Towels shall be in good condition.
- 11.2.14. Adequate ventilation (e.g., an extractor fan or opening window)
- 11.2.15. Clothes hooks or equivalent shall be provided
- 11.2.16. Sanitary bin should be in good condition, clean and with plastic liner.
- 11.2.17. Electric shaver unit shall be in good working order.

12. LIVING OR DINING SPACE:

12.1. Sitting: Adequate living furniture shall be provided.

12.2. Dining: Each unit shall have a dining table or counter with sitting facilities to accommodate the number of occupants.

13. KITCHEN:

13.1 The kitchen should be equipped with the following—

- 13.1.1 An electric or gas cooker.
- 13.1.2 A fridge or freezer.
- 13.1.3 A microwave oven (optional).
- 13.1.4 A kettle.
- 13.1.5 Shelves or cabinets.
- 13.1.6 Sink.

13.2 **Worktop and storage:** There shall be at least one worktop or working surface for food preparation and adequate storage or shelving facilities. Worktops and preparation tables shall be of hard durable material, so that it can be easily cleaned and disinfected.

13.3 **Crockery, cutlery and kitchen utensils:** There shall be adequate crockery, cutlery, kitchen utensils and glassware and shall be in good condition.

13.4 **Ventilation:** Adequate ventilation shall be provided either natural or artificial. Windows shall be fly proof.

13.5 **Waste bin:** A covered waste disposal bin and liner shall be provided.

13.6 **Fire equipment:** There shall be suitable fire equipment readily available.

13.7 **Fish cleaning area:** A fish cleaning area may be required by the Public Health Services. Where it is provided, the following shall apply—

13.7.1 The size for the fish cleaning area or butchery shall be 2 metres by 2 metres.

13.7.2 Flooring shall be of hard durable and non-slippery surface that can be easily cleaned and disinfected.

13.7.3 Walls shall be of durable materials that can be easily cleaned and disinfected and shall be in good condition.

13.7.4 Worktops and other work surfaces shall be of solid and non-corrosive materials that can be easily cleaned and disinfected.

13.7.5 Provisions of stainless steel or marble surfaces are accepted.

13.7.6 The fish cleaning area shall be well ventilated.

13.7.7 Refuse bins shall be provided.

13.8 **LP Gas store:**

13.8.1 Storage shall be well ventilated and secured.

13.8.2 “No Smoking” sign shall be legibly displayed thereon.

13.8.3 Fire Safety Regulations will apply.

13.9 **Garbage room or bin site:** The garbage room or bin site shall be provided as per the Public Health requirement.

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

13.10 Swimming pool area shall be well maintained and clean.

13.11 Pool water shall be clear and Ph and chlorine levels shall be checked and recorded on a daily basis.

13.12 Life buoys shall be strategically located and visible by all and the same shall be in good state of repair.

13.13 Depth markings shall be clearly shown.

13.14 Public safety notice shall be strategically located, legible and in good condition (stating opening times, emergency info and rules).

13.15 Lighting or emergency lighting shall be available.

13.16 Pool furniture shall be in good condition and clean.

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

13.18 Steps shall be in good condition and well maintained. Safety railings shall be available on the steps.

15. LAUNDRY FACILITY: Laundry may be contracted out or otherwise the establishment may provide a proper laundry and it shall meet the following—

15.1 Size: Above ten units, the minimum size shall be 5 metres by 5 metres with separate ironing, drying and washing area. For self-catering accommodation establishments with less than ten units, the laundry shall be 3 metres by 3 metres with separate ironing, drying and washing area.

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

15.3 Storage Facilities: Adequate storage facilities for linen, soap and detergents shall be provided.

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

17. ELECTRICAL AND FIRE SAFETY: Fire and Safety Department regulations shall apply in respect of electrical and fire safety measures.

18. HUMAN RESOURCES:

18.1 Management: Depending on the size and organisational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations.

18.2 All employees should be provided with the following:

- 18.2.1 Uniform.
- 18.2.2 Job description.
- 18.2.3 Contract of employment.
- 18.2.4 Medical test for food handler (where one is employed).
- 18.2.5 Protective clothing such as chef hats, gloves etc.

18.3 Employee's file: The employer shall maintain an updated file with all relevant information of each employee.

18.4 Training- Continuous training, including in-house programmes shall be available. Staff shall have the opportunity to attend relevant trainings programmes organised by the Tourism Department or of other relevant organisations.

18.5 Scheme of service: The Scheme of service or payment structure to the employees shall be as per the guidelines etc., of the Ministry responsible for Employment.

18.6 Fire drill: Depending on the size of the operation, fire drill training shall be conducted at least once a year or as recommended by the Fire Safety and Rescue Agency.

18.7 First-aid: Key staff members shall be trained in first aid. First-aid box shall be available and well stocked as per the health requirements.

18.8 Emergency Response Plan: All establishments are required to mainstream risk and disaster management in their business operation. All self-catering establishments should have at least a basic emergency response plan for disaster preparedness. Information on how to develop the plan is obtainable on the Tourism Department website <https://www.tourism.gov.sc> or contact the Risk Management Section of the Department

19.0 QUALITY AND STANDARD: The self-catering establishment (Studio Apartments) shall also need to comply with the requirements of other regulatory bodies namely the Ministry of Health, Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other Authority for the implementation of quality improvements.

MINIMUM REQUIREMENTS FOR RESTAURANTS

RESTAURANT: Restaurant means any establishment that prepares cooks and serves meals and beverages for sale to customers, either on a self-service or full-service basis.

There shall be only one licence category for restaurants. The restaurant licence covers previous cafeteria category and allows the licence holder to operate either on a self-service (as cafeteria) or full-service basis. An establishment may decide to operate on a self-service basis during the day and on full-service during the evening to allow greater flexibility.

1.0 ACCESS:

- 1.1. Access shall be in the form of one entrance to the property with separate access into the building, i.e., two separate doors; one for guests (front of house) and one for staff and loading (back of house). Where an entrance or driveway is applicable, the minimum width shall be 3.5 metres wide with a lay-by to service fire engines in case of an emergency.

2.0 PARKING:

- 2.1 Restaurants on Mahe and Praslin shall have parking facilities. The ratio i.e., number of parking spaces shall be in line with the requirement of the Department of Land Transport.
- 2.2 The surface of the parking area shall be smooth, levelled and without potholes or damages.
- 2.3 On La Digue, a bicycle parking facility shall be provided.

3.0 EXTERIOR:

- 3.1 All grounds and gardens under the control of the operator shall be neat and appropriately maintained.
- 3.2 Signboard with full name of the establishment shall be displayed in a prominent place. It shall be in good condition.
- 3.3 There shall be appropriate signage to direct the guests to the main entrance as well as clearly visible property identification, neat and attractive.
- 3.4 All paths shall be well lit and directional signage should be provided.

4.0 BUILDING:

- 4.1 There is no specific requirement for the architecture of a building. However, a building concept inspired from the Seychelles architectural heritage is highly recommended. The infrastructure shall first and foremost blend in with the natural and physical environment and shall meet the requirements of the Planning Authority.
- 4.2 Special measures shall be undertaken for environmental matters prior to the construction, such as energy efficiency considerations, waste management and building finishes upon completion.
- 4.3 Where possible, the management or the owner of the restaurant should consider making provision to accommodate disabled people. In doing so, some of the facilities including the grounds should be made accessible to wheelchair users.

5.0 MAINTENANCE:

- 5.1 The interior and exterior of the buildings including all fittings, fixtures and furnishings shall be maintained in a sound and clean condition and shall be fit for the purpose intended.

6.0 PUBLIC TOILETS:

- 6.1 A separate toilet facility should be provided.
- 6.2 Where the toilets are used to service the restaurant clients of 30 covers and over, the Planning Authority Regulation shall apply.
- 6.3 All toilets should be well maintained, clean and frequently checked.
- 6.4 A wash hand basin with running water, toilet paper, soap and a drying mechanism (paper towels, hot air dryer, etc.) should be provided.

7.0 FOOD AND BEVERAGE:

- 7.1 **Furnishings:** Furnishings includes table and chairs of appropriate height and large enough for uncluttered use. (Plastic furniture on slippery surfaces is not recommended for safety reasons).
- 7.2 **Flooring:** Flooring shall be of hard durable and non-slippery surface that can be easily cleaned and disinfected. However, if using sand, same should be clean and hygienic.
- 7.3 **Walls and ceiling:** Walls and ceiling shall be of durable material and in good condition.
- 7.4 **Menu and beverage lists:** Menu and beverage list with prices shall be made available and the same shall be well presented and clean.
- 7.5 **Ventilation:** Adequate artificial or natural ventilation shall be available.
- 7.6 **Space:** There shall be adequate manouvering space between tables and chairs to facilitate movement of clients and service staff.
- 7.7 **Lighting:** There shall be adequate natural and artificial lighting in the restaurant. (Energy saving lights is recommended)

- 8.0 BAR AREA:** It is a basic requirement to have a bar. Bar area shall be well maintained, clean and hygienic. All equipment including sinks with running hot and cold water, chiller and fridge, glass washer, ice machine, storage facility for

glassware, dishwasher and wash hand basins shall be in good working condition and clean.

8.1 **Bar facilities and equipment:** The following shall be provided in the bar—

- 8.1.1 Bar display for drinks
- 8.1.2 Updated beverages list in good condition
- 8.1.3 Basic equipment such as chiller or fridge and glass washer
- 8.1.4 Storage facility for glassware
- 8.1.5 Wash hand basin
- 8.1.6 Sink with running hot and cold water
- 8.1.7 Stools, chairs and tables

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

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

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

8.5 **Lighting:** Lighting shall be adequate, in good working condition and clean.

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

8.7 **Furniture:** All furniture shall be in good state of maintenance (Plastic furniture on slippery surface is not recommended for safety reasons).

8.8 **Bar display:** Bar display shall be adequate, in good condition and clean and shall be clearly visible.

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

8.10 **Hand washing amenities:** Liquid soap shall be available. Liquid soap dispensers shall be replenished and in working order.

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

8.12 **Beverages and cocktail lists:** Beverages and cocktail list shall be in good condition, well-presented and up to date.

8.13 **Refuse Bin:** Refuse bin shall be available and in good condition with plastic liners.

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

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

9.0 KITCHEN: Kitchen ancillary areas shall include a hot kitchen, scullery, cold preparation area, fish cleaning, butchery, dry and cold storage facilities. All kitchen ancillary facilities shall be well maintained, clean and hygienic. All equipment, appliances and facilities shall be in good working condition and clean.

9.1 The size of the kitchen shall be based on the number of equipments in use for proper manoeuvring as per the regulations or requirements of the Planning Authority and the Ministry of Health.

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

9.3 Basic requirements include wash hand basin, sink and hot and cold water supply.

9.4 Shelves and storage space shall be adequately provided.

9.5 Adequate natural or artificial ventilation should be provided.

9.6 **Hot Kitchen:**

9.6.1 Heat extracting system shall be provided as per the health regulations and requirements.

9.6.2 Both electrical and gas cookers are acceptable.

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

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

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

9.6.6 Other basic requirements include wash hand basins, sinks, worktops and running hot and cold water supply.

9.7 **Scullery or washing up area:**

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

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

9.7.3 Adequate shelving or storage facilities shall be provided.

9.7.4 Drains should be clean and serviced regularly.

9.8 Cold storage facility:

9.8.1 Adequate storage facilities shall be provided.

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

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

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

9.9 Dry storage facility:

9.9.1 Store should be screened against pests and other vermin regularly.

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

9.9.3 Walls shall be well maintained and clean.

9.9.4 Adequate shelving or storage facilities shall be provided.

9.9.5 Food items shall not be stored on the floor.

9.9.6 Adequate ventilation and lighting shall be available.

9.10 Larder room and cold preparation area:

9.10.1 Larder room shall be enclosed and the size shall be proportionate to the size of the restaurant and volume of cooking activities. However, the same shall be subject to regulations of the Planning Authority and Public Health Department.

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

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

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

9.10.5 Doors may be of different types except the chip board and shall be self-closing.

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

- 9.10.7 It should also have sinks with running hot and cold water supply and also hand washing facilities.

9.11 Pastry and bakery room:

- 9.11.1 Wherever available, it shall be proportionate to the size of the restaurant and volume of pastry and baking activities. However, the shall be subject to the regulations of the Planning Authority and the Public Health Department.
- 9.11.2 Walls shall be covered with hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good conditions.
- 9.11.3 Floor shall be of hard, durable, impervious, non-corrosive material with non-slippery surfaces that can be easily cleaned and disinfected and in good condition.
- 9.11.4 Adequate natural or artificial ventilation shall be provided.
- 9.11.5 Lighting shall be adequate to enable the undertaking of the required work.
- 9.11.6 Worktops shall be of solid material with a smooth finish i.e., stainless steel or granite.
- 9.11.7 Other requirements includes sinks with running hot and cold water supply, hand wash basin and storage facilities i.e., chillers etc.

9.12 Pizzeria:

- 9.12.1 Restaurant with pizzeria shall have a separate baking room for pizza.
- 9.12.2 Proper pizza oven or furnace shall be provided.

9.13 Fish cleaning area and butchery:

- 9.13.1 The size of the fish cleaning area and butchery shall be proportionate and be considered according to the size of the restaurant and volume of cooking activities. However, the same is subject to the requirements of the Planning Authority and the Public Health department.
- 9.13.2 Flooring shall be of hard durable and non-slippery surface that can be easily cleaned and disinfected
- 9.13.3 Walls shall be tiled to a height of not less than 2 metres from floor level. Tiling of walls up to the ceiling may also be considered.
- 9.13.4 Worktops and other work surfaces shall be of solid and non-corrosive materials. Provision of stainless steel or marble may be considered.
- 9.13.5 It may be appropriate to have the room air-conditioned, but it is not compulsory.

9.14 **L P Gas Store:** Storage shall be well ventilated and secured. The “No Smoking” sign shall be legibly displayed thereon.

9.15 **Garbage Area:**

9.15.1 The garbage area shall be an enclosed area that is rodent and insect proof.

9.15.2 It should be adequately ventilated as per requirements of the Public Health Section.

9.15.3 Floor shall be of hard durable surface that are easily cleaned and disinfected.

9.15.4 Walls shall be tiled to facilitate cleaning.

9.15.5 Ideally, the garbage room shall be air conditioned and an insect cutter provided.

9.15.6 A contract with the responsible agent for the removal of garbage from the establishment is a basic requirement.

10.0 STAFF FACILITIES:

10.1 The restaurant shall have adequate staff facilities which include toilets, individual staff lockers and changing rooms, staff resting place and canteen or eating area.

10.2 The size shall be in line with the Planning Authority’s regulations.

10.3 **Sanitary facility:**

10.3.1 A restaurant with less than 10 staff is required to have a separate changing room with individual lockers and a minimum of one male and one female toilet.

10.3.2 Above 10 staff they should have separate changing rooms with individual lockers and the sanitary facilities shall comply with the Planning Authority’s regulations.

10.4 Flooring shall be of hard durable and non-slippery surface that can easily be cleaned and disinfected.

10.5 Adequate shower facilities and wash hand basins shall also be provided.

10.6 Adequate lighting shall be provided to serve both male and female changing rooms.

10.7 Adequate artificial or natural ventilation shall be provided.

11.0 HUMAN RESOURCES

11.1 Manager shall have the necessary qualifications and experience to run the restaurant or cafeteria.

11.2 All employees shall be provided with the following—

- (a) Uniform
- (b) Job Description
- (c) Contract of Employment
- (d) Medical tests for all food handlers
- (e) Protective equipment

11.3 The employer shall keep an updated file with all relevant information of each employee.

11.4 Training:

11.4.1 Continuous training, including the in-house programmes shall be available.

11.4.2 A person responsible for organising staff training shall be available.

11.5 **Scheme of service:** Scheme of Service or payment structure shall be as per Ministry responsible for Employment.

11.6 **Fire Drill:** Every employee shall be trained once a year on appropriate action to take in the event of fire outbreak. (Fire Training)

11.7 **First Aid:** Management and staff shall be trained in basic first aid.

11.8 **Emergency Response Plan:** All establishments are encouraged to mainstream risk and disaster management in their business operation. It is encouraged that emergency Response Plan in line with DRDM (Department for Risk and Disaster Management) requirements are developed. This is necessary in case of a Natural Disaster.

12.0 QUALITY AND STANDARD:

The restaurant or cafeteria shall also be required to comply with the requirements of other regulatory bodies namely the Ministry of Health, Fire Safety Department and the Seychelles Bureau of Standards, not excluding any other Authority for the implementation of quality improvements.

MINIMUM REQUIREMENTS FOR HIRE CRAFT

‘Hire craft’ means a boat let out for hire for fishing as a sport or pleasure purposes only and includes the hiring of any craft or part that boat or craft.

1.0 PHYSICAL APPEARANCE OF HULL:

- 1.1 All hire crafts shall have a canopy which shall be in good condition (canvas, Bimini, dodger, hardware)
- 1.2 The hull shall be in good condition (no cracks) and physically attractive.
- 1.3 The name of the boat and its hire craft number shall be inscribed on each side of its hull.

2.0 DECK:

- 2.1 The deck shall be maintained in a clean and sound condition, non- slippery, with no cracks or scratches which may affect the aesthetics and safety of the vessel.
- 2.2 All deck equipment shall be in good working condition (cleats, winches, rub line etc.).
- 2.3 All deck furniture shall be maintained in a clean and sound condition.
- 2.4 All upholstery shall be in a clean and good condition with no damage.
- 2.5 Cushions shall be placed on all seats and should be in good condition (not obligatory for dive boats).

3.0 MAIN SALOON:

- 3.1 Main saloon shall be maintained in a clean and good condition and fit for the purpose intended.
- 3.2 There shall be reasonable space for movement with reasonable access to doors and drawers.
- 3.3 Adequate lighting shall be available.
- 3.4 There shall be adequate seating and dining space for the maximum number of occupants.

4.0 GALLEY:

- 4.1 Galley shall be maintained in a clean and good condition and fit for the purpose intended.
- 4.2 There shall be adequate space for access to and safe operation of all kitchen equipment.
- 4.3 Adequate lighting and ventilation shall be available.
- 4.4 Galley shall be equipped with the following—
 - 4.4.1. A refrigerator shall be provided which shall be adequate for the maximum number of occupants and shall be clean and in working order.

- 4.4.2. A sink and draining board shall be available and in working order. Hot and cold water supply shall be available.
- 4.4.3. An electric or gas cooker (consisting of at least two hot plates and an oven).
- 4.4.4. There shall be at least one hygienic working surface and suitable storage space for food. Worktops and preparation tables shall be of hard durable material so that it can be easily cleaned and disinfected.
- 4.4.5. If available, other equipment such as microwave oven and kettle shall be in good working condition and clean.
- 4.4.6. All crockery, cutlery, kitchen utensils and glassware shall be matching and of good quality and adequate for clients use.
- 4.4.7. There shall be adequate storage space for all kitchen equipment and guests' own supplies.
- 4.4.8. A covered waste disposal bin and liner shall be provided.

5.0 CABIN: Cabins shall be available on live-aboard (and or where available) to accommodate all passengers and crew (Sleeping facilities should not be calculated in common areas)

- 5.1 Cabin shall be maintained in a clean and good condition.
- 5.2 All light switches and lights shall be in good working order.
- 5.3 Cabin shall be adequately ventilated. Where available, air conditioners or fans shall be in good working condition.
- 5.4 Bedding shall be provided, in good order and not stained.
- 5.5 Adequate clothes storage space shall be available.
- 5.6 All cabins, passageways and steps shall have a suitable floor finish or covering.

6.0 TOILET OR HEAD FACILITY:

- 6.1 Hire crafts operating up to 60 miles and over from inhabited shores shall have toilet facilities.
- 6.2 Toilet shall be maintained in a clean and good condition and fit for the purpose intended.
- 6.3 Adequate lighting shall be available.
- 6.4 A shower and basin shall be available and in good condition.
- 6.5 There shall be at least one flushable toilet equipped with toilet paper, holder and toilet brush.
- 6.6 Hot and cold-water supply shall be provided.
- 6.7 Curtain or blind for bathroom window shall be provided which shall be in a clean and in good condition.
- 6.8 Covered sanitary bins shall be provided.
- 6.9 For live a board offering crewed service, toilet or head facilities for crew members shall be separated from that of the client or guests if the entrance to the toilet or head goes through the client's cabin.

7.0 SAFETY:

- 7.1 Life jackets shall be available for all passengers and crew as per carrying capacity on-board with an extra 10%. Life jackets shall be clean and in good condition and shall be stored and placed to allow quick and easy access. Lifejackets shall be either visible to passengers or their location shall be clearly marked, unobstructed and clearly visible with a sign indicating "LIFE JACKETS".
- 7.2 The following shall be written on a conspicuous place on-board the vessel **"Licensed to carry person within limits of..... miles from inhabited shores"**.
- 7.3 A well-stocked First Aid kit shall be available on board, which shall be sufficient for the voyage and persons on board.
- 7.4 A Flare Kit shall be available as per the Hire Craft Act - expiration date on flares shall be valid and the same shall be placed in an appropriate and safe area
- 7.5 Flashlight and batteries shall be available. Binoculars, signal horn, bucket with lanyard shall be in good condition, if available.
- 7.6 Fire extinguishers and fire blanket shall be stored in an appropriate location with instructions for its operation, and shall be regularly serviced with a valid expiry date.
- 7.7 There shall be at least 1 litre of drinking water for each person on-board.
- 7.8 A basic tool kit shall be available
- 7.9 Information kit shall be provided containing a directory of emergency procedures and contact numbers.
- 7.10 Adequate staff shall be trained in line with the services offered.

8.0 General requirement:

- 8.1 Shall have a valid insurance policy to include third party liabilities.
- 8.2 A hire craft operator shall have an active email address and telephone number.

MINIMUM REQUIREMENTS FOR WATERSPORTS**1.0 Water sports centre:**

- 1.1 Water sports centre (hereinafter referred to as centre) shall display the name of the centre in a conspicuous place.
- 1.2 License of the centre shall be displayed in a conspicuous place at the centre.
- 1.3 Centre shall be housed in an appropriate building.

- 1.4 A water sports operator shall have an active email address and telephone number.
- 1.5 Centre shall be clean and the equipment available at the centre shall be stored in an orderly manner.
- 1.6 Centre shall have life jackets, which shall be worn by users of water sports at all times.

2.0 Equipment:

- 2.1 Equipment used shall be sea worthy and in good condition.
- 2.2 Centre shall have a person employed with the centre, who can train and advise clients on the use and operation of the equipment.
- 2.3 Centre shall have a list of the type of the equipment and its quantity at the water sports centre.

3.0 Rescue boat:

- 3.1 Rescue boats shall be available in full readiness during the entire period of water sports operation.
- 3.2 The rescue boat shall be powered (Engine).
- 3.3 The rescue boat shall be equipped with life buoys, life jackets, first aid box, etc.

4.0 Safety:

- 4.1 First aid kit shall be available at all times at the centre.
- 4.2 Centre shall have a valid insurance policy to include third party liabilities.
- 4.3 Centre shall have a valid licence to operate the water sports.
- 4.4 The operator shall make available lifesaving equipment, firefighting appliances and communication equipment.
- 4.5 The operator shall operate only in the designated or demarcated area and the same shall be strictly followed. Zones demarked for bathing, swimming, snorkeling shall be observed as indicated.
- 4.6 All operators shall deliver a “safety briefing” to clients before leaving the shore or jetty regarding —
 - (a) correct wearing of buoyancy aids;
 - (b) fire on board (where applicable);
 - (c) capsize of the water sport equipment;
 - (d) any health emergency; and
 - (e) seather conditions of the day.

MINIMUM REQUIREMENTS FOR DIVE CENTRE

“DIVE CENTRES” means a person or a body of persons engaged in the teaching of diving which may be a dive school or a dive base and includes all other parties that provide diving services.

A dive centre may also offer diving excursions and shall operate from a land-based facility.

1.0 Dive centre requirements: All dive centres shall register with the Seychelles Maritime Safety Authority and obtain an operating license.

- 1.1 All dive centres shall display the licence of the centre in a conspicuous place at the centre.
- 1.2 Dive centre shall display the name of the centre in a conspicuous place.
- 1.3 A dive centre or operator shall have an active email address and telephone number.
- 1.4 All the dive centre staff shall be familiar with the emergency plan and be able to act appropriately.
- 1.5 A dive centre shall have in its employment a Base Leader who shall be responsible for the dive centre and who is present at the dive centre on a daily basis. In the absence of the Base Leader, an Assistant Base Leader shall assume responsibility for the dive centre and its operation.
- 1.6 A dive centre shall have adequate equipment spare parts, equipment and course materials for all courses conducted.
- 1.7 A dive centre shall have a list of all dive services and courses conducted and their rates available in writing.
- 1.8 Dive centre shall have medical first aid, and specified wireless communication (VHF radio telephone) or any other effective communication system to facilitate communication between base station (Dive Centre) and dive boat.
- 1.9 Familiarisation sessions with the oxygen equipment shall be provided at the dive centre for all dive staff.
- 1.10 Dive centre shall have on its staff at least one “Dive Instructor”, who is certified by a recognised international agency, but not limited to the list below—
 - 1) Professional Association of Diving Instructors (PADI)
 - 2) Confederation Mondiale Des Activités Subaquatiques (CMAS)
 - 3) National Association of Under Water Instructors (NAUI)
 - 4) British Sub-Aqua Club (BSAC)
 - 5) Scuba Schools International (SSI)

2.0 Dive Centre Equipment:

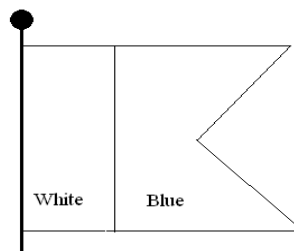
- 2.1 Dive centres shall provide well-maintained dive equipment.
- 2.2 Dive cylinders shall be hydrostatically tested by the Seychelles Bureau of Standards or a facility authorised to do so by the Seychelles Bureau of Standards.

- 2.3 Dive Centre shall have diving sets which includes tank, regulator with pressure gauge, depth meter and dive watch or deco-computer, mask, snorkel, fins, buoyancy compensating jacket, quick release weight belt and alternate air source.

3.0 Dive Boats: Dive Boats are the responsibility of the dive centre and the crew.

- 3.1 The dive boat shall be well maintained clean, aesthetically good looking and sea worthy.
- 3.2 The dive boat shall have inscribed on it, the name of the boat, diving centre and Hire craft number.
- 3.3 The dive boats operated by the dive centres shall be able to communicate to the dive centre at all times during the dive through a functioning VHF radio telephone (A mobile phone as an addition is a plus).
- 3.4 The dive boats shall have a spare engine plus sufficient fuel to make the prearranged dive trips and any changes thereof.
- 3.5 In case weather conditions deteriorate while divers are under water, the crew shall be proficient in recalling methods.
- 3.6 The dive centre staff shall be responsible for the provision of a spare tank, spare diving equipment, first aid kit, oxygen kit, dive flag, life jackets, and life buoys, flares and a boat ladder that allows for comfortable exit and entry from or to the water.
- 3.7 The dive flag illustrated in the figure below shall be clearly visible when the divers are in the water and shall be lowered when the last diver has exited the water. An operational search light shall be available onboard the dive boat, in all night dives.

FIGURE



Length of Flag: 750 mm
Width of Flag: 600 mm

MINIMUM REQUIREMENTS FOR TRAVEL AGENTS

TRAVEL AGENT: A person, who, on a commercial basis, has authority in respect of sales of tickets for airline and other carriers, either directly or indirectly.

1.0 QUALIFICATIONS: All travel agencies shall be staffed with the personnel having qualifications and experience in travel and tourism industry or in a tourism related field.

2.0 POINT OF CONTACT: A travel agency shall always have a point of contact as well as an active email address and telephone number for conducting the travel agency business.

3.0 PERSONAL PRESENTATION AND GROOMING: All the staff members of the travel agent shall at all times, whilst on duty, ensure that appropriate and presentable attire is worn and that good personal grooming is observed. It is recommended that all the staff members are provided with appropriate uniforms and nametags.

4.0 SERVICE DELIVERY:

- 4.1 All staff members shall ensure that they portray a professional and pleasant attitude when attending to their clients.
- 4.2 Staff members of the travel agency shall have good communication skills in both English and French.

5.0 RISK MANAGEMENT PLAN AND INSURANCE COVER:

All travel agencies shall at all times have—

- 5.1 **Insurance Policy:** Every travel agent shall have appropriate insurance policies according to the size and type of operation services provided to cover activities provided within their business.
- 5.2 **Risk Management:** Travel agent shall submit their Standard Operating Procedures for Multi- hazard preparedness for emergency response and evacuation for risk reduction to the Risk Management Section of the Department of Tourism for approval.

6.0 PLACE OF BUSINESS:

All travel agencies are required to have a proper office from where the business shall be administered.

- 6.1 The office shall be housed in an appropriate building and easily accessible to the public.
- 6.2 There shall be appropriate property identification signage to direct the guests to the main entrance and the same shall be clearly visible and neat.
- 6.3 Adequate parking facilities shall be available, in line with Seychelles Land Transport Authority requirements.
- 6.4 A reception area to receive the guest with appropriate sitting facilities shall be available.
- 6.5 All places of business shall be maintained in good and clean conditions and shall be well-presented to welcome the clients.
- 6.6 All grounds and gardens under the control of the operator shall be neat and appropriately maintained.
- 6.7 A public toilet shall be available and same shall be well maintained and clean.

7.0 RECORD KEEPING: All the travel agencies shall maintain appropriate and accurate records of their business.

8.0 CLOSURE OF BUSINESS: Upon closure of the business, the Tourism Department shall be informed in writing of such closure, within two weeks from the date of closure.

SECOND SCHEDULE**(regulation 4)****(SEYCHELLES NATIONAL CLASSIFICATION SYSTEM AND
SEYCHELLES SECRETS STANDARDS)****I. SEYCHELLES NATIONAL CLASSIFICATION SYSTEM****PART I****PRELIMINARY****1. INTRODUCTION:**

- 1.1. The aim of the hotel classification programme is to achieve a greater degree of standardisation and professionalism within the tourism industry. An established grading system allows discerning visitors to know any hotel's standard in advance and to expect the product offering before making a purchase. It is important to understand that one of the major factors that influence a visitor's choice of a destination is the standard of facilities and services on offer. Government as well as private sectors in the neighbouring comparable destinations are devoting increased attention and resources on raising the overall standard of accommodation facilities and sharpening the skills of resort's employees. If the Seychelles is to compete effectively with these destinations, it is imperative that due attention is given to this important aspect of the hospitality operation and management. The setting up of Seychelles National Classification System is necessary to better showcase our product diversity, allow establishments to better sell their products and manage clients' expectations.
- 1.2. For this programme, a set of criteria has been developed consisting of physical, service, sustainability and guest ratings assessment areas. Tourism Department has devised a separate set of criteria by which, it will assess "Universal Accessibility Facilities" available at the hotel properties. The award shall be voluntary and hotels which have achieved the required number of points to qualify for this accolade shall be given a separate award and plaque. The award for Universal Accessibility Facilities shall be as per **Annexure 2** to this Schedule.

2. **OBJECTIVES OF THE SEYCHELLES NATIONAL CLASSIFICATION SYSTEM:** Implementation of the Seychelles National Classification System shall assist the Tourism Department in achieving greater standardisation and professionalism within the industry, information regarding the quality and standards of tourism facilities and services in a more structured and transparent manner and also to achieve the following—

- (a) Potential visitors and travel operators alike could able to make an informed decision and choices and get the assurance that they will receive value for the money.
- (b) Sharpen the destination's image, as the programme acts as a primary marketing tool for the industry creating better awareness of the product offering.
- (c) Works as a development tool to raise standards by providing operators with information on shortcomings and necessary improvements needed to maintain a grade or improve on it.
- (d) Provide a control to measure the quality and sustainability.
- (e) Acts as a benchmarking instrument which enhances fair competition in the tourism industry.

PART II

QUALIFICATIONS FOR CLASSIFICATION, OBLIGATIONS, VALIDITY, FEES ETC.

3. **QUALIFICATION FOR HOTEL CLASSIFICATION OR GRADING SYSTEM:** Star classification or grading shall be mandatory for all hotel establishments with more than 50 rooms and hotel establishments having 50 rooms and below may apply for grading system on voluntary basis. Classification or grading of a hotel establishment shall be as per PART II of this Schedule.
4. **STATUTORY OBLIGATIONS:** The hotel establishment applying for classification or grading system shall comply with all relevant statutory requirements including the regulations or guidelines of the Public Health Section, Fire and Rescue Services Agency, Seychelles Licensing Authority and Planning Authority.
5. **VALIDITY OF CLASSIFICATION OR GRADING:** The classification or grading granted under this Schedule shall be valid for a period of 2 years from the date of issue, unless the same is revoked by the Tourism Department.
6. **ASSESSMENT FEES:** The Department shall conduct the initial assessment visit free of charge. All further assessment visits shall be conducted on payment fee prescribed under the THIRD SCHEDULE.
7. **AWARD:** A plaque specifying the hotel's star rating shall be awarded to all the establishments and shall be displayed at a conspicuous place. The plaque shall be accompanied by an official letter and certificate stating the establishments final grading. The grading awarded to the establishment shall feature on the website of the Tourism Department and the Seychelles Tourism Board and other promotional materials.

- 8. PENALTIES:** A licensed establishment which fails to display or market itself as per the grading awarded shall be given a warning in writing, at the first instance to rectify the deficiencies identified, within a period of 14 days. Failure to adhere to the notice shall constitute an offence and shall be liable to a penalty specified in regulation 8 of these Regulations. Hotel establishments, which choose not to be graded under the Seychelles National Classification System shall not be permitted to use the star grading insignia in their marketing and advertisements. Doing so shall constitute an offence and the establishment shall be liable on conviction to a fine not exceeding SCR100,000. If establishments are displaying ratings obtained from guest reviews on their online booking platforms, then it shall be specified that the ratings are given by their guests and are not related to the Seychelles National Classification System.

PART III

ASSESSMENT CRITERIA

9. Assessment Criteria Elements:

- 9.1. The star rating criteria has been referenced from international standards, but its development has been applied to the local context of the tourism industry. Whether the property has earned a 1 Star or a 5 Star rating, guests are assured that the rating has been awarded according to the national standards.
- 9.2. The assessment criteria consist of the four elements specified below, which are essential for the travellers—
- (a) **Physical:** The maintenance, condition and appearance of the hotel's facilities. This includes cleanliness, which is of paramount importance to all the guests.
 - (b) **Service:** A smile, a warm and genuine welcome and a willingness to please and serve customers efficiently.
 - (c) **Sustainability:** Mainstreaming of sustainable practices in the hotel operations.
 - (d) **Guest Ratings:** Online presence and reputation of the establishment. Hotel properties shall be awarded points according to their ReviewPro GRI™ score achieved over the last 365 days.

10. 'Guest Ratings' Assessment:

- 10.1. A newly introduced assessment area has been incorporated into the hotel classification criteria which will give weight to the experiences and feedbacks of the guests who have stayed at the hotel. The reviews and ratings being generated by guest platforms may be used in the advantage of destination authorities to gain an insight into the perceived level of service of the properties.
- 10.2. In view of the growing importance of guest reviews and on its ability to impact on guests purchase decision, the Tourism Department has taken the decision to engage the services of ReviewPro, an online reputation company which uses a guest intelligence software to gather and analyse guest review data and generate an online reputation score for each of our properties. Hotels shall be awarded points based on their ReviewPro score over the last 365 days. Please refer to *Annexure 1* to this Schedule.

11. Categories of the Assessment Criteria:

- 11.1. Tourism establishments eligible for grading shall be assessed on specific assessments submitted in the application Form specified in Appendix 1 and specific category assessment specified in Appendix 2 to 5, designed to cater for their product offerings as per the below categories:
- (1) Hotels (on Mahe, Praslin and La Digue) of 25 rooms and above (Appendix 2);
 - (2) Hotels (on Mahe, Praslin and La Digue) below 25 rooms (Appendix 3);
 - (3) Island Resorts on all other islands of 25 rooms and above (Appendix 4); and
 - (4) Island Resorts below 25 rooms (Appendix 5).
- 11.2. This classification criteria is to ensure that the variance in the sizes, location, range of facilities and operational needs, is taken into account so that no establishment is put at a disadvantage of losing out on points.

12. Components of the Assessment Form:

- (a) **Category entry requirements:** These refer to basic requirements deemed absolutely necessary for an establishment to operate effectively and need to be met in order, for the establishment to be considered for grading.
- (b) **Mandatory criteria marked “M”:** The mandatory requirements refer to those requirements that are prescribed in the Minimum Criteria for Hotels which the establishment shall meet in order to be licensed. It features across most areas of the assessment form and carries no points. Should a hotel fail to meet the mandatory requirements, no star rating shall be issued to the establishment until such time that it complies with the mandatory requirements.

- (c) **Assessment areas:** The star rating criteria is divided into eleven (11) areas that are common in a hotel grading scheme. Each area consists of a number of indicators which describe either the existence or availability, quality and condition of the facility as well as the service offered.
- (d) **Indicative scores:** This shows the value of points assigned to each elements.
- (e) **Required criteria:** The requirement consists of a number of criteria which have been marked 'R' and which are required for each star grading band. These have been based on customer expectations and a hotel needs to meet 85% of the required criteria of its grading band to achieve that particular rating. In the case where a hotel does not meet the 85% of the required criteria, the hotel shall be downgraded to the next lower star level.

13. Determination of Star Rating:

- 13.1. To obtain higher stars, the establishments shall progressively provide higher service and quality, state of maintenance on quality of furnishings and improved business practices such as environmental management across all areas. Based on the findings, observations and state of operation on the day of the visit, each element of the assessment criteria shall be given a deserving score.
- 13.2. A weighting system shall be used to calculate the final score achieved by the hotel. Each assessment area has been assigned a percentage of weightage and this shall be tallied to provide a final percentage of score. The percentage weightage that these areas contribute to the total score is shown in Table 1—

TABLE-1

Section	Weightage %
Location, access and exterior	3%
Reception and affiliated services	9%
Guest bedroom	18%
Guest bathroom	10%
Public areas	6%
Restaurant and Bars	10%
Kitchen	3%
General Services	7%
Business practices	12%
Activities, entertainment and facilities	10%
Guest ratings	12%
TOTAL	100%

- 13.3. The grading bands specified in TABLE 2 shall be used to determine the hotel's final grading. Hotels scoring less than 30% shall be termed as 'Not Graded'.

TABLE-2

<i>STAR RATING</i>	<i>Total Score</i>	<i>Star Grading Indicator</i>
Not Graded	0% to 30%	<i>Not meeting minimum requirement</i>
1 star	31% to 39%	<i>Simple, comfortable, no frills</i>
2 star	40% to 54%	<i>Comfortable and well-presented</i>
3 star	55% to 69%	<i>Good level of quality and comfort</i>
4 star	70% to 84%	<i>Excellent standards throughout</i>
5 star	85% to 100%	<i>Exceptional with a degree of luxury</i>

PART IV**14. IMPLEMENTATION PLAN:****(FOR MANDATORY ESTABLISHMENTS)**

14.1. Assessments shall be carried out by the officers of the Tourism Department to determine the establishment's standards as per the criteria specified in Part II and Part III of this Schedule. Establishments shall be notified of upcoming visits in advance. The assessment report shall be compiled and verified by the Tourism Department.

14.2. Following the verification process, the tourism establishment shall be informed of its proposed grading and shall be given a period of 7 days to review and respond to the proposed grading with their comments. Based on the response and comments from the tourism establishment, the classification secretariat may wish to review, request another visit or maintain the original decision of the Tourism Department. Where the tourism establishment fails to respond within the 7 days, the Tourism Department shall maintain the proposed grading communicated to the establishment.

(FOR ESTABLISHMENTS WISHING TO PARTICIPATE ON VOLUNTARY BASIS)

- 14.3. Establishments wishing to participate on voluntary basis shall be offered an advisory visit to provide technical assistance on the criteria followed for national classification system and to explain the processes for the said classification. During the visit, a pre-assessment can be carried out, in agreement with the operator of the establishment, to provide an insight into possible rating.
- 14.4. If the operator wishes to pursue grading under the programme, an official visit shall be conducted as per the procedure. Prior to the official visit, an application form specified in Annexure 1 shall be submitted, together with required supporting documents.

15. General conditions:

- 15.1. The official assessment visit shall be carried out by an officer of the Tourism Department, on a date suitable to both parties, to determine the establishment's standards as per the criteria.
- 15.2. For establishment which have failed to meet a mandatory criteria, the establishment shall be given a grace period to address these issues after which a re-assessment shall be conducted to ascertain compliance for the achieved grading to be awarded.
- 15.3. After the completing of this process, the Tourism Department shall pronounce the official grading of the all tourism establishments.
- 15.4. Establishments scoring between and 0-29% and thus not meeting at least the 'One Star' grade will be termed "Not Graded". The Department shall give them a grace period or they shall remain as not graded until the next certification period.
- 15.5. For the re-certification of an establishment after the 2 year validity period, an assessment shall be carried out approximately four months prior to the expiry date of its certification.
- 15.6. An establishment aggrieved by any decision of the Tourism Department shall have recourse for Appeal, through the Appeals Board. The establishment may within fourteen days from the date of communication of the decision, prefer an appeal before the Appeals Board, where the Appeals Board shall have twenty one days from the date of receipt of the appeal to review and give a decision to affirm or amend the decision of the Tourism Department.

16. Monitoring visits:

- 16.1. The Department may at its discretion conduct monitoring visits during the two year period of classification.
- 16.2. Establishments whose standards have dropped shall be advised accordingly and a grace period shall be given to address the shortcomings. Tourism Department may suspend or revoke the classification granted to an establishment, if it fails to maintain the requirements of the national classification system.

17. Re-assessment:

- 17.1. Re-assessment visits shall be carried out approximately four months prior to the expiry date of the hotel's star rating.
- 17.2. Star rating given to a hotel may be upgraded only at the time of the next assessment and shall not be upgrade in between.

18. ASSESSMENT VISIT:

- 18.1. Establishments shall be given due notice of scheduled assessment visits. The notice shall come with an application form to provide important details as well as the submission of certain documents relevant to the assessment visit. At this point, establishment shall be asked to indicate whether they would like to be assessed for the Universal Accessibility award. Establishment shall have a period of 7 days to return the application Form to the Tourism Department with confirmation of the proposed date along with the required documents.
- 18.2. On the day of the visit, an initial briefing shall be conducted with the General Manager of the establishment to get over the days' programme. This shall be an opportunity for the management of the establishment to clarify their concerns. All available facilities of the establishment (including front and back of house) shall be assessed and it would be ideal to have the presence of all departmental heads of the establishment for on site visit. Photographic evidence shall be taken and any queries at the time of assessment may be given to the team members.
- 18.3. To ensure the assessment programme, the management shall prepare—
 - (a) an entry level room to be assessed;
 - (b) at least one in each of the other room categories available at the hotel to be visited; and
 - (c) a table set for dinner service.

18.4. The service delivery of the food and beverages area is part of the assessment criteria and assessors shall need to experience and score the lunch service of the hotel. Tourism Department would appreciate the hotel's assistance in serving lunch to the assessors where they will need to order from the lunch menu. As the assessor's shall be debriefing on the assessment progress and plan for the remainder of the days' programme, the lunch shall need not be accompanied by any hotel representative.

18.5. At the end of the assessment visit, a debriefing shall be done with the hotel's representative to outline the observations made. Establishments shall, however not be provided with a potential grading at this time.

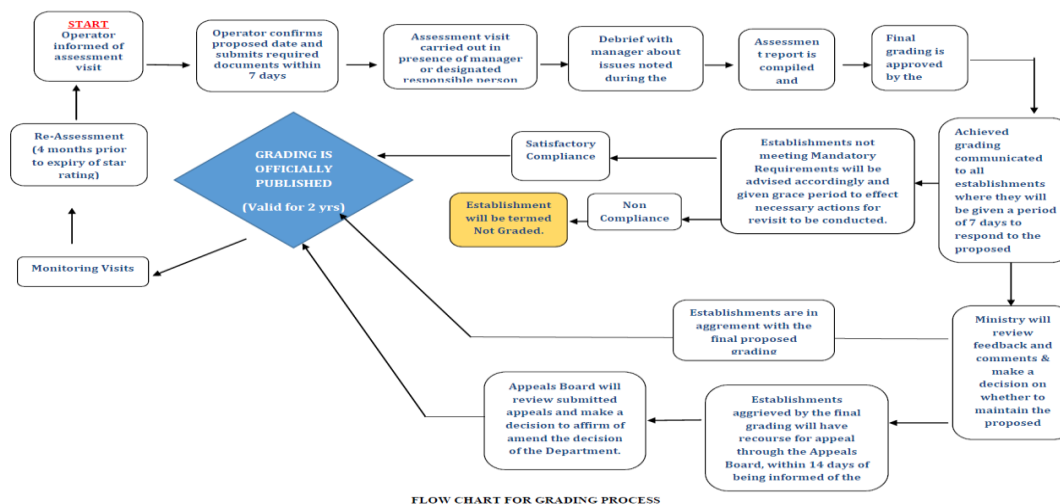
18.6. For the convenience of the assessment and easy understanding, the assessment procedure has been summarised in the flow chart specified in the Table 3.

19. SUMMARY:

19.1. In summary, the establishment shall fulfill the following to be graded 1 to 5 Star classification—

- (a) meet all category entry requirements;
- (b) meet all mandatory requirements (M)
- (c) achieve 30 to 100 % of the total weighted score; and
- (d) meet 85% of all required criteria (R) of its star category.

TABLE-3



ANNEXURE-1

INTEGRATION OF REVIEWPRO IN THE HOTEL CLASSIFICATION PROGRAMME

- 1. Introduction:** Online guest reviews has tremendously transformed and impacted on the tourism accommodation sector over the recent years. It has not only become a main influence on the decision making process of potential visitors but has also impacted on the image and reputation of hotel properties.
- 2.** Obtaining data from online guest reviews can be very beneficial to hotel properties, destinations as well as grading bodies as it is a constant source of feedback on performance and service levels. Globally, there are a number of companies which have been formed to provide the service of capturing and analyzing this online feedback data.
- 3.** Tourism Department has decided to incorporate online guest reviews into its hotel classification system to take into account the experiences of guests who have stayed at the hotel. This shall be done through a 3-year contract with ReviewPro, signed in April 2018. The contract shall give the Tourism Department to access the real time analysis and data on guest reviews for 56 hotel properties which are to be star graded over a period of 3 years.
- 4. Importance of guest reviews in accommodation sector:** Guest opinions and experiences are of significant importance to the accommodation sector and has the ability to greatly impact on purchase decisions. According to the UNWTO report, the average number of travel sites visited by a sample of just under 400 consumers during the 60 days prior to making a booking is 13.60. It was also found that consumers on average perform 8.60 travel-related searches on search engines such as google, Yahoo or Bing.
- 5.** This translates that potential visitors rely greatly on review sites to be provided with guidance on the quality, services and facilities to be expected at a hotel property. The reviews and ratings being generated by guest platforms may therefore be used in the advantage of destination authorities to gain an insight into the perceived level of service of these properties.
- 6. ReviewPro:** ReviewPro is a guest intelligence software that gathers data from more than 175 of the most important travel review sites worldwide in more than 45 languages. The data is retrieved from the internet 10 times a day and can deliver key metrics on hotel properties with in-depth analysis on rankings, ratings, competitive positioning, semantic analysis, departments and overall reputation of these properties.
- 7. Working of ReviewPro:** All review sites require the consumer to give a general evaluation of their experience as well as a rating which is normally based on a scale of 1-5 or 1-10. The ReviewPro software conducts an in-depth analysis of these guest ratings and calculates a Global Review Index (GRITM) score for each property.

8. The GRI™ online reputation score may be used to benchmark hotels, groups of hotels or chains, make comparisons between properties, compare results with their competitors and track the evolution of a hotel's performance over time. This score can be calculated daily, monthly or over a one year period. However, in order to generate a GRI™ score, the software requires that a minimum of 25 reviews have been posted on the hotel property within the past 365 days.

9. Integration of ReviewPro into the Seychelles Hotel Classification Programme:

To integrate the guest feedback scores into the hotel classification standards, a new section "Guest Ratings" provides for certain points at section 11. Hotel properties shall be awarded points according to their GRI™ score achieved over the last 365 days as per the excerpt of the assessment criteria specified in the Table 4 below.

TABLE-4

11.00		Guest Rating	Indicative Score	Actual Score
11.1	S	The hotel has achieved a ReviewPro GRI score of between 90 – 100% for the period of last year.	5	
11.2	S	The hotel has achieved a ReviewPro GRI score of between 80 – 89% for the period of last year.	4	
11.3	S	The hotel has achieved a ReviewPro GRI score of between 70 – 79% for the period of last year.	3	
11.4	S	The hotel has achieved a ReviewPro GRI score of between 60 – 69 % for the period of last year.	2	
11.5	S	The hotel has achieved a ReviewPro GRI score of between 50 – 59 % for the period of last year.	1	
		Max Points	5	5

10. Total weighting of the hotel classification shall be as per the indicator specified in the Table-5 below:

TABLE-5

	Area	% weight
1	Location, Access And Exterior	3%
2	Reception And Affiliated Services	9%
3	Guest Bedroom	18%
4	Guest Bathroom	10%
5	Public Areas	6%
6	Restaurant And Bars	10%
7	Kitchen	3%
8	General Services	7%
9	Business Practices	12%
10	Activities, Entertainment, Etc.	10%
11	Guest Rating	12%
	TOTAL	100%

11. Exemption: Hotel properties that have not accumulated the minimum number of reviews to generate a GRI score shall be exempted from this criterion for the first assessment period. This is because the guest rating section is a newly added criterion which was not part of the standards earlier piloted and shared with the establishments.

ANNEXURE-2**UNIVERSAL ACCESSIBILITY FOR THE SEYCHELLES HOTEL
CLASSIFICATION PROGRAMME**

- 1. Introduction:** A new set of criteria to assess universal accessibility facilities available at the hotel properties has been developed and this shall be on a voluntary basis. Hotels wishing to be assessed for universal accessibility may need to indicate this on the application Form which shall be submitted prior to their official visit.
- 2.** Universal accessibility components were integrated within the main hotel classification criteria. However, a number of issues have been surfaced during the pilot exercise as it was seen that some of the hotels were not able to cater to this specific market due to the topography of their site, whilst others located on the outlying islands have faced the unavailability of suitable transportation for persons with accessibility issues. The stance taken was to exempt these establishments and this in turn created an unfair advantage over other hotel properties.
- 3.** To address this, hotels shall now be graded separately for universal access and upon meeting the specific standards, shall be awarded a separate plaque. This approach may work in the best interest of all of the hotel properties, as it will have no effect on the star grading outcome, but shall take into account the efforts of those establishments which have taken the extra step to provide specific facilities which may meet the needs of the universal accessibility market.
- 4. Standards for Universal Accessibility:** The universally accessible standards cover eight (8) hotel operation categories, which consists of mandatory and non-mandatory criteria. To encourage hotel establishment to start universal accessibility, simple criteria which can be easily put in place by the hotels at the onset have been devised. These standards shall be reviewed in due course for further expansion and improvements.
- 5.** The universal access standards shall not be compulsory but shall be available to all hotel properties wishing to obtain the accolade. Hotels interested to be assessed for same shall need to indicate this on the application Form for star grading, which will be sent prior to the official star grading assessment.
- 6.** The universal access standards shall consist of a number of criteria across the categories below;

	Section	Number of Criteria	Number of Mandatory Criteria	Total Available points
1.	General	1		1
2.	Grounds and Gardens	4	1	3
3.	Reception	6	1	5
4.	Guest Bedroom	14	1	13
5.	Guest Bathroom	9		9
6.	Public Areas	6		6
7.	Public Toilet	6	1	5
8.	Restaurant and Bar	4		4
	TOTAL	50	4	46

7. The ‘Mandatory Criteria’ carries no points whilst all other criteria shall carry one point each. In order to qualify for the universal accessibility accolade, the establishment shall need to meet the following requirements—

- (a) Meet all the four Mandatory Criteria
- (b) Score at least 25 points from the total available 46 points.

8. **Award:** Hotels who have qualified for the universal access accolade shall be awarded a separate plaque, which shall be displayed alongside their star grading plaque.

APPENDIX-1**HOTEL CLASSIFICATION APPLICATION FORM****1. General Info:**

Please complete and return this FORM to the Tourism Department within the time frame stipulated.

It is important that you provide us with the correct and complete information to ensure that your application is processed in time without undue delay

All applications shall be signed by a duly authorised representative of the establishment.

Please ensure that all the required documents are attached.

2. Hotel Information

Registered
Name of the
Establishment: _____

Trade
Name: _____

Postal
Address: _____

Physical
Address: _____

Island: _____

Contact
Number: _____

Email
Address: _____

Average
Occupancy
Rate: _____

Average
Room Rate: _____

3. Management Details

General Manager: _____ Contact Number: _____

Email Address: _____

4. Hotel Facilities

*Please provide a list of facilities available at the hotel. (e.g., bars, restaurants, swimming pool etc.)

5. Room Categories

Total Number of Rooms: _____

No of Full Suites(*): _____ No of Half Suites (**): _____

No of Universally Accessible Rooms: _____

(*A full suite is considered as a suite consisting of separate bedrooms (which are closed off) and separate living area.)

(** A half/Junior suite is considered as a suite consisting of bedroom with expanded living area.)

6. Staffing Details

Total Number of
Staff: _____

No of Local
Employees: _____

No of Foreign
Employees: _____

Current No of
Students on
Practical Training: _____

7. Sustainability Practices

Tourism Department would like to encourage our accommodation sector to incorporate sustainable practices in their business operations and as such a sustainability component has been included in the classification criteria.

Please indicate with a ✓ whether the hotel has a Seychelles Sustainable Tourism Label (SSTL).

**Note that establishments which are certified as a Seychelles Sustainable Tourism Label (SSTL) Hotel will qualify for 100% of the Sustainable Practices points.*

☐

YES

☐

NO

8. Universal Accessibility

Please indicate with a ✓ whether the hotel is willing to be assessed and graded for universal accessibility (UA).

**Note that this is a separate accolade to that of your official star grading which will specifically assess the universal accessibility facilities available at the premises. The criteria for the UA grading is attached for your information.*

☐

YES

☐

NO

9. Declaration

I declare that the submitted information is true, accurate and correct to the best of my knowledge.

Name: _____

Signature: _____

Designation: _____

Date: _____

10. Additional Information

For any additional information, kindly contact;

Mrs/Mr. _____,
Director Product Development
Tourism Department
Tel: 4286500
Email: _____@tourism.gov.sc

APPENDIX -2

CLASSIFICATION ASSESSMENT CRITERIA FOR HOTELS (ABOVE 25 ROOMS)			
NAME OF THE HOTEL		DATE (day/month/year)	
ADDRESS		START TIME	
ISLAND		END TIME	
NAME OF THE ASSESSOR OR ASSESSORS			
SIGNATURE OF THE ASSESSOR OR ASSESSORS			

	CATEGORY ENTRY REQUIREMENTS	YES	NO	REMARKS
1	To be eligible for grading, premises shall first satisfy all the statutory regulations, requirements for health, safety and security, fire, environmental services, waste management and have certified documentary evidence for compliance of all the above.			
2	The premises shall have Public Liability Insurance coverage and other statutory insurance policies.			
3	Servicing of rooms shall be 7 days in a week (this includes removal of rubbish and cleaning).			
4	All bedrooms shall have a telephone system or other form of communication with at least internal communication facility to enable the guests to communicate with reception in the event of an emergency i.e., for summoning medical assistance etc.			
5	Bathroom facilities shall be en-suite.			

6	Formal reception area or desk shall be available in all hotels unless personalised butler service is available and check-in and check-out is carried out in the rooms.			
7	On-site representative shall be contactable 24 hours a day and 7 days a week.			
8	Security shall be available 24 hours a day.			

SPECIFIC REQUIREMENTS:

The following Form shall be used for the assessment of Hotels which includes basic criteria as well as category specific criteria.

Letter "M" denotes that a particular requirement is mandatory for all premises regardless of potential star rating.

Letter "R" denotes that a particular item is a required criteria for that particular star rating. "P" stands for physical criteria, "S" stands for service criteria and represents sustainability criteria.

New structural requirements shall apply only to the Hotels built after 1st January, 2017.

Where a section or a criterion does not apply to the hotel (as identified in the relevant sections), the respective points allocated to it shall be deducted from the total applicable points.

EXPLANATORY NOTE: Classification shall be determined by a combination of total points achieved plus a minimum of 85 percent of the specified required criteria (R) for a particular classification level (wherever applicable).

1. LOCATION, ACCESS AND EXTERIOR										
1.0. Location:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.1.1	P	Located in a pristine area of exceptional natural beauty with little development or construction in the surrounding area.	25							
1.1.2	P	May be located on a beach front or mountain property with easy access to the amenities.	20							
1.1.3	P	Located within a touristic area with easy access to other amenities.	15							

1.1.4	P	Located within the walking distance to the beach with access to other amenities.	10							
1.1.5	P	Located within a residential area.	5							
		Max Points	25							
1.2. Access:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.2.1	P	Boundary wall is available in good condition, well painted and clean.	5							
1.2.2	P	Gate is available in good working condition, well painted and clean or the hotel has secure controlled access to the property.	5						R	R
1.2.3	P	Availability of appropriate signage to direct the guests to the main entrance.	M							
1.2.4	P	Availability of the signboard with full name of the hotel and displayed in a prominent place and is in good condition.	M							
1.2.5	P	Access to the main building shall be in the form of separate access for guests and for the staff and deliveries.	M							
1.2.6	P	The minimum width of the driveway shall be 3.5 metres wide with a lay-by to give free access to the fire engines in the case of an emergency.	M							
1.2.7	P	Availability of adequate lighting throughout the property and in good working condition.	M							
1.2.8	P	Availability of adequate, appropriate and clearly illuminated signage to guide the guests to their rooms and various hotel facilities. Signage shall be legible, visible and in good condition.	M							

1.2.9	S	Entrance to the hotel lobby or reception is under canopy.	10							
1.2.10	S	Hotel provides buggies for guest transfers throughout the hotel compound. <i>(Where this criteria is not applicable for a hotel, the points shall be deducted from the total applicable points).</i>	5							
1.2.11	S	Hotel makes buggies or bicycles available to guests for personal use throughout the hotel compound. <i>(Where this criteria is not applicable for a hotel, the points shall be deducted from the total applicable points).</i>	10							
1.2.12	S	Where buggies and bicycles are provided by hotel, they shall be well maintained, clean and regularly serviced. <i>(Where this criteria is not applicable for a hotel, the points shall be deducted from the total applicable points).</i>	10							
		Max Points	45							
1.3. Building Exterior:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.3.1	P	All buildings, their fixtures, fittings and exterior shall be maintained in good and clean condition.	M							
1.3.2	P	Assembly point in the event of an emergency shall be clearly marked.	M							

1.3.3	P	Excellent visual appeal, elegant design and appearance, in sympathy with the immediate natural environment. Excellent quality materials used, excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural features and may depict elements of local architecture.	25							R
1.3.4	P	Very good visual appeal with interesting design and appearance in harmony with the immediate natural environment. Very good quality materials used. Very good lighting and visible clear signage is available. Attractive architectural features, elements of local architecture may be present.	20						R	
1.3.5	P	Good visual appeal, building with good quality materials. Some additional external features to enhance appearance. natural weathering could be acceptable. Good lighting and signage throughout the property.	15					R		
1.3.6	P	Plain architectural features with little visual appeal. Paintwork well applied and clean. natural weathering evident. Acceptable quality of lighting and signage throughout the property.	10			R	R			

1.3.7	P	Poor architectural features, with no visual appeal. External features such as windows, drains, etc. are functional. No obvious structural defects or damage. Paintwork is well applied and clean. Functional lighting and signage throughout the property.	5							
1.3.8	P	Neglected, shabby appearance, peeling paintwork.	0							
		Max Points	25							
1.4. Grounds and Gardens:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.4.1	P	Gardens and grounds shall be neat and appropriately maintained.	M							
1.4.2	P	Evidence of regular servicing throughout the year. Well-tended formal garden. Elegant and extensive variety of landscaping with attention to their placement and care. Usage of native species for landscaping and restoration. Measures taken to avoid the introduction of invasive alien species. Even, smooth pathways kept in meticulously good condition.	25							
1.4.3	P	Evidence of regular servicing. Well-tended, attractive garden with good variety of plants which are professionally planned, favouring native endemic species. Even, smooth and well-kept pathways.	20							R
1.4.4	P	Well kept, pleasant and tidy garden and grounds. Ample quantity and variety of plants used and efforts have been made to integrate endemic	15						R	

		species. Pathways are level and clean.								
1.4.5	P	Basic design of garden and landscaping with a small variety of plants. Gardens and enclosed area around the establishment is kept in tidy and clean condition.	10					R		
1.4.6	P	Plain garden and features with limited variety of plants. No overgrown pathways and acceptable level of maintenance.	5			R	R			
1.4.7	P	Neglected and overgrown appearance. Badly surfaced pathways with potholes or puddles. Rubbish and clutter visible. Disorderly appearance.	0							
		Max Points	25							
1.5. Parking:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.5.1	P	The surface may be of earthen, gravel or grass but without potholes. Above 6 parking slots, the surface shall be either gravel or aggregate or hard smooth finish.	M							
1.5.2	P	Parking bays and bicycle bays are in a secure environment close to the accommodation.	M							
1.5.3	P	Bicycle parking shall be available for hotels on La Digue and well surfaced with no pot holes.	M							
1.5.4	P	Where hotels provide buggies, a well surfaced buggy parking area with no potholes is available.	M							

1.5.5	P	Parking area shall be clearly designated with legible and visible signs.	M								
1.5.6	P	Availability of adequate lighting and in good working condition.	M								
1.5.7	P	Availability of more than 3 taxi bays.	10								
1.5.8	P	Availability of minimum 3 taxi bays in accordance with the land transport policy.	5								
1.5.9	P	Availability of sufficient, hard surfaced, well maintained and lined parking spaces.	5								
1.5.10	P	Availability of sufficient good quality lighting.	5								
1.5.11	P	Availability of visible and clear directional signage between parking spaces and the accommodation.	5								
		Max Points	25								

2. RECEPTION AND AFFILIATED SERVICES

2.1. Reception or lobby or welcoming area:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.1.1	P	<p>Availability of an appropriate area suitably designed for welcoming or receiving the guests. This may include a reception desk or counter with back up office facilities. A physical traditional reception area may not be required, if a dedicated butler service is available and check-in and check-out is carried out in the rooms.</p> <p>This criterion shall however apply to the welcoming area (if available) where there is no traditional reception.</p>	M							

		<i>(Where a hotel does not provide a reception desk and ancillary facilities because those services are offered through dedicated butlers, points related to the physical facilities shall be deducted from the total applicable points. However relevant services offered by the butler service shall be scored).</i>								
2.1.2	P	Availability of the sign indicating the reception, which shall be clean and legible.	M							
2.1.3	P	Fresh flowers professionally arranged on the display.	20							
2.1.4	P	Fresh flowers neatly arranged on display.	15							
2.1.5	P	Potted plants or dried flower arrangement on the display.	10							
2.1.6	P	Artificial flowers on the display.	5							
2.1.7	P	Availability of a central safe deposit at the reception or alternatively availability of the same in each guestroom.	M							
2.1.8	P	Porter's or concierge desk shall be separate from the reception desk or at reception, but the same shall be clearly demarcated and identified.	5							
		Max Points	25							
2.2. Reception or lobby or welcoming area furnishings and décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.2.1	P	Adequate seating capacity shall be available relative to the size of the property, volume of the business and the style of operation of the business.	M							

2.2.2	P	Elements of local arts and culture shall be present in the décor.	M							
2.2.3	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
2.2.4	P	Local art and crafts are present in the décor.	5							
2.2.5	P	Décor (including walls, floor and ceiling) is of an excellent standard that compliments the general theme of the hotel and shows attention. Availability of furniture of outstanding quality and comfort, set in an environment of coordinated design with attractive decorative pieces. Seating options are available for different size groups. Where background music is provided, the same shall be at acceptable volume. Sufficient space for guests to have privacy and personal space. <i>(Where there is no formal reception area, this criterion shall apply to the welcoming area).</i>	20							
2.2.6	P	Decor (including walls, floor and ceiling) is of very good standard that compliments the general theme of the hotel. Availability of furniture of very good quality and comfort and set in an environment of coordinated design with attractive decorative pieces. Seating options available according to the size of the hotel. Where background music is available, the same shall be at a suitable volume.	15							

		Availability of some space for guests to have privacy and personal space.								
2.2.7	P	Décor (including walls, floor and ceiling) is of good standard that compliments the theme of the hotel. Furniture of good quality that may be more functional in design and comfort. A little wear and tear may be evident. Seating options may not be available, however, adequate seating capacity in the reception according to the size of the hotel.	10							
2.2.8	P	Availability of adequate seating. Basic style of décor but satisfactory overall. Some maintenance issues to be addressed.	5							
2.2.9	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests' privacy. Little space for the volume of traffic and the needs of guests.	0							
		Max Points	30							
2.3. Presentation and grooming of reception staff or concierge or porter: <i>(Where there are no reception staff but only dedicated butlers are available, the following criteria shall apply to them)</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.3.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags in	20							

		excellent condition. Shoes or footwear are in immaculate condition. Jewellery kept to a minimum and discreet.								
2.3.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or footwear are in very good condition and very clean. Jewellery kept to a minimum and discreet.	15							
2.3.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good condition and of an appropriate style.	10							
2.3.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform is in satisfactory state of condition.	5							
2.3.5	P	Uniform not consistent or badly fitted. Difficult to clearly identify staff. Untidy and haphazard appearance.	0							
		Max Points	20							

2.4. Service quality provided by the reception staff:

(Where reception services are provided by dedicated butlers, the following criteria shall apply to them)

			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.4.1	S	Reception staff are fluent in English, French or languages of the hotel's main clientele.	M							
2.4.2	S	Reception staff are fluent in additional languages.	10							
2.4.3	S	Staff are polite, very responsive, attentive, efficient and prompt.	15							

2.4.4	S	Staff are polite, attentive and prompt.	10							
2.4.5	S	Staff are polite and portray an acceptable attitude when carrying out required duties. Willing to help, when asked.	5							
2.4.6	S	Staff appear somewhat distant and disinterested. No real interest shown in the guests needs.	0							
		Max Points	25							
2.5. Reservations and pre-arrival information:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.5.1	S	Guests and prospective guests shall be given an accurate description of the amenities, facilities and services provided.	M							
2.5.2	S	Where available, the website of the hotel shall be realistic, comprehensive, with up to date and accurate information.	M							
2.5.3	S	Policies of the hotel shall be described upon booking i.e., payment methods, applicable deposits and cancellation policy. Information on access restrictions, child-friendly services shall also be provided, if available. <i>(Where bookings are done through online booking platforms etc., the hotel confirmation slip to the client should contain all the above details).</i>	M							
2.5.4	S	Reservations are dealt with promptly and necessary guest information is taken and confirmation is provided at the minimum period.	M							

2.5.5	S	Online bookings are replied promptly, in less than 8 hours.	20							
2.5.6	S	Online bookings are replied promptly, within 12 hours.	15							
2.5.7	S	Online bookings are replied promptly, within 24 hours.	10							
2.5.8	S	Online bookings are replied promptly, within 36 hours.	5							
		Max Points	20							
2.6. Guest check-in:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.6.1	S	Retrieval of reservation is done in smooth manner and without any delay.	M							
2.6.2	S	Guests are welcomed with welcoming drink and refreshing towel.	10						R	R
2.6.3	S	Guests are escorted to their room and shown the various amenities and how to operate them.	10						R	R
2.6.4	S	Guests are directed to their rooms and given a brief explanation of the location of hotel facilities.	5			R	R	R		
2.6.5	S	All essential information is given to the guests on layout of property, available facilities and meal times.	10					R	R	R
2.6.6	S	Availability of pre-registration and providing complete information prior to check-in. Registration forms presented for signature are printed on good quality paper with the hotel letterhead.	20							
2.6.7	S	Full registration process in place with all the information taken from the guests and the registration form is printed on a standard photocopying paper.	10							

2.6.8	S	Appropriate registration process is in place and relevant information is taken from the guests. Registration form printed on a standard photocopying paper.	5							
2.6.9	S	Electronic keys are presented in key card holders with essential hotel information printed on them, where applicable. Spare keys are available on request.	10							
2.6.10	S	Traditional style keys with room number or name to clearly identify his room (basic hotel information shall be printed out and handed over to the guest with key)	5							
2.6.11	S	Porterage provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Availability of porter service at all 24 hours. Service is delivered in a friendly and efficient manner.	20						R	R
2.6.12	S	Porterage provided with a trolley or buggy of an appropriate quality and size for safe transportation. Porter service is available at 18 hours. Service is delivered in an efficient manner.	15							
2.6.13	S	Porter service is available for 10 hours.	10							
2.6.14	S	Porter service is available on request.	5					R		
2.6.15	S	No offer of help with luggage.	0							
		Max Points	80							
2.7. Check-out services:										

			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.7.1	S	Bill presented is accurate and legible with all charges clearly itemized and up to date. Receipt provided on departure together with a copy of the bill.	M							
2.7.2	S	Availability of wide range of payment options (such as Visa, American Express, and MasterCard etc.). Point of Sale (POS) machine is available and in good working condition.	10						R	R
2.7.3	S	Acceptance of at least two major credit cards.	5							
2.7.4	S	Availability of in room check-out facility and express check-out service, with no waiting time (<i>This shall be supported by evidence for this criterion.</i>)	10							
2.7.5	S	Assistance with luggage is provided automatically.	10						R	R
2.7.6	S	Assistance with luggage is offered on request.	5							
2.7.7	S	Guest satisfaction checked and guests are encouraged to return again(<i>Copy of relevant questionnaire or link for online questionnaires shall be made available.</i>)	10							
2.7.8	P	Luggage room or area is provided for the storage of umbrellas and other items of luggage.	M							
2.7.9	P	Dedicated luggage room is available, secured with restricted access and fitted out appropriately with shelving of different heights to accommodate the luggage of various sizes. Weighing scales are provided, so that guest's luggage can be weighed.	10						R	R

2.7.10	P	Dedicated luggage room is available and secured with restricted access.	5								
		Max Points	50								
2.8. Availability of reception and associated services:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
2.8.1	S	Reception is serviced for a minimum of 10 hours. A means of summoning assistance shall be available at unattended times.	M								
2.8.2	S	Reception services are available for 24 hours.	15								R
2.8.3	S	Reception services are available for 18 hours.	10						R		
2.8.4	S	Reception services are available for 14 hours.	5					R			
2.8.5	S	Wake-up call service is available.	5								
2.8.6	S	Foreign exchange services are available at the hotel with display of applicable rates.	10								
2.8.7	S	Concierge services are available at 24 hours. Availability of the list of services provided by the concierge. <i>(Concierge services are over and above the general services provided by reception staff.)</i>	15								
2.8.8	S	Concierge services are available for 16 hours. Availability of the list of concierge services provided.	10						R	R	

2.8.9	S	Concierge services are available for 12 hours. Availability of the list of concierge services provided.	5							
2.8.10	S	Availability of a separate and dedicated guest information desk with appropriate staff, who are able to communicate in English, French or other languages of the hotel's main clientele.	10							
2.8.11	S	Providing e-version or daily newspapers, both local and international.	10						R	R
2.8.12	S	Availability of limited local newspapers.	5					R		
2.8.13	S	Availability of taxi or car hire booking services.	M							
2.8.14	S	Appropriate and relevant guest information shall be made available at reception and shall include in-house services; tourism service providers; emergency and fire exits; and literature covering all hotel or resort facilities. All information shall be in English, French or other languages of the hotel's main clientele.	M							
2.8.15	S	Free Wi-Fi is available at the reception.	10						R	R
2.8.16	S	Wi-Fi is available. If chargeable, applicable rates are displayed.	5			R	R	R		
		Max Points	75							
3. GUEST BEDROOMS										
3.1. Bedroom doors:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****

3.1.1	P	Room number or name is written on the door which shall be legible and visible.	M							
3.1.2	P	Room keys or cards are properly identifiable with appropriate room number or name.	M							
3.1.3	P	Entrance doors is solid and in good condition and clean. Secure locking system is available to ensure the guest privacy inside the room. Chipboard or plywood doors are not acceptable.	M							
3.1.4	P	Double locking system is available and this can also be in the form of safety chain or safety bar.	5							
3.1.5	P	Spy hole is available and doors with glass panels are also acceptable.	5							
3.1.6	P	Fire Emergency evacuation plan combined with evacuation instructions in English or French is framed and hung on the door or adjacent to the bedroom door.	M							
3.1.7	P	Fire Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the hotel's main clientele, is framed and hung on the door or adjacent to the bedroom door.	5							
3.1.8	P	Do Not Disturb or Please Make Up Room card is provided and in good condition and clean	M							
3.1.9	P	Where there are interconnecting rooms, double doors suitably sound proof shall be provided.	M							
		Max Points	15							

3.2. Bedroom Décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.2.1	P	Elements of local arts and culture shall be present in the décor.	M							
3.2.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor	10							
3.2.3	P	Local arts and crafts are present in the décor.	5							
3.2.4	P	Excellent quality wall coverings and paintwork, in form colours and material in the wall decor. Attention to detail, professionally co-ordinated patterns, colours and textures. High quality paintings, objects of d'art and decorative pieces are available.	25							
3.2.5	P	Very good quality wall coverings and paintwork in form colours and materials in the wall decor. Very good co-ordination of patterns, colours and texture. Very good quality paintings, objects of d'arts and decorative pieces are available.	20							
3.2.6	P	Good wall coverings and paintwork. Good coordination of colour patterns and textures. Additional decorative pieces or paintings are available.	15							
3.2.7	P	Acceptable quality wall coverings or paintwork. Reasonable attempt to co-ordinate patterns and colours. Décor may be some years old but not damaged, scratched, torn or stained.	10							

3.2.8	P	Basic application of harmonised paint or wall covering. Plain and simple style. May be a little tired or dated looking.	5							
3.2.9	P	Low-grade materials poorly executed. Mis-matched styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures, wall hangings or works of art (if any). Unsightly pipe work. Exposed wiring. Signs of dampness.	0							
		Max Points	35							
3.3. Bedroom furniture:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.3.1	P	Bedroom furniture shall include one double bed or two single beds, two chairs, one coffee table, wardrobe, dressing or writing table with stool, mirror and two bedside tables or lockers. Beside light shall be available per person for reading purpose.	M							
3.3.2	P	All furniture are of excellent quality, well-constructed with professional finishes. May be with details such are carvings. Very comfortable seating with plush upholstery. All in excellent condition.	25							
3.3.3	P	Furniture are of very good quality, well-constructed with professional finishes and details. Comfortable seating with good quality upholstery and in very good condition.	20							
3.3.4	P	Furniture are of good quality materials and of sound construction. Comfortable	15							

		seating, upholstery in good condition.								
3.3.5	P	Furniture of acceptable quality materials and of sound construction. May show some signs of use. There should be no damage, stains or fraying of upholstery.	10							
3.3.6	P	Basic quality furniture may be well-used but functional.	5							
3.3.7	P	Uncoordinated style. Stained or worn upholstery. Furniture of a low quality material, poor construction, damaged, marked or scratched.	0							
3.3.8	P	Bedroom has more than 2 pieces of locally made furniture.	10							
3.3.9	P	Bedroom has 2 pieces of locally made furniture.	5							
3.3.10	P	Luggage rack shall be provided and should be able to hold a standard sized suitcase. Where a rack is not provided, adequate luggage storage shall be made available in the wardrobe.	M							
3.3.11	P	Bedside table or locker is above 38 centimetres in width	5							
3.3.12	P	Additional chairs are provided and are in good condition.	5							
3.3.13	P	A table and chair of a suitable height and size are provided with sufficient space provided for two people to be able to eat comfortably.	5							
		Max Points	50							
3.4. Bedrooms size:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.4.1	P	All bedrooms shall be double or twin bed rooms.	M							

3.4.2	P	Minimum bedroom size is 15 square meters. (excluding bathrooms, balconies or terraces). <i>Hotels built before these standards came into effect shall be exempted from this criteria.</i>	M							
3.4.3	P	Room size is above 24 square metres (excluding bathrooms, balconies or terraces) and luxurious space designed for relaxation.	20							
3.4.4	P	Room size is a minimum of 24square metres (excluding bathrooms, balconies or terraces). Generous space to allow comfortable movement in the room.	15							
3.4.5	P	Room size is a minimum of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	10							R
3.4.6	P	Room size is a minimum of 18 square metres (excluding bathrooms, balconies and terraces).	5						R	
3.4.7	P	Bedrooms have private balcony or veranda with excellent quality furniture. May include two chairs and a table for dinning. Same is not overlooked.	15							
3.4.8	P	Bedrooms have semi -private balcony or veranda with good quality furniture. May include two chairs and a table of good quality for dinning.	10							
3.4.9	P	Bedrooms have balcony or veranda furnished with two chairs and a table for dining.	5							

		Furniture is of acceptable quality, more basic in style.								
		Max Points	35							
3.5. Electronic appliances:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.5.1	P	Flat screen or High Definition multi-channel television is provided in all the rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made where Television is provided in the sitting area.	15						R	R
3.5.2	P	Flat screen or High Definition multi-channel television is provided in most rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made where Television is provided in the sitting area.	10							
3.5.3	P	Television is provided and is easily visible from the bed. Exceptions can be made where Television is provided in the sitting area.	5							
3.5.4	P	Remote control is provided and in good working condition.	5							
3.5.5	P	A working telephone shall be available in each guest bedroom capable of internal communication.	M							
3.5.6	P	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number and the	15						R	R

		room extension number are displayed.								
3.5.7	S	24x7 operator assisted calls from the room.	10					R		
3.5.8	S	Operator assisted calls from the room for 14 hours.	5			R	R			
3.5.9	S	Free Wi-Fi is available at guestrooms.	10						R	R
3.5.10	S	Internet access or Wi-Fi provided at a charge with applicable rates displayed.	5					R		
3.5.11	P	A clock and alarm system is available. This may be provided on the telephone. It shall be in working condition and provided in all the bedrooms.	5						R	R
3.5.12	P	A mini fridge shall be available.	M							
3.5.13	S	Mini bar is available and well stocked with a wide selection of alcoholic and non-alcoholic beverages and light snacks. Water and soft drinks are provided free of charge and replenished daily. Applicable rates list is made available. Wine or bottle opener is available and is in good condition.	20							
3.5.14	S	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is made available. Bottle opener is provided and is in good condition.	15						R	R
3.5.15	S	Mini fridge or mini bar is stocked with small selection of alcoholic and non-alcoholic beverages and light snacks.	10							

		Applicable rates list is available. Bottle opener is provided and is in good condition.								
3.5.16	S	Mini fridge can be stocked on request.	5							
3.5.17	S	Mini bar is stocked with locally produced snacks and beverages.	10							
3.5.18	S	Rooms are prepared in advance of the guests' arrival and possibly including setting an appropriate ambient temperature for the time of year and rooms are well aired.	M							
3.5.19	P	Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	5			R	R			
3.5.20	P	Air conditioning is available in good working condition and clean.	5					R	R	R
3.5.21	P	Air conditioning can be individually controlled and is set to allow a minimum temperature of 23 degrees Celsius. (i.e., cannot be lowered to less than 23 degrees)	10							
3.5.22	P	Hair dryer is in good working condition, provided in all the bedrooms.	10					R	R	R
3.5.23	P	Hair dryer is in working condition, which shall be provided on request.	5			R	R			
3.5.24	P	Safe provided in the room shall be large enough to keep 13" laptop, securely bolted and with operating instructions.	10						R	R
3.5.25	P	Small safe securely bolted down for security purposes with operating instructions.	5							
3.5.26	P	Voltage indicated on the power sockets.	5							

3.5.27	P	Spare and convenient power points are provided in each room.	5						R	R
3.5.28	P	Spare and convenient international power points are provided at desk level or dressing table.	5					R	R	R
3.5.29	S	Plug adaptor is available on request, with applicable rates displayed (if applicable).	5							
		Max Points	140							
3.6. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.6.1	P	Sufficient lighting is provided in all bedrooms to enable the guests to make full use of in-room facilities during the day and night time.	M							
3.6.2	P	Main light switch shall be located near the entrance.	M							
3.6.3	P	Bed side lamps shall be in good working order, where a shade or cover is provided same should be in good condition and clean.	M							
3.6.4	P	Emergency lights (may be flashlights or free standing emergency lights) shall be available in the room in case of power failure. Candles are not recommended for safety purposes, as per the fire safety norms.	M							
3.6.5	P	Excellent quality, well-appointed and perfectly fitted lights providing excellent illumination and coverage across all the areas. Additional specialised lighting (mood, picture, desk light) may also be provided.	25							
3.6.6	P	Very good quality, well-appointed and perfectly fitted	20							

		lights providing very good illumination across the room.								
3.6.7	P	Good quality and well fitted lights.	15							
3.6.8	P	Acceptable quality lighting fixtures.	10							
3.6.9	P	Basic quality lighting fixtures.	5							
3.6.10	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0							
3.6.12	P	Effective lighting available at all mirrors.	5							
		Max Points	30							
3.7. Room types:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.7.1	P	The hotel has over 5 full suites. <i>[Full suite consists of separate bedroom (which is closed off) and separate living area. A kitchenette may also be available].</i> <i>[Stand-alone villa type room which comes with a separate living area will qualifies as a full suite].</i>	20		*					
3.7.2	P	Two full suites and a selection of half or junior suites are available. <i>[Half or Junior suite consists of bedroom with expanded living area].</i> <i>[Stand-alone villa type room which comes with expanded living area will qualify as a half suite].</i>	15		*					

3.7.3	P	One full suite and some half or junior suites.	10							
3.7.4	P	Only half or junior suites are available.	5							
		Max Points	20							
3.8. Wardrobe, hanging space, clothes hangers:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.8.1	P	Wardrobe or purpose built hanging space with a width of 1.2 metres, shelf and hanging space shall be provided in all bedrooms and shall be in good condition and clean.	M							
3.8.2	P	Walk in wardrobe is available with internal lighting, shoe rack, vanity area with chair or stool, mirror and drawers.	20							
3.8.3	P	Built in or purpose built wardrobe is more than 1.2 metres wide with full length hanging space, additional features such as drawers and shoe rack.	15							
3.8.4	P	A minimum of 6 identical hangers shall be provided (3 per person). Wire hangers are not acceptable.	M							
3.8.5	P	Specialised hangers i.e., pegs attached for trousers, satin clothes and shirts.	10						R	R
3.8.6	P	Good quality wooden or plastic hangers.	5							
		Max Points	30							

3.9. Curtains and window covering:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.9.1	P	Very good quality full length curtains in excellent condition, well-lined to provide total block out and privacy. Curtain accessories (poles, tracks, tiebacks, holdbacks, rings, pelmets etc.) are in very good condition. Windows may also be dressed with blinds or shutters of the best quality and in good working order.	20							
3.9.2	P	Good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	10						R	R
3.9.3	P	Acceptable quality of blinds or curtains and in good condition.	5					R		
3.9.4	P	Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	0							
		Max Points	20							
3.10. Flooring, ceiling, skirting and cornices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.10.1	P	Excellent quality flooring and ceiling using excellent materials either natural or manmade. Skirting and cornices are of excellent quality. All are in excellent state of maintenance.	25							

3.10.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in good state of maintenance.	20							
3.10.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices are of good quality. May show some signs of wear and tear.	15							
3.10.4	P	Acceptable quality materials used. Plain and simple design.	10							
3.10.5	P	Basic quality material, somewhat tired or dated in appearance.	5							
3.10.6	P	Wooden floors that have aged and now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							
3.11. Bedroom amenities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.11.1	S	A full length mirror is available in the room or bathroom; it may also be with the wardrobe. Same is in good condition.	5						R	R
3.11.2	S	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	5						R	R
3.11.3	S	Bedside rugs or mats provided in the room are clean, coordinate with the décor and in good condition.	M							

3.11.4	S	Waste bin with liners shall be available, clean and in good condition...	M							
3.11.5	S	Mosquito nets are available, cover the entire bed and long enough to reach the floor and should be in good condition and clean.	5							
3.11.6	S	Insect repellent is available.	5			R	R	R	R	R
3.11.7	S	Drinking glasses with coasters and lids shall be provided or be individually wrapped.	M							
3.11.8	S	Personalised notebook and pen (branded with the hotel logo) are available.	10							R
3.11.9	S	Note Pad and pen are available along with the telephone and shall be in good condition and clean.	5					R	R	
3.11.10	S	Laundry bag is provided with list of applicable rates and in good condition and clean	5							
3.11.11. Guests are offered a friendly gesture of welcome. This can be in the form of:										
3.11.11.1	S	Fruit basket is placed in all the rooms at time of check-in.	10							
3.11.11.2	S	Fruit basket is placed in the VIP rooms and honeymoon rooms only at time of check-in.	5							
3.11.11.3	S	Personalised greeting for each guest or a present in the room.	5							R
3.11.11.4	S	Invitation to guests for a daily or weekly "Manager's hour".	5							
3.11.11.5	S	Bed is decorated at check-in (e.g., flowers or towel decorations)	5							
3.11.12	S	Tea or Coffee making facilities (kettles, cups, and saucers) are available and are in good condition and clean.	M							

3.11.13	S	Wide selection of tea, coffee, sugar and milk is made available. (4 types of tea; 2 types of coffee; sweetener; in addition to brown and white sugar).	10							
3.11.14	S	Selection of tea, coffee, sugar and milk is available.	5							
3.11.15	S	Umbrellas are available in the room.	10							
3.11.16	S	Umbrella can be provided on request.	5							
3.11.17	S	Bedroom slippers of appropriate quality are provided in two different sizes.	10							R
3.11.18	S	Bedroom slippers of appropriate quality provided in each room (for 2 persons)	5						R	
3.11.19	S	Iron and ironing board is provided in each room and placed in the wardrobe.	10						R	R
3.11.20	S	Iron and ironing board is available on request.	5							
3.11.21	S	Guest Information kit detailing the following shall be made available in English, French or other languages of the hotels main clientele. <i>(Guest information may be relayed through IPTV.)</i>	M							
		Directory of Essential Services (emergency and contact numbers).								
		Transport services (Bus schedules, Taxi or Car Hire Information)								
		Method of payment								
		Room key procedures								
		Information on swimming pool and other leisure facilities which includes opening hours etc.								

		Entertainment programme details.								
		Telephone services.								
		Food and Beverage service hours.								
		List of television channels available and on what numbers.								
		Room service menu with hours of availability.								
		Check-in and Check-out timings.								
		User's manual and security codes for safety deposit box.								
		List of excursions and details of whom to be contacted.								
3.11.22	S	List of cultural, heritage sites, local events and attractions.	5							
3.11.23	S	Details of local facilities such as nearest ATM; nearest pharmacy; local places of worship and opening hours etc.	5							
3.11.24	S	Guest information is provided through IPTV system	20							
3.11.25	S	Guest information is presented in very good quality folder, branded with the hotel logo and the page inserts are professionally printed in a manner that will prevent wear and tear. <i>(Where the information is relayed through IPTV, these points will be deducted from total applicable points under this section).</i>	15							
3.11.26	S	Guest information is presented in a good quality folder.	10							
3.11.27	S	Guest information is presented in a simple folder.	5							

3.11.28	S	Provision for guest's access to their accounts and messages through IPTV system.	10							
3.11.29	S	Baby cot or crib is available upon request. <i>(Where it is the hotel policy not to take in children, these points shall be deducted from the total applicable points under this section).</i>	5							
		Max Points	145							
3.12. Bedding and linen:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.12.1	S	All beds shall be provided with clean mattress protectors and pillows with pillow protectors free from stains.	M							
3.12.2	S	Luxurious, quality linen (over 300 thread count) that provides a super soft feel and is coordinated with bedroom décor and other soft furnishings. Very good supply of pillows and cushions. Pillow menu is available with a variety of fillings e.g., feather, down, foam. Spare pillows shall stored in protective covering for hygiene reasons.	20							
3.12.3	S	Very good quality linen (over 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	15							

3.12.4	S	Good quality linen (180 to 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	10							
3.12.5	S	Acceptable quality linen with no signs of wear and tear, fraying edges or holes.	5							
3.12.6	S	Poor quality sheets, damage or wear and tear.	0							
		Max Points	20							
3.13. Bed sizes:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.13.1	P	Double bed of minimum sizes of 2metres x 2metres. Single bed of minimum size of 1metre x 2metres. High quality mattress (height of at least 22centimetres) which offers enhanced comfort such as memory foam and is clean and well kept. Bed base is in excellent condition and if they are visible should blend in with the décor. Excellent quality decorative headboards and offering comfort.	25							
3.13.2	P	Double bed of minimum sizes of 1.8metres x 2metres. Single bed of minimum size of 0.9metre x 2metres. Very good quality mattresses (height of at least 18 centimetres) and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	20						R	R

3.13.3	P	Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (height of 13centimetres) and bed base. Good quality headboards are made available.	15			R	R	R		
3.13.4	P	Standard double bed or two full size single beds. Standard domestic quality bed frames. Bed frames and mattresses of older style are acceptable, but shall be of good quality. Headboards may be of a simple design or plain wood.	10							
3.13.5	P	Mattresses and bed frames are of acceptable quality. Mattresses should comfortably fit the particular type of bed. Headboards may be a simple design or plain wood.	5							
3.13.6	P	Creaking and sloping frames with sagging supports. Legs loose and uneven, casters missing, stains, marks and holes. Broken struts and unsecure headboards or sloping frames. Damage or wear and tear evident.	0							
		Max Points	25							
3.14. Butler service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.14.1	S	Dedicated butler service is available for all rooms. Hotel should provide a list of all the services offered through the butler service.	20							

3.14.2	S	Dedicated butler service is available for some categories of rooms only. Hotel should provide a list of all the services offered through the butler service.	15							
3.14.3	S	Butler service is available on request. Hotel should provide a list of all the services offered.	10							
3.14.4	S	Rooms offering butler service have the butler stations.	5							
		Max Points	25							
3.15. Turndown service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.15.1	S	Full turn-down service is provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, any trays were taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	20							R
3.15.2	S	Partial turndown service provided for all rooms. Room tidied and the trays were taken away. Lights on and curtains drawn in the evening. Bed turned down.	10						R	
3.15.3	S	Turndown service provided on request.	5							
		Max Points	20							

4. GUEST BATHROOM**4.1. Bathroom set up:**

			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.1.1	P	All bathrooms shall have en-suite facilities consisting of toilet, wash basin and shower facilities. Minimum floor area of the bathroom shall be 6 square metres.	M							
4.1.2	P	Bathrooms shall be well ventilated, either windows that open or have effective working extractors.	M							
4.1.3	P	Double vanity space is provided.	5							
4.1.4	P	Bathroom offers a separate bath as well as a separate shower.	10							
4.1.6	P	A bath cubicle with shower facilities is available.	5							
4.1.5	P	Toilet is separately enclosed.	5							
		Max Points	20							

4.2. Flooring, ceiling and walls:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.2.1	P	Excellent floor, ceiling and walls and covering in perfect condition and finish.	25							
4.2.2	P	Very good floor, ceiling and walls and covering in very good condition and finish.	20							
4.2.3	P	Good quality floor, ceiling and walls and covering in good condition and finish.	15							
4.2.4	P	Adequate bathroom floor, ceiling and walls and coverings that are not necessarily recent.	10							

4.2.5	P	Materials of basic quality used. Basic appearance is clean and neat.	5							
4.2.6	P	Very tired and dated style. Damp or condensation marks. Poor quality finish, unprofessionally applied. Sealant or grouting, mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured or damp.	0							
		Max Points	25							
4.3. Fixtures and fittings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.3.1	P	Extra-large and spacious shower. Extra-large or deep bath, and large washbasin. Excellent quality fixtures and fittings in perfect state, coordinated and of innovative design. Attention to aesthetics and perfect finishes.	25							
4.3.2	P	Large shower or sturdy bath. Attractive shower screen and good-sized washbasin. Very good quality, solid and well-made fixtures and fittings in very good order and matching with coordinated style. Very good quality finishes.	20							
4.3.3	P	Standard sized bath or shower. Sturdy bath or good quality shower with screen or curtain. Good quality fixtures and fittings throughout and in good condition. Matching with coordinated styles.	15							
4.3.4	P	Smaller sized bath or shower. Shower screen or satisfactory quality curtain. Satisfactory quality of bathroom fixtures and fittings.	10							

4.3.5	P	Fixtures and fittings in an acceptable condition. May show signs of wear and tear.	5							
4.3.6	P	Bath enamel chipped, stained or dull. Poor quality plastic bath that moves and creaks. Stained or mouldy grouting or sealant and thin, ineffective shower curtain. Cracked washbasin or toilet. Badly fitted plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail, evidence of cigarette burns, signs of damage or leaks.	0							
4.3.7	P	Spa bath or Jacuzzi provided.	10							
4.3.8	P	No unsightly plumbing fixtures.	5							
4.3.9	P	Adequate clothes hooks (minimum 2 numbers).	5							
4.3.10	P	Facilities within bathroom are conveniently positioned.	5							
4.3.11	P	Magnifying mirror	5							
4.3.12	P	Soap dishes	5							
4.3.13	P	Telephone	5							
4.3.14	P	Drip dry facilities (i.e., retractable washing line over bath).	5							
4.3.15	P	Weighing scale	5							
		Max Points	75							
4.4. Wash hand basin and toilet area:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.4.1	P	Adequate shelf space is available adjacent to the hand basin with sufficient space to store toiletries for two guests.	5							

4.4.2	P	Appropriate toilet brush provided with covered holder. <i>(Where it is the hotel policy not to provide toilet brushes, but rather servicing of rooms is offered to clients at their request, these points shall be deducted from the total applicable points).</i>	10								
4.4.3	P	Toilet brush provided with uncovered holder.	5								
4.4.4	P	Toilet paper holder or dispenser conveniently located.	5								
4.4.5	P	Sanitary bags provided.	5								
		Max Points	25								
4.5. Towelling:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
4.5.1	P	Full range of towel sizes; bath sheets, bath towels, hand towels, facecloth for each guest. Thick, heavy, fluffy quality with plenty of pile. Two bath mats provided for bath and shower area are of excellent quality.	20								
4.5.2	P	Wide range of very good quality towels including bath towel, hand towel and face cloth per guest. Bath mat provided is of very good quality.	15								
4.5.3	P	Adequate range of bath and hand towels of good quality provided per each guest.	10								
4.5.4	P	Towels are of acceptable quality provided per each guest.	5								
4.5.5	P	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.	0								

4.5.6	P	Bathrobes of appropriate quality are provided in two different sizes.	10							R	R
4.5.7	P	Bathrobes of appropriate quality provided in each room (for 2 persons)	5								
		Max Points	30								
4.6. Lighting:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
4.6.1	P	Sufficient lighting shall be provided to enable the guests to make full use of bathroom facilities during the day and night time.	M								
4.6.2	P	Excellent quality lighting effective for all purposes i.e., shaving, make-up, and contact lenses particularly at washbasin and shaving point.	20								
4.6.3	P	Good standard of light fittings i.e., main light plus adequate shaving light.	15								
4.6.4	P	Well-positioned light with acceptable quality of light fittings.	10								
4.6.5	P	Basic quality lighting fixtures.	5								
4.6.6	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0								
		Max Points	20								
4.7. Accessories:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
4.7.1	S	A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues,	20							R	R

		cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include Molten Brown; Elemis; L'Occitane, Hermes etc.)								
4.7.2	S	A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in the previous paragraph. Branded with hotel logo.	15				R			
4.7.3	S	A small range (minimum 4) from the brands specified in paragraph 4.7.1 and all are in good condition and of good quality.	10							
4.7.4	S	One or two items from the brands specified in paragraph 4.7.1 of acceptable quality.	5		R	R				
4.7.5	S	No attempt to provide any extra accessories. Well-used ageing bottles, sticky sachets or sticky containers.	0							
		Max Points	20							

5. PUBLIC AREAS;

The term "Public Areas" normally covers all areas of the hotel that guests or the public have access to. Here it covers areas such as corridors; stairs; public toilets and any other public area that does not come under a specific heading, e.g., Restaurant and Bars, Reception etc.

(These points shall be deducted from the total applicable points for resort type of hotels with stand-alone villas or bungalows where corridors, stairwell etc. are not available).

5.1. General:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.1.1	P	Corridors and stairs shall be in good condition and free from obstruction.	M							
5.1.2	P	Levels of lighting in all the public areas shall be adequate for safety and comfort	M							

5.2. Elevator:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.2.1	P	Where a building has 3 floors or more (i.e., ground floor plus two floors), one guest lift with access to all the floors capable of accommodating a minimum of 3 adults with luggage shall be provided. Elevator should have speaker, bell, emergency call and where possible braille floor numbers. (Elevator specifications are applicable to hotels built after 2016).	M							
5.3. Guest Services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.3.1	S	Free Wi-Fi in public areas.	20						R	R
5.3.2	S	Wi-Fi is made available and if the service is chargeable, applicable rates are displayed.	10							
		Max Points	20							
5.4. Décor and design:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.4.1	P	Elements of local arts and culture shall be present in the décor, such as prints or photographs shall depict local scenes, historical or heritage related images.	M							
5.4.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
5.4.3	P	Local arts and crafts are present in the décor.	5							

5.4.4	P	Excellent quality wall coverings, floor and ceiling and in immaculate condition. Beautiful design with architectural features present. Interesting artwork, particularly from local artists, objects d'art present. Flawless finishes.	25							
5.4.5	P	Very good quality wall covering, flooring and ceiling. Evidence of coordinated design with additional attractive design. Very good finish. Eye catching features of interest.	20							
5.4.6	P	Use of good quality materials. Coordinated design with additional attractive features and finishes.	15							
5.4.7	P	Acceptable style and quality décor and finishes. Use of wall hangings, pictures, etc. and satisfactory workmanship.	10							
5.4.8	P	Basic application of décor. Little design input or coordination.	5							
5.4.9	P	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring with general neglect.	0							
		Max Points	35							
5.5. Public Toilets:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.5.1	P	Separate male and female toilet facilities shall be provided and clearly designated with appropriate clear and legible signage.	M							

5.5.2	P	Adequate artificial or natural ventilation shall be available.	M							
5.5.3	P	Walls, ceiling and floor shall be well maintained and free from stains, cracks and without missing tiles.	M							
5.5.4	P	Opaque windows or curtains or blinds shall be provided, if necessary to ensure the guest's privacy.	M							
5.5.5	S	Very good standard of cleanliness and hygiene. All surfaces are gleaming, clean and fresh. Very good standards of maintenance.	10							
5.5.6	S	Acceptable standard of cleanliness. Clean and satisfactorily maintained.	5							
5.5.7	S	Low standard of housekeeping. Dirt and dust on all surfaces. Long term encrusted grime. Dirt and hairs on floor in corners. Flooring around the toilet is stained and smelly.	0							
5.5.8	S	Public toilets equipped with baby sanitary facilities.	10							
		Max Points	20							
5.6. Public toilet amenities and accessories:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.6.1	P	Toilet roll with holder shall be available.	M							
5.6.2	S	Extra toilet rolls are available.	5							
5.6.3	P	Toilet brush with holder and cover are available and clean.	5							
5.6.4	P	Suitable hand washing and hand drying facilities shall be available.	M							

5.6.5	P	Individual hand towels for hand drying are provided.	10							
5.6.6	P	Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.	M							
5.6.7	P	Mirror is available and in good condition and clean.	M							
5.6.8	P	Full length mirror is available.	5							
5.6.9	P	Hooks on the inside of each toilet cubicle door.	10							
5.6.10	P	Each cubicle door shall have a working lock for privacy.	M							
5.6.11	S	Availability of hand lotion.	10							
5.6.12	S	Availability of tissues.	5							
5.6.13	S	Piped music is available.	5							
5.6.14	S	Toilet is fragranced with automatic air fresheners or aromatic oil.	5							
		Max Points	60							

6. RESTAURANT AND BARS

6.1. Restaurant Facilities:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.1.1	P	All hotels shall have at least one restaurant open on all 7 days a week.	M							
6.1.2	P	Hotels above 25 rooms shall have more than 1 restaurant.	10							
6.1.3	S	Hotel offers a specialty or fine dining restaurant.	10							
6.1.4	S	A private dining area is available or the hotel provides a special dining experience to its guests.	10							
		Max Points	30							

6.2. Decoration:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.2.1		Décor is complemented with local artwork.	15							
6.2.2	P	Décor is of an excellent standard and shows attention to detail. Professionally coordinated patterns, colours and textures. Eye catching and high value decorative pieces, materials and wall coverings. Advanced professional finish. <i>(Where a restaurant is mainly open plan with limited walls for wall hangings and display of painting or decorative pieces, points shall not be deducted for non-provision of these as long as the general décor and material used falls within one of the prescribed categories).</i>	25		*					
6.2.3	P	Very good quality décor and co-ordination of patterns, colours and texture. Very good quality decorative pieces, materials and wall coverings with professional finish.	20							
6.2.4	P	Good quality décor with patterns, colours and textures are well-coordinated. Additional attractive design features with decorative pieces, materials and wall coverings with professional workmanship throughout.	15							
6.2.5	P	Acceptable style and décor with reasonable attempt to co-ordinate patterns and colours.	10							

		Use of wall hangings, pictures etc., with competent workmanship.								
6.2.6	P	Basic application of décor, little design input or co-ordination. Tired and somewhat dated in appearance.	5							
6.2.7	P	Very old, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	0							
		Max Points	40							
6.3. Furnishings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.3.1	P	Adequate seating capacity shall be available and relative to the maximum occupancy of the property.	M							
6.3.2	P	Service stations are appropriately located and well stocked with appropriate equipment and cutlery.	M							
6.3.3	P	Excellent quality dining tables and chairs. Chairs are very comfortable and tables are spacious. Superbly coordinated and high quality upholstery and workmanship in the furniture. Free and easy access between furniture. Child or booster seats are available. Various seating options are available.	20							
6.3.4	P	Comfortable dining chairs and spacious table and well-coordinated. Very good quality upholstery and workmanship in the furniture. Free and easy access between	15							

		furniture. Child or booster seats are available. Seating options are available.								
6.3.5	P	Appropriate dining chairs of appropriate height for tables and tables are large enough for uncluttered use. Acceptable quality upholstery and workmanship in the furniture. May be a mix of styles, but all in good order.	10							
6.3.6	P	Fully functional dining tables and chairs of lower quality.	5							
6.3.7	P	Inadequate table size. Cluttered and inconvenient for use. Cramped and uncomfortable layout.	0							
		Max Points	20							
6.4. Flooring, ceiling, skirting and cornice:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.4.1	P	Excellent quality flooring and ceiling by using excellent materials either natural or manmade. Skirting and cornices of excellent quality with additional architectural features. All in an excellent state of maintenance.	25							
6.4.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in very good state of maintenance.	20							
6.4.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices of good quality with additional architectural features. All are in good state of maintenance.	15							

6.4.4	P	Acceptable quality materials used. Skirting and cornices are of satisfactory quality. May show some signs of wear and tear.	10							
6.4.5	P	Basic quality material, plain and simple design.	5							
6.4.6	P	Wooden floors that have aged now in need of a new coat of varnish. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							
6.5. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.5.1	P	Exquisitely designed and appropriate lighting is provided with excellent quality illumination and coverage across all the areas. All lights and shades are of excellent quality and in very good working order.	25							
6.5.2	P	Overall high and attractive illumination providing very good illumination and coverage across all areas. All lights and shades are of very good quality and in working order.	20							
6.5.3	P	Well-designed lighting with good illumination for practical use. All lights and shades are of good quality and are in working order.	15							
6.5.4	P	Acceptable lighting with good fittings to allow appropriate illumination. Lights and shades are of acceptable quality and in working order.	10							

6.5.5	P	Basic lighting and fittings for appropriate illumination. All lights and shades are of basic quality and in working order.	5								
6.5.6	P	Poor quality fittings in poor condition, exposed, fraying wires, wobbly fittings, loose plugs. Dim gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Bare globes, cracked or damaged fittings or lights that are not working.	0								
		Max Points	25								
6.6. Table appointments:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
6.6.1	P	Excellent quality cutlery, crockery, linen and glassware (crystal) to compliment a range of uses. All cutlery, crockery, glassware and linen are highly co-ordinated and matching. Additional features such as vases, candlesticks or centre pieces are available.	20								
6.6.2	P	Very good quality cutlery, crockery, linen and glassware to compliment a range of uses. All cutlery, crockery, glassware and linen are well co-ordinated and matching. Additional features such as vases, candlesticks or centre pieces are available.	15								
6.6.3	P	Good quality cutlery, crockery, linen or thick multiply paper napkins and glassware for different uses. Cutlery, crockery, glassware and linen may be of different styles but are coordinated and in good condition. Additional	10								

		features such as flowers, candles and centerpiece are available.								
6.6.4	P	Acceptable quality cutlery, crockery, napkins and glassware are available for practical use. Cutlery, crockery, glassware and linen may be of different styles and well used, but in good condition.	5							
6.6.5	P	Damaged, cracked, scratched, tarnished and stained cutlery, crockery, napkins or linen or table cover and glassware, Sticky sauce bottles and unclean tables.	0							
6.6.6	P	The restaurant is stocked with a range of accessories such as ice buckets, sauce boats, jam pots, cutlery, crockery and glassware or crystal to compliment a range of uses.	25							
		Max Points	45							
6.7. Lunch or dinner quality and presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.7.1	S	Excellent presentation with exquisite garnishes served on appropriate plates. Gastronomic combination of flavours using finest fresh ingredients, colours and textures, served at right temperature and on a hot or cold plate as appropriate. Carvery or buffet to be attended to and refreshed.	20							

6.7.2	S	Very good presentation with interesting garnishes served on appropriate plates. Obvious care in execution and attention to visual appeal with a combination of flavours, colours and textures using fresh ingredients and served at right temperature and on a hot or cold plate as appropriate. Where applicable carvery or buffet is attended to and refreshed.	15							
6.7.3	S	Good presentation with some garnishing's. Fresh and balanced ingredients and flavours. Served on appropriate plates and at the right temperature. Where applicable carvery or buffet is attended to and refreshed.	10							
6.7.4	S	Basic preparation and presentation with little garnishing using acceptable ingredients. Served on appropriate plates at the right temperature.	5							
6.7.5	S	Badly presented meals, with no variety of colours, textures and garnishing's. Luke warm food that has started to dry out or wrinkled skin on sauce.	0							
		Max Points	20							

6.8. Menu Presentation:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.8.1	S	Menu beautifully bound and professionally presented.	15							R
6.8.2	S	Menu in the folder and well-presented and easy to read.	10						R	
6.8.3	S	Basic presentation of menu i.e., laminated and with no holder.	5					R		

6.8.4	S	Menu list is in poor condition and stained, very limited choice.	0							
		Max Points	15							
6.9. Menu offer:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.9.1	S	Excellent variety on the menu with a la carte, table d'hote and special dietary menus on offer.	20							R
6.9.2	S	Very good variety on the menu with a la carte, table d'hote and special dietary menus on offer.	15						R	
6.9.3	S	Good variety on the menu with a la carte on offer.	10					R		
6.9.4	S	Menu offers minimal options.	5							
6.9.5	S	Child Menu.	5						R	R
		Max Points	25							
6.10. Wine list presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.10.1	S	Wine list is beautifully bound and professionally printed.	15							R
6.10.2	S	Wine list is in folder, well presented and easy to read.	10						R	
6.10.3	S	Basic presentation of wine list i.e., laminated and with no holder.	5							
6.10.4	S	Menu list is in poor condition and stained, very limited choices.	0							
		Max Points	15							
6.11. Wine selection and service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.11.1	S	Extensive wine selection. Recommended wines accompany different dishes.	20							R

6.11.2	S	Selection of wine from a minimum of four wine regions.	15						R	
6.11.3	S	Selection of wine from two wine regions.	10					R		
6.11.4	S	Limited choice of wine.	5							
6.11.5	S	Sommelier service is available.	20							
		Max Points	40							

6.12. Breakfast offer:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.12.1	S	Excellent range of hot and cold food items, fruits and beverage items on the breakfast buffet with each item suitably labelled and an excellent standard of presentation. Eggs are cooked at the guest's order. Excellent range of fresh ingredients and wide choice of bread and pastries. Freshly pressed juice from local fruits is made available. Specialty foods and unusual dishes. Table service essential.	20							
6.12.2	S	Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked to guest's order. Variety of fresh ingredients. Selection of breads and pastries shall be offered. Freshly pressed juice from local fruits are made available. Table service offered.	15						R	R

6.12.3	S	Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked to guest's order. Fresh ingredients and a small selection of breads and pastries on offer.	10					R		
6.12.4	S	Continental breakfast consisting of tea or coffee, a selection of bread, butter, and jam.	5			R	R			
6.12.5	S	No choice of food. No variety and low quality of ingredients. Badly cooked.	0							
6.12.6	S	Breakfast served for at least 3 hours	15							
6.12.7	S	Breakfast served for at least 2 hours	10							
6.12.8	S	Breakfast served for at least 1 hour and 30 minutes	5							
		Max Points	35							
6.13. Bar:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.13.1	S	All hotels shall have at least one public or coffee bar.	M							
6.13.2	P	Bar areas shall be well maintained and clean and hygienic. All equipment including sinks, dishwasher and wash hand basins shall be in good working order and clean.	M							
6.13.3	S	Bar and table service. Excellent range of international alcoholic and non-alcoholic drinks including the premium brands. International wine list is available. Draft and bottled beers are available. Nibbles are provided with drinks. Local beers and spirits are	25							

		available. Sufficient refrigeration units or cooling systems are available. A wine chiller is available. Extensive cocktail menu with house special is available. Excellent range of glassware appropriate for the serving different ranges of drinks.								
6.13.4	S	Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits are available. Draft and bottled beers and wines by the glass. Nibbles are provided with drinks. Local beers and spirits are available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	20						R	R
6.13.5	S	Bar and table service. Good range of alcoholic and soft drinks including premium brands. Wines by the glass. Nibbles are available as extras. Local beers and spirits are available. Sufficient refrigeration units or cooling systems are available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	15							
6.13.6	S	Acceptable range of common alcoholic and non-alcoholic drinks, including local beverages.	10							
6.13.7	S	Limited range of common alcoholic and non-alcoholic beverage options.	5							
		Max Points	25							

6.14. Bar furnishings and décor:

(Where the bar area is not separate from the restaurant, the hotel shall not qualify for the points in this section)

			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.14.1		Where there is no separate bar, the hotel shall not qualify for the points under this section.								
6.14.2	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of an excellent standard and shows attention to detail. Excellent quality furniture, offering comfort and seating options are available for different size groups. Furniture is in excellent state of maintenance. Soft music at acceptable volume in the background.	20							
6.14.3	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of very good standard. Very good quality furniture, offering comfort and seating options are available for different size groups. Furniture is in very good state of maintenance. Soft music at acceptable volume in background.	15							
6.14.4	P	Bar area is well designed, with good quality décor and furniture that may be more functional in design but comfortable. Adequate seating available. A little wear and tear may be evident. Good standard of maintenance overall.	10							

6.14.5	P	Basic style of décor but satisfactory overall. Adequate seating provided. Some maintenance issues to be addressed.	5							
6.14.6	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests' privacy. Little space for the volume of traffic and the needs of guests. Poor standard of cleanliness overall.	0							
		Max Points	20	0						
6.15. Additional:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.15.1	P	Dedicated cocktail bar for diners. <i>(This criteria refers to a separate bar or lounge area where guests can order pre-dinner cocktails or drinks and with possibility to also order from the menu.)</i>	10							
6.15.2	S	Public restrooms adjacent to the restaurant.	10							
		Max Points	20							
6.16. Food and beverage service staff (Presentation and grooming):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.16.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags are in excellent condition. Shoes or footwear are in immaculate condition. Jewellery kept to a minimum and discreet.	20							

6.16.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or footwear are in very good condition and clean. Jewellery kept to a minimum and discreet.	15							
6.16.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good condition and of an appropriate style.	10							
6.16.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform in satisfactory state of repair.	5							
6.16.5	P	Uniform not consistent or badly fitting. Difficult to clearly identify the staff. Untidy and haphazard appearance.	0							
		Max Points	20							
6.17. Food and beverage service staff (Service quality):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.17.1	S	Staff are fluent in English and French.	M							
6.17.2	S	Staff are fluent in English, French and additional languages of the hotel's main clientele.	10							
6.17.3	S	Staff are professional and have outstanding level of knowledge of products and are able to make recommendations based on the guest preferences.	20							
6.17.4	S	Staff are well trained and have very good knowledge of	15							

		products on offer and are able to make recommendations.								
6.17.5	S	Staff are trained and have a good knowledge of products on offer.	10							
6.17.6	S	Staff have a basic knowledge of products on offer.	5							
		Max Points	30							
7. KITCHEN										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
7.1	P	All kitchen and ancillary facilities shall be well maintained, clean and hygienic. All equipment's, appliances and facilities shall be in good working condition and clean.	M							
7.2	P	Kitchen shall be located next to the restaurant or be immediately adjacent to it with separate access from public areas and a separate staff entrance.	M							
7.3	P	A dedicated receiving area is provided, suitably equipped with scales, and with walls and floor that are durable, impervious and easy to clean and disinfect.	5							
7.4	P	Double entry doors are provided to the restaurant to facilitate staff coming in or out.	5							
7.5	P	Kitchen has clearly designated hot area, cold preparation area, scullery, fish preparation or butchery and dry and cold storage facilities.	10							
7.6	P	Kitchen is well designed to easily accommodate the equipment in use and allow for proper manoeuvring.	5							

7.7	P	Kitchen layout allows for effective workflow (i.e., there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).	10							
7.8	P	A central canopy or extractor hood is available over the main cooking area or ovens and salamanders. Same is well serviced and effective.	10							
7.9	P	Sufficient ventilation is provided either naturally or artificially.	5							
7.10	P	All areas of the kitchen and ancillary facilities are rodent and pest proof. Fly proof mesh is in good condition and clean. Insectocutors are available and are strategically placed.	5							
7.11	P	There are sufficient number of waste bins. All bins are lined with appropriate waste bags and have lids. Waste is collected from the kitchen on regular basis.	5							
7.12	P	Separate waste bins for organic and non-organic material with covers are available.	10							
7.13	P	A ventilated garbage room or area is available, enclosed, rodent and insect proof, clean and well maintained.	5							
7.14	P	All drains in and around the kitchen are covered and connected to the drainage system of the building via the grease trap.	10							
7.15	P	All floors have a gentle slope towards the drainage point.	5							
7.16	P	Drains shall be clean and serviced regularly.	5							

7.17	P	Floor is of hard, durable, impervious, non-corrosive material with non-slippery surface that can be easily cleaned and disinfected and in good condition.	5							
7.18	P	Walls are of hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.	5							
7.19	P	Walls are tiled up to the ceiling.	10							
7.20	P	Worktops and preparation tables are of hard durable material such as stainless steel or granite surface so that they can be easily cleaned and disinfected.	5							
7.21	P	Ceiling is in good condition, clean and without damage.	5							
7.22	P	Natural and artificial lighting of sufficient intensity is provided.	5							
7.23	P	Windows are in good condition and clean. Fly proof mesh is provided where windows are opened and are in good condition.	5							
7.24	P	Hand washing and drying facilities are provided. Running hot and cold water is available at all times together with an antibacterial soap dispenser.	10							
7.25	P	At least one hands free wash basin is available at the preparation area.	15							
7.26	P	A dedicated room service area is provided in the kitchen with appropriate trays and cutlery and condiments available. Dedicated room service telephone extension is available. Photographs are	10							

		available on walls showing the correct layout of trays and a copy of the room service menu.								
7.27		A dedicated room service area is not provided in the kitchen, however appropriate trays, cutlery, cloche and condiments are available. Photographs are available on walls or in a folder showing correct layout of trays and a copy of the room service menu.	5							
		Max Points	170							
8. GENERAL SERVICES										
8.1. Maintenance Practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.1.1	P	Drainage shall be connected to the central sewage disposal system, where available. Where there is no sewage system, the disposal shall be in line with the Planning Authority, Environment and Health Regulations.	M							
8.1.2	P	There shall be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply. (Approval of PUC requirement)	M							
8.1.3	P	Appropriate pest control measures shall be in place and done regularly in accordance with the Health Regulations to protect against insects or vermin.	M							
8.1.4	P	There shall be a consistent supply of safe water conforming to the local standards. Water from private	M							

		sources shall be appropriately treated.								
8.1.5	P	Water storage shall be available to address water restrictions during the dry season and in case of supply breakdown.	M							
8.1.6	S	Cleaning schedules for public areas are in place showing daily, weekly and periodic cleaning procedures.	15							
8.1.7	S	Cleaning schedules for public areas are in place showing weekly cleaning procedures.	10							
8.1.8	S	Cleaning schedules for public areas are in place showing periodic cleaning procedures.	5							
8.1.9	S	Maintenance technician is available at 24 hours on 7 days basis. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, mini bars, telephones and hairdryers are in stock.	25							
8.1.10	S	Maintenance technician is available from 08.00-18.00hours and on call up to 22.00 hours. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, mini bars, telephones, hairdryers are in stock.	20							
8.1.11	S	Maintenance technician is available from 08 00 -16 00 hours and on call up to 20.00 hours. Replacement of consumables and spare parts are available in stock.	15							

8.1.12	S	Maintenance technician is available at four hours' notice from 8.00hours to 20.00hours. Basic consumables are in stock.	10							
8.1.13	S	At least one member of the staff is trained to undertake basic maintenance e.g., changing light bulbs at all times. Basic consumables are in stock.	5							
8.1.14	S	No organised maintenance activity.	0							
		Max Points	40							
8.2. Room service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.2.1	S	24 hours room service is available. An excellent range of courses are available plus wine or drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	20							R
8.2.2	S	18 hours room service is available. A very good range of courses are available plus wine or drinks list with a very good selection of items on offer.	15						R	
8.2.3	S	12 hours room service available. A good range of courses are available with a selection of wine or drinks on offer.	10					R		
8.2.4	S	8 hours room service available. Reasonable selection of items are on offer.	5							
8.2.5	S	Room service is not available.	0							

8.2.6	S	For resort type of hotels, where guest rooms are at a distance away from the kitchen, appropriate dedicated buggy is available to ensure speedy and hygienic food delivery. <i>(Where this criteria is not applicable, these points shall be deducted from the total applicable points).</i>	10							
		Max Points	30							
8.3. Laundry Service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.3.1	S	Full laundry service is available 7 days a week. <i>(Where this service is contracted out, the hotel shall still qualify for these points subject to relevant documentation or contract being made available).</i>	20						R	R
8.3.2	S	Limited laundry service for a minimum of 3 days a week.	10					R		
8.3.3	S	Limited laundry service for less than 3 days a week.	5							
8.3.4	S	Dry cleaning service available.	5							
8.3.5	S	Express service available in 2 hours or less. <i>(This should be clearly stated in the information kit or laundry services information).</i>	10							
		Max Points	35							

9. BUSINESS PRACTICES**9.1. Safety and security:**

			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.1.1	P	There shall be adequate levels of lighting for guests' safety and comfort in all public areas including the stairwells, corridors and car parks.	M							
9.1.2	P	A functional alarm system shall be available.	M							
9.1.3	P	Information on procedures in the event of an emergency and after hour's contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele, incorporating diagrams.	M							
9.1.4	P	Procedures for summoning assistance, in particular, assistance after hours shall also be made available.	M							
9.1.5	P	The hotel shall have in place a means to provide or summon medical assistance when ever required.	M							
9.1.6	P	Functional video surveillance system is available, monitoring external and internal areas of the establishment.	20							
9.1.7	P	Closed circuit TV (CCTV) in the public areas.	10							
9.1.8	S	24 hours professional security guards or alternatively the hotel contracts out the security work to a licensed security firm.	25							
		Max Points	45							

9.2. Quality management and online activities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.2.1	S	Systematic complaint management system shall be in place. Complaints are monitored, evaluated and responded promptly. <i>(An extract of at least two complaints with actions taken on those complaints are to be made available to the assessors)</i>	10					R	R	R
9.2.2	S	Analysis of online guest reviews to improve the property's performance. <i>(Extracts of the guest reviews are to be made available to the assessors)</i>	10						R	R
9.2.3	S	Feedback from mystery guests can be obtained on guest services and experiences. <i>(Relevant documentation shall be made available to the assessors).</i>	10							
9.2.4	S	Website with direct booking option and guest reviews.	10							
9.2.5	S	Active invitation of departing or checked-out guests to write a review on a portal or on the website <i>(Relevant documentation shall be made available to the assessors).</i>	5						R	R
		Max Points	45							

9.3. Medical or first-aid:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.3.1	S	First-aid box shall be available and well stocked as per the health requirements. At least one of the staff members in each shift shall be a certified First Aider. <i>(Human Resources Department has to make available, the list of certified first aiders)</i>	M							
9.3.2	S	Continuous first-aid training program for all the staff members.	10							
9.3.3	S	First-aid boxes are available on demand in each Department.	15							
9.3.4	S	Availability of facility for a Doctor or clinic on call. <i>(Copies of contract shall be made available to the assessors).</i>	20							
9.3.4	S	Availability of a nurse on site.	10			R	R	R	R	R
9.3.5	S	Availability of a dedicated clinic or recovery room.	15							
		Max Points	70							
9.4. Fire safety:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.4.1	P	The hotel shall be compliant with all the mandatory Fire Safety Regulations. <i>(Valid compliance report from the Fire Department shall be made available to the assessors, for verification.)</i>	M							

9.5. Human resources:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.5.1	S	Depending on the size and organisational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person shall supervise each department.	M							
9.5.2	S	The hotel is managed by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Staff are fluent to speak in English, French or other languages of the hotel's main clientele.	10							
9.5.3	S	Continuous training, including in-house programmes are available.	10							
9.5.4	S	Appropriate on the job training programme is formulated and maintained for operative staff.	5							
9.5.5	S	Availability of one responsible and experienced person for staff training.	5							
9.5.6	S	All employees shall be provided with uniform, job description, contract of employment, protective clothing such as gloves, aprons, boots etc.	M							
9.5.7	S	Meals are provided to the staff on duty.	5							
9.5.8	S	Transportation is provided to the staff on duty.	5							

9.5.9	S	Appropriate uniforms are provided for each department and are kept in good and clean condition. All frontline staff shall have name tags indicating their designation.	M							
9.5.10	S	All food handlers shall undergo medical examination as required by the guidelines or regulations of the Public Health Authority. Copies of the medical certificates of all the food handlers shall be kept by the management.	M							
9.5.11	S	Human Resources Department shall maintain an updated file with all relevant information on each and every employee.	M							
9.5.12	S	Scheme of service and payment structure shall be in conformity with regulations of the Ministry of Labour and Human Resources.	M							
9.5.13	S	Over 60% of the hotel's work force are locals.	10							
9.5.14	S	Availability of a dedicated person, who shall be responsible for staff welfare.	5							
9.5.15	S	Staff are encouraged to participate in community or national activities.	5							
9.5.16	S	Social activities are organised for staff at least twice a year.	5							
		Max Points	60							
9.6. Staff facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.6.1	P	Hotel shall have adequate staff facilities which include changing rooms, toilets, rest room, and canteen or eating area for the staff employed.	M							

9.6.2	P	All staff facilities are kept at very good standards of cleanliness, hygiene and maintenance.	20							
		Max Points	20							
9.7. Cultural tourism practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.7.1	S	Hotel hosts more than one local cultural evening per week, showcasing the local music or band, cuisine, art, culture and dressing.	20							
9.7.2	S	Hotel hosts at least one local cultural evening per week, showcasing local music, cuisine, art, culture, dressing.	10							
9.7.3	S	Hotel hosts local cultural evenings on special occasions showcasing local music, cuisine, art, culture, dressing.	5							
9.7.4	S	Hotel provides opportunities for local entrepreneurs to exhibit and sell products that are based on local culture i.e., art and crafts, food, drinks, and music.	10							
9.7.5	S	Hotel has one dedicated creole restaurant	20							
9.7.6	S	Hotel features local dishes on their menu	10							
		Max Points	50							
9.8. Sustainable practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.8.1		Establishment is certified as a Seychelles Sustainable Tourism Label (SSTL) Hotel. <i>Note: A hotel which is SSTL certified shall qualify for 100% of the Sustainable Practices points.</i>								

Management:									
9.8.2		Hotel has a sustainable tourism policy appropriate to the size of the business, which includes a vision statement and identifies goals in at least three of the following:— waste, water, energy, staff, conservation, community, or guests. <i>(Relevant documentation shall be made available to the assessors).</i>	10						
9.8.3		Hotel has a valid certification with of the any international accreditation body for quality, environmental or hygiene standards i.e., certification from ISO, Green Globe, HACCP etc.	10						
9.8.4		Hotel has a designated member of staff responsible for overseeing and managing its sustainability practices.	10						
9.8.5		Hotel has a purchasing policy which favours local suppliers, environmental friendly products e.g., building materials, capital goods, food, consumables. <i>(Relevant documentation shall be made available to the assessors).</i>	15						
9.8.6		Hotel monitors usage of waste, water and energy vis-à-vis occupancy with the aim to reduce consumption over time. <i>(Relevant extracts are to be made available to the assessors).</i>	10						

Water conservation:									
9.8.7		Regular checks for visible leaks from taps and toilets. Recording of such leaks and reporting for repairs.	5						
9.8.8		Availability of water efficient kitchen and laundry appliances.	5						
9.8.9		Availability of watersaving fittings in place i.e., shower heads and taps are fitted with aerators or specific water saving fittings.	5						
9.8.10		Hotel provides bulk water dispensers in the public areas.	5						
9.8.11		Guests are given an option to decide when they want the towels to be changed.	5						
9.8.12		Guests are given an option to decide when they want the bed linen to be changed.	5						
9.8.13		The hotel re-uses its grey water for garden watering. This shall be in conformity with relevant agency requirements. <i>(Relevant documentation shall be made available to the assessors).</i>	5						
9.8.14		Garden watering is done either early morning or in the late afternoon to minimize evaporation.	5						
9.8.15		Efforts taken to reduce water usage in toilets by using dual flush, reduced volume cisterns or other effective device.	5						
9.8.16		Hotel conserves water by rainwater harvesting.	5						
Energy saving:									
9.8.17		Energy saving light bulbs are used for lighting fixtures.	5						

9.8.18		Energy efficient appliances have been installed at the kitchen and laundry.	10							
9.8.19		Electric equipment is turned off, (not on standby) when guest room is not occupied, through use of key card.	10							
9.8.20		Hotel uses alternative energy supplies (e.g., Solar, PV Panels, Biogas and Hydropower) for the majority of its energy consumption.	10							
9.8.21		Hotel uses alternative energy heating systems for hot water i.e., Solar heaters etc.	5							
Waste Management:										
9.8.22		Availability of an established recycling programme.	5							
9.8.23		Green waste is composted.	5							
9.8.24		Guest amenities (e.g., soap, shampoo, and lotion) are provided from a bulk dispenser or compostable or recyclable bottle or in other sustainable packaging.	5							
9.8.25		Hotel uses phosphate free laundry and dish washing detergent.	10							
Community involvement and guest satisfaction:										
9.8.26		Hotel supports local community initiatives.	10							
9.8.27		Management offers job opportunities and internship for local students.	5							
9.8.28		Hotel has won a national or international award for their facilities or services within the last one year.	10							
9.8.29		Hotel has a programme in place to purchase and contract directly from local suppliers and services e.g., transportation, fruit, vegetables and fish.	10							

Conservation:										
9.8.30		Hotel supports and contributes to biodiversity conservation including the naturally protected areas and areas of high biodiversity value.	10							
9.8.31		Hotel maintains a vegetable or fruit garden which supplies or produces its vegetables and fruits for guests and staff.	10							
		Max Points	225							
10. ACTIVITIES, ENTERTAINMENT AND RECREATION										
10.1. Business facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.1.2	P	Availability of a dedicated Business Centre. Well-furnished and adequately equipped with appropriate technology.	5							
10.1.3	P	Availability of well-appointed area with at least 2 work stations with internet access and printer.	3							
10.1.4	P	Personal computer with internet access available. May be located in the lobby, preferably in a quiet area.	1							
		Max Points	5							
10.2. Conference facilities:										
<i>(Note that the criteria and scoring under this section shall apply to dedicated conference rooms and facilities and not cover the conference facilities offered in a restaurant etc.).</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.2.1	S	Conference room or function room shall be well maintained, clean, properly ventilated and with adequate lighting.	M							
10.2.2	S	Dedicated conference or function room to accommodate 100+ guests.	15							

10.2.3	S	Dedicated conference or function to accommodate 50+ guests.	10							
10.2.4	S	Dedicated conference or function room to accommodate 20+ guests.	5							
10.2.5	S	Hotel has more than one meeting room or function room.	10							
10.2.6	P	Availability of audio-visual equipment e.g., digital projector, screen, flipcharts, translation equipment, microphones and sound system.	5							
10.2.8	S	Free Wi-Fi is available	10							
10.2.9	S	Availability of Wi-Fi with applicable rates displayed at a conspicuous place.	5							
10.2.10	S	Availability of planning assistance and technical support personnel.	5							
10.2.13	P	Facility is well furnished with good interior décor	5							
		Max Points	50							
10.3. Fitness:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.3.1	P	Fitness room shall be well maintained, clean, properly ventilated and with adequate lighting.	M							
10.3.2	P	Fitness room is available on site and equipped with cardio machines, adequate variety of equipment such as dumb bell, machine for weight training, treadmill etc.	10							
10.3.3	P	Fitness room is equipped with limited equipment.	5							
10.3.4	P	Fitness room has trained staff on duty.	10							

10.3.5	P	Equipment is clean and well maintained.	5							
10.3.6	S	Availability of refreshments.	5							
		Max Points	30							
10.4. Wellness service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.4.1	P	Spa facilities and equipment shall be well maintained, clean, and disinfected as appropriate.	M							
10.4.2	P	Spa facility is available on site with several treatment rooms and extensive spa menu. (massage, body treatments, beauty farm - facial, manicure, pedicure, peeling and stress relaxation massage etc.).	15							
10.4.3	P	Spa facility is available on site with at least two treatment rooms and limited spa menu (at least massage and body treatments).	10							
10.4.4	S	Spa services available on request.	5							
10.4.5	S	Spa personnel shall be qualified to provide services and have their certificates displayed.	M							
10.4.7	S	Spa services menu explains clearly the scope and composition, rituals, packages, prices and operating hours and guidelines.	5							
10.4.10	S	Jacuzzi is available.	5							
10.4.11	S	Availability of sauna or steam room.	5							
10.4.12	S	Usage of quality branded products in the spa.	5							
10.4.13	P	Where the hotel spa offers services to outside clients, changing rooms with lockers, toilets and showers shall be available.	M							

10.4.14	P	Separate male and female changing rooms with lockers, toilets and showers shall be available.	10							
10.4.15	S	Staff are welcoming, polite, professional and well groomed.	5							
10.4.16	S	Staff have very good level of knowledge of products and are able to make recommendations to guests based on an understanding of guest preferences.	10							
		Max Points	60							
10.5. Pool:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.5.1	P	Swimming pool area shall be well maintained and clean.	M							
10.5.2	P	Large in-ground swimming pool (more than 20 metres x 5 metres)	10							
10.5.3	P	Medium in-ground pool (more than 12metres x 4metres)	5							
10.5.4	P	Children's Pool is available <i>(Where it is a hotel's policy not to accept children, these points shall be deducted from the total applicable points).</i>	5							
10.5.5	P	Pool water is clear and Ph and chlorine levels are checked and recorded on a daily basis. <i>(Records for the last week shall be made available to the assessors).</i>	M							
10.5.6	P	Life buoys shall be strategically located and visible by all. Same shall be in good condition.	M							

10.5.7	P	Depth markings are clearly shown on each pool.	M							
10.5.8	P	Public safety notice(stating opening times, emergency info and rules) shall be strategically located, legible and in good condition.	M							
10.5.9	P	Lighting or emergency lighting shall be available.	M							
10.5.10	P	Pool furniture shall be in good condition and clean.	M							
10.5.11	P	Pool area reflects the use of excellent quality furniture i.e., pool loungers, pool umbrellas, poolside table and seating etc.	10							
10.5.12	P	Pool area reflects the use of good quality furniture.	5							
10.5.13	P	Food and beverages service is available at pool side.	10							
10.5.15	P	Shower facility is available, functional and clean.	5							
10.5.16	P	Where outdoor showers are provided, a notice instructing the guests and staff not to use shampoos and soaps or dispose of chemicals is posted.	5							
10.5.17	S	Towel for beach or pool is provided.	5							
10.5.18	P	Pool attendants are suitably trained and are available during the opening hours of the pool.	5							
		Max Points	55							
10.6. Tennis court:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.6.1	P	Availability of Tennis court in the hotel.	5							
10.6.2	P	Tennis court is well maintained, properly surfaced and demarcated with appropriate lighting for night use.	M							

10.6.3	S	Equipment is provided and in good condition.	5							
		Max Points	10							
10.7. Guest childcare facilities:										
<i>(Where it is the hotel policy not to take in children, these points shall be deducted from the total applicable points under this section).</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.7.1	S	Babysitting service is offered as complimentary service.	10							
10.7.2	S	Babysitting service is available at a charge.	5							
10.7.4	P	Children's playroom is available and is attended to by the skilled staff.	10							
10.7.5	P	Children's playroom is well maintained, clean, properly ventilated and sufficiently lit.	M							
10.7.6	P	Facility is equipped with a wide range of games and toys.	10							
		Max Points	30							
10.8: Nautical activities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.8.1	P	Boathouse and nautical sports centre is available and under professional management (maybe leased out to a local entrepreneur).	25							
10.8.2	S	Availability of complimentary non-motorised water sports.	25							
10.8.3	S	Availability of non-motorised water sports activities are available at the hotel.	15							
		Max Points	50							
10.9. Shops and souvenir shops:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.9.1		The facility shall be clean and well maintained	M							
10.9.2	P	Shop is available and stocked with items convenient to	10							

		travellers with some locally produced souvenirs.								
10.9.3	P	An additional souvenir shop is available and stocked with locally produced arts and crafts.	10							
10.9.3	P	Hotel shop is leased out to a local entrepreneur.	10							
		Max Points	30							
10.10. Other facilities and services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.10.1	S	Hotel offers at least 2 of the following facilities i.e., diving, island hopping, wedding planning, guided excursions including trails, rock climbing, fishing excursions, casino and golfing.	40							
		Max Points	40							
11. GUEST RATING										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
11.1	S	Hotel has achieved a ReviewPro GRI score between 90 – 100% for the period of previous one year.	5							
11.2	S	Hotel has achieved a ReviewPro GRI score between 80 – 89% for the period of previous one year.	4							
11.3	S	Hotel has achieved a ReviewPro GRI score between 70 – 79% for the period of previous one year.	3							
11.4	S	Hotel has achieved a ReviewPro GRI score between 60 – 69 % for the period of previous one year.	2							

11.5	S	Hotel has achieved a ReviewPro GRI score between 50 – 59 % for the period of previous one year.	1							
		Max Points	5	0						

HOTEL SUMMARY OF POINTS

	Total Possible Points	Scored Points	% scored	Weight	Final Score
LOCATION, ACCESS AND EXTERIOR	145			3%	%
Location	25				
Access	45				
Building exterior	25				
Grounds and gardens	25				
Parking	25				
RECEPTION AND AFFILIATED SERVICES	325			9%	%
Reception or lobby or welcoming area	25				
Reception or lobby or welcoming area furnishings and décor	30				
Presentation and grooming of reception staff or concierge o porter	20				
Service quality provided by the reception staff	25				
Reservations and pre-arrival information	20				
Guest check-in	80				
Check-out services	50				
Availability of reception and associated services	75				
GUEST BEDROOM	635			18%	%
Bedroom doors	15				
Bedroom décor	35				
Bedroom furniture	50				
Bedroom sizes	35				
Electronic appliances	140				
Lighting	30				
Room types	20				

Wardrobe, hanging space, clothes hangers	30				
Curtains and window covering	20				
Flooring, ceiling, skirting and cornices	25				
Bedroom amenities	145				
Bedding and linen	20				
Bed sizes	25				
Butler service	25				
Turndown service	20				
GUEST BATHROOM	215			10%	%
Bathroom set-up	20				
Flooring, ceiling and walls	25				
Fixtures and fittings	75				
Hand basin and toilet areas	25				
Towelling	30				
Lighting	20				
Accessories	20				
PUBLIC AREAS	135			6%	%
General	M	M	M		
Elevators	M	M	M		
Guest services	20				
Décor and design	35				
Public toilets	20				
Public toilets, amenities and accessories	60				
RESTAURANT AND BARS	450			10%	%
Restaurant facilities	30				
Decoration	40				
Furnishings	20				
Flooring, ceiling, skirting and cornice	25				
Lighting	25				
Table appointments	45				
Lunch or dinner quality and presentation	20				
Menu presentation	15				
Menu offer	25				

Wine list presentation	15				
Wine selection and service	40				
Breakfast offer	35				
Bar	25				
Bar furnishings and decor	20				
Additional	20				
Food and beverage service staff (presentation and grooming)	20				
Food and beverage service staff (service quality)	30				
KITCHEN	170			3%	%
GENERAL SERVICES	105			7%	%
Maintenance practices	40				
Room service	30				
Laundry service	35				
BUSINESS PRACTICES	515			12%	%
Safety and security	45				
Quality management and online activities	45				
Medical and first-aid	70				
Fire safety	M	M	M		
Human Resources	60				
Staff facilities	20				
Cultural tourism practices	50				
Sustainable practices	225				
ACTIVITIES AND ENTERTAINMENT, ETC.	360			10%	%
Business facilities	5				
Conference	50				
Fitness	30				
Wellness service	60				
Pool	55				
Tennis court	10				
Guest childcare facilities	30				
Nautical activities	50				
Shops and souvenir shops	30				
Other facilities and services	40				

Guest rating	5			12%	%
GRAND TOTAL POSSIBLE POINTS	3055				
GRAND TOTAL SCORED POINTS					
GRAND TOTAL % POINTS SCORED					
TOTAL WEIGHTED SCORE					%
FINAL GRADING					

STAR GRADING	TOTAL SCORE
NO GRADE	0% to 24%
1 Star	25% to 39%
2 Star	40% to 54%
3 Star	55% to 69%
4 Star	70% to 84%
5 Star	85% to 100%

HOTEL - % WEIGHTING

	Area	Weightage	
		% weight	% weightage achieved
1	location, access and exterior	3%	
2	reception and affiliated services	9%	
3	guest bedroom	18%	
4	guest bathroom	10%	
5	public areas	6%	
6	restaurant and bars	10%	
7	kitchen	3%	
8	general services	7%	
9	business practices	12%	
10	activities and entertainment etc.	10%	
11	guest rating	12%	
	TOTAL	100%	

REQUIRED CRITERIA FOR 1 STAR HOTELS

	Area	Criteria	Achieved
			*
1	Location, access and exterior	Plain architectural features with little visual appeal. Paint Work well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Plain garden features with limited variety of plants. No overgrown pathways and acceptable level of maintenance.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of the hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	
5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
7		Hair dryer is in working order provided on request.	
8		Insect repellent is available.	
9		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards available.	
10	Guest bathrooms	Accessories provided are of acceptable quality.	
11	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
12	Business practices	A nurse is available on site.	

	TOTAL REQUIRED	12	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 2 STAR HOTELS

	Area	Criteria	Achieved
			**
1	Location, access and exterior	Plain architectural features with little visual appeal. Paintwork well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Plain garden features with limited variety of plants. No overgrown pathways and acceptable level of maintenance.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	
5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
7		Hair dryer is in working order provided on request.	
8		Insect repellent is available.	
9		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards available.	
10	Guest bathrooms	Accessories provided are of acceptable quality.	
11	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
12	Business practices	A nurse is available on site.	

	TOTAL REQUIRED	12	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 3 STAR HOTELS

	Area	Criteria	Achieved

1	Location, access and interior	Good visual appeal, building with good quality materials. Some additional external features to enhance the appearance of the building. Natural weathering is evident and acceptable. Good lighting and signage throughout the property.	
2		Basic design of garden and landscaping with a small variety of plants. Gardens and enclosed area around the establishment are kept tidy and clean.	
3	Reception and affiliated services	Guests are clearly directed to their rooms and given a brief explanation of the location of all the hotel facilities.	
4		All essential information is given to guests regarding layout of the property, available facilities and meal times.	
5		Porter services available on request.	
6		Reception service is available for 14 hours.	
7		Local newspapers are available.	
8		Wi-Fi is available. If chargeable, applicable rates are displayed.	
9	Guest bedrooms	24 x 7 operator assisted calls from the room.	
10		Internet access or Wi-Fi is provided at a charges with applicable rates displayed.	
11		Air conditioning is available and in good working condition and clean.	
12		Hair dryer is in good working and provided in all the bedrooms.	
13		Spare and convenient international power points are provided at desk level or dressing table.	
14		Acceptable quality blinds or curtains are provided in the room and they are in good condition and clean.	
15		Insect repellent is available.	

16		Note pad and pen are available along with the telephone and in good condition and clean.	
17		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (height of 13 centimetres) and bed base. Good quality headboards available.	
18	Guest bathrooms	A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in paragraph 4.7.1 are available and branded with hotel logo.	
19	Restaurant and bar	Basic presentation of menu i.e., laminated and without a holder.	
20		Good varieties on the menu with a la carte on offer.	
21		Selection of two wine regions.	
22		Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked at the guest's order. Fresh ingredients. A small selection of breads and pastries on offer.	
23	General services	12 hours room service available. A good range of courses available with a selection of wine or drinks on offer.	
24		Limited laundry service available for minimum of 3 days a week.	
25	Business practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
26		A nurse is available on site.	
	TOTAL REQUIRED	26	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 4 STAR HOTELS

	Area	Criteria	Achieved

1	Location, access and interior	Gate is available in good working condition, well painted and clean or the hotel has secure controlled access to the property.	

2		Very good visual appeal with interesting design and appearance and in harmony with the immediate natural environment. Very good quality materials used. Very good lighting and visible clear signage. Attractive architectural features, elements of local architecture may be present.	
3		Well kept, pleasant and tidy garden and grounds. Ample quantity and variety of plants are used and efforts have been made to integrate endemic species. Pathways are level and clean.	
4	Reception and affiliated services	Guests are welcomed with welcoming drink and refreshing towel.	
5		Guests are escorted to the room and shown the various amenities and how to operate them.	
6		All essential information is given to the guest regarding the layout of property, available facilities and meal times.	
7		Porterage is provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Porter service is available at all 24 hours. Service is delivered in a friendly and efficient manner.	
8		A wide range of payment options are available (such as Visa, American Express, and MasterCard). Point of Sale (POS) machine is available and in good working condition.	
9		Assistance with luggage is provided automatically.	
10		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales are provided so that guest's luggage can be weighed.	
11		Reception service is available for 18 hours.	
12		Concierge services are available for 16 hours. The list of services provided by concierge is available.	
13		E-version or daily newspapers are provided, both local and international.	
14		Free Wi-Fi is available at the reception.	
15	Guest bedrooms	Minimum size of 18 square metres (excluding the bathrooms, balconies or terraces).	

16	Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	
17	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	
18	Free Wi-Fi is available at the guestrooms.	
19	A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all bedrooms.	
20	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
21	Air conditioning is available and is in good working condition and clean.	
22	Hair dryer is in good working condition and is provided in all bedrooms.	
23	Safe large enough for 13" laptop, securely bolted and with operating instructions.	
24	Spare and convenient power points are provided in each room.	
25	Spare and convenient international power points are provided at desk level or dressing table.	
26	Specialised hangers are available.	
27	Good quality and full length curtains or blinds are available. Effective in keeping out light and providing privacy. Curtain accessories are in good working condition.	
28	A full length mirror is available in the room or bathroom, it may also be with the wardrobe and the same is in good condition.	
29	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	
30	Insect repellent is available.	
31	Note pad and pen are available along with the telephone and are in good condition and clean.	

32		Bedroom slippers of appropriate quality are provided in each room (for 2 persons).	
33		Iron and ironing board is provided in each room and placed in the wardrobe.	
34		Double bed of minimum size of 1.8metres x 2metres. Single bed of minimum size of 0.9metres x 2metres. Very good quality mattresses height of at least 18 centimetres and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	
35		Partial turndown service provided for all rooms. Room tidied and trays are taken away. Lights on and curtains drawn in the evening and bed turned down.	
36	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
37		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g. shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes).	
38	Public areas	Free Wi-Fi available in public areas.	
39	Restaurant and Bar	Menu in a folder, well presented and easy to read.	
40		Very good variety on the menu with a la carte, table d'hote and special dietary menus are on offer.	
41		Child menu.	
42		Wine list is in folder, well presented and easy to read.	
43		Selection of wines from a minimum of four wine regions.	
44		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	

45		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks is available.	
46	General services	18 hours room service is available. A very good range of courses are available plus wine or drinks list is available with a very good selection of items on offer.	
47		Full laundry service are available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
48	Business Practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
49		Analysis of online guest reviews to improve the property's performance.	
50		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
51		A nurse is available on site.	
	TOTAL REQUIRED	51	
	TOTAL ACHIEVED	0	
	PERCENTAGE ACHIEVED	0	

REQUIRED CRITERIA FOR 5 STAR HOTELS

	Area	Criteria	Achieved

1	Location, access and interior	Gate is available in good working condition, well painted and clean or the hotel has secure controlled access to the property.	
2		Excellent visual appeal, elegant design and appearance and in sympathy with the immediate natural environment. Excellent quality materials are used and excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural features, may depict elements of local architecture.	

3		Evidence of regular servicing, well-tended and attractive garden with very good variety of plants which are professionally planned favouring the native endemic species. Even, smooth and well-kept pathways.	
4	Reception and affiliated services	Guests are welcomed with the welcoming drink and refreshing towel.	
5		Guests are escorted to the rooms and shown the various amenities and how to operate them.	
6		All essential information is given to guest regarding the layout of property, available facilities and meal times.	
7		Porterage is provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Porter service is available 24 hours. Service is delivered in a friendly and efficient manner.	
8		A wide range of payment options are available (such as Visa, American Express, and MasterCard). Point of Sale (POS) machine is available and is in good working order.	
9		Assistance with luggage is automatically provided.	
10		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales provided so guests luggage can be weighed.	
11		Reception service is available at all the 24 hours.	
12		Concierge services are available for 16 hours. The list of services provided by concierge is available.	
13		E-version or daily newspapers are provided, both local and international.	
14		Free Wi-Fi is available at the reception.	
15	Guest bedrooms	Minimum size of area of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	
16		Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	

17		International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	
18		Free Wi-Fi is available at the guestrooms.	
19		A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all the bedrooms.	
20		Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
21		Air conditioning is available, in good working condition and clean.	
22		Hair dryer is in good working condition and is provided in all the bedrooms.	
23		Safe large enough for 13" laptop, securely bolted and with operating instructions.	
24		Spare and convenient power points provided in each room.	
25		Spare and convenient international power points provided at desk level or dressing table.	
26		Specialised hangers are available.	
27		Good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	
28		A full length mirror is available in the room or bathroom, it may also be with the wardrobe. Same is in good condition.	
29		A mirror is provided over the writing desk or vanity area at a suitable height to allow the guests to sit whilst using it.	
30		Insect repellent is available.	
31		Personalised notebook and pen (branded with the hotel logo) are available.	
32		Personalised greeting for each guest or a present in the room.	
33		Bedroom slippers of appropriate quality are provided in two different sizes.	

34		Iron and ironing board is provided in each room and placed in the wardrobe.	
35		Double bed of minimum sizes of 1.8metres x 2metres. Single bed of minimum sizes of 0.9metre x 2metres. Very good quality mattresses height of at least 18 cm and bed bases are available in good condition. Matching quality ensemble. Decorative headboards offering an element of comfort.	
36		Full turn-down service are provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, and trays are taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	
37	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
38		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes)	
39	Public areas	Free Wi-Fi available in public areas.	
40	Restaurant and Bar	Menu beautifully bound and professionally presented.	
41		Excellent varieties on the menu with a la carte, table d'hôte and special dietary menus on offer.	
42		Wine list is beautifully bound and professionally printed.	
43		Extensive wine selection. Recommended wines accompany different dishes.	
44		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	

45		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks.	
46	General services	24 hour room service available. An excellent range of courses are available plus wine or drinks list with an extensive selection of items are on offer. Standard operating procedures are available stating service delivery.	
47		Full laundry service is available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
48	Business practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
49		Analysis of online guest reviews to improve the property's performance.	
50		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
51		A nurse is available on site.	
	TOTAL REQUIRED	51	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

APPENDIX-3

CLASSIFICATION ASSESSMENT CRITERIA FOR HOTELS (25 ROOMS AND BELOW)			
NAME OF THE HOTEL		DATE (day/month/year)	
ADDRESS		START TIME	
ISLAND		END TIME	
NAME OF THE ASSESSOR OR ASSESSORS			
SIGNATURE OF THE ASSESSOR OR ASSESSORS			

	CATEGORY ENTRY REQUIREMENTS	YES	NO	REMARKS
1	To be eligible for grading, premises shall first satisfy all the statutory regulations, requirements for health, safety and security, fire, environmental services, waste management and have certified documentary evidence for compliance of all the above.			
2	The premises shall have Public Liability Insurance coverage and other statutory insurance policies.			
3	Servicing of rooms shall be 7 days in a week (this includes removal of rubbish and cleaning).			
4	All bedrooms shall have a telephone system or other form of communication with at least internal communication facility to enable the guests to communicate with reception in the event of an emergency i.e., for summoning medical assistance etc.			

5	Bathroom facilities shall be en-suite.			
6	Formal reception area or desk shall be available in all hotels unless personalised butler service is available and check-in and check-out is carried out in the rooms.			
7	On-site representative shall be contactable 24 hours a day and 7 days a week.			
8	Security shall be available 24 hours a day.			

SPECIFIC REQUIREMENTS:

The following Form shall be used for the assessment of Hotels which includes basic criteria as well as category specific criteria.

Letter "M" denotes that a particular requirement is mandatory for all premises regardless of potential star rating.

Letter "R" denotes that a particular item is a required criteria for that particular star rating. "P" stands for physical criteria, "S" stands for service criteria and represents sustainability criteria.

New structural requirements shall apply only to the Hotels built after 1st January, 2017.

Where a section or a criterion does not apply to the hotel (as identified in the relevant sections), the respective points allocated to it shall be deducted from the total applicable points.

EXPLANATORY NOTE: Classification shall be determined by a combination of total points achieved plus a minimum of 85 percent of the specified required criteria (R) for a particular classification level (wherever applicable).

1. LOCATION, ACCESS AND EXTERIOR										
2.0. Location:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.1.1	P	Located in a pristine area of exceptional natural beauty with little development or construction in the surrounding area.	25							
1.1.2	P	May be located on a beach front or mountain property with easy access to the amenities.	20							

1.1.3	P	Located within a touristic area with easy access to other amenities.	15							
1.1.4	P	Located within the walking distance to the beach with access to other amenities.	10							
1.1.5	P	Located within a residential area.	5							
		Max Points	25							
1.2. Access:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.2.1	P	Boundary wall is available in good condition, well painted and clean.	5							
1.2.2	P	Gate is available in good working condition, well painted and clean or the hotel has secure controlled access to the property.	5						R	R
1.2.3	P	Availability of appropriate signage to direct the guests to the main entrance.	M							
1.2.4	P	Availability of the signboard with full name of the hotel and displayed in a prominent place and is in good condition.	M							
1.2.5	P	Access to the main building shall be in the form of separate access for guests and for the staff and deliveries.	M							
1.2.6	P	The minimum width of the driveway shall be 3.5 metres wide with a lay-by to give free access to the fire engines in the case of an emergency.	M							

1.2.7	P	Availability of adequate lighting throughout the property and in good working condition.	M							
1.2.8	P	Availability of adequate, appropriate and clearly illuminated signage to guide the guests to their rooms and various hotel facilities. Signage shall be legible, visible and in good condition.	M							
1.2.9	S	Entrance to the hotel lobby or reception is under canopy.	10							
		Max Points	20							
1.3. Building Exterior:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.3.1	P	All buildings, their fixtures, fittings and exterior shall be maintained in good and clean condition.	M							
1.3.2	P	Assembly point in the event of an emergency shall be clearly marked.	M							
1.3.3	P	Excellent visual appeal, elegant design and appearance, in sympathy with the immediate natural environment. Excellent quality materials used, excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural features and may depict elements of local architecture.	25							R

1.3.4	P	Very good visual appeal with interesting design and appearance in harmony with the immediate natural environment. Very good quality materials used. Very good lighting and visible clear signage is available. Attractive architectural features, elements of local architecture may be present.	20						R	
1.3.5	P	Good visual appeal, building with good quality materials. Some additional external features to enhance appearance. natural weathering could be acceptable. Good lighting and signage throughout the property.	15					R		
1.3.6	P	Plain architectural features with little visual appeal. Paintwork well applied and clean. natural weathering evident. Acceptable quality of lighting and signage throughout the property.	10			R	R			
1.3.7	P	Poor architectural features, with no visual appeal. External features such as windows, drains, etc. are functional. No obvious structural defects or damage. Paintwork is well applied and clean. Functional lighting and signage throughout the property.	5							

1.3.8	P	Neglected, shabby appearance, peeling paintwork.	0							
		Max Points	25							
1.4. Grounds and Gardens:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.4.1	P	Gardens and grounds shall be neat and appropriately maintained.	M							
1.4.2	P	Evidence of regular servicing throughout the year. Well-tended formal garden. Elegant and extensive variety of landscaping with attention to their placement and care. Usage of native species for landscaping and restoration. Measures taken to avoid the introduction of invasive alien species. Even, smooth pathways kept in meticulously good condition.	25							
1.4.3	P	Evidence of regular servicing. Well-tended, attractive garden with good variety of plants which are professionally planned, favouring native endemic species. Even, smooth and well-kept pathways.	20							R
1.4.4	P	Well kept, pleasant and tidy garden and grounds. Ample quantity and variety of plants used and efforts have been made to integrate endemic species. Pathways are level and clean.	15						R	

1.4.5	P	Basic design of garden and landscaping with a small variety of plants. Gardens and enclosed area around the establishment is kept in tidy and clean condition.	10					R		
1.4.6	P	Plain garden and features with limited variety of plants. No overgrown pathways and acceptable level of maintenance.	5			R	R			
1.4.7	P	Neglected and overgrown appearance. Badly surfaced pathways with potholes or puddles. Rubbish and clutter visible. Disorderly appearance.	0							
		Max Points	25							
1.5. Parking:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.5.1	P	The surface may be of earthen, gravel or grass but without potholes. Above 6 parking slots, the surface shall be either gravel or aggregate or hard smooth finish.	M							
1.5.2	P	Parking bays and bicycle bays are in a secure environment close to the accommodation.	M							
1.5.3	P	Bicycle parking shall be available for hotels on La Digue and well surfaced with no pot holes.	M							
1.5.4	P	Parking area shall be clearly designated with legible and visible signs.	M							

1.5.5	P	Availability of adequate lighting and in good working condition.	M							
1.5.6	P	Availability of sufficient, hard surfaced, well maintained and lined parking spaces.	5							
1.5.7	P	Availability of sufficient good quality lighting.	5							
1.5.8	P	Availability of visible and clear directional signage between parking spaces and the accommodation.	5							
		Max Points	15							
2. RECEPTION AND AFFILIATED SERVICES										
2.1. Reception or lobby or welcoming area:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.1.1	P	<p>Availability of an appropriate area suitably designed for welcoming or receiving the guests. This may include a reception desk or counter with back up office facilities. A physical traditional reception area may not be required, if a dedicated butler service is available and check-in and check-out is carried out in the rooms.</p> <p>This criteria shall however apply to the welcoming area (if,available) where there is no traditional reception.</p>	M							

		<i>(Where a hotel does not provide a reception desk and ancillary facilities because those services are offered through dedicated butlers, points related to the physical facilities shall be deducted from the total applicable points. However relevant services offered by the butler service shall be scored).</i>								
2.1.2	P	Availability of the sign indicating the reception, which shall be clean and legible.	M							
2.1.3	P	Fresh flowers professionally arranged on the display.	20							
2.1.4	P	Fresh flowers neatly arranged on display.	15							
2.1.5	P	Potted plants or dried flower arrangement on the display.	10							
2.1.6	P	Artificial flowers on the display.	5							
2.1.7	P	Availability of a central safe deposit at the reception or alternatively availability of the same in each guestroom.	M							
		Max Points	20							
2.2. Reception or lobby or welcoming area furnishings and décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.2.1	P	Adequate seating capacity shall be available relative to the size of the property, volume of the business	M							

		and the style of operation of the business.								
2.2.2	P	Elements of local arts and culture shall be present in the décor.	M							
2.2.3	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
2.2.4	P	Local art and crafts are present in the décor.	5							
2.2.5	P	<p>Décor (including walls, floor and ceiling) is of an excellent standard that compliments the general theme of the hotel and shows attention. Availability of furniture of outstanding quality and comfort, set in an environment of coordinated design with attractive decorative pieces. Seating options are available for different size groups. Where background music is provided, the same shall be at acceptable volume. Sufficient space for guests to have privacy and personal space.</p> <p><i>(Where there is no formal reception area, this criterion shall apply to the welcoming area).</i></p>	20							

2.2.6	P	Decor (including walls, floor and ceiling) is of very good standard that compliments the general theme of the hotel. Availability of furniture of very good quality and comfort and set in an environment of coordinated design with attractive decorative pieces. Seating options available according to the size of the hotel. Where background music is available, the same shall be at a suitable volume. Availability of some space for guests to have privacy and personal space.	15							
2.2.7	P	Décor (including walls, floor and ceiling) is of good standard that compliments the theme of the hotel. Furniture of good quality that may be more functional in design and comfort. A little wear and tear may be evident. Seating options may not be available, however, adequate seating capacity in the reception according to the size of the hotel.	10							
2.2.8	P	Availability of adequate seating. Basic style of décor but satisfactory overall. Some maintenance issues to be addressed.	5							

2.2.9	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests' privacy. Little space for the volume of traffic and the needs of guests.	0								
		Max Points	30								
2.3. Presentation and grooming of reception staff and porter: <i>(Where there are no reception staff but only dedicated butlers are available, the following criteria shall apply to them)</i>											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
2.3.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags in excellent condition. Shoes or footwear are in immaculate condition. Jewellery kept to a minimum and discreet.	20								
2.3.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or footwear are in very good condition and very clean. Jewellery kept to a minimum and discreet.	15								
2.3.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good	10								

		condition and of an appropriate style.								
2.3.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform is in satisfactory state of condition.	5							
2.3.5	P	Uniform not consistent or badly fitted. Difficult to clearly identify staff. Untidy and haphazard appearance.	0							
		Max Points	20							
2.4. Service quality provided by the reception staff: <i>(Where reception services are provided by dedicated butlers, the following criteria shall apply to them)</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.4.1	S	Reception staff are fluent in English, French or languages of the hotel's main clientele.	M							
2.4.2	S	Reception staff are fluent in additional languages.	10							
2.4.3	S	Staff are polite, very responsive, attentive, efficient and prompt.	15							
2.4.4	S	Staff are polite, attentive and prompt.	10							
2.4.5	S	Staff are polite and portray an acceptable attitude when carrying out required duties. Willing to help, when asked.	5							
2.4.6	S	Staff appear somewhat distant and disinterested. No real interest shown in the guests needs.	0							
		Max Points	25							

2.5. Reservations and pre-arrival information:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.5.1	S	Guests and prospective guests shall be given an accurate description of the amenities, facilities and services provided.	M							
2.5.2	S	Where available, the website of the hotel shall be realistic, comprehensive, with up to date and accurate information.	M							
2.5.3	S	<p>Policies of the hotel shall be described upon booking i.e., payment methods, applicable deposits and cancellation policy. Information on access restrictions, child-friendly services shall also be provided, if available.</p> <p><i>(Where bookings are done through online booking platforms etc., the hotel confirmation slip to the client should contain all the above details).</i></p>	M							
2.5.4	S	Reservations are dealt with promptly and necessary guest information is taken and confirmation is provided at the minimum period.	M							
2.5.5	S	Online bookings are replied promptly, in less than 8 hours.	20							
2.5.6	S	Online bookings are replied promptly, within 12 hours.	15							

2.5.7	S	Online bookings are replied promptly, within 24 hours.	10							
2.5.8	S	Online bookings are replied promptly, within 36 hours.	5							
		Max Points	20							
2.6. Guest check-in:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.6.1	S	Retrieval of reservation is done in smooth manner and without any delay.	M							
2.6.2	S	Guests are welcomed with welcoming drink and refreshing towel.	10						R	R
2.6.3	S	Guests are escorted to their room and shown the various amenities and how to operate them.	10						R	R
2.6.4	S	Guests are directed to their rooms and given a brief explanation of the location of hotel facilities.	5			R	R	R		
2.6.5	S	All essential information is given to the guests on layout of property, available facilities and meal times.	10					R	R	R
2.6.6	S	Availability of pre-registration and providing complete information prior to check-in. Registration forms presented for signature are printed on good quality paper with the hotel letterhead.	20							
2.6.7	S	Full registration process in place with all the information taken from the guests and the	10							

		registration form is printed on a standard photocopying paper.								
2.6.8	S	Appropriate registration process is in place and relevant information is taken from the guests. Registration form printed on a standard photocopying paper.	5							
2.6.9	S	Electronic keys are presented in key card holders with essential hotel information printed on them, where applicable. Spare keys are available on request.	10							
2.6.10	S	Traditional style keys with room number or name to clearly identify his room (basic hotel information shall be printed out and handed over to the guest with key)	5							
2.6.11	S	Porterage provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Availability of porter service at all 24 hours. Service is delivered in a friendly and efficient manner.	20						R	R
2.6.12	S	Porterage provided with a trolley or buggy of an appropriate quality and size for safe transportation. Porter service is available at 18 hours. Service is	15							

		delivered in an efficient manner.								
2.6.13	S	Porter service is available for 10 hours.	10							
2.6.14	S	Porter service is available on request.	5				R			
2.6.15	S	No offer of help with luggage.	0							
		Max Points	80							
2.7. Check-out services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.7.1	S	Bill presented is accurate and legible with all charges clearly itemized and up to date. Receipt provided on departure together with a copy of the bill.	M							
2.7.2	S	Availability of wide range of payment options (such as Visa, American Express, and MasterCard etc.). Point of Sale (POS) machine is available and in good working condition.	10						R	R
2.7.3	S	Acceptance of at least two major credit cards.	5							
2.7.4	S	Availability of in room check-out facility and express check-out service, with no waiting time. <i>(This shall be supported by evidence for this criterion.</i>	10							
2.7.5	S	Assistance with luggage is provided automatically.	10						R	R

2.7.6	S	Assistance with luggage is offered on request.	5							
2.7.7	S	Guest satisfaction checked and guests are encouraged to return again. <i>(Copy of relevant questionnaire or link for online questionnaires shall be made available.)</i>	10							
2.7.8	P	Luggage room or area is provided for the storage of umbrellas and other items of luggage.	M							
2.7.9	P	Dedicated luggage room is available, secured with restricted access and fitted out appropriately with shelving of different heights to accommodate the luggage of various sizes. Weighing scales are provided, so that guest's luggage can be weighed.	10						R	R
2.7.10	P	Dedicated luggage room is available and secured with restricted access.	5							
		Max Points	50							
2.8. Availability of reception and associated services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.8.1	S	Reception is serviced for a minimum of 10 hours. A means of summoning assistance shall be available at unattended times.	M							
2.8.2	S	Reception services are available for 24 hours.	15							R

2.8.3	S	Reception services are available for 18 hours.	10						R	
2.8.4	S	Reception services are available for 14 hours.	5					R		
2.8.5	S	Wake-up call service is available.	5							
2.8.6	S	Foreign exchange services are available at the hotel with display of applicable rates.	10							
2.8.7	S	Providing e-version or daily newspapers, both local and international.	10						R	R
2.8.8	S	Availability of limited local newspapers..	5					R		
2.8.9	S	Availability of taxi or car hire booking services.	M							
2.8.10	S	Appropriate and relevant guest information shall be made available at reception and shall include in-house services; tourism service providers; emergency and fire exits; and literature covering all hotel or resort facilities. All information shall be in English, French or other languages of the hotel's main clientele.	M							
2.8.11	S	Free Wi-Fi is available at the reception.	10						R	R
2.8.12	S	Wi-Fi is available. If chargeable, applicable rates are displayed.	5			R	R	R		
		Max Points	50							
3. GUEST BEDROOMS										
3.1. Bedroom doors:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.1.1	P	Room number or name is written on the door	M							

		which shall be legible and visible.								
3.1.2	P	Room keys or cards are properly identifiable with appropriate room number or name.	M							
3.1.3	P	Entrance doors is solid and in good condition and clean. Secure locking system is available to ensure the guest privacy inside the room. Chipboard or plywood doors are not acceptable.	M							
3.1.4	P	Double locking system is available and this can also be in the form of safety chain or safety bar.	5							
3.1.5	P	Spy hole is available and doors with glass panels are also acceptable.	5							
3.1.6	P	Fire Emergency evacuation plan combined with evacuation instructions in English or French is framed and hung on the door or adjacent to the bedroom door.	M							
3.1.7	P	Fire Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the hotel's main clientele, is framed and hung on the door or adjacent to the bedroom door.	5							
3.1.8	P	Do Not Disturb or Please Make Up Room card is provided and in good condition and clean	M							

3.1.9	P	Where there are interconnecting rooms, double doors suitably sound proof shall be provided.	M							
		Max Points	15							
3.2. Bedroom Décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.2.1	P	Elements of local arts and culture shall be present in the décor.	M							
3.2.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor	10							
3.2.3	P	Local arts and crafts are present in the décor.	5							
3.2.4	P	Excellent quality wall coverings and paintwork in form, colours and material in the wall decor. Attention to detail, professionally co-ordinated patterns, colours and textures. High quality paintings, objects of d'art and decorative pieces are available.	25							
3.2.5	P	Very good quality wall coverings and paintwork in form colours and materials in the wall decor. Very good co-ordination of patterns, colours and texture. Very good quality paintings, objects of d'arts and decorative pieces are available.	20							
3.2.6	P	Good wall coverings and paintwork. Good coordination of colour	15							

		patterns and textures. Additional decorative pieces or paintings are available.								
3.2.7	P	Acceptable quality wall coverings or paintwork. Reasonable attempt to co-ordinate patterns and colours. Décor may be some years old but not damaged, scratched, torn or stained.	10							
3.2.8	P	Basic application of harmonised paint or wall covering. Plain and simple style. May be a little tired or dated looking.	5							
3.2.9	P	Low-grade materials poorly executed. Mismatched styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures, wall hangings or works of art (if any). Unsightly pipe work. Exposed wiring. Signs of dampness.	0							
		Max Points	35							
3.3. Bedroom furniture:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.3.1	P	Bedroom furniture shall include one double bed or two single beds, two chairs, one coffee table, wardrobe, dressing or writing table with stool, mirror and two bedside tables or lockers. Beside light shall be available per person for reading purpose.	M							

3.3.2	P	All furniture are of excellent quality, well-constructed with professional finishes. May be with details such are carvings. Very comfortable seating with plush upholstery. All in excellent condition.	25							
3.3.3	P	Furniture are of very good quality, well-constructed with professional finishes and details. Comfortable seating with good quality upholstery and in very good condition.	20							
3.3.4	P	Furniture are of good quality materials and of sound construction. Comfortable seating, upholstery in good condition.	15							
3.3.5	P	Furniture of acceptable quality materials and of sound construction. May show some signs of use. There should be no damage, stains or fraying of upholstery.	10							
3.3.6	P	Basic quality furniture may be well-used but functional.	5							
3.3.7	P	Uncoordinated style. Stained or worn upholstery. Furniture of a low quality material, poor construction, damaged, marked or scratched.	0							
3.3.8	P	Bedroom has more than 2 pieces of locally made furniture.	10							
3.3.9	P	Bedroom has 2 pieces of locally made furniture.	5							

3.3.10	P	Luggage rack shall be provided and should be able to hold a standard sized suitcase. Where a rack is not provided, adequate luggage storage shall be made available in the wardrobe.	M							
3.3.11	P	Bedside table or locker is above 38 centimetres in width.	5							
3.3.12	P	Additional chairs are provided and are in good condition.	5							
3.3.13	P	A table and chair of a suitable height and size are provided with sufficient space provided for two people to be able to eat comfortably.	5							
		Max Points	50							
3.4. Bedroom size:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.4.1	P	All bedrooms shall be double or twin bed rooms.	M							
3.4.2	P	Minimum bedroom size is 15 square meters. (excluding bathrooms, balconies or terraces). <i>Hotels built before these standards came into effect shall be exempted from this criterion.</i>	M							
3.4.3	P	Room size is above 24 square metres (excluding bathrooms, balconies or terraces) and luxurious space designed for relaxation.	20							

3.4.4	P	Room size is a minimum of 24square metres (excluding bathrooms, balconies or terraces). Generous space to allow comfortable movement in the room.	15							
3.4.5	P	Room size is a minimum of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	10							R
3.4.6	P	Room size is a minimum of 18 square metres (excluding bathrooms, balconies and terraces).	5						R	
3.4.7	P	Bedrooms have private balcony or veranda with excellent quality furniture. May include two chairs and a table for dinning. Same is not overlooked.	15							
3.4.8	P	Bedrooms have semi - private balcony or veranda with good quality furniture. May include two chairs and a table of good quality for dinning.	10							
3.4.9	P	Bedrooms have balcony or veranda furnished with two chairs and a table for dining. Furniture is of acceptable quality, more basic in style.	5							
		Max Points	35							

3.5. Electronic appliances:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.5.1	P	Flat screen or High Definition multi-channel television is provided in all the rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made where Television is provided in the sitting area.	15						R	R
3.5.2	P	Flat screen or High Definition multi-channel television is provided in most rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made where Television is provided in the sitting area.	10							
3.5.3	P	Television is provided and is easily visible from the bed. Exceptions can be made where Television is provided in the sitting area.	5							
3.5.4	P	Remote control is provided and in good working condition.	5							
3.5.5	P	A working telephone shall be available in each guest bedroom capable of internal communication.	M							
3.5.6	P	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable	15						R	R

		rates are clearly displayed. Hotel telephone number, reception or switchboard number and the room extension number are displayed.								
3.5.7	S	24x7 operator assisted calls from the room.	10					R		
3.5.8	S	Operator assisted calls from the room for 14 hours.	5			R	R			
3.5.9	S	Free Wi-Fi is available at guestrooms.	10						R	R
3.5.10	S	Internet access or Wi-Fi provided at a charge with applicable rates displayed.	5					R		
3.5.11	P	A clock and alarm system is available. This may be provided on the telephone. It shall be in working condition and provided in all the bedrooms.	5						R	R
3.5.12	P	A mini fridge shall be available.	M							
3.5.13	S	Mini bar is available and well stocked with a wide selection of alcoholic and non-alcoholic beverages and light snacks. Water and soft drinks are provided free of charge and replenished daily. Applicable rates list is made available. Wine or bottle opener is available and is in good condition.	20							
3.5.14	S	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge	15						R	R

		and replenished daily. Applicable rates list is made available. Bottle opener is provided and is in good condition.								
3.5.15	S	Mini fridge or mini bar is stocked with small selection of alcoholic and non-alcoholic beverages and light snacks. Applicable rates list is available. Bottle opener is provided and is in good condition.	10							
3.5.16	S	Mini fridge can be stocked on request.	5							
3.5.17	S	Mini bar is stocked with locally produced snacks and beverages.	10							
3.5.18	S	Rooms are prepared in advance of the guests' arrival and possibly including setting an appropriate ambient temperature for the time of year and rooms are well aired.	M							
3.5.19	P	Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	5			R	R			
3.5.20	P	Air conditioning is available in good working condition and clean.	5					R	R	R
3.5.21	P	Air conditioning can be individually controlled and is set to allow a minimum temperature of 23 degrees Celsius. (i.e., cannot be lowered to less than 23 degrees)	10							

3.5.22	P	Hair dryer is in good working condition, provided in all the bedrooms.	10					R	R	R
3.5.23	P	Hair dryer is in working condition, which shall be provided on request.	5			R	R			
3.5.24	P	Safe provided in the room shall be large enough to keep 13" laptop, securely bolted and with operating instructions.	10						R	R
3.5.25	P	Small safe securely bolted down for security purposes with operating instructions.	5							
3.5.26	P	Voltage indicated on the power sockets.	5							
3.5.27	P	Spare and convenient power points are provided in each room.	5						R	R
3.5.28	P	Spare and convenient international power points are provided at desk level or dressing table.	5					R	R	R
3.5.29	S	Plug adaptor is available on request, with applicable rates displayed (if applicable).	5							
		Max Points	140							
3.6. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.6.1	P	Sufficient lighting is provided in all bedrooms to enable the guests to make full use of in-room facilities during the day and night time.	M							
3.6.2	P	Main light switch shall be located near the entrance.	M							

3.6.3	P	Bed side lamps shall be in good working order, where a shade or cover is provided same should be in good condition and clean.	M							
3.6.4	P	Emergency lights (may be flashlights or free standing emergency lights) shall be available in the room in case of power failure. Candles are not recommended for safety purposes, as per the fire safety norms.	M							
3.6.5	P	Excellent quality, well-appointed and perfectly fitted lights providing excellent illumination and coverage across all the areas. Additional specialised lighting (mood, picture, desk light) may also be provided.	25							
3.6.6	P	Very good quality, well-appointed and perfectly fitted lights providing very good illumination across the room.	20							
3.6.7	P	Good quality and well fitted lights.	15							
3.6.8	P	Acceptable quality lighting fixtures.	10							
3.6.9	P	Basic quality lighting fixtures.	5							
3.6.10	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0							
3.6.12	P	Effective lighting available at all mirrors.	5							
		Max Points	30							

3.7. Room types:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.7.1	P	The hotel has over 5 full suites. <i>[Full suites consists of separate bedrooms (which are closed off) and separate living area. A kitchenette may also be available].</i> <i>[Stand-alone villa type rooms which come with separate living areas will qualify as full suites].</i>	20							
3.7.2	P	Two full suites and a selection of half or junior suites are available. <i>[Half or Junior suites consists of bedroom with expanded living area].</i> <i>[Stand-alone villa type rooms which come with expanded living area will qualify as half suites].</i>	15							
3.7.3	P	One full suite and some half or junior suites.	10							
3.7.4	P	Only half or junior suites are available.	5							
		Max Points	20							
3.8. Wardrobe, hanging space, clothes hangers:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.8.1	P	Wardrobe or purpose built hanging space with a width of 1.2 metres, shelf and hanging space shall be provided in all bedrooms and shall be in	M							

		good condition and clean.								
3.8.2	P	Walk in wardrobe is available with internal lighting, shoe rack, vanity area with chair or stool, mirror and drawers.	20							
3.8.3	P	Built in or purpose built wardrobe is more than 1.2 metres wide with full length hanging space, additional features such as drawers and shoe rack.	15							
3.8.4	P	A minimum of 6 identical hangers shall be provided (3 per person). Wire hangers are not acceptable.	M							
3.8.5	P	Specialised hangers i.e., pegs attached for trousers, satin clothes and shirts.	10						R	R
3.8.6	P	Good quality wooden or plastic hangers.	5							
		Max Points	30							
3.9. Curtains and window covering:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.9.1	P	Very good quality full length curtains in excellent condition, well-lined to provide total block out and privacy. Curtain accessories (poles, tracks, tiebacks, holdbacks, rings, pelmets etc.) are in very good condition. Windows may also be dressed with blinds or shutters of the best quality and in good working order.	20							

3.9.2	P	Good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	10							R	R
3.9.3	P	Acceptable quality of blinds or curtains and in good condition.	5						R		
3.9.4	P	Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	0								
		Max Points	20								
3.10. Flooring, ceiling, skirting and cornices:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
3.10.1	P	Excellent quality flooring and ceiling using excellent materials either natural or manmade. Skirting and cornices are of excellent quality. All are in excellent state of maintenance.	25								
3.10.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in good state of maintenance.	20								
3.10.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices are of good quality. May show some signs of wear and tear.	15								

3.10.4	P	Acceptable quality materials used. Plain and simple design.	10							
3.10.5	P	Basic quality material, somewhat tired or dated in appearance.	5							
3.10.6	P	Wooden floors that have aged and now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							
3.11. Bedroom amenities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.11.1	S	A full length mirror is available in the room or bathroom, it may also be with the wardrobe. Same is in good condition.	5						R	R
3.11.2	S	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	5						R	R
3.11.3	S	Bedside rugs or mats provided in the room are clean, coordinate with the décor and in good condition.	M							
3.11.4	S	Waste bin with liners shall be available, clean and in good condition...	M							
3.11.5	S	Mosquito nets are available, cover the entire bed and long enough to reach the floor and should be in good condition and clean.	5							

3.11.6	S	Insect repellent is available.	5			R	R	R	R	R
3.11.7	S	Drinking glasses with coasters and lids shall be provided or be individually wrapped.	M							
3.11.8	S	Personalised notebook and pen (branded with the hotel logo) are available.	10							R
3.11.9	S	Note Pad and pen are available along with the telephone and shall be in good condition and clean.	5					R	R	
3.11.10	S	Laundry bag is provided with list of applicable rates and in good condition and clean	5							
3.11.11. Guests are offered a friendly gesture of welcome. This can be in the form of:										
3.11.11.1	S	Fruit basket is placed in all the rooms at time of check-in.	10							
3.11.11.2	S	Fruit basket is placed in the VIP rooms and honeymoon rooms only at time of check-in.	5							
3.11.11.3	S	Personalised greeting for each guest or a present in the room.	5							R
3.11.11.4	S	Invitation to guests for a daily or weekly "Manager's hour".	5							
3.11.11.5	S	Bed is decorated at check-in (e.g., flowers or towel decorations)	5							
3.11.12	S	Tea or Coffee making facilities (kettles, cups, saucers) are available and are in good condition and clean.	M							

3.11.13	S	Wide selection of tea, coffee, sugar and milk is made available. (4 types of tea; 2 types of coffee; sweetener; in addition to brown and white sugar).	10							
3.11.14	S	Selection of tea, coffee, sugar and milk is available.	5							
3.11.15	S	Umbrellas are available in the room.	10							
3.11.16	S	Umbrella can be provided on request.	5							
3.11.17	S	Bedroom slippers of appropriate quality are provided in two different sizes.	10							R
3.11.18	S	Bedroom slippers of appropriate quality provided in each room (for 2 persons)	5						R	
3.11.19	S	Iron and ironing board is provided in each room and placed in the wardrobe.	10						R	R
3.11.20	S	Iron and ironing board is available on request.	5							
3.11.21	S	Guest Information kit detailing the following shall be made available in English, French or other languages of the hotels main clientele. <i>(Guest information may be relayed through IPTV.)</i>	M							
		Directory of Essential Services (emergency and contact numbers).								
		Transport services (Bus schedules, Taxi or Car Hire Information)								
		Method of payment								

		Room key procedures								
		Information on swimming pool and other leisure facilities which includes opening hours etc.								
		Entertainment programme details.								
		Telephone services.								
		Food and Beverage service hours.								
		List of television channels available and on what numbers.								
		Room service menu with hours of availability.								
		Check-in and Check-out timings.								
		User's manual and security codes for safety deposit box.								
		List of excursions and details of whom to be contacted.								
3.11.22	S	List of cultural, heritage sites, local events and attractions.	5							
3.11.23	S	Details of local facilities such as nearest ATM; nearest pharmacy; local places of worship and opening hours etc.	5							
3.11.24	S	Guest information is provided through IPTV system	20							
3.11.25	S	Guest information is presented in very good quality folder, branded with the hotel logo and the page inserts are professionally printed in a manner that will prevent wear and tear.	15							

		<i>(Where the information is relayed through IPTV, these points will be deducted from total applicable points under this section).</i>								
3.11.26	S	Guest information is presented in a good quality folder.	10							
3.11.27	S	Guest information is presented in a simple folder.	5							
3.11.28	S	Provision for guest's access to their accounts and messages through IPTV system.	10							
3.11.29	S	Baby cot or crib is available upon request. <i>(Where it is the hotel policy not to take in children, these points shall be deducted from the total applicable points under this section).</i>	5							
		Max Points	145							
3.12. Bedding and linen:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.12.1	S	All beds shall be provided with clean mattress protectors and pillows with pillow protectors free from stains.	M							
3.12.2	S	Luxurious, quality linen (over 300 thread count) that provides a super soft feel and is coordinated with bedroom décor and other soft furnishings. Very good supply of pillows and cushions.	20							

		Pillow menu is available with a variety of fillings e.g., feather, down, foam. Spare pillows shall stored in protective covering for hygiene reasons.								
3.12.3	S	Very good quality linen (over 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	15							
3.12.4	S	Good quality linen (180 to 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	10							
3.12.5	S	Acceptable quality linen with no signs of wear and tear, fraying edges or holes.	5							
3.12.6	S	Poor quality sheets, damage or wear and tear.	0							
		Max Points	20							
3.13. Bed sizes:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.13.1	P	Double bed of minimum sizes of 2metres x 2metres. Single bed of minimum size of 1metre x 2metres. High quality mattress (height of at least 22 centimetres) which offers enhanced	25							

		comfort such as memory foam and is clean and well kept. Bed base is in excellent condition and if they are visible should blend in with the décor. Excellent quality decorative headboards and offering comfort.								
3.13.2	P	Double bed of minimum sizes of 1.8metres x 2metres. Single bed of minimum size of 0.9metre x 2metres. Very good quality mattresses (height of at least 18 centimetres) and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	20						R	R
3.13.3	P	Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (height of 13centimetres) and bed base. Good quality headboards are made available.	15			R	R	R		
3.13.4	P	Standard double bed or two full size single beds. Standard domestic quality bed frames. Bed frames and mattresses of older style are acceptable, but shall be of good quality. Headboards may be of a simple design or plain wood.	10							

3.13.5	P	Mattresses and bed frames are of acceptable quality. Mattresses should comfortably fit the particular type of bed. Headboards may be a simple design or plain wood.	5							
3.13.6	P	Creaking and sloping frames with sagging supports. Legs loose and uneven, casters missing, stains, marks and holes. Broken struts and unsecure headboards or sloping frames. Damage or wear and tear evident.	0							
		Max Points	25							
3.14. Turndown service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.14.1	S	Full turn-down service is provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, any trays were taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	20							R

3.14.2	S	Partial turndown service provided for all rooms. Room tidied and the trays were taken away. Lights on and curtains drawn in the evening. Bed turned down.	10							R	
3.14.3	S	Turndown service provided on request.	5								
		Max Points	20								
4. GUEST BATHROOM											
4.1. Bathroom set up:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
4.1.1	P	All bathrooms shall have en-suite facilities consisting of toilet, wash basin and shower facilities. Minimum floor area of the bathroom shall be 6 square metres.	M								
4.1.2	P	Bathrooms shall be well ventilated, either windows that open or have effective working extractors.	M								
4.1.3	P	Double vanity space is provided.	5								
4.1.4	P	Bathroom offers a separate bath as well as a separate shower.	10								
4.1.5	P	A bath cubicle with shower facilities is available.	5								
4.1.6	P	Toilet is separately enclosed.	5								
		Max Points	20								

4.2. Flooring, ceiling and walls:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.2.1	P	Excellent floor, ceiling and walls and covering in perfect condition and finish.	25							
4.2.2	P	Very good floor, ceiling and walls and covering in very good condition and finish.	20							
4.2.3	P	Good quality floor, ceiling and walls and covering in good condition and finish.	15							
4.2.4	P	Adequate bathroom floor, ceiling and walls and coverings that are not necessarily recent.	10							
4.2.5	P	Materials of basic quality used. Basic appearance is clean and neat.	5							
4.2.6	P	Very tired and dated style. Damp or condensation marks. Poor quality finish, unprofessionally applied. Sealant or grouting, mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured or damp.	0							
		Max Points	25							
4.3. Fixtures and fittings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.3.1	P	Extra-large and spacious shower. Extra-large or deep bath, and large washbasin. Excellent quality fixtures and fittings in perfect state, coordinated and of	25							

		innovative design. Attention to aesthetics and perfect finishes.								
4.3.2	P	Large shower or sturdy bath. Attractive shower screen and good-sized washbasin. Very good quality, solid and well-made fixtures and fittings in very good order and matching with coordinated style. Very good quality finishes.	20							
4.3.3	P	Standard sized bath or shower. Sturdy bath or good quality shower with screen or curtain.	15							
4.3.4	P	Smaller sized bath or shower. Shower screen or satisfactory quality curtain.	10							
4.3.5	P	Fixtures and fittings in an acceptable condition. May show signs of wear and tear.	5							
4.3.6	P	Bath enamel chipped, stained or dull. Poor quality plastic bath that moves and creaks. Stained or mouldy grouting or sealant and thin, ineffective shower curtain. Cracked washbasin or toilet. Badly fitted plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail, evidence of cigarette burns, signs of damage or leaks.	0							
4.3.7	P	Spa bath or Jacuzzi provided.	10							

4.3.8	P	No unsightly plumbing fixtures.	5							
4.3.9	P	Adequate clothes hooks (minimum 2 numbers).	5							
4.3.10	P	Facilities within bathroom are conveniently positioned.	5							
4.3.11	P	Magnifying mirror	5							
4.3.12	P	Soap dishes	5							
4.3.13	P	Telephone	5							
4.3.14	P	Drip dry facilities (i.e., retractable washing line over bath).	5							
4.3.15	P	Weighing scale	5							
		Max Points	75							
4.4. Wash hand basin and toilet area:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.4.1	P	Adequate shelf space is available adjacent to the hand basin with sufficient space to store toiletries for two guests.	5							
4.4.2	P	Appropriate toilet brush provided with covered holder. <i>(Where it is the hotel policy not to provide toilet brushes, but rather servicing of rooms is offered to clients at their request, these points shall be deducted from the total applicable points).</i>	10							
4.4.3	P	Toilet brush provided with uncovered holder.	5							
4.4.4	P	Toilet paper holder or dispenser conveniently located.	5							

4.4.5	P	Sanitary bags provided.	5							
		Max Points	25							
4.5. Towelling:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.5.1	P	Full range of towel sizes; bath sheets, bath towels, hand towels, facecloth for each guest. Thick, heavy, fluffy quality with plenty of pile. Two bath mats provided for bath and shower area are of excellent quality.	20							
4.5.2	P	Wide range of very good quality towels including bath towel, hand towel and face cloth per guest. Bath mat provided is of very good quality.	15							
4.5.3	P	Bath and hand towels are of good quality provided per each guest.	10							
4.5.4	P	Towels are of acceptable quality provided per each guest.	5							
4.5.5	P	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.	0							
4.5.6	P	Bathrobes of appropriate quality are provided in two different sizes.	10						R	R
4.5.7	P	Bathrobes of appropriate quality provided in each room (for 2 persons)	5							
		Max Points	30							

4.6. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.6.1	P	Sufficient lighting shall be provided to enable the guests to make full use of bathroom facilities during the day and night time.	M							
4.6.2	P	Excellent quality lighting effective for all purposes i.e., shaving, make-up, and contact lenses particularly at washbasin and shaving point.	20						R	R
4.6.3	P	Good standard of light fittings i.e., main light plus adequate shaving light.	15					R		
4.6.4	P	Well-positioned light with acceptable quality of light fittings.	10							
4.6.5	P	Basic quality lighting fixtures.	5			R	R			
4.6.6	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0							
		Max Points	20							
4.7. Accessories:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.7.1	S	A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit,	20						R	R

		dental care kit; shaving kit. (Excellent quality brands include Molten Brown; Elemis; L'Occitane, Hermes etc.)								
4.7.2	S	A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in the previous paragraph. Branded with hotel logo.	15					R		
4.7.3	S	A small range (minimum 4) from the excellent quality brands specified in paragraph 4.7.1 and all are in good condition and of good quality.	10							
4.7.4	S	One or two items from the excellent quality brands specified in paragraph 4.7.1 of acceptable quality.	5			R	R			
4.7.5	S	No attempt to provide any extra accessories. Well-used ageing bottles, sticky sachets or sticky containers.	0							
		Max Points	20							

5. PUBLIC AREAS;

The term "Public Areas" normally covers all areas of the hotel that guests or the public have access to. Here it covers areas such as corridors; stairs; public toilets and any other public area that does not come under a specific heading, e.g., Restaurant and Bars, Reception etc.

(These points shall be deducted from the total applicable points for resort type of hotels with stand-alone villas or bungalows where corridors, stairwell etc. are not available).

5.1. General:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.1.1	P	Corridors and stairs shall be in good condition and free from obstruction.	M							
5.1.2	P	Levels of lighting in all the public areas shall be adequate for safety and comfort	M							
5.2. Guest services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.2.1	S	Free Wi-Fi in public areas.	20						R	R
5.2.2	S	Wi-Fi is made available and if the service is chargeable, applicable rates are displayed.	10							
		Max Points	20							
5.3. Décor and design:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.3.1	P	Elements of local arts and culture shall be present in the décor, such as prints or photographs shall depict local scenes, historical or heritage related images.	M							
5.3.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
5.3.3	P	Local arts and crafts are present in the décor.	5							
5.3.4	P	Excellent quality wall coverings, floor and ceiling and in immaculate condition. Beautiful design with architectural features present. Interesting artwork, particularly	25							

		from local artists, objects d'art present. Flawless finishes.								
5.3.5	P	Very good quality wall covering, flooring and ceiling. Evidence of coordinated design with additional attractive design. Very good finish. Eye catching features of interest.	20							
5.3.6	P	Use of good quality materials. Coordinated design with additional attractive features and finishes.	15							
5.3.7	P	Acceptable style and quality décor and finishes. Use of wall hangings, pictures, etc. and satisfactory workmanship.	10							
5.3.8	P	Basic application of décor. Little design input or coordination.	5							
5.3.9	P	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring with general neglect.	0							
		Max Points	35							
5.4. Public Toilets:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.4.1	P	Separate male and female toilet facilities shall be provided and clearly designated with	M							

		appropriate clear and legible signage.								
5.4.2	P	Adequate artificial or natural ventilation shall be available.	M							
5.4.3	P	Walls, ceiling and floor shall be well maintained and free from stains, cracks and without missing tiles.	M							
5.4.4	P	Opaque windows or curtains or blinds shall be provided, if necessary to ensure the guest's privacy.	M							
5.4.5	S	Very good standard of cleanliness and hygiene. All surfaces are gleaming, clean and fresh. Very good standards of maintenance.	10							
5.4.6	S	Acceptable standard of cleanliness. Clean and satisfactorily maintained.	5							
5.4.7	S	Low standard of housekeeping. Dirt and dust on all surfaces. Long term encrusted grime. Dirt and hairs on floor in corners. Flooring around the toilet is stained and smelly.	0							
5.4.8	S	Public toilets equipped with baby sanitary facilities.	10							
		Max Points	20							
5.5. Public toilet amenities and accessories:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.5.1	P	Toilet roll with holder shall be available.	M							

5.5.2	S	Extra toilet rolls are available.	5							
5.5.3	P	Toilet brush with holder and cover are available and clean.	5							
5.5.4	P	Suitable hand washing and hand drying facilities shall be available.	M							
5.5.5	P	Individual hand towels for hand drying are provided.	10							
5.5.6	P	Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.	M							
5.5.7	P	Mirror is available and in good condition and clean.	M							
5.5.8	P	Full length mirror is available.	5							
5.5.9	P	Hooks on the inside of each toilet cubicle door.	10							
5.5.10	P	Each cubicle door shall have a working lock for privacy.	M							
5.5.11	S	Availability of hand lotion.	10							
5.5.12	S	Availability of tissues.	5							
5.5.13	S	Piped music is available.	5							
5.5.14	S	Toilet is fragranced with automatic air fresheners or aromatic oil.	5							
		Max Points	60							

6. RESTAURANT AND BARS**6.1. Restaurant facilities:**

			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.1.1	P	All hotels shall have at least one restaurant open on all 7 days a week.	M							
6.1.2	S	A private dining area is available or the hotel	10							

		provides a special dining experience to its guests.								
		Max Points	10							
6.2. Decoration:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.2.1		Décor is complemented with local artwork.	15							
6.2.2	P	Décor is of an excellent standard and shows attention to detail. Professionally coordinated patterns, colours and textures. Eye catching and high value decorative pieces, materials and wall coverings. Advanced professional finish. <i>(Where a restaurant is mainly open plan with limited walls for wall hangings and display of painting or decorative pieces, points shall not be deducted for non-provision of these as long as the general décor and material used falls within one of the prescribed categories).</i>	25		*					
6.2.3	P	Very good quality décor and co-ordination of patterns, colours and texture. Very good quality decorative pieces, materials and wall coverings with professional finish.	20							
6.2.4	P	Good quality décor with patterns, colours and textures are well-coordinated. Additional attractive design features	15							

		with decorative pieces, materials and wall coverings with professional workmanship throughout.								
6.2.5	P	Acceptable style and décor with reasonable attempt to co-ordinate patterns and colours. Use of wall hangings, pictures etc., with competent workmanship.	10							
6.2.6	P	Basic application of décor, little design input or co-ordination. Tired and somewhat dated in appearance.	5							
6.2.7	P	Very old, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	0							
		Max Points	40							
6.3. Furnishings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.3.1	P	Adequate seating capacity shall be available and relative to the maximum occupancy of the property.	M							
6.3.2	P	Service stations are appropriately located and well stocked with appropriate equipment and cutlery.	M							
6.3.3	P	Excellent quality dining tables and chairs. Chairs are very comfortable and tables are spacious. Superbly coordinated and high quality	20							

		upholstery and workmanship in the furniture. Free and easy access between furniture. Child or booster seats are available. Various seating options are available.								
6.3.4	P	Comfortable dining chairs and spacious table and well-coordinated. Very good quality upholstery and workmanship in the furniture. Free and easy access between furniture. Child or booster seats are available. Seating options are available.	15							
6.3.5	P	Appropriate dining chairs of appropriate height for tables and tables are large enough for uncluttered use. Acceptable quality upholstery and workmanship in the furniture. May be a mix of styles, but all in good order.	10							
6.3.6	P	Fully functional dining tables and chairs of lower quality.	5							
6.3.7	P	Inadequate table size. Cluttered and inconvenient for use. Cramped and uncomfortable layout.	0							
		Max Points	20							

6.4. Flooring, ceiling, skirting and cornice:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.4.1	P	Excellent quality flooring and ceiling by using excellent materials either natural or manmade. Skirting and cornices of excellent quality with additional architectural features. All in an excellent state of maintenance.	25							
6.4.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in very good state of maintenance.	20							
6.4.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices of good quality with additional architectural features. All are in good state of maintenance.	15							
6.4.4	P	Acceptable quality materials used. Skirting and cornices are of satisfactory quality. May show some signs of wear and tear.	10							
6.4.5	P	Basic quality material, plain and simple design.	5							

6.4.6	P	Wooden floors that have aged now in need of a new coat of varnish. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							
6.5. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.5.1	P	Exquisitely designed and appropriate lighting is provided with excellent quality illumination and coverage across all the areas. All lights and shades are of excellent quality and in very good working order.	25							
6.5.2	P	Overall high and attractive illumination providing very good illumination and coverage across all areas. All lights and shades are of very good quality and in working order.	20							
6.5.3	P	Well-designed lighting with good illumination for practical use. All lights and shades are of good quality and are in working order.	15							
6.5.4	P	Acceptable lighting with good fittings to allow appropriate illumination. Lights and shades are of acceptable quality and in working order.	10							

6.5.5	P	Basic lighting and fittings for appropriate illumination. All lights and shades are of basic quality and in working order.	5							
6.5.6	P	Poor quality fittings in poor condition, exposed, fraying wires, wobbly fittings, loose plugs. Dim gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Bare globes, cracked or damaged fittings or lights that are not working.	0							
		Max Points	25							
6.6. Table appointments:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.6.1	P	Excellent quality cutlery, crockery, linen and glassware (crystal) to compliment a range of uses. All cutlery, crockery, glassware and linen are highly co-ordinated and matching. Additional features such as vases, candlesticks or centre pieces are available.	20							
6.6.2	P	Very good quality cutlery, crockery, linen and glassware to compliment a range of uses. All cutlery, crockery, glassware and linen are well co-ordinated and matching. Additional features such as vases, candlesticks or	15							

		centre pieces are available.								
6.6.3	P	Good quality cutlery, crockery, linen or thick multi-ply paper napkins and glassware for different uses. Cutlery, crockery, glassware and linen may be of different styles but are coordinated and in good condition. Additional features such as flowers, candles and centre piece are available.	10							
6.6.4	P	Acceptable quality cutlery, crockery, napkins and glassware are available for practical use. Cutlery, crockery, glassware and linen may be of different styles and well used, but in good condition.	5							
6.6.5	P	Damaged, cracked, scratched, tarnished and stained cutlery, crockery, napkins or linen or table cover and glassware, Sticky sauce bottles and uncleaned tables.	0							
6.6.6	P	The restaurant is stocked with a range of accessories such as ice buckets, sauce boats, jam pots, cutlery, crockery and glassware or crystal to compliment a range of uses.	25							
		Max Points	45							

6.7. Lunch or dinner quality and presentation:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.7.1	S	Excellent presentation with exquisite garnishes served on appropriate plates. Gastronomic combination of flavours using finest fresh ingredients, colours and textures, served at right temperature and on a hot or cold plate as appropriate. Carvery or buffet to be attended to and refreshed.	20							
6.7.2	S	Very good presentation with interesting garnishes served on appropriate plates. Obvious care in execution and attention to visual appeal with a combination of flavours, colours and textures using fresh ingredients and served at right temperature and on a hot or cold plate as appropriate. Where applicable carvery or buffet is attended to and refreshed.	15							
6.7.3	S	Good presentation with some garnishing. Fresh and balanced ingredients and flavours. Served on appropriate plates and at the right temperature. Where applicable carvery or buffet is attended to and refreshed.	10							

6.7.4	S	Basic preparation and presentation with little garnishing using acceptable ingredients. Served on appropriate plates at the right temperature.	5							
6.7.5	S	Badly presented meals, with no variety of colours, textures and garnishing. Luke warm food that has started to dry out or wrinkled skin on sauce.	0							
		Max Points	20							
6.8. Menu Presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.8.1	S	Menu beautifully bound and professionally presented.	15							R
6.8.2	S	Menu in the folder and well-presented and easy to read.	10						R	
6.8.3	S	Basic presentation of menu i.e., laminated and with no holder.	5					R		
6.8.4	S	Menu list is in poor condition and stained, very limited choice.	0							
		Max Points	15							
6.9. Menu offer:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.9.1	S	Excellent variety on the menu with a la carte, table d'hôte and special dietary menus on offer.	20							R
6.9.2	S	Very good variety on the menu with a la carte, table d'hôte and special dietary menus on offer.	15						R	

6.9.3	S	Good variety on the menu with a la carte on offer.	10						R		
6.9.4	S	Menu offers minimal options.	5								
6.9.5	S	Child Menu.	5						R	R	
		Max Points	25								
6.10. Wine list presentation:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
6.10.1	S	Wine list is beautifully bound and professionally printed.	15								R
6.10.2	S	Wine list is in folder, well presented and easy to read.	10						R		
6.10.3	S	Basic presentation of wine list i.e., laminated and with no holder.	5								
6.10.4	S	Menu list is in poor condition and stained, very limited choices.	0								
		Max Points	15								
6.11. Wine selection and service:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
6.11.1	S	Extensive wine selection. Recommended wines accompany different dishes.	20								R
6.11.2	S	Selection of wine from a minimum of four wine regions.	15						R		
6.11.3	S	Selection of wine from two wine regions.	10					R			
6.11.4	S	Limited choice of wine.	5								
		Max Points	20								

6.12. Breakfast offer:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.12.1	S	Excellent range of hot and cold food items, fruits and beverage items on the breakfast buffet with each item suitably labelled and an excellent standard of presentation. Eggs are cooked at the guest's order. Excellent range of fresh ingredients and wide choice of bread and pastries. Freshly pressed juice from local fruits is made available. Specialty foods and unusual dishes. Table service essential.	20							
6.12.2	S	Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked to guest's order. Variety of fresh ingredients. Selection of breads and pastries shall be offered. Freshly pressed juice from local fruits are made available. Table service offered.	15						R	R
6.12.3	S	Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked to guest's order. Fresh ingredients and a small selection of breads and pastries on offer.	10					R		

6.12.4	S	Continental breakfast consisting of tea or coffee, a selection of bread, butter, and jam.	5			R	R			
6.12.5	S	No choice of food. No variety and low quality of ingredients. Badly cooked.	0							
6.12.6	S	Breakfast served for at least 3 hours	15							
6.12.7	S	Breakfast served for at least 2 hours	10							
6.12.8	S	Breakfast served for at least 1 hour and 30 minutes	5							
		Max Points	35							
6.13. Bar:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.13.1	S	All hotels shall have at least one public or coffee bar.	M							
6.13.2	P	Bar areas shall be well maintained and clean and hygienic. All equipment including sinks, dishwasher and wash hand basins shall be in good working order and clean.	M							
6.13.3	S	Bar and table service. Excellent range of international alcoholic and non-alcoholic drinks including the premium brands. International wine list is available. Draft and bottled beers are available. Nibbles are provided with drinks. Local beers and spirits are available. Sufficient refrigeration units or cooling systems are available. A wine chiller	25							

		is available. Extensive cocktail menu with house special is available. Excellent range of glassware appropriate for the serving different ranges of drinks.								
6.13.4	S	Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits are available. Draft and bottled beers and wines by the glass. Nibbles are provided with drinks. Local beers and spirits are available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	20						R	R
6.13.5	S	Bar and table service. Good range of alcoholic and soft drinks including premium brands. Wines by the glass. Nibbles are available as extras. Local beers and spirits are available. Sufficient refrigeration units or cooling systems are available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	15							

6.13.6	S	Acceptable range of common alcoholic and non-alcoholic drinks, including local beverages.	10							
6.13.7	S	Limited range of common alcoholic and non-alcoholic beverage options.	5							
		Max Points	25							
6.14. Bar furnishings and decor: <i>(Where the bar area is not separate from the restaurant, the hotel shall not qualify for the points in this section)</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.14.1		Where there is no separate bar, the hotel shall not qualify for the points under this section.								
6.14.2	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of an excellent standard and shows attention to detail. Excellent quality furniture, offering comfort and seating options are available for different size groups. Furniture is in excellent state of maintenance. Soft music at acceptable volume in the background.	20							
6.14.3	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of very good standard. Very good quality furniture, offering comfort and seating	15							

		options are available for different size groups. Furniture is in very good state of maintenance. Soft music at acceptable volume in background.								
6.14.4	P	Bar area is well designed, with good quality décor and furniture that may be more functional in design but comfortable. Adequate seating available. A little wear and tear may be evident. Good standard of maintenance overall.	10							
6.14.5	P	Basic style of décor but satisfactory overall. Adequate seating provided. Some maintenance issues to be addressed.	5							
6.14.6	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests' privacy. Little space for the volume of traffic and the needs of guests. Poor standard of cleanliness overall.	0							
		Max Points	20	0						
6.15. Food and beverage service staff (Presentation and grooming):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.15.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags are in excellent condition. Shoes or footwear are in	20							

		immaculate condition. Jewellery kept to a minimum and discreet.								
6.15.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or footwear are in very good condition and clean. Jewellery kept to a minimum and discreet.	15							
6.15.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good condition and of an appropriate style.	10							
6.15.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform in satisfactory state of repair.	5							
6.15.5	P	Uniform not consistent or badly fitting. Difficult to clearly identify the staff. Untidy and haphazard appearance.	0							
		Max Points	20							
6.16. Food and beverage service staff (Service quality):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.16.1	S	Staff are fluent in English and French.	M							
6.16.2	S	Staff are fluent in English, French and additional languages of	10							

		the hotel's main clientele.								
6.16.3	S	Staff are professional and have outstanding level of knowledge of products and are able to make recommendations based on the guest preferences.	20							
6.16.4	S	Staff are well trained and have very good knowledge of products on offer and are able to make recommendations.	15							
6.16.5	S	Staff are trained and have a good knowledge of products on offer.	10							
6.16.6	S	Staff have a basic knowledge of products on offer.	5							
		Max Points	30							
7. KITCHEN										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
7.1	P	All kitchen and ancillary facilities shall be well maintained, clean and hygienic. All equipment's, appliances and facilities shall be in good working condition and clean.	M							
7.2	P	Kitchen shall be located next to the restaurant or be immediately adjacent to it with separate access from public areas and a separate staff entrance.	M							
7.3	P	A dedicated receiving area is provided, suitably equipped with scales, and with walls and floor that are durable, impervious and easy to clean and disinfect.	5							

7.4	P	Double entry doors is provided to the restaurant to facilitate staff coming in or out.	5							
7.5	P	Kitchen has clearly designated hot area, cold preparation area, scullery, fish preparation or butchery and dry and cold storage facilities.	10							
7.6	P	Kitchen is well designed to easily accommodate the equipment in use and allow for proper manoeuvring.	5							
7.7	P	Kitchen layout allows for effective workflow (i.e., there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).	10							
7.8	P	A central canopy or extractor hood is available over the main cooking area or ovens and salamanders. Same is well serviced and effective.	10							
7.9	P	Sufficient ventilation is provided either naturally or artificially.	5							
7.10	P	All areas of the kitchen and ancillary facilities are rodent and pest proof. Fly proof mesh is in good condition and clean. Insectocutors are available and are strategically placed.	5							

7.11	P	There are sufficient number of waste bins. All bins are lined with appropriate waste bags and have lids. Waste is collected from the kitchen on regular basis.	5							
7.12	P	Separate waste bins for organic and non-organic material with covers are available.	10							
7.13	P	A ventilated garbage room or area is available, enclosed, rodent and insect proof, clean and well maintained.	5							
7.14	P	All drains in and around the kitchen are covered and connected to the drainage system of the building via the grease trap.	10							
7.15	P	All floors have a gentle slope towards the drainage point.	5							
7.16	P	Drains shall be clean and serviced regularly.	5							
7.17	P	Floor is of hard, durable, impervious, non-corrosive material with non-slippery surface that can be easily cleaned and disinfected and in good condition.	5							
7.18	P	Walls are of hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.	5							
7.19	P	Walls are tiled up to the ceiling.	10							

7.20	P	Worktops and preparation tables are of hard durable material such as stainless steel or granite surface so that they can be easily cleaned and disinfected.	5							
7.21	P	Ceiling is in good condition, clean and without damage.	5							
7.22	P	Natural and artificial lighting of sufficient intensity is provided.	5							
7.23	P	Windows are in good condition and clean. Fly proof mesh is provided where windows are opened and are in good condition.	5							
7.24	P	Hand washing and drying facilities are provided. Running hot and cold water is available at all times together with an antibacterial soap dispenser.	10							
7.25	P	At least one hands free wash basin is available at the preparation area.	15							
7.26	P	A dedicated room service area is provided in the kitchen with appropriate trays and cutlery and condiments available. Dedicated room service telephone extension is available. Photographs are available on walls showing the correct layout of trays and a copy of the room service menu.	10							
7.27		A dedicated room service area is not provided in	5							

		the kitchen, however appropriate trays, cutlery, cloche and condiments are available. Photographs are available on walls or in a folder showing correct layout of trays and a copy of the room service menu.								
		Max Points	170							
8. GENERAL SERVICES										
8.1. Maintenance Practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.1.1	P	Drainage shall be connected to the central sewage disposal system, where available. Where there is no sewage system, the disposal shall be in line with the Planning Authority, Environment and Health Regulations.	M							
8.1.2	P	There shall be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply. (Approval of PUC requirement)	M							
8.1.3	P	Appropriate pest control measures shall be in place and done regularly in accordance with the Health Regulations to protect against insects or vermin.	M							
8.1.4	P	There shall be a consistent supply of safe water conforming to the local standards. Water	M							

		from private sources shall be appropriately treated.								
8.1.5	P	Water storage shall be available to address water restrictions during the dry season and in case of supply breakdown.	M							
8.1.6	S	Cleaning schedules for public areas are in place showing daily, weekly and periodic cleaning procedures.	15							
8.1.7	S	Cleaning schedules for public areas are in place showing weekly cleaning procedures.	10							
8.1.8	S	Cleaning schedules for public areas are in place showing periodic cleaning procedures.	5							
8.1.9	S	Maintenance technician is available at 24 hours on 7 days basis. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, minibars, telephones and hairdryers are in stock.	25							
8.1.10	S	Maintenance technician is available from 08.00-18.00hours and on call up to 22.00 hours. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, mini bars, telephones, hairdryers are in stock.	20							

8.1.11	S	Maintenance technician is available from 08 00 - 16 00 hours and on call up to 20.00 hours. Replacement of consumables and spare parts are available in stock.	15							
8.1.12	S	Maintenance technician is available at four hours' notice from 8.00hours to 20.00hours. Basic consumables are in stock.	10							
8.1.13	S	At least one member of the staff is trained to undertake basic maintenance e.g., changing light bulbs at all times. Basic consumables are in stock.	5							
8.1.14	S	No organised maintenance activity.	0							
		Max Points	40							
8.2. Room service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.2.1	S	24 hours room service is available. An excellent range of courses are available plus wine or drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	20							R
8.2.2	S	18 hours room service is available. A very good range of courses are available plus wine or drinks list with a very good selection of items on offer.	15						R	

8.2.3	S	12 hours room service available. A good range of courses are available with a selection of wine or drinks on offer.	10					R		
8.2.4	S	8 hours room service available. Reasonable selection of items are on offer.	5							
8.2.5	S	Room service is not available.	0							
		Max Points	30							

8.3. Laundry service:

8.3. Laundry service.										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.3.1	S	Full laundry service is available 7 days a week. <i>(Where this service is contracted out, the hotel shall still qualify for these points subject to relevant documentation or contract being made available).</i>	20						R	R
8.3.2	S	Limited laundry service for a minimum of 3 days a week.	10					R		
8.3.3	S	Limited laundry service for less than 3 days a week.	5							
8.3.4	S	Dry cleaning service available.	5							
8.3.5	S	Express service available in 2 hours or less. <i>(This should be clearly stated in the information kit or laundry services information).</i>	10							
		Max Points	35							

9. BUSINESS PRACTICES

9.1. Safety and security:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.1.1	P	There shall be adequate levels of lighting for guests' safety and comfort in all public areas including the stairwells, corridors and car parks.	M							
9.1.2	P	A functional alarm system shall be available.	M							
9.1.3	P	Information on procedures in the event of an emergency and after hour's contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele, incorporating diagrams.	M							
9.1.4	P	Procedures for summoning assistance, in particular, assistance after hours shall also be made available.	M							
9.1.5	P	The hotel shall have in place a means to provide or summon medical assistance when ever required.	M							
9.1.6	P	Functional video surveillance system is available, monitoring external and internal areas of the establishment.	20							
9.1.7	P	Closed circuit TV (CCTV) in the public areas.	10							
9.1.8	S	24 hours professional security guards or alternatively the hotel contracts out the security	25							

		work to a licensed security firm.								
		Max Points	45							
9.2. Quality management and online activities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.2.1	S	Systematic complaint management system shall be in place. Complaints are monitored, evaluated and responded promptly. <i>(An extract of at least two complaints with actions taken on those complaints are to be made available to the assessors)</i>	10					R	R	R
9.2.2	S	Analysis of online guest reviews to improve the property's performance. <i>(Extracts of the guest reviews are to be made available to the assessors)</i>	10						R	R
9.2.3	S	Feedback from mystery guests can be obtained on guest services and experiences. <i>(Relevant documentation shall be made available to the assessors).</i>	10							
9.2.4	S	Website with direct booking option and guest reviews.	10							
9.2.5	S	Active invitation of departing or checked-out guests to write a review on a portal or on the website	5						R	R

		<i>(Relevant documentation shall be made available to the assessors).</i>								
		Max Points	45							
9.3. Medical or first-aid:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.3.1	S	First-aid box shall be available and well stocked as per the health requirements. At least one of the staff member in each shift shall be a certified First Aider. <i>(Human Resources Department has to make available, the list of certified first aiders)</i>	M							
9.3.2	S	Continuous first-aid training program for all the staff members.	10							
9.3.3	S	First-aid boxes are available on demand in each Department.	15							
9.3.4	S	Availability of facility for a Doctor or clinic on call. <i>(Copies of contract shall be made available to the assessors).</i>	20							
9.3.5	S	Availability of a dedicated clinic or recovery room.	15							
		Max Points	60							

9.4. Fire safety:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.4.1	P	The hotel shall be compliant with all the mandatory Fire Safety Regulations. <i>(Valid compliance report from the Fire Department shall be made available to the assessors, for verification.)</i>	M							
9.5. Human resources:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.5.1	S	Depending on the size and organisational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person shall supervise each department.	M							
9.5.2	S	The hotel is managed by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Staff are fluent to speak in English, French or other languages of the hotel's main clientele.	10							

9.5.3	S	Continuous training, including in-house programmes are available.	10							
9.5.4	S	Appropriate on the job training programme is formulated and maintained for operative staff.	5							
9.5.5	S	Availability of one responsible and experienced person for staff training.	5							
9.5.6	S	All employees shall be provided with uniform, job description, contract of employment, protective clothing such as gloves, aprons, boots etc.	M							
9.5.7	S	Meals are provided to the staff on duty.	5							
9.5.8	S	Transportation is provided to the staff on duty.	5							
9.5.9	S	Appropriate uniforms are provided for each department and are kept in good and clean condition. All frontline staff shall have name tags indicating their designation.	M							
9.5.10	S	All food handlers shall undergo medical examination as required by the guidelines or regulations of the Public Health Authority. Copies of the medical certificate of all the food handlers shall be kept by the management.	M							

9.5.11	S	Human Resources Department shall maintain an updated file with all relevant information on each and every employee.	M							
9.5.12	S	Scheme of service and payment structure shall be in conformity with regulations of the Ministry of Labour and Human Resources.	M							
9.5.13	S	Over 60% of the hotel's workforce are locals.	10							
9.5.14	S	Availability of a dedicated person, who shall be responsible for staff welfare.	5							
9.5.15	S	Staff are encouraged to participate in community or national activities.	5							
9.5.16	S	Social activities are organised for staff at least twice a year.	5							
		Max Points	60							
9.6. Staff facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.6.1	P	Hotel shall have adequate staff facilities which include changing rooms, toilets, rest room, and canteen or eating area for the staff employed.	M							
9.6.2	P	All staff facilities are kept at very good standards of cleanliness, hygiene and maintenance.	20							
		Max Points	20							
9.7. Cultural tourism practices:										

			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.7.1	S	Hotel hosts at least one local cultural evening per week, showcasing local music, cuisine, art, culture, dressing.	10							
9.7.2	S	Hotel hosts local cultural evenings on special occasions showcasing local music, cuisine, art, culture, dressing.	5							
9.7.3	S	Hotel has one dedicated creole restaurant	20							
9.7.4	S	Hotel features local dishes on their menu	10							
		Max Points	30							
9.8. Sustainable practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.8.1		Establishment is certified as a Seychelles Sustainable Tourism Label (SSTL) Hotel. <i>Note: A hotel which is SSTL certified shall qualify for 100% of the Sustainable Practices points.</i>								
Management:										
9.8.2		Hotel has a sustainable tourism policy appropriate to the size of the business, which includes a vision statement and identifies goals in at least three of the following:— waste, water, energy, staff, conservation, community, or guests.	10							

		<i>(Relevant documentation shall be made available to the assessors).</i>								
9.8.3		Hotel has a valid certification with of the any international accreditation body for quality, environmental or hygiene standards i.e., certification from ISO, Green Globe, HACCP etc.	10							
9.8.4		Hotel has a designated member of staff responsible for overseeing and managing its sustainability practices.	10							
9.8.5		Hotel has a purchasing policy which favours local suppliers, environmental friendly products e.g., building materials, capital goods, food, consumables. <i>(Relevant documentation shall be made available to the assessors).</i>	15							
9.8.6		Hotel monitors usage of waste, water and energy vis-à-vis occupancy with the aim to reduce consumption over time. <i>(Relevant extracts are to be made available to the assessors).</i>	10							
Water conservation:										
9.8.7		Regular checks for visible leaks from taps and toilets. Recording of such leaks and reporting for repairs.	5							

9.8.8		Availability of water efficient kitchen and laundry appliances.	5							
9.8.9		Availability of water saving fittings in place i.e., shower heads and taps are fitted with aerators or specific water saving fittings.	5							
9.8.10		Hotel provides bulk water dispensers in the public areas.	5							
9.8.11		Guests are given an option to decide when they want the towels to be changed.	5							
9.8.12		Guests are given an option to decide when they want the bed linen to be changed.	5							
9.8.13		The hotel re-uses its grey water for garden watering. This shall be in conformity with relevant agency requirements. <i>(Relevant documentation shall be made available to the assessors).</i>	5							
9.8.14		Garden watering is done either early morning or in the late afternoon to minimize evaporation.	5							
9.8.15		Efforts taken to reduce water usage in toilets by using dual flush, reduced volume cisterns or other effective device.	5							
9.8.16		Hotel conserves water by rainwater harvesting.	5							

Energy saving:										
9.8.17		Energy saving light bulbs are used for lighting fixtures.	5							
9.8.18		Energy efficient appliances have been installed at the kitchen and laundry.	10							
9.8.19		Electric equipment is turned off, (not on standby) when guest room is not occupied, through use of key card.	10							
9.8.20		Hotel uses alternative energy supplies (e.g., Solar, PV Panels, Biogas and Hydropower) for the majority of its energy consumption.	10							
9.8.21		Hotel uses alternative energy heating systems for hot water i.e., Solar heaters etc.	5							
Waste Management:										
9.8.22		Availability of an established recycling programme.	5							
9.8.23		Green waste is composted.	5							
9.8.24		Guest amenities (e.g., soap, shampoo, and lotion) are provided from a bulk dispenser or compostable or recyclable bottle or in other sustainable packaging.	5							
9.8.25		Hotel uses phosphate free laundry and dish washing detergent.	10							
Community involvement and guest satisfaction:										
9.8.26		Hotel supports local community initiatives.	10							

9.8.27		Management offers job opportunities and internship for local students.	5								
9.8.28		Hotel has won a national or international award for their facilities or services within the last one year.	10								
9.8.29		Hotel has a programme in place to purchase and contract directly from local suppliers and services e.g., transportation, fruit, vegetables and fish.	10								
Conservation:											
9.8.30		Hotel supports and contributes to biodiversity conservation including the naturally protected areas and areas of high biodiversity value.	10								
9.8.31		Hotel maintains a vegetable or fruit garden which supplies or produces its vegetables and fruits for guests and staff.	10								
		Max Points	225								
10. ACTIVITIES, ENTERTAINMENT AND RECREATION											
10.1. Business facilities:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
10.1.1	P	Availability of a dedicated Business Centre. Well-furnished and adequately equipped with appropriate technology.	5								
10.1.2	P	Availability of well-appointed area with at least 2 work stations with	3								

		internet access and printer.								
10.1.3	P	Personal computer with internet access available. May be located in the lobby, preferably in a quiet area.	1							
		Max Points	5							
10.2. Conference facilities:										
<i>(Note that the criteria and scoring under this section shall apply to dedicated conference rooms and facilities and not cover the conference facilities offered in a restaurant etc.).</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.2.1	S	Conference room or function room shall be well maintained, clean, properly ventilated and with adequate lighting.	M							
10.2.2	S	Dedicated conference or function room to accommodate 100+ guests.	15							
10.2.3	S	Dedicated conference or function to accommodate 50+ guests.	10							
10.2.4	S	Dedicated conference or function room to accommodate 20+ guests.	5							
10.2.5	S	Hotel has more than one meeting room or function room.	10							
10.2.6	P	Availability of audio-visual equipment e.g., digital projector, screen, flipcharts, translation equipment, microphones and sound system.	5							
10.2.7	S	Free Wi-Fi is available	10							
10.2.8	S	Availability of Wi-Fi with applicable rates displayed at a conspicuous place.	5							

10.2.9	S	Availability of planning assistance and technical support personnel.	5							
10.2.10	P	Facility is well furnished with good interior décor	5							
		Max Points	50							
10.3. Fitness:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.3.1	P	Fitness room shall be well maintained, clean, properly ventilated and with adequate lighting.	M							
10.3.2	P	Fitness room is available on site and equipped with cardio machines, adequate variety of equipment such as dumb bell, machine for weight training, treadmill etc.	10							
10.3.3	P	Fitness room is equipped with limited equipment.	5							
10.3.4	P	Fitness room has trained staff on duty.	10							
10.3.5	P	Equipment is clean and well maintained.	5							
10.3.6	S	Availability of refreshments.	5							
		Max Points	30							
10.4. Wellness service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.4.1	P	Spa facilities and equipment shall be well maintained, clean, and disinfected as appropriate.	M							
10.4.2	P	Spa facility is available on site with several treatment rooms and extensive spa menu. (massage, body treatments, beauty farm - facial, manicure,	15							

		pedicure, peeling and stress relaxation massage etc.).								
10.4.3	P	Spa facility is available on site with at least two treatment rooms and limited spa menu (at least massage and body treatments).	10							
10.4.4	S	Spa services available on request.	5							
10.4.5	S	Spa personnel shall be qualified to provide services and have their certificates displayed.	M							
10.4.7	S	Spa services menu explains clearly the scope and composition, rituals, packages, prices and operating hours and guidelines.	5							
10.4.10	S	Jacuzzi is available.	5							
10.4.11	S	Availability of sauna or steam room.	5							
10.4.12	S	Usage of quality branded products in the spa.	5							
10.4.13	P	Where the hotel spa offers services to outside clients, changing rooms with lockers, toilets and showers shall be available.	M							
10.4.14	P	Separate male and female changing rooms with lockers, toilets and showers shall be available.	10							
10.4.15	S	Staff are welcoming, polite, professional and well groomed.	5							
10.4.16	S	Staff have very good level of knowledge of products and are able to make recommendations to guests based on an	10							

		understanding of guest preferences.								
		Max Points	60							
10.5. Pool:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.5.1	P	Swimming pool area shall be well maintained and clean.	M							
10.5.2	P	Large in-ground swimming pool (more than 20 metres x 5 metres)	10							
10.5.3	P	Medium in-ground pool (more than 12metres x 4metres)	5							
10.5.4	P	Children's Pool is available <i>(Where it is a hotel's policy not to accept children, these points shall be deducted from the total applicable points).</i>	5							
10.5.5	P	Pool water is clear and Ph and chlorine levels are checked and recorded on a daily basis. <i>(Records for the last week shall be made available to the assessors).</i>	M							
10.5.6	P	Life buoys shall be strategically located and visible by all. Same shall be in good condition.	M							
10.5.7	P	Depth markings are clearly shown on each pool.	M							

10.5.8	P	Public safety notice(stating opening times, emergency info and rules) shall be strategically located, legible and in good condition.	M							
10.5.9	P	Lighting or emergency lighting shall be available.	M							
10.5.10	P	Pool furniture shall be in good condition and clean.	M							
10.5.11	P	Pool area reflects the use of excellent quality furniture i.e., pool loungers, pool umbrellas, poolside table and seating etc.	10							
10.5.12	P	Pool area reflects the use of good quality furniture.	5							
10.5.13	P	Food and beverages service is available at pool side.	10							
10.5.15	P	Shower facility is available, functional and clean.	5							
10.5.16	P	Where outdoor showers are provided, a notice instructing the guests and staff not to use shampoos and soaps or dispose of chemicals is posted.	5							
10.5.17	S	Towel for beach or pool is provided.	5							
10.5.18	P	Pool attendants are suitably trained and are available during the opening hours of the pool.	5							
		Max Points	55							

10.6. Tennis court:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.6.1	P	Availability of Tennis court in the hotel.	5							
10.6.2	P	Tennis court is well maintained, properly surfaced and demarcated with appropriate lighting for night use.	M							
10.6.5	S	Equipment is provided and in good condition.	5							
		Max Points	10							
10.7. Guest childcare facilities:										
<i>(Where it is the hotel policy not to take in children, these points shall be deducted from the total applicable points under this section).</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.7.1	S	Babysitting service is offered as complimentary service.	10							
10.7.2	S	Babysitting service is available at a charge.	5							
10.7.4	P	Children's playroom is available and is attended to by the skilled staff.	10							
10.7.5	P	Children's playroom is well maintained, clean, properly ventilated and sufficiently lit.	M							
10.7.6	P	Facility is equipped with a wide range of games and toys.	10							
		Max Points	30							
10.8: Nautical activities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.8.1	P	Boathouse and nautical sports centre is available and under professional management (maybe leased out to a local entrepreneur).	25							

10.8.2	S	Availability of complimentary non-motorised water sports.	25							
10.8.3	S	Availability of non-motorised water sports activities are available at the hotel.	15							
		Max Points	50							
10.9. Shops and souvenir shops:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.9.1		The facility shall be clean and well maintained	M							
10.9.2	P	Shop is available and stocked with items convenient to travellers with some locally produced souvenirs.	10							
10.9.3	P	An additional souvenir shop is available and stocked with locally produced arts and crafts.	10							
10.9.3	P	Hotel shop is leased out to a local entrepreneur.	10							
		Max Points	30							
10.10. Other facilities and services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.10.1	S	Hotel offers at least 2 of the following facilities i.e., diving, island hopping, wedding planning, guided excursions including trails, rock climbing, fishing excursions, casino and golfing.	40							
		Max Points	40							

11. GUEST RATING										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
11.1	S	Hotel has achieved a ReviewPro GRI score between 90 – 100% for the period of previous one year.	5							
11.2	S	Hotel has achieved a ReviewPro GRI score between 80 – 89% for the period of previous one year.	4							
11.3	S	Hotel has achieved a ReviewPro GRI score between 70 – 79% for the period of previous one year.	3							
11.4	S	Hotel has achieved a ReviewPro GRI score between 60 – 69 % for the period of previous one year.	2							
11.5	S	Hotel has achieved a ReviewPro GRI score between 50 – 59 % for the period of previous one year.	1							
		Max Points	5	0						

HOTEL SUMMARY OF POINTS

	Total Possible Points	Scored Points	% scored	Weight	Final Score
LOCATION, ACCESS AND EXTERIOR	110			3%	%
Location	25				
Access	20				
Building exterior	25				
Grounds and gardens	25				
Parking	15				

RECEPTION AND AFFILIATED SERVICES	295			9%	%
Reception or lobby or welcoming area	20				
Reception or lobby or welcoming area furnishings and décor	30				
Presentation and grooming of reception staff or concierge or porter	20				
Service quality provided by thereception staff	25				
Reservations and pre-arrival information	20				
Guest check-in	80				
Check-out services	50				
Availability of reception and associated services	50				
GUEST BEDROOM	610			18%	%
Bedroom doors	15				
Bedroom décor	35				
Bedroom furniture	50				
Bedroom sizes	35				
Electronic appliances	140				
Lighting	30				
Room types	20				
Wardrobe, hanging space, clothes hangers	30				
Curtains and window covering	20				
Flooring, ceiling, skirting and cornices	25				
Bedroom amenities	145				
Bedding and linen	20				
Bed sizes	25				
Turndown service	20				
GUEST BATHROOM	215			10%	%
Bathroom type	20				
Flooring, ceiling and walls	25				
Fixtures and fittings	75				
Hand basin and toilet areas	25				
Towelling	30				
Lighting	20				
Accessories	20				

PUBLIC AREAS	135			6%	%
General	M	M	M		
Guest services	20				
Décor and design	35				
Public toilets	20				
Public toilets, amenities and accessories	60				
RESTAURANT AND BARS	390			10%	%
Restaurant facilities	10				
Decoration	40				
Furnishings	20				
Flooring, ceiling, skirting and cornice	25				
Lighting	25				
Table appointments	45				
Lunch or dinner quality and presentation	20				
Menu presentation	15				
Menu offer	25				
Wine list presentation	15				
Wine selection and service	20				
Breakfast offer	35				
Bar	25				
Bar furnishings and decor	20				
Food and beverage service staff (presentation and grooming)	20				
Food and beverage service staff (service quality)	30				
KITCHEN	170			3%	%
GENERAL SERVICES	95			7%	%
Maintenance practices	40				
Room service	20				
Laundry service	35				
BUSINESS PRACTICES	485			12%	%
Safety and security	45				
Quality management and online activities	45				
Medical and first-aid	60				
Fire safety	M	M	M		

Human Resources	60				
Staff facilities	20				
Cultural tourism practices	30				
Sustainable practices	225				
ACTIVITIES AND ENTERTAINMENT, ETC.	360			10%	%
Business facilities	5				
Conference	50				
Fitness	30				
Wellness service	60				
Pool	55				
Tennis court	10				
Guest childcare facilities	30				
Nautical activities	50				
Shops and souvenir shops	30				
Other facilities and services	40				
Guest rating	5			12%	%
GRAND TOTAL POSSIBLE POINTS	2865				
GRAND TOTAL SCORED POINTS					
GRAND TOTAL % POINTS SCORED					
TOTAL WEIGHTED SCORE					%
FINAL GRADING					

STAR GRADING	TOTAL SCORE
NO GRADE	0% to 24%
1 Star	25% to 39%
2 Star	40% to 54%
3 Star	55% to 69%
4 Star	70% to 84%
5 Star	85% to 100%

HOTEL - % WEIGHTING

	Area	Weightage	
		% weight	% weightage achieved
1	Location, Access And Exterior	3%	
2	Reception And Affiliated Services	9%	
3	Guest Bedroom	18%	
4	Guest Bathroom	10%	
5	Public Areas	6%	
6	Restaurant And Bars	10%	
7	Kitchen	3%	
8	General Services	7%	
9	Business Practices	12%	
10	Activities And Entertainment Etc.	10%	
11	Guest Rating	12%	
	TOTAL	100%	

REQUIRED CRITERIA FOR 1 STAR HOTELS

	Area	Criteria	Achieved
			*
1	Location, access and exterior	Plain architectural features with little visual appeal. Paint Work well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Plain garden features with limited variety of plants. No overgrown pathways and acceptable level of maintenance.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of the hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	

5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
7		Hair dryer is in working order provided on request.	
8		Insect repellent is available.	
9		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards available.	
10	Guest bathrooms	Accessories provided are of acceptable quality listed in para 4.7.1.	
11		Basic quality lighting fixtures.	
12	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
	TOTAL REQUIRED	12	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 2 STAR HOTELS

	Area	Criteria	Achieved
			**
1	Location, access and exterior	Plain architectural features with little visual appeal. Paintwork well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Plain garden features with limited variety of plants. No overgrown pathways and acceptable level of maintenance.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	
5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
7		Hair dryer is in working order provided on request.	
8		Insect repellent is available.	
9		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards available.	
10	Guest bathrooms	Accessories provided are of acceptable quality listed in para 4.7.1.	
		Basic quality lighting fixtures.	
11	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
	TOTAL REQUIRED	12	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 3 STAR HOTELS

	Area	Criteria	Achieved

1	Location, access and interior	Good visual appeal, building with good quality materials. Some additional external features to enhance the appearance of the building. Natural weathering is evident and acceptable. Good lighting and signage throughout the property.	
2		Basic design of garden and landscaping with a small variety of plants. Gardens and enclosed area around the establishment are kept tidy and clean.	
3	Reception and affiliated services	Guests are clearly directed to their rooms and given a brief explanation of the location of all the hotel facilities.	
4		All essential information is given to guests regarding layout of the property, available facilities and meal times.	
5		Porter services available on request.	
6		Reception service is available for 14 hours.	
7		Local newspapers are available.	
8		Wi-Fi is available. If chargeable, applicable rates are displayed.	
9	Guest bedrooms	24 x 7 operator assisted calls from the room.	
10		Internet access or Wi-Fi is provided at a charges with applicable rates displayed.	
11		Air conditioning is available and in good working condition and clean.	
12		Hair dryer is in good working and provided in all the bedrooms.	
13		Spare and convenient international power points are provided at desk level or dressing table.	
14		Acceptable quality blinds or curtains are provided in the room and they are in good condition and clean.	
15		Insect repellent is available.	
16		Note pad and pen are available along with the telephone and in good condition and clean.	

17		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (height of 13 centimetres) and bed base. Good quality headboards available.	
18	Guest bathrooms	Good standard of light fittings for main lights plus adequate shaving light.	
19		A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in paragraph 4.7.1 are available and branded with hotel logo.	
20	Restaurant and bar	Basic presentation of menu i.e., laminated and without a holder.	
21		Good varieties on the menu with a la carte on offer.	
22		Selection of two wine regions.	
23		Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked at the guest's order. Fresh ingredients. A small selection of breads and pastries on offer.	
24	General services	12 hours room service available. A good range of courses available with a selection of wine or drinks on offer.	
25		Limited laundry service available for minimum of 3 days a week.	
26	Business practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
	TOTAL REQUIRED	26	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 4 STAR HOTELS

	Area	Criteria	Achieved

1	Location, access and interior	Gate is available in good working condition, well painted and clean or the hotel has secure controlled access to the property.	

2		Very good visual appeal with interesting design and appearance and in harmony with the immediate natural environment. Very good quality materials used. Very good lighting and visible clear signage. Attractive architectural features, elements of local architecture may be present.	
3		Well kept, pleasant and tidy garden and grounds. Ample quantity and variety of plants are used and efforts have been made to integrate endemic species. Pathways are level and clean.	
4	Reception and affiliated services	Guests are welcomed with welcoming drink and refreshing towel.	
5		Guests are escorted to the room and shown the various amenities and how to operate them.	
6		All essential information is given to the guest regarding the layout of property, available facilities and meal times.	
7		Porter service is available at all 24 hours. Service is delivered in a friendly and efficient manner.	
8		A wide range of payment options are available (such as Visa, American Express, and MasterCard). Point of Sale (POS) machine is available and in good working condition.	
9		Assistance with luggage is provided automatically.	
10		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales are provided so that guest's luggage can be weighed.	
11		Reception service is available for 18 hours.	
12		E-version or daily newspapers are provided, both local and international.	
13		Free Wi-Fi is available at the reception.	
14	Guest bedrooms	Minimum size of 18 square metres (excluding the bathrooms, balconies or terraces).	
15		Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	

16	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	
17	Free Wi-Fi is available at the guestrooms.	
18	A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all bedrooms.	
19	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
20	Air conditioning is available and is in good working condition and clean.	
21	Hair dryer is in good working condition and is provided in all bedrooms.	
22	Safe large enough for 13" laptop, securely bolted and with operating instructions.	
23	Spare and convenient power points are provided in each room.	
24	Spare and convenient international power points are provided at desk level or dressing table.	
25	Specialised hangers are available.	
26	Good quality and full length curtains or blinds are available. Effective in keeping out light and providing privacy. Curtain accessories are in good working condition.	
27	A full length mirror is available in the room or bathroom, it may also be with the wardrobe and the same is in good condition.	
28	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	
29	Insect repellent is available.	
30	Note pad and pen are available along with the telephone and are in good condition and clean.	
31	Bedroom slippers of appropriate quality are provided in each room (for 2 persons).	
32	Iron and ironing board is provided in each room and placed in the wardrobe.	

33		Double bed of minimum size of 1.8metres x 2metres. Single bed of minimum size of 0.9metres x 2metres. Very good quality mattresses height of at least 18 centimetres and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	
34		Partial turndown service provided for all rooms. Room tidied and trays are taken away. Lights on and curtains drawn in the evening and bed turned down.	
35	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
36		Excellent quality lighting effective for all purposes i.e., shaving, makeup and contact lenses particularly at washbasin and shaving point.	
37		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g. shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes).	
38	Public areas	Free Wi-Fi available in public areas.	
39	Restaurant and Bar	Menu in a folder, well presented and easy to read.	
40		Very good variety on the menu with a la carte, table d'hote and special dietary menus are on offer.	
41		Child menu.	
42		Wine list is in folder, well presented and easy to read.	
44		Selection of wines from a minimum of four wine regions.	
44		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	

45		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks is available.	
46	General services	18 hours room service is available. A very good range of courses are available plus wine or drinks list is available with a very good selection of items on offer.	
47		Full laundry service are available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
48	Business Practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
49		Analysis of online guest reviews to improve the property's performance.	
50		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
	TOTAL REQUIRED	50	
	TOTAL ACHIEVED	0	
	PERCENTAGE ACHIEVED	0	

REQUIRED CRITERIA FOR 5 STAR HOTELS

	Area	Criteria	Achieved

1	Location, access and interior	Gate is available in good working condition, well painted and clean or the hotel has secure controlled access to the property.	
2		Excellent visual appeal, elegant design and appearance and in sympathy with the immediate natural environment. Excellent quality materials are used and excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural features, may depict elements of local architecture.	

3		Evidence of regular servicing, well-tended and attractive garden with very good variety of plants which are professionally planned favouring the native endemic species. Even, smooth and well-kept pathways.	
4	Reception and affiliated services	Guests are welcomed with the welcoming drink and refreshing towel.	
5		Guests are escorted to the rooms and shown the various amenities and how to operate them.	
6		All essential information is given to guest regarding the layout of property, available facilities and meal times.	
7		Porter service is available 24 hours. Service is delivered in a friendly and efficient manner.	
8		A wide range of payment options are available (such as Visa, American Express, and MasterCard). Point of Sale (POS) machine is available and is in good working order.	
9		Assistance with luggage is automatically provided.	
10		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales provided so guests luggage can be weighed.	
11		Reception service is available at all the 24 hours.	
12		E-version or daily newspapers are provided, both local and international.	
13		Free Wi-Fi is available at the reception.	
14	Guest bedrooms	Minimum size of area of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	
15		Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	
16		International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	
17		Free Wi-Fi is available at the guestrooms.	

18		A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all the bedrooms.	
19		Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
20		Air conditioning is available, in good working condition and clean.	
21		Hair dryer is in good working condition and is provided in all the bedrooms.	
22		Safe large enough for 13" laptop, securely bolted and with operating instructions.	
23		Spare and convenient power points provided in each room.	
24		Spare and convenient international power points provided at desk level or dressing table.	
25		Specialised hangers are available.	
26		Very good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	
27		A full length mirror is available in the room or bathroom, it may also be with the wardrobe. Same is in good condition.	
28		A mirror is provided over the writing desk or vanity area at a suitable height to allow the guests to sit whilst using it.	
29		Insect repellent is available.	
30		Personalised notebook and pen (branded with the hotel logo) are available.	
31		Personalised greeting for each guest or a present in the room.	
32		Bedroom slippers of appropriate quality are provided in two different sizes.	
33		Iron and ironing board is provided in each room and placed in the wardrobe.	

34		Double bed of minimum sizes of 1.8 metres x 2metres. Single bed of minimum sizes of 0.9 metres x 2metres. Very good quality mattresses height of at least 18 cm and bed bases are available in good condition. Matching quality ensemble. Decorative headboards offering an element of comfort.	
35		Full turn-down service are provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, and trays are taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	
36	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
37		Excellent quality lighting effective for all purposes i.e., shaving, makeup and contact lenses particularly at washbasin and shaving point.	
38		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes)	
39	Public areas	Free Wi-Fi available in public areas.	
40	Restaurant and Bar	Menu beautifully bound and professionally presented.	
41		Excellent varieties on the menu with a la carte, table d'hôte and special dietary menus on offer.	
42		Child menu.	
43		Wine list is beautifully bound and professionally printed.	
44		Extensive wine selection. Recommended wines accompany different dishes.	
45		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	

46		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks.	
47	General Services	24 hour room service available. An excellent range of courses available plus wine/drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	
48		Full laundry service is available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
49	Business Practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
50		Analysis of online guest reviews to improve the property's performance.	
51		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
	TOTAL REQUIRED	51	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

APPENDIX-4

CLASSIFICATION ASSESSMENT CRITERIA FOR ISLAND RESORTS (ABOVE 25 ROOMS)			
NAME OF THE HOTEL		DATE (day/month/year)	
ADDRESS		START TIME	
ISLAND		END TIME	
NAME OF THE ASSESSOR OR ASSESSORS			
SIGNATURE OF THE ASSESSOR OR ASSESSORS			

	CATEGORY ENTRY REQUIREMENTS	YES	NO	REMARKS
1	To be eligible for grading, premises shall first satisfy all the statutory regulations, requirements for health, safety and security, fire, environmental services, waste management and have certified documentary evidence for compliance of all the above.			
2	The premises shall have Public Liability Insurance coverage and other statutory insurance policies.			
3	Servicing of rooms shall be 7 days in a week (this includes removal of rubbish and cleaning).			
4	All bedrooms shall have a telephone system or other form of communication with at least internal communication facility to enable the guests to communicate with reception in the event of an emergency i.e., for summoning medical assistance etc.			

5	Bathroom facilities shall be en-suite.			
6	Formal reception area or desk shall be available in all hotels unless personalised butler service is available and check-in and check-out is carried out in the rooms.			
7	On-site representative shall be contactable 24 hours a day and 7 days a week.			
8	Security shall be available 24 hours a day.			

SPECIFIC REQUIREMENTS:

The following Form shall be used for the assessment of Hotels which includes basic criteria as well as category specific criteria.

Letter "M" denotes that a particular requirement is mandatory for all premises regardless of potential star rating.

Letter "R" denotes that a particular item is a required criterion for that particular star rating. "P" stands for physical criteria; "S" stands for service criteria and represents sustainability criteria.

New structural requirements shall apply only to the Hotels built after 1st January, 2017.

Where a section or a criterion does not apply to the hotel (as identified in the relevant sections), the respective points allocated to it shall be deducted from the total applicable points.

EXPLANATORY NOTE: Classification shall be determined by a combination of total points achieved plus a minimum of 85 percent of the specified required criteria (R) for a particular classification level (wherever applicable).

1. ACCESS AND EXTERIOR										
1.1. Pick-up point on Mahe:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.1.1	P	A pick-up point shall be available for island resorts. This may be facility provided by other service providers.	M							
1.1.2	P	Where a pick-up point is provided by the resort, the same shall be well maintained, clean and appropriately furnished.	M							

1.2. Arrival or departure point from Island:										
1.2.1.	P	Where the arrival or departure point is provided by the resort, the same shall be well maintained, clean and appropriately furnished.	M							
1.3. Access:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.3.1	P	Availability of appropriate signage to direct the guests to the main entrance. Depending on the property and layout of the buildings, the same shall be applicable.	M							
1.3.2	P	Availability of the signboard with full name of the hotel and displayed in a prominent place and is in good condition. Where the hotel is the only resort on the island, this criterion is not applicable as a mandatory criterion.	M							
1.3.3	P	Access to the main building shall be in the form of separate access for guests and for the staff and deliveries. Depending on the topography of the island, if this is not possible, the hotel may be exempted from this criterion.	M							
1.3.4	P	Availability of adequate lighting throughout the property and in good working condition.	M							

1.3.5	P	Availability of adequate, appropriate and clearly illuminated signage to guide the guests to their rooms and various hotel facilities. Signage shall be legible, visible and in good condition.	M							
1.3.6	S	Resort provides buggies for guest transfers.	5							
1.3.7	S	Resort makes buggies or bicycles available to guests.	10							
1.3.8	S	Where buggies and bicycles are provided by resort, they shall be well maintained, clean and regularly serviced.	10							
		Max Points	25							
1.4. Building Exterior:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.4.1	P	All buildings, their fixtures, fittings and exterior shall be maintained in good and clean condition.	M							
1.4.2	P	Assembly point in the event of an emergency shall be clearly marked.	M							
1.4.3	P	Excellent visual appeal, elegant design and appearance, in sympathy with the immediate natural environment. Excellent quality materials used, excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural	25							R

		features and may depict elements of local architecture.								
1.4.4	P	Very good visual appeal with interesting design and appearance in harmony with the immediate natural environment. Very good quality materials used. Very good lighting and visible clear signage is available. Attractive architectural features, elements of local architecture may be present.	20						R	
1.4.5	P	Good visual appeal, building with good quality materials. Some additional external features to enhance appearance. natural weathering could be acceptable. Good lighting and signage throughout the property.	15					R		
1.4.6	P	Plain architectural features with little visual appeal. Paintwork well applied and clean. natural weathering evident. Acceptable quality of lighting and signage throughout the property.	10			R	R			
1.4.7	P	Poor architectural features, with no visual appeal. External features such as windows, drains, etc. are functional. No obvious structural	5							

		defects or damage. Paintwork is well applied and clean. Functional lighting and signage throughout the property.								
1.4.8	P	Neglected, shabby appearance, peeling paintwork.	0							
		Max Points	25							
1.5. Grounds and Gardens:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.5.1	P	Gardens and grounds shall be neat and appropriately maintained.	M							
1.5.2	P	Evidence of regular servicing throughout the year. Usage of native species for landscaping and restoration. Measures taken to avoid the introduction of invasive alien species. Even and smooth pathways good condition.	15							
1.5.3	P	Pleasant and tidy garden and grounds appearance. Good variety of plants used and efforts have been made to integrate endemic species. Pathways are even, smooth and clean.	10						R	R
1.5.4	P	Basic design of garden and landscaping. Gardens and enclosed area around the establishment is kept in tidy and clean condition.	5			R	R	R		

1.5.5	P	Neglected and overgrown appearance. Badly surfaced pathways with potholes or puddles. Rubbish and clutter visible. Disorderly appearance.	0							
		Max Points	15							
1.6. Parking:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.6.1	P	Buggy or bicycle parking space shall be in a secured environment close to the accommodation.	M							
1.6.2	P	Buggy or bicycle parking space shall be well maintained with no potholes.	M							
1.6.3	P	Adequate lighting shall be provided in the parking space and shall be in good working condition.	M							
2. RECEPTION AND AFFILIATED SERVICES										
2.1. Reception or lobby:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.1.1	P	Availability of an appropriate area suitably designed for welcoming or receiving the guests. This may include a reception desk or counter with back up office facilities. A physical traditional reception area may not be required, if a dedicated butler service is available and check-in	M							

		<p>and check-out is carried out in the rooms.</p> <p>This criteria shall however apply to the welcoming area (if, available) where there is no traditional reception.</p> <p><i>(Where a resort does not provide a reception desk and ancillary facilities because those services are offered through dedicated butlers, points related to the physical facilities shall be deducted from the total applicable points. However relevant services offered by the butler service shall be scored).</i></p>								
2.1.2	P	Availability of the sign indicating the reception, which shall be clean and legible.	M							
2.1.3	P	Availability of a central safe deposit at the reception or alternatively availability of the same in each guestroom.	M							
2.2. Reception or lobby or welcoming area furnishings and décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.2.1	P	Adequate seating capacity shall be available relative to the size of the property, volume of the business and the style of operation of the business.	M							

2.2.2	P	Elements of local arts and culture shall be present in the décor.	M							
2.2.3	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
2.2.4	P	Local art and crafts are present in the décor.	5							
2.2.5	P	Reception area is decorated with potted plants or dried flower arrangements.	5							
2.2.6	P	<p>Décor (including walls, floor and ceiling) is of an excellent standard that compliments the general theme of the hotel and shows attention. Availability of furniture of outstanding quality and comfort, set in an environment of coordinated design with attractive decorative pieces. Seating options are available for different size groups. Where background music is provided, the same shall be at acceptable volume. Sufficient space for guests to have privacy and personal space.</p> <p><i>(Where there is no formal reception area, this criterion shall apply to the welcoming area).</i></p>	20							

2.2.7	P	Decor (including walls, floor and ceiling) is of very good standard that compliments the general theme of the hotel. Availability of furniture of very good quality and comfort and set in an environment of coordinated design with attractive decorative pieces. Seating options available according to the size of the hotel. Where background music is available, the same shall be at a suitable volume. Availability of some space for guests to have privacy and personal space.	15							
2.2.8	P	Décor (including walls, floor and ceiling) is of good standard that compliments the theme of the hotel. Furniture of good quality that may be more functional in design and comfort. A little wear and tear may be evident. Seating options may not be available, however, adequate seating capacity in the reception according to the size of the hotel.	10							
2.2.9	P	Availability of adequate seating. Basic style of décor but satisfactory overall. Some maintenance issues to be addressed.	5							

2.2.10	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests' privacy. Little space for the volume of traffic and the needs of guests.	0							
		Max Points	35							
2.3. Presentation and grooming of reception staff or concierge or porter: <i>(Where there are no reception staff but only dedicated butlers are available, the following criteria shall apply to them)</i>										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.3.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags in excellent condition. Shoes or footwear are in immaculate condition. Jewellery kept to a minimum and discreet.	20							
2.3.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or footwear are in very good condition and very clean. Jewellery kept to a minimum and discreet.	15							
2.3.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good	10							

		condition and of an appropriate style.									
2.3.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform is in satisfactory state of condition.	5								
2.3.5	P	Uniform not consistent or badly fitted. Difficult to clearly identify staff. Untidy and haphazard appearance.	0								
		Max Points	20								
2.4. Service quality provided by the reception staff: (Where reception services are provided by dedicated butlers, the following criteria shall apply to them)											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
2.4.1	S	Reception staff are fluent in English, French or languages of the hotel's main clientele.	M								
2.4.2	S	Reception staff are fluent in additional languages.	10								
2.4.3	S	Staff are polite, very responsive, attentive, efficient and prompt.	15								
2.4.4	S	Staff are polite, attentive and prompt.	10								
2.4.5	S	Staff are polite and portray an acceptable attitude when carrying out required duties. Willing to help, when asked.	5								
2.4.6	S	Staff appear somewhat distant and disinterested. No real interest shown in the guests needs.	0								
		Max Points	25								
2.5. Reservations and pre-arrival information:											

			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.5.1	S	Guests and prospective guests shall be given an accurate description of the amenities, facilities and services provided.	M							
2.5.2	S	Where available, the website of the hotel shall be realistic, comprehensive, with up to date and accurate information.	M							
2.5.3	S	Policies of the hotel shall be described upon booking i.e., payment methods, applicable deposits and cancellation policy. Information on access restrictions, child-friendly services shall also be provided, if available. <i>(Where bookings are done through online booking platforms etc., the hotel confirmation slip to the client should contain all the above details).</i>	M							
2.5.4	S	Reservations are dealt with promptly and necessary guest information is taken and confirmation is provided at the minimum period.	M							
2.5.5	S	Online bookings are replied promptly, in less than 8 hours.	20							
2.5.6	S	Online bookings are replied promptly, within 12 hours.	15							

2.5.7	S	Online bookings are replied promptly, within 24 hours.	10							
2.5.8	S	Online bookings are replied promptly, within 36 hours.	5							
		Max Points	20							
2.6. Guest check-in:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.6.1	S	Retrieval of reservation is done in smooth manner and without any delay.	M							
2.6.2	S	Guests are welcomed with welcoming drink and refreshing towel.	10						R	R
2.6.3	S	Guests are escorted to their room and shown the various amenities and how to operate them.	10						R	R
2.6.4	S	Guests are directed to their rooms and given a brief explanation of the location of hotel facilities.	5			R	R	R		
2.6.5	S	All essential information is given to the guests on layout of property, available facilities and meal times.	10					R	R	R
2.6.6	S	Availability of pre-registration and providing complete information prior to check-in. Registration forms presented for signature are printed on good quality paper with the hotel letterhead.	20							
2.6.7	S	Full registration process in place with all the information taken from the guests and the registration form is	10							

		printed on a standard photocopying paper.								
2.6.8	S	Appropriate registration process is in place and relevant information is taken from the guests. Registration form printed on a standard photocopying paper.	5							
2.6.9	S	Electronic keys are presented in key card holders with essential hotel information printed on them, where applicable. Spare keys are available on request.	10							
2.6.10	S	Traditional style keys with room number or name to clearly identify his room (basic hotel information shall be printed out and handed over to the guest with key)	5							
2.6.11	S	Porterage provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Availability of porter service at all 24 hours. Service is delivered in a friendly and efficient manner.	20						R	R
2.6.12	S	Porterage provided with a trolley or buggy of an appropriate quality and size for safe transportation. Porter service is available at 18 hours. Service is delivered in an efficient manner.	15							

2.6.13	S	Porter service is available for 10 hours.	10							
2.6.14	S	Porter service is available on request.	5					R		
2.6.15	S	No offer of help with luggage.	0							
		Max Points	80							
2.7. Check-out services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.7.1	S	Bill presented is accurate and legible with all charges clearly itemized and up to date. Receipt provided on departure together with a copy of the bill.	M							
2.7.2	S	Availability of wide range of payment options (such as Visa, American Express, and MasterCard etc.). Point of Sale (POS) machine is available and in good working condition.	10							
2.7.3	S	Acceptance of at least two major credit cards.	5							
2.7.4	S	Availability of in room check-out facility and express check-out service, with no waiting time <i>(This shall be supported by evidence for this criterion.</i>	10							
2.7.5	S	Assistance with luggage is provided automatically.	10						R	R
2.7.6	S	Assistance with luggage is offered on request.	5							
2.7.7	S	Guest satisfaction checked and guests are encouraged to return again <i>(Copy of relevant questionnaire or link for</i>	10							

		<i>online questionnaires shall be made available.</i>								
2.7.8	P	Luggage room is provided for the storage of umbrellas and other items of luggage.	M							
2.7.9	P	Dedicated luggage room is available, secured with restricted access and fitted out appropriately with shelving of different heights to accommodate the luggage of various sizes. Weighing scales are provided, so that guest's luggage can be weighed.	10						R	R
2.7.10	P	Dedicated luggage room is available and secured with restricted access.	5							
		Max Points	50							
2.8. Availability of reception and associated services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.8.1	S	Reception is serviced for a minimum of 10 hours. A means of summoning assistance shall be available at unattended times.	M							
2.8.2	S	Reception services are available for 24 hours.	15							R
2.8.3	S	Reception services are available for 18 hours.	10						R	
2.8.4	S	Reception services are available for 14 hours.	5					R		
2.8.5	S	Concierge services are available at 24 hours. Availability of the list of services provided by the concierge.	15							

		(Concierge services are over and above the general services provided by reception staff.)								
2.8.6	S	Concierge services are available for 16 hours. Availability of the list of concierge services provided.	10						R	R
2.8.7	S	Concierge services are available for 12 hours. Availability of the list of concierge services provided.	5							
2.8.8	S	Providing e-version or daily newspapers, both local and international.	10						R	R
2.8.9	S	Availability of limited local newspapers. This may be in e-version.	5					R		
2.8.10	S	Appropriate and relevant guest information shall be made available at reception and shall include in-house services; tourism service providers; emergency and fire exits; and literature covering all hotel or resort facilities. All information shall be in English, French or other languages of the hotel's main clientele.	M							
2.8.11	S	Free Wi-Fi is available at the reception.	10						R	R
2.8.12	S	Wi-Fi is available. If chargeable, applicable rates are displayed.	5			R	R	R		
		Max Points	50							

3. GUEST BEDROOMS**3.1. Bedroom doors:**

			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.1.1	P	Room number or name is written on the door which shall be legible and visible.	M							
3.1.2	P	Room keys or cards are properly identifiable with appropriate room number or name.	M							
3.1.3	P	Entrance doors is solid and in good condition and clean. Secure locking system is available to ensure the guest privacy inside the room. Chipboard or plywood doors are not acceptable.	M							
3.1.4	P	Double locking system is available and this can also be in the form of safety chain or safety bar.	5							
3.1.5	P	Spy hole is available and doors with glass panels are also acceptable.	5							
3.1.6	P	Fire Emergency evacuation plan combined with evacuation instructions in English or French is framed and hung on the door or adjacent to the bedroom door.	M							
3.1.7	P	Fire Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the hotel's main clientele, is framed and hung on the	5							

		door or adjacent to the bedroom door.								
3.1.8	P	Do Not Disturb or Please Make Up Room card is provided and in good condition and clean	M							
3.1.9	P	Where there are interconnecting rooms, double doors suitably sound proof shall be provided.	M							
		Max Points	15							
3.2. Bedroom Décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.2.1	P	Elements of local arts and culture shall be present in the décor.	M							
3.2.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor	10							
3.2.3	P	Local arts and crafts are present in the décor.	5							
3.2.4	P	Excellent quality wall coverings and paint work in form, colours and material in the wall decor. Attention to detail, professionally co-ordinated patterns, colours and textures. High quality paintings, objects of d'art and decorative pieces are available.	25							
3.2.5	P	Very good quality wall coverings and paintwork in form colours and materials in the wall decor. Very good co-ordination of patterns, colours and texture. Very good quality paintings,	20							

		objects of d'arts and decorative pieces are available.								
3.2.6	P	Good wall coverings and paintwork. Good coordination of colour patterns and textures. Additional decorative pieces or paintings are available.	15							
3.2.7	P	Acceptable quality wall coverings or paintwork. Reasonable attempt to co-ordinate patterns and colours. Décor may be some years old but not damaged, scratched, torn or stained.	10							
3.2.8	P	Basic application of harmonised paint or wall covering. Plain and simple style. May be a little tired or dated looking.	5							
3.2.9	P	Low-grade materials poorly executed. Mismatched styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures, wall hangings or works of art (if any). Unsightly pipe work. Exposed wiring. Signs of dampness.	0							
		Max Points	35							
3.3. Bedroom furniture:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.3.1	P	Bedroom furniture shall include one double bed or two single beds, two chairs, one coffee table, wardrobe, dressing or	M							

		writing table with stool, mirror and two bedside tables or lockers. Beside light shall be available per person for reading purpose.									
3.3.2	P	All furniture are of excellent quality, well-constructed with professional finishes. May be with details such are carvings. Very comfortable seating with plush upholstery. All in excellent condition.	25								
3.3.3	P	Furniture are of very good quality, well-constructed with professional finishes and details. Comfortable seating with good quality upholstery and in very good condition.	20								
3.3.4	P	Furniture are of good quality materials and of sound construction. Comfortable seating, upholstery in good condition.	15								
3.3.5	P	Furniture of acceptable quality materials and of sound construction. May show some signs of use. There should be no damage, stains or fraying of upholstery.	10								
3.3.6	P	Basic quality furniture may be well-used but functional.	5								
3.3.7	P	Uncoordinated style. Stained or worn upholstery. Furniture of a low quality material, poor construction,	0								

		damaged, marked or scratched.									
3.3.8	P	Bedroom has more than 2 pieces of locally made furniture.	10								
3.3.9	P	Bedroom has 2 pieces of locally made furniture.	5								
3.3.10	P	Luggage rack shall be provided and should be able to hold a standard sized suitcase. Where a rack is not provided, adequate luggage storage shall be made available in the wardrobe.	M								
3.3.11	P	Bedside table or locker is above 38 centimetres in width	5								
3.3.12	P	Additional chairs are provided and are in good condition.	5								
3.3.13	P	A table and chair of a suitable height and size are provided with sufficient space provided for two people to be able to eat comfortably.	5								
		Max Points	50								
3.4. Bedrooms size:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
3.4.1	P	All bedrooms shall be double or twin bed rooms.	M								
3.4.2	P	Minimum bedroom size is 15 square meters. (Excluding bathrooms, balconies or terraces). <i>Hotels built before these standards came into effect shall be exempted from this criterion.</i>	M								

3.4.3	P	Room size is above 24 square metres (excluding bathrooms, balconies or terraces) and luxurious space designed for relaxation.	20							
3.4.4	P	Room size is a minimum of 24square metres (excluding bathrooms, balconies or terraces). Generous space to allow comfortable movement in the room.	15							
3.4.5	P	Room size is a minimum of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	10							R
3.4.6	P	Room size is a minimum of 18 square metres (excluding bathrooms, balconies and terraces).	5						R	
3.4.7	P	Bedrooms have private balcony or veranda with excellent quality furniture. May include two chairs and a table for dinning. Same is not overlooked.	15							
3.4.8	P	Bedrooms have semi - private balcony or veranda with good quality furniture. May include two chairs and a table of good quality for dinning.	10							
3.4.9	P	Bedrooms have balcony or veranda furnished with two chairs and a table for dining. Furniture is of acceptable	5							

		quality, more basic in style.								
		Max Points	35							
3.5. Electronic appliances:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.5.1	P	Flat screen or High Definition multi-channel television is provided in all the rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made where Television is provided in the sitting area.	15						R	R
3.5.2	P	Flat screen or High Definition multi-channel television is provided in most rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made where Television is provided in the sitting area.	10							
3.5.3	P	Television is provided and is easily visible from the bed. Exceptions can be made where Television is provided in the sitting area.	5							
3.5.4	P	Remote control is provided and in good working condition.	5							
3.5.5	P	A working telephone shall be available in each guest bedroom capable of internal communication.	M							

3.5.6	P	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number and the room extension number are displayed.	15							R	R
3.5.7	S	24x7 operator assisted calls from the room.	10						R		
3.5.8	S	Operator assisted calls from the room for 14 hours.	5			R	R				
3.5.9	S	Free Wi-Fi is available at guestrooms.	10							R	R
3.5.10	S	Internet access or Wi-Fi provided at a charge with applicable rates displayed.	5						R		
3.5.11	P	A clock and alarm system is available. This may be provided on the telephone. It shall be in working condition and provided in all the bedrooms.	5							R	R
3.5.12	P	A mini fridge shall be available.	M								
3.5.13	S	Mini bar is available and well stocked with a wide selection of alcoholic and non-alcoholic beverages and light snacks. Water and soft drinks are provided free of charge and replenished daily. Applicable rates list is made available. Wine or	20								

		bottle opener is available and is in good condition.								
3.5.14	S	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is made available. Bottle opener is provided and is in good condition.	15						R	R
3.5.15	S	Mini fridge or mini bar is stocked with small selection of alcoholic and non-alcoholic beverages and light snacks. Applicable rates list is available. Bottle opener is provided and is in good condition.	10							
3.5.16	S	Mini fridge can be stocked on request.	5							
3.5.17	S	Mini bar is stocked with locally produced snacks and beverages.	10							
3.5.18	S	Rooms are prepared in advance of the guests' arrival and possibly including setting an appropriate ambient temperature for the time of year and rooms are well aired.	M							
3.5.19	P	Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	5			R	R			
3.5.20	P	Air conditioning is available in good working condition and clean.	5					R	R	R

3.5.21	P	Air conditioning can be individually controlled and is set to allow a minimum temperature of 23 degrees Celsius. (i.e., cannot be lowered to less than 23 degrees)	10							
3.5.22	P	Hair dryer is in good working condition, provided in all the bedrooms.	10					R	R	R
3.5.23	P	Hair dryer is in working condition, which shall be provided on request.	5			R	R			
3.5.24	P	Safe provided in the room shall be large enough to keep 13” laptop, securely bolted and with operating instructions.	10						R	R
3.5.25	P	Small safe securely bolted down for security purposes with operating instructions.	5							
3.5.26	P	Voltage indicated on the power sockets.	5							
3.5.27	P	Spare and convenient power points are provided in each room.	5						R	R
3.5.28	P	Spare and convenient international power points are provided at desk level or dressing table.	5					R	R	R
3.5.29	S	Plug adaptor is available on request, with applicable rates displayed (if applicable).	5							
		Max Points	140							

3.6. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.6.1	P	Sufficient lighting is provided in all bedrooms to enable the guests to make full use of in-room facilities during the day and night time.	M							
3.6.2	P	Main light switch shall be located near the entrance.	M							
3.6.3	P	Bed side lamps shall be in good working order, where a shade or cover is provided same should be in good condition and clean.	M							
3.6.4	P	Emergency lights (may be flashlights or free standing emergency lights) shall be available in the room in case of power failure. Candles are not recommended for safety purposes, as per the fire safety norms.	M							
3.6.5	P	Excellent quality, well-appointed and perfectly fitted lights providing excellent illumination and coverage across all the areas. Additional specialised lighting (mood, picture, desk light) may also be provided.	25							
3.6.6	P	Very good quality, well-appointed and perfectly fitted lights providing very good illumination across the room.	20							

3.6.7	P	Good quality and well fitted lights.	15							
3.6.8	P	Acceptable quality lighting fixtures.	10							
3.6.9	P	Basic quality lighting fixtures.	5							
3.6.10	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0							
3.6.12	P	Effective lighting available at all mirrors.	5							
		Max Points	30							
3.7. Room types:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.7.1	P	The hotel has over 5 full suites. <i>[Full suites consists of separate bedrooms (which are closed off) and separate living area. A kitchenette may also be available].</i> <i>[Stand-alone villa type rooms which come with separate living areas will qualify as full suites].</i>	20							
3.7.2	P	Two full suites and a selection of half or junior suites are available. <i>[Half or Junior suites consists of bedroom with expanded living area].</i> <i>[Stand-alone villa type rooms which come with expanded living area will qualify as half suites].</i>	15							
3.7.3	P	One full suite and some half or junior suites.	10							

3.7.4	P	Only half or junior suites are available.	5							
		Max Points	20							
3.8. Wardrobe, hanging space, clothes hangers:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.8.1	P	Wardrobe or purpose built hanging space with a width of 1.2 metres, shelf and hanging space shall be provided in all bedrooms and shall be in good condition and clean.	M							
3.8.2	P	Walk in wardrobe is available with internal lighting, shoe rack, vanity area with chair or stool, mirror and drawers.	20							
3.8.3	P	Built in or purpose built wardrobe is more than 1.2 metres wide with full length hanging space, additional features such as drawers and shoe rack.	15							
3.8.4	P	A minimum of 6 identical hangers shall be provided (3 per person). Wire hangers are not acceptable.	M							
3.8.5	P	Specialised hangers i.e., peg attached for trousers, satin clothes and shirts.	10						R	R
3.8.6	P	Good quality wooden or plastic hangers.	5							
		Max Points	30							

3.9. Curtains and window covering:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.9.1	P	Very good quality full length curtains in excellent condition, well-lined to provide total block out and privacy. Curtain accessories (poles, tracks, tiebacks, holdbacks, rings, pelmets etc.) are in very good condition. Windows may also be dressed with blinds or shutters of the best quality and in good working order.	20							
3.9.2	P	Good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	10						R	R
3.9.3	P	Acceptable quality of blinds or curtains and in good condition.	5					R		
3.9.4	P	Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	0							
		Max Points	20							
3.10. Flooring, ceiling, skirting and cornices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.10.1	P	Excellent quality flooring and ceiling using excellent materials either natural or manmade. Skirting and cornices are of excellent quality. All are in	25							

		excellent state of maintenance.								
3.10.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in good state of maintenance.	20							
3.10.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices are of good quality. May show some signs of wear and tear.	15							
3.10.4	P	Acceptable quality materials used. Plain and simple design.	10							
3.10.5	P	Basic quality material, somewhat tired or dated in appearance.	5							
3.10.6	P	Wooden floors that have aged and now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							
3.11. Bedroom amenities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.11.1	S	A full length mirror is available in the room or bathroom, it may also be	5						R	R

		with the wardrobe. Same is in good condition.								
3.11.2	S	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	5						R	R
3.11.3	S	Bedside rugs or mats provided in the room are clean, coordinate with the décor and in good condition.	M							
3.11.4	S	Waste bin with liners shall be available, clean and in good condition...	M							
3.11.5	S	Mosquito nets are available, cover the entire bed and long enough to reach the floor and should be in good condition and clean.	5							
3.11.6	S	Insect repellent is available.	5			R	R	R	R	R
3.11.7	S	Drinking glasses with coasters and lids shall be provided or be individually wrapped.	M							
3.11.8	S	Personalised notebook and pen (branded with the hotel logo) are available.	10							R
3.11.9	S	Note Pad and pen are available along with the telephone and shall be in good condition and clean.	5					R	R	
3.11.10	S	Laundry bag is provided with list of applicable rates and in good condition and clean	5							

3.11.11. Guests are offered a friendly gesture of welcome. This can be in the form of:										
3.11.11.1	S	Fruit basket is placed in all the rooms at time of check-in.	10							
3.11.11.2	S	Fruit basket is placed in the VIP rooms and honeymoon rooms only at time of check-in.	5							
3.11.11.3	S	Personalised greeting for each guest or a present in the room.	5							R
3.11.11.4	S	Invitation to guests for a daily or weekly "Manager's hour".	5							
3.11.11.5	S	Bed is decorated at check-in (e.g., flowers or towel decorations)	5							
3.11.11.6	S	Tea or Coffee making facilities (kettles, cups, saucers) are available and are in good condition and clean.	M							
3.11.11.7	S	Wide selection of tea, coffee, sugar and milk is made available. (4 types of tea; 2 types of coffee; sweetener; in addition to brown and white sugar).	10							
3.11.11.8	S	Selection of tea, coffee, sugar and milk is available.	5							
3.11.11.9	S	Umbrellas are available in the room.	10							
3.11.11.10	S	Umbrella can be provided on request.	5							
3.11.11.11	S	Bedroom slippers of appropriate quality are provided in two different sizes.	10							R
3.11.11.12	S	Bedroom slippers of appropriate quality provided in each room (for 2 persons)	5						R	

		List of excursions and details of whom to be contacted.									
		List of cultural, heritage sites and attractions.	5								
		Guest information is provided through IPTV system.	20								
		Guest information is presented in very good quality folder, branded with the hotel logo and the page inserts are professionally printed in a manner that will prevent wear and tear. <i>(Where the information is relayed through IPTV, these points will be deducted from total applicable points under this section).</i>	15								
		Guest information is presented in a good quality folder.	10								
		Guest information is presented in a simple folder.	5								
		Provision for guest's access to their accounts and messages through IPTV system.	10								
		Baby cot or crib is available upon request. <i>(Where it is the hotel policy not to take in children, these points shall be deducted from the total applicable points under this section).</i>	5								
		Max Points	140								

3.12. Bedding and linen:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.12.1	S	All beds shall be provided with clean mattress protectors and pillows with pillow protectors free from stains.	M							
3.12.2	S	Luxurious, quality linen (over 300 thread count) that provides a super soft feel and is coordinated with bedroom décor and other soft furnishings. Very good supply of pillows and cushions. Pillow menu is available with a variety of fillings e.g., feather, down, foam. Spare pillows shall be stored in protective covering for hygiene reasons.	20							
3.12.3	S	Very good quality linen (over 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	15							
3.12.4	S	Good quality linen (180 to 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	10							

3.12.5	S	Acceptable quality linen with no signs of wear and tear, fraying edges or holes.	5								
3.12.6	S	Poor quality sheets, damage or wear and tear.	0								
		Max Points	20								
3.13. Bed sizes:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
3.13.1	P	Double bed of minimum sizes of 2metres x 2metres. Single bed of minimum size of 1metre x 2metres. High quality mattress (height of at least 22centimetres) which offers enhanced comfort such as memory foam and is clean and well kept. Bed base is in excellent condition and if they are visible should blend in with the décor. Excellent quality decorative headboards and offering comfort.	25								
3.13.2	P	Double bed of minimum sizes of 1.8metres x 2metres. Single bed of minimum size of 0.9metre x 2metres. Very good quality mattresses (height of at least 18 centimetres) and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	20						R	R	
3.13.3	P	Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames	15				R	R	R		

		and modestly enhanced design and quality mattress (height of 13centimetres) and bed base. Good quality headboards are made available.								
3.13.4	P	Standard double bed or two full size single beds. Standard domestic quality bed frames. Bed frames and mattresses of older style are acceptable, but shall be of good quality. Headboards may be of a simple design or plain wood.	10							
3.13.5	P	Mattresses and bed frames are of acceptable quality. Mattresses should comfortably fit the particular type of bed. Headboards may be a simple design or plain wood.	5							
3.13.6	P	Creaking and sloping frames with sagging supports. Legs loose and uneven, casters missing, stains, marks and holes. Broken struts and unsecure headboards or sloping frames. Damage or wear and tear evident.	0							
		Max Points	25							
3.14. Butler service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.14.1	S	Dedicated butler service is available for all rooms. Hotel should provide a list of all the services	20							

		offered through the butler service.								
3.14.2	S	Dedicated butler service is available for some categories of rooms only. Hotel should provide a list of all the services offered through the butler service.	10							
3.14.3	S	Butler service is available on request. Hotel should provide a list of all the services offered.	5							
3.14.4	S	Rooms offering butler service have the butler stations.	10							
		Max Points	30							
3.15. Turndown service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.15.1	S	Full turn-down service is provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, any trays were taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	20							R
3.15.2	S	Partial turndown service provided for all rooms. Room tidied and the	10						R	

		trays were taken away. Lights on and curtains drawn in the evening. Bed turned down.									
3.15.3	S	Turndown service provided on request.	5								
		Max Points	20								
4. GUEST BATHROOM											
4.1. Bathroom set up:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
4.1.1	P	All bathrooms shall have en-suite facilities consisting of toilet, wash basin and shower facilities. Minimum floor area of the bathroom shall be 6 square metres.	M								
4.1.2	P	Bathrooms shall be well ventilated, either windows that open or have effective working extractors.	M								
4.1.3	P	Double vanity space is provided.	5								
4.1.4	P	Bathroom offers a separate bath as well as a separate shower.	10								
4.1.6	P	A bath cubicle with shower facilities is available.	5								
4.1.5	P	Toilet is separately enclosed.	5								
		Max Points	20								

4.2. Flooring, ceiling and walls:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.2.1	P	Excellent floor, ceiling and walls and covering in perfect condition and finish.	25							
4.2.2	P	Very good floor, ceiling and walls and covering in very good condition and finish.	20							
4.2.3	P	Good quality floor, ceiling and walls and covering in good condition and finish.	15							
4.2.4	P	Adequate bathroom floor, ceiling and walls and coverings that are not necessarily recent.	10							
4.2.5	P	Materials of basic quality used. Basic appearance is clean and neat.	5							
4.2.6	P	Very tired and dated style. Damp or condensation marks. Poor quality finish, unprofessionally applied. Sealant or grouting, mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured or damp.	0							
		Max Points	25							

4.3. Fixtures and fittings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.3.1	P	Extra-large and spacious shower. Extra-large or deep bath, and large washbasin. Excellent quality fixtures and fittings in perfect state, coordinated and of innovative design. Attention to aesthetics and perfect finishes.	25							
4.3.2	P	Large shower or sturdy bath. Attractive shower screen and good-sized washbasin. Very good quality, solid and well-made fixtures and fittings in very good order and matching with coordinated style. Very good quality finishes.	20							
4.3.3	P	Standard sized bath or shower. Sturdy bath or good quality shower with screen or curtain. Good quality fixtures and fittings throughout and in good condition. Matching with coordinated styles.	15							
4.3.4	P	Smaller sized bath or shower. Shower screen or satisfactory quality curtain. Satisfactory quality of bathroom fixtures and fittings.	10							
4.3.5	P	Fixtures and fittings in an acceptable condition. May show signs of wear and tear.	5							

4.3.6	P	Bath enamel chipped, stained or dull. Poor quality plastic bath that moves and creaks. Stained or mouldy grouting or sealant and thin, ineffective shower curtain. Cracked washbasin or toilet. Badly fitted plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail, evidence of cigarette burns, signs of damage or leaks.	0							
4.3.7	P	Spa bath or Jacuzzi provided.	10							
4.3.8	P	No unsightly plumbing fixtures.	5							
4.3.9	P	Adequate clothes hooks (minimum 2 numbers).	5							
4.3.10	P	Facilities within bathroom are conveniently positioned.	5							
4.3.11	P	Magnifying mirror	5							
4.3.12	P	Soap dishes	5							
4.3.13	P	Telephone	5							
4.3.14	P	Drip dry facilities (i.e., retractable washing line over bath).	5							
4.3.15	P	Weighing scale	5							
		Max Points	75							
4.4. Wash hand basin and toilet area:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.4.1	P	Adequate shelf space is available adjacent to the hand basin with sufficient space to store toiletries for two guests.	5							

4.4.2	P	Appropriate toilet brush provided with covered holder. <i>(Where it is the hotel policy not to provide toilet brushes, but rather servicing of rooms is offered to clients at their request, these points shall be deducted from the total applicable points).</i>	10								
4.4.3	P	Toilet brush provided with uncovered holder.	5								
4.4.4	P	Toilet paper holder or dispenser conveniently located.	5								
4.4.5	P	Sanitary bags provided.	5								
		Max Points	25								
4.5. Towelling:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
4.5.1	P	Full range of towel sizes; bath sheets, bath towels, hand towels, facecloth for each guest. Thick, heavy, fluffy quality with plenty of pile. Two bath mats provided for bath and shower area are of excellent quality.	20								
4.5.2	P	Wide range of very good quality towels including bath towel, hand towel and face cloth per guest. Bath mat provided is of very good quality.	15								
4.5.3	P	Bath and hand towels are of good quality provided per each guest.	10								
4.5.4	P	Towels are of acceptable quality provided per each guest.	5								

4.5.5	P	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.	0							
4.5.6	P	Bathrobes of appropriate quality are provided in two different sizes.	10						R	R
4.5.7	P	Bathrobes of appropriate quality provided in each room (for 2 persons)	5							
		Max Points	30							
4.6. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.6.1	P	Sufficient lighting shall be provided to enable the guests to make full use of bathroom facilities during the day and night time.	M							
4.6.2	P	Excellent quality lighting effective for all purposes i.e., shaving, make-up, and contact lenses particularly at washbasin and shaving point.	20							
4.6.3	P	Good standard of light fittings i.e., main light plus adequate shaving light.	15							
4.6.4	P	Well-positioned light with acceptable quality of light fittings.	10							
4.6.5	P	Basic quality lighting fixtures.	5							
4.6.6	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0							
		Max Points	20							

4.7. Accessories:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.7.1	S	A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include Molten Brown; Elemis; L'Occitane, Hermes etc.)	20						R	R
4.7.2	S	A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in the previous paragraph. Branded with hotel logo.	15					R		
4.7.3	S	A small range (minimum 4) from the excellent quality brands specified in paragraph 4.7.1 and all are in good condition and of good quality.	10							
4.7.4	S	One or two items from the excellent quality brands specified in paragraph 4.7.1 of acceptable quality.	5			R	R			
4.7.5	S	No attempt to provide any extra accessories. Well-used ageing bottles, sticky sachets or sticky containers.	0							
		Max Points	20							

5. PUBLIC AREAS;

The term "Public Areas" normally covers all areas of the hotel that guests or the public have access to. Here it covers areas such as corridors; stairs; public toilets and any other public area that does not come under a specific heading, e.g., Restaurant and Bars, Reception etc.

(These points shall be deducted from the total applicable points for resort type of hotels with stand-alone villas or bungalows where corridors, stairwell etc. are not available).

5.1. General:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.1.1	P	Corridors and stairs shall be in good condition and free from obstruction.	M							
5.1.2	P	Levels of lighting in all the public areas shall be adequate for safety and comfort.	M							

5.2. Guest Services:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.2.1	S	Free Wi-Fi in public areas.	20						R	R
5.2.2	S	Wi-Fi is made available and if the service is chargeable, applicable rates are displayed.	10							
		Max Points	20							

5.3. Décor and design:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.3.1	P	Elements of local arts and culture shall be present in the décor, such as prints or photographs shall depict local scenes, historical or heritage related images.	M							
5.3.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
5.3.3	P	Local arts and crafts are present in the décor.	5							

5.3.4	P	Excellent quality wall coverings, floor and ceiling and in immaculate condition. Beautiful design with architectural features present. Interesting artwork, particularly from local artists, objects d'art present. Flawless finishes.	25							
5.3.5	P	Very good quality wall covering, flooring and ceiling. Evidence of coordinated design with additional attractive design. Very good finish. Eye catching features of interest.	20							
5.3.6	P	Use of good quality materials. Coordinated design with additional attractive features and finishes.	15							
5.3.7	P	Acceptable style and quality décor and finishes. Use of wall hangings, pictures, etc. and satisfactory workmanship.	10							
5.3.8	P	Basic application of décor. Little design input or coordination.	5							
5.3.9	P	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring with general neglect.	0							
		Max Points	35							

5.5. Public toilet amenities and accessories:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.5.1	P	Toilet roll with holder shall be available.	M							
5.5.2	S	Extra toilet rolls are available.	5							
5.5.3	P	Toilet brush with holder and cover are available and clean.	5							
5.5.4	P	Suitable hand washing and hand drying facilities shall be available.	M							
5.5.5	P	Individual hand towels for hand drying are provided.	10							
5.5.6	P	Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.	M							
5.5.7	P	Mirror is available and in good condition and clean.	M							
5.5.8	P	Full length mirror is available.	5							
5.5.9	P	Hooks on the inside of each toilet cubicle door.	10							
5.5.10	P	Each cubicle door shall have a working lock for privacy.	M							
5.5.11	S	Availability of hand lotion.	10							
5.5.12	S	Availability of tissues.	5							
5.5.13	S	Piped music is available.	5							
5.5.14	S	Toilet is fragranced with automatic air fresheners or aromatic oil.	5							
		Max Points	60							

6. RESTAURANT AND BARS										
6.1. Restaurant facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.1.1	P	All hotels shall have at least one restaurant open on all 7 days a week.	M							
6.1.2	P	Resort has more than one restaurant.	10							
6.1.3	S	Resort offers a specialty or fine dining restaurant.	10							
6.1.4	S	A private dining area is available or the resort provides a special dining experience to its guests.	10							
		Max Points	30							
6.2. Decor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.2.1		Décor is complemented with local artwork.	15							
6.2.2	P	Décor is of an excellent standard and shows attention to detail. Professionally coordinated patterns, colours and textures. Eye catching and high value decorative pieces, materials and wall coverings. Advanced professional finish. <i>(Where a restaurant is mainly open plan with limited walls for wall hangings and display of painting or decorative pieces, points shall not be deducted for non-provision of these as long as the general décor and material used falls within one of the prescribed categories).</i>	25		*					

6.2.3	P	Very good quality décor and co-ordination of patterns, colours and texture. Very good quality decorative pieces, materials and wall coverings with professional finish.	20							
6.2.4	P	Good quality décor with patterns, colours and textures are well-coordinated. Additional attractive design features with decorative pieces, materials and wall coverings with professional workmanship throughout.	15							
6.2.5	P	Acceptable style and décor with reasonable attempt to co-ordinate patterns and colours. Use of wall hangings, pictures etc., with competent workmanship.	10							
6.2.6	P	Basic application of décor, little design input or co-ordination. Tired and somewhat dated in appearance.	5							
6.2.7	P	Very old, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	0							
		Max Points	40							

6.3. Furnishings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.3.1	P	Adequate seating capacity shall be available and relative to the maximum occupancy of the property.	M							
6.3.2	P	Service stations are appropriately located and well stocked with appropriate equipment and cutlery.	M							
6.3.3	P	Excellent quality dining tables and chairs. Chairs are very comfortable and tables are spacious. Superbly coordinated and high quality upholstery and workmanship in the furniture. Free and easy access between furniture. Child or booster seats are available. Various seating options are available.	20							
6.3.4	P	Comfortable dining chairs and spacious table and well-coordinated. Very good quality upholstery and workmanship in the furniture. Free and easy access between furniture. Child or booster seats are available. Seating options are available.	15							
6.3.5	P	Appropriate dining chairs of appropriate height for tables and tables are large enough for uncluttered use. Acceptable quality upholstery and	10							

		workmanship in the furniture. May be a mix of styles, but all in good order.								
6.3.6	P	Fully functional dining tables and chairs of lower quality.	5							
6.3.7	P	Inadequate table size. Cluttered and inconvenient for use. Cramped and uncomfortable layout.	0							
		Max Points	20							
6.4. Flooring, ceiling, skirting and cornice:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.4.1	P	Excellent quality flooring and ceiling by using excellent materials either natural or manmade. Skirting and cornices of excellent quality with additional architectural features. All in an excellent state of maintenance.	25							
6.4.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in very good state of maintenance.	20							
6.4.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices of good quality with additional architectural features. All are in good state of maintenance.	15							

6.4.4	P	Acceptable quality materials used. Skirting and cornices are of satisfactory quality. May show some signs of wear and tear.	10							
6.4.5	P	Basic quality material, plain and simple design.	5							
6.4.6	P	Wooden floors that have aged now in need of a new coat of varnish. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							
6.5. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.5.1	P	Exquisitely designed and appropriate lighting is provided with excellent quality illumination and coverage across all the areas. All lights and shades are of excellent quality and in very good working order.	25							
6.5.2	P	Overall high and attractive illumination providing very good illumination and coverage across all areas. All lights and shades are of very good quality and in working order.	20							
6.5.3	P	Well-designed lighting with good illumination for practical use. All lights and shades are of good quality and are in working order.	15							

6.5.4	P	Acceptable lighting with good fittings to allow appropriate illumination. Lights and shades are of acceptable quality and in working order.	10							
6.5.5	P	Basic lighting and fittings for appropriate illumination. All lights and shades are of basic quality and in working order.	5							
6.5.6	P	Poor quality fittings in poor condition, exposed, fraying wires, wobbly fittings, loose plugs. Dim gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Bare globes, cracked or damaged fittings or lights that are not working.	0							
		Max Points	25							
6.6. Table appointments:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.6.1	P	Excellent quality cutlery, crockery, linen and glassware (crystal) to compliment a range of uses. All cutlery, crockery, glassware and linen are highly co-ordinated and matching. Additional features such as vases, candlesticks or centre pieces are available.	20							

6.6.2	P	Very good quality cutlery, crockery, linen and glassware to compliment a range of uses. All cutlery, crockery, glassware and linen are well co-ordinated and matching. Additional features such as vases, candlesticks or centre pieces are available.	15							
6.6.3	P	Good quality cutlery, crockery, linen or thick multi-ply paper napkins and glassware for different uses. Cutlery, crockery, glassware and linen may be of different styles but are coordinated and in good condition. Additional features such as flowers, candles and centre piece are available.	10							
6.6.4	P	Acceptable quality cutlery, crockery, napkins and glassware are available for practical use. Cutlery, crockery, glassware and linen may be of different styles and well used, but in good condition.	5							
6.6.5	P	Damaged, cracked, scratched, tarnished and stained cutlery, crockery, napkins or linen or table cover and glassware, Sticky sauce bottles and unclean tables.	0							
6.6.6	P	The restaurant is stocked with a range of accessories such as ice buckets, sauce boats, jam	25							

		pots, cutlery, crockery and glassware or crystal to compliment a range of uses.								
		Max Points	45							
6.7. Lunch or dinner quality and presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.7.1	S	Excellent presentation with exquisite garnishes served on appropriate plates. Gastronomic combination of flavours using finest fresh ingredients, colours and textures, served at right temperature and on a hot or cold plate as appropriate. Carvery or buffet to be attended to and refreshed.	20							
6.7.2	S	Very good presentation with interesting garnishes served on appropriate plates. Obvious care in execution and attention to visual appeal with a combination of flavours, colours and textures using fresh ingredients and served at right temperature and on a hot or cold plate as appropriate. Where applicable carvery or buffet is attended to and refreshed.	15							

6.7.3	S	Good presentation with some garnishing. Fresh and balanced ingredients and flavours. Served on appropriate plates and at the right temperature. Where applicable carvery or buffet is attended to and refreshed.	10							
6.7.4	S	Basic preparation and presentation with little garnishing using acceptable ingredients. Served on appropriate plates at the right temperature.	5							
6.7.5	S	Badly presented meals, with no variety of colours, textures and garnishing. Luke warm food that has started to dry out or wrinkled skin on sauce.	0							
		Max Points	20							
6.8. Menu Presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.8.1	S	Menu beautifully bound and professionally presented.	15							R
6.8.2	S	Menu in the folder and well-presented and easy to read.	10						R	
6.8.3	S	Basic presentation of menu i.e., laminated and with no holder.	5					R		
6.8.4	S	Menu list is in poor condition and stained, with very limited choice.	0							
		Max Points	15							

6.9. Menu offer:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.9.1	S	Excellent variety on the menu with a la carte, table d'hôte and special dietary menus on offer.	20							R
6.9.2	S	Very good variety on the menu with a la carte, table d'hôte and special dietary menus on offer.	15						R	
6.9.3	S	Good variety on the menu with a la carte on offer.	10					R		
6.9.4	S	Menu offers minimal options.	5							
6.9.5	S	Child Menu.	5						R	R
		Max Points	25							
6.10. Wine list presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.10.1	S	Wine list is beautifully bound and professionally printed.	15							R
6.10.2	S	Wine list is in folder, well presented and easy to read.	10						R	
6.10.3	S	Basic presentation of wine list i.e., laminated and with no holder.	5							
6.10.4	S	Menu list is in poor condition and stained, very limited choices.	0							
		Max Points	15							
6.11. Wine selection and service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.11.1	S	Extensive wine selection. Recommended wines accompany different dishes.	20							R

6.11.2	S	Selection of wine from a minimum of four wine regions.	15						R	
6.11.3	S	Selection of wine from two wine regions.	10					R		
6.11.4	S	Limited choice of wine.	5							
6.11.5	S	Sommelier service is available.	20							
		Max Points	40							
6.12. Breakfast offer:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.12.1	S	Excellent range of hot and cold food items, fruits and beverage items on the breakfast buffet with each item suitably labelled and an excellent standard of presentation. Eggs are cooked at the guest's order. Excellent range of fresh ingredients and wide choice of bread and pastries. Freshly pressed juice from local fruits is made available. Specialty foods and unusual dishes. Table service essential.	20							
6.12.2	S	Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked to guest's order. Variety of fresh ingredients. Selection of breads and pastries shall be offered. Freshly pressed juice from local fruits is made available. Table service offered.	15						R	R

6.12.3	S	Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked to guest's order. Fresh ingredients and a small selection of breads and pastries on offer.	10						R		
6.12.4	S	Continental breakfast consisting of tea or coffee, a selection of bread, butter, and jam.	5			R	R				
6.12.5	S	No choice of food. No variety and low quality of ingredients. Badly cooked.	0								
6.12.6	S	Breakfast served for at least 3 hours	15								
6.12.7	S	Breakfast served for at least 2 hours	10								
6.12.8	S	Breakfast served for at least 1 hour and 30 minutes	5								
		Max Points	35								
6.13. Bar:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
6.13.1	S	All hotels shall have at least one public or coffee bar.	M								
6.13.2	P	Bar areas shall be well maintained and clean and hygienic. All equipment including sinks, dishwasher and wash hand basins shall be in good working order and clean.	M								

6.13.3	S	Bar and table service. Excellent range of international alcoholic and non-alcoholic drinks including the premium brands. International wine list is available. Draft and bottled beers are available. Nibbles are provided with drinks. Local beers and spirits are available. Sufficient refrigeration units or cooling systems are available. A wine chiller is available. Extensive cocktail menu with house special is available. Excellent range of glassware appropriate for the serving different ranges of drinks.	25							
6.13.4	S	Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits are available. Draft and bottled beers and wines by the glass. Nibbles are provided with drinks. Local beers and spirits are available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	20						R	R

6.13.5	S	Bar and table service. Good range of alcoholic and soft drinks including premium brands. Wines by the glass. Nibbles are available as extras. Local beers and spirits are available. Sufficient refrigeration units or cooling systems are available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	15							
6.13.6	S	Acceptable range of common alcoholic and non-alcoholic drinks, including local beverages.	10							
6.13.7	S	Limited range of common alcoholic and non-alcoholic beverage options.	5							
		Max Points	25							
6.14. Bar furnishings and décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.14.1		Where there is no separate bar, the hotel shall not qualify for the points under this section.								
6.14.2	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of an excellent standard and shows attention to detail. Excellent quality furniture, offering comfort and seating	20							

		options are available for different size groups. Furniture is in excellent state of maintenance. Soft music at acceptable volume in the background.								
6.14.3	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of very good standard. Very good quality furniture, offering comfort and seating options are available for different size groups. Furniture is in very good state of maintenance. Soft music at acceptable volume in background.	15							
6.14.4	P	Bar area is well designed, with good quality décor and furniture that may be more functional in design but comfortable. Adequate seating available. A little wear and tear may be evident. Good standard of maintenance overall.	10							
6.14.5	P	Basic style of décor but satisfactory overall. Adequate seating provided. Some maintenance issues to be addressed.	5							
6.14.6	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests'	0							

		privacy. Little space for the volume of traffic and the needs of guests. Poor standard of cleanliness overall.								
		Max Points	20	0						
6.15. Additional:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.15.1	P	Dedicated cocktail bar for diners. <i>(This criteria refers to a separate bar or lounge area where guests can order pre-dinner cocktails or drinks and with possibility to also order from the menu.</i>	10							
6.15.2	S	Public restrooms adjacent to the restaurant.	10							
		Max Points	20							
6.16. Food and beverage service staff (Presentation and grooming):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.16.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags are in excellent condition. Shoes or footwear are in immaculate condition. Jewellery kept to a minimum and discreet.	20							
6.16.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or	15							

		footwear are in very good condition and clean. Jewellery kept to a minimum and discreet.								
6.16.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good condition and of an appropriate style.	10							
6.16.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform in satisfactory state of repair.	5							
6.16.5	P	Uniform not consistent or badly fitting. Difficult to clearly identify the staff. Untidy and haphazard appearance.	0							
		Max Points	20							
6.17. Food and beverage service staff (Service quality):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.17.1	S	Staff are fluent in English and French.	M							
6.17.2	S	Staff are fluent in English, French and additional languages of the hotel's main clientele.	10							
6.17.3	S	Staff are professional and have outstanding level of knowledge of products and are able to make recommendations based on the guest preferences.	20							

6.17.4	S	Staff are well trained and have very good knowledge of products on offer and are able to make recommendations.	15							
6.17.5	S	Staff are trained and have a good knowledge of products on offer.	10							
6.17.6	S	Staff have a basic knowledge of products on offer.	5							
		Max Points	30							
7. KITCHEN										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
7.1	P	All kitchen and ancillary facilities shall be well maintained, clean and hygienic. All equipment's, appliances and facilities shall be in good working condition and clean.	M							
7.2	P	Kitchen shall be located next to the restaurant or be immediately adjacent to it with separate access from public areas and a separate staff entrance.	M							
7.3	P	A dedicated receiving area is provided, suitably equipped with scales, and with walls and floor that are durable, impervious and easy to clean and disinfect.	5							
7.4	P	Double entry doors is provided to the restaurant to facilitate staff coming in or out.	5							
7.5	P	Kitchen has clearly designated hot area, cold preparation area, scullery, fish preparation or	10							

		butchery and dry and cold storage facilities.								
7.6	P	Kitchen is well designed to easily accommodate the equipment in use and allow for proper manoeuvring.	5							
7.7	P	Kitchen layout allows for effective workflow (i.e., there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).	10							
7.8	P	A central canopy or extractor hood is available over the main cooking area or ovens and salamanders. Same is well serviced and effective.	10							
7.9	P	Sufficient ventilation is provided either naturally or artificially.	5							
7.10	P	All areas of the kitchen and ancillary facilities are rodent and pest proof. Fly proof mesh is in good condition and clean. Insectocutors are available and are strategically placed.	5							
7.11	P	There are sufficient number of waste bins. All bins are lined with appropriate waste bags and have lids. Waste is collected from the kitchen on regular basis.	5							
7.12	P	Separate waste bins for organic and non-organic material with covers are available.	10							

7.13	P	A ventilated garbage room or area is available, enclosed, rodent and insect proof, clean and well maintained.	5							
7.14	P	All drains in and around the kitchen are covered and connected to the drainage system of the building via the grease trap.	10							
7.15	P	All floors have a gentle slope towards the drainage point.	5							
7.16	P	Drains shall be clean and serviced regularly.	5							
7.17	P	Floor is of hard, durable, impervious, non-corrosive material with non-slippery surface that can be easily cleaned and disinfected and in good condition.	5							
7.18	P	Walls are of hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.	5							
7.19	P	Walls are tiled up to the ceiling.	10							
7.20	P	Worktops and preparation tables are of hard durable material such as stainless steel or granite surface so that they can be easily cleaned and disinfected.	5							
7.21	P	Ceiling is in good condition, clean and without damage.	5							
7.22	P	Natural and artificial lighting of sufficient intensity is provided.	5							

7.23	P	Windows are in good condition and clean. Fly proof mesh is provided where windows are opened and are in good condition.	5							
7.24	P	Hand washing and drying facilities are provided. Running hot and cold water is available at all times together with an antibacterial soap dispenser.	10							
7.25	P	At least one hands free wash basin is available at the preparation area.	15							
7.26	P	A dedicated room service area is provided in the kitchen with appropriate trays and cutlery and condiments available. Dedicated room service telephone extension is available. Photographs are available on walls showing the correct layout of trays and a copy of the room service menu.	10							
7.27		A dedicated room service area is not provided in the kitchen; however appropriate trays, cutlery, cloche and condiments are available. Photographs are available on walls or in a folder showing correct layout of trays and a copy of the room service menu.	5							
		Max Points	170							

8. GENERAL SERVICES**8.1. Maintenance Practices:**

			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.1.1	P	Drainage shall be connected to the central sewage disposal system, where available. Where there is no sewage system, the disposal shall be in line with the Planning Authority, Environment and Health Regulations.	M							
8.1.2	P	There shall be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply. (Approval of PUC requirement)	M							
8.1.3	P	Appropriate pest control measures shall be in place and done regularly in accordance with the Health Regulations to protect against insects or vermin.	M							
8.1.4	P	There shall be a consistent supply of safe water conforming to the local standards. Water from private sources shall be appropriately treated.	M							
8.1.5	P	Water storage shall be available to address water restrictions during the dry season and in case of supply breakdown.	M							
8.1.6	S	Cleaning schedules for public areas are in place showing daily, weekly and periodic cleaning procedures.	15							

8.1.7	S	Cleaning schedules for public areas are in place showing weekly cleaning procedures.	10							
8.1.8	S	Cleaning schedules for public areas are in place showing periodic cleaning procedures.	5							
8.1.9	S	Maintenance technician is available at 24 hours on 7 days basis. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, mini bars, telephones and hairdryers are in stock.	20							
8.1.10	S	Maintenance technician is available from 08.00-18.00hours and on call up to 22.00 hours. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, mini bars, telephones, hairdryers are in stock.	15							
8.1.11	S	Maintenance technician is available from 08.00 - 16.00 hours and on call in the afterhours. Replacement of consumables and spare parts are available in stock.	10							
8.1.12	S	At least one member of the staff is trained to undertake basic maintenance e.g., changing light bulbs at all times. Basic consumables are in stock.	5							

8.1.13	S	No organised maintenance activity.	0							
		Max Points	35							
8.2. Room service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.2.1	S	24 hours room service is available. An excellent range of courses are available plus wine or drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	20							R
8.2.2	S	18 hours room service is available. A very good range of courses are available plus wine or drinks list with a very good selection of items on offer.	15						R	
8.2.3	S	12 hours room service available. A good range of courses are available with a selection of wine or drinks on offer.	10					R		
8.2.4	S	8 hours room service available. Reasonable selection of items is on offer.	5							
8.2.5	S	Room service is not available.	0							
8.2.6	S	For resort type of hotels, where guest rooms are at a distance away from the kitchen, appropriate dedicated buggy is available to ensure speedy and hygienic food delivery.	10							

		<i>(Where this criterion is not applicable, these points shall be deducted from the total applicable points).</i>								
		Max Points	30							
8.3. Laundry Service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.3.1	S	Full laundry service is available 7 days a week. <i>(Where this service is contracted out, the hotel shall still qualify for these points subject to relevant documentation or contract being made available).</i>	20						R	R
8.3.2	S	Limited laundry service for a minimum of 3 days a week.	10					R		
8.3.3	S	Limited laundry service for less than 3 days a week.	5							
8.3.4	S	Dry cleaning service available.	5							
8.3.5	S	Express service available in 2 hours or less. <i>(This should be clearly stated in the information kit or laundry services information).</i>	10							
		Max Points	35							
9. BUSINESS PRACTICES										
9.1. Safety and security:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.1.1	P	There shall be adequate levels of lighting for guests' safety and comfort	M							

		in all public areas including the stairwells, corridors and car parks.								
9.1.2	P	A functional alarm system shall be available.	M							
9.1.3	P	Information on procedures in the event of an emergency and after hour's contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele, incorporating diagrams.	M							
9.1.4	P	Procedures for summoning assistance, in particular, assistance after hours shall also be made available.	M							
9.1.5	P	Resort shall have in place a means to provide or summon medical assistance when ever required.	M							
9.1.6	P	Functional video surveillance system is available, monitoring external and internal areas of the establishment.	20							
9.1.7	P	Closed circuit TV (CCTV) in the public areas.	10							
9.1.8	S	24 hours professional security guards or alternatively the hotel contracts out the security work to a licensed security firm.	25							
		Max Points	45							

9.2. Quality management and online activities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.2.1	S	Systematic complaint management system shall be in place. Complaints are monitored, evaluated and responded promptly. <i>(An extract of at least two complaints with actions taken on those complaints are to be made available to the assessors)</i>	10					R	R	R
9.2.2	S	Analysis of online guest reviews to improve the property’s performance. <i>(Extracts of the guest reviews are to be made available to the assessors)</i>	10						R	R
9.2.3	S	Feedback from mystery guests can be obtained on guest services and experiences. <i>(Relevant documentation shall be made available to the assessors).</i>	10							
9.2.4	S	Website with direct booking option and guest reviews.	10							
9.2.5	S	Active invitation of departing or checked-out guests to write a review on a portal or on the website <i>(Relevant documentation shall be made available to the assessors).</i>	5						R	R
		Max Points	45							

9.3. Medical or first-aid:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.3.1	S	First-aid box shall be available and well stocked as per the health requirements. At least one of the staff member in each shift shall be a certified First Aider. <i>(Human Resources Department has to make available, the list of certified first aiders)</i>	M							
9.3.2	S	Continuous first-aid training program for all the staff members.	10							
9.3.3	S	First-aid boxes are available on demand in each Department.	15							
9.3.4	S	Availability of a full time nurse.	20			R	R	R	R	R
9.3.5	S	Availability of a dedicated clinic or recovery room.	15						R	R
		Max Points	60							
9.4. Fire safety:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.4.1	P	Resort is compliant with all the mandatory Fire Safety Regulations. <i>(Valid compliance report from the Fire Department shall be made available to the assessors, for verification.)</i>	M							

9.5. Human resources:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.5.1	S	Depending on the size and organisational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person shall supervise each department.	M							
9.5.2	S	The establishment is managed by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Staff are fluent to speak in English, French or other languages of the hotel's main clientele.	10							
9.5.3	S	Continuous training, including in-house programmes are available.	10							
9.5.4	S	Appropriate on the job training programme is formulated and maintained for operative staff.	5							
9.5.5	S	Availability of one responsible and experienced person for staff training.	5							
9.5.6	S	All employees shall be provided with uniform, job description, contract of employment, protective	M							

		clothing such as gloves, aprons, boots etc.								
9.5.7	S	Appropriate uniforms are provided for each department and are kept in good and clean condition. All frontline staff shall have name tags indicating their designation.	M							
9.5.8	S	All food handlers shall undergo medical examination as required by the guidelines or regulations of the Public Health Authority. Copies of the medical certificate of all the food handlers shall be kept by the management.	M							
9.5.9	S	Human Resources Department shall maintain an updated file with all relevant information on each and every employee.	M							
9.5.10	S	Scheme of service and payment structure shall be in conformity with regulations of the Ministry of Labour and Human Resources.	M							
9.5.11	S	Over 60% of the resort's workforce is locals.	10							
9.5.12	S	Availability of a dedicated person, who shall be responsible for staff welfare.	5							
9.5.13	S	Staff are encouraged to participate in community or national activities.	5							
9.5.14	S	Social activities are organised for staff at least twice a year.	5							
		Max Points	50							

9.6. Staff facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.6.1	P	Resort shall have adequate staff facilities which include changing rooms, toilets, rest room, and canteen or eating area for the staff employed.	M							
9.6.2	P	For island resorts, adequate staff accommodation shall be provided as per the regulations of the Public Health Section.	M							
9.6.3	P	All staff facilities are kept at very good standards of cleanliness, hygiene and maintenance.	20							
		Max Points	20							
9.7. Cultural tourism practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.7.1	S	Resort hosts local cultural evenings weekly, showcasing the local music, cuisine, art, culture and dressing.	20							
9.7.2	S	Resort hosts local cultural evenings on special occasions showcasing local music, cuisine, art, culture, dressing.	10							
9.7.3	S	Resort has one dedicated creole restaurant.	20							
9.7.6	S	Resort features local dishes on their menu	10							
		Max Points	40							

9.8. Sustainable practices:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.8.1		Establishment is certified as a Seychelles Sustainable Tourism Label (SSTL) Hotel. <i>Note: An establishment which is SSTL certified shall qualify for 100% of the Sustainable Practices points.</i>								
Management:										
9.8.2		Resort has a sustainable tourism policy appropriate to the size of the business, which includes a vision statement and identifies goals in at least three of the following:— waste, water, energy, staff, conservation, community, or guests. <i>(Relevant documentation shall be made available to the assessors).</i>	10							
9.8.3		Resort has a valid certification with any international accreditation body for quality, environmental or hygiene standards i.e., certification from ISO, Green Globe, HACCP etc.	10							
9.8.4		Resort has a designated member of staff responsible for overseeing and managing its sustainability practices.	10							

9.8.5		Resort has a purchasing policy which favours local suppliers, environmental friendly products e.g., building materials, capital goods, food, consumables. <i>(Relevant documentation shall be made available to the assessors).</i>	15								
9.8.6		Resort monitors usage of waste, water and energy vis-à-vis occupancy with the aim to reduce consumption over time. <i>(Relevant extracts are to be made available to the assessors).</i>	10								
Water conservation:											
9.8.7		Regular checks for visible leaks from taps and toilets. Recording of such leaks and reporting for repairs.	5								
9.8.8		Availability of water efficient kitchen and laundry appliances.	5								
9.8.9		Availability of water saving fittings in place i.e., shower heads and taps are fitted with aerators or specific water saving fittings.	5								
9.8.10		Resort provides bulk water dispensers in the public areas.	5								
9.8.11		Guests are given an option to decide when they want the towels to be changed.	5								
9.8.12		Guests are given an option to decide when they want the bed linen to be changed.	5								

9.8.13		Resort re-uses its grey water for garden watering. This shall be in conformity with relevant agency requirements. <i>(Relevant documentation shall be made available to the assessors).</i>	5							
9.8.14		Garden watering is done either early morning or in the late afternoon to minimize evaporation.	5							
9.8.15		Efforts taken to reduce water usage in toilets by using dual flush, reduced volume cisterns or other effective device.	5							
9.8.16		Resort conserves water by rainwater harvesting.	5							
Energy saving:										
9.8.17		Energy saving light bulbs are used for lighting fixtures.	5							
9.8.18		Energy efficient appliances have been installed at the kitchen and laundry.	10							
9.8.19		Electric equipment is turned off, (not on standby) when guest room is not occupied, through use of key card.	10							
9.8.20		Resort uses alternative energy supplies (e.g., Solar, PV Panels, Biogas and Hydropower) for the majority of its energy consumption.	10							

9.8.21		Resort uses alternative energy heating systems for hot water i.e., Solar heaters etc.	5								
Waste Management:											
9.8.22		Availability of an established recycling programme.	5								
9.8.23		Green waste is composted.	5								
9.8.24		Guest amenities (e.g., soap, shampoo, and lotion) are provided from a bulk dispenser or compostable or recyclable bottle or in other sustainable packaging.	5								
9.8.25		Resort uses phosphate free laundry and dish washing detergent.	10								
Community involvement and guest satisfaction:											
9.8.26		Resort supports local community initiatives.	10								
9.8.27		Management offers job opportunities and internship for local students.	5								
9.8.28		Resort has won a national or international award for their facilities or services within the last one year.	10								
9.8.29		Resort has a programme in place to purchase and contract directly from local suppliers and services e.g., transportation, fruit, vegetables and fish.	10								
Conservation:											
9.8.30		Resort supports and contributes to biodiversity conservation including the naturally protected	10								

		areas and areas of high biodiversity value.								
9.8.31		Resort maintains a vegetable or fruit garden which supplies or produces its vegetables and fruits for guests and staff.	10							
		Max Points	225							
10. ACTIVITIES, ENTERTAINMENT AND RECREATION										
10. Business facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.1	S	Resort offers at least 5 of the following facilities i.e., fitness room; wellness or spa services; swimming pool; Tennis court; guest child care services; diving; non-motorised water activities; island hopping; shops or souvenir shops; wedding planning; guided excursions including trials, rock climbing and fishing excursions.	100							
10.2	S	Resort offers at least seven of the above mentioned activities.	120							
10.3	S	Resort offers at least ten of the above mentioned activities.	140							
		Max Points	140							
11. GUEST RATING										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
11.1	S	Resort has achieved a Review Pro GRI score between 90 – 100% for the period of previous one year.	5							

11.2	S	Resort has achieved a ReviewPro GRI score between 80 – 89% for the period of previous one year.	4							
11.3	S	Resort has achieved a ReviewPro GRI score between 70 – 79% for the period of previous one year.	3							
11.4	S	Resort has achieved a ReviewPro GRI score between 60 – 69 % for the period of previous one year.	2							
11.5	S	Resort has achieved a ReviewPro GRI score between 50 – 59 % for the period of previous one year.	1							
		Max Points	5	0						

ISLAND RESORT SUMMARY OF POINTS

	Total Possible Points	Scored Points	% scored	Weight	Final Score
LOCATION, ACCESS AND EXTERIOR	65		%	3%	%
Pick-up point on Mahe	M	M	M		
Arrival or departure point from Island	M	M	M		
Access	25				
Building exterior	25				
Grounds and gardens	15				
Parking	M	M	M		
RECEPTION AND AFFILIATED SERVICES	280			9%	%
Reception or lobby or welcoming area furnishings and décor	35				
Presentation and grooming of reception staff or concierge or porter	20				
Service quality provided by the reception staff	25				
Reservations and pre-arrival information	20				

Guest check-in	80				
Check-out services	50				
Availability of reception and associated services	50				
GUEST BEDROOM	635			18%	%
Bedroom doors	15				
Bedroom décor	35				
Bedroom furniture	50				
Bedroom sizes	35				
Electronic appliances	140				
Bedroom lighting	30				
Room types	20				
Wardrobe, hanging space, clothes hangers	30				
Curtains and window covering	20				
Flooring, skirting and cornices	25				
Bedroom amenities	140				
Bedding and linen	20				
Bed sizes	25				
Butler service	30				
Turndown service	20				
GUEST BATHROOM	215			10%	%
Type	20				
Flooring, ceiling and walls	25				
Fixtures and fittings	75				
Hand basin and toilet areas	25				
Towelling	30				
Lighting	20				
Accessories	20				
PUBLIC AREAS	135			6%	%
General	M	M	M		
Guest services	20				
Décor and design	35				
Public toilets	20				
Public toilets, amenities and accessories	60				

RESTAURANT AND BARS	420			10%	%
Restaurant facilities	30				
Decor	40				
Furnishings	20				
Flooring, ceiling, skirting and cornice	25				
Lighting	25				
Table appointments	45				
Lunch or dinner quality and presentation	20				
Menu presentation	15				
Menu offer	25				
Wine list presentation	15				
Wine selection and service	40				
Breakfast offer	35				
Bar	25				
Bar furnishings and décor	20				
Additional	20				
Food and beverage service staff (presentation and grooming)	20				
Food and beverage service staff (service quality)	30				
KITCHEN	170			3%	%
GENERAL SERVICES	100			7%	%
Maintenance practices	35				
Room service	30				
Laundry service	35				
BUSINESS PRACTICES	485			12%	%
Safety and security	45				
Quality management and online activities	45				
Medical and first-aid	60				
Fire safety	M	M	M		
Human Resources	50				
Staff facilities	20				
Cultural tourism practices	40				
Sustainable practices	225				
ACTIVITIES AND ENTERTAINMENT, ETC.	140			10%	%
Guest rating	5			12%	%

GRAND TOTAL POSSIBLE POINTS	2645				
GRAND TOTAL SCORED POINTS					
GRAND TOTAL % POINTS SCORED					
TOTAL WEIGHTED SCORE					%
FINAL GRADING					

STAR GRADING	TOTAL SCORE
NO GRADE	0% to 24%
1 Star	25% to 39%
2 Star	40% to 54%
3 Star	55% to 69%
4 Star	70% to 84%
5 Star	85% to 100%

ISLAND RESORT - % WEIGHTING

	Area	Weightage	
		% weight	% weightage achieved
1	Location, Access And Exterior	3%	
2	Reception And Affiliated Services	9%	
3	Guest Bedroom	18%	
4	Guest Bathroom	10%	
5	Public Areas	6%	
6	Restaurant And Bars	10%	
7	Kitchen	3%	
8	General Services	7%	
9	Business Practices	12%	
10	Activities And Entertainment Etc.	10%	
11	Guest Rating	12%	
	TOTAL	100%	

REQUIRED CRITERIA FOR 1 STAR ISLAND RESORTS

	Area	Criteria	Achieved
			*
1	Location, access and exterior	Plain architectural features with little visual appeal. Paint Work well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Basic design of garden and landscaping. Gardens and enclosed area around the establishment are kept clean and tidy.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of the hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	
5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Internet access or Wi-Fi is provided at a charge with applicable rates displayed.	
7		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
8		Hair dryer is in working order provided on request.	
9		Insect repellent is available.	
10		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards are available.	
11	Guest bathrooms	Accessories provided are of acceptable quality.	
12	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
13	Business practices	A nurse is available on full time basis.	
	TOTAL REQUIRED	13	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 2 STAR ISLAND RESORTS

	Area	Criteria	Achieved
			*
1	Location, access and exterior	Plain architectural features with little visual appeal. Paint Work well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Basic design of garden and landscaping. Gardens and enclosed area around the establishment are kept clean and tidy.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of the hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	
5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Internet access or Wi-Fi is provided at a charge with applicable rates displayed.	
7		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
8		Hair dryer is in working order provided on request.	
9		Insect repellent is available.	
10		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards are available.	
11	Guest bathrooms	Accessories provided are of acceptable quality.	
12	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
13	Business practices	A nurse is available on full time basis.	
	TOTAL REQUIRED	13	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 3 STAR ISLAND RESORTS

	Area	Criteria	Achieved

1	Location, access and interior	Good visual appeal, building with good quality materials. Some additional external features to enhance the appearance of the building. Natural weathering is evident and acceptable. Good lighting and signage throughout the property.	
2		Basic design of garden and landscaping. Gardens and enclosed area around the establishment are kept clean and tidy.	
3	Reception and affiliated services	Guests are clearly directed to their rooms and given a brief explanation of the location of all the hotel facilities.	
4		All essential information is given to guests regarding layout of the property, available facilities and meal times.	
5		Porter services available on request.	
6		Reception service is available for 14 hours.	
7		Local newspapers are available. This may also be in e-version.	
8		Wi-Fi is available. If chargeable, applicable rates are displayed.	
9	Guest bedrooms	24 x 7 operator assisted calls from the room.	
10		Internet access or Wi-Fi is provided at a charges with applicable rates displayed.	
11		Air conditioning is available and in good working condition and clean.	
12		Hair dryer is in good working and provided in all the bedrooms.	
13		Spare and convenient international power points are provided at desk level or dressing table.	
14		Acceptable quality blinds or curtains are provided in the room and they are in good condition and clean.	
15		Insect repellent is available.	
16		Note pad and pen are available along with the telephone and in good condition and clean.	

17		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (height of 13 centimetres) and bed base. Good quality headboards are available.	
18	Guest bathrooms	A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in paragraph 4.7.1 are available and branded with hotel logo.	
19	Restaurant and bar	Menu in a folder, well presented and easy to read.	
20		Good varieties on the menu with a la carte on offer.	
21		Selection of two wine regions.	
22		Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked at the guest's order. Fresh ingredients. A small selection of breads and pastries on offer.	
23	General services	12 hours room service available. A good range of courses available with a selection of wine or drinks on offer.	
24		Limited laundry service available for minimum of 3 days a week.	
25	Business practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
26		A full time nurse is available on site.	
	TOTAL REQUIRED	26	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 4 STAR ISLAND RESORTS

	Area	Criteria	Achieved

1	Location, access and interior	Very good visual appeal with interesting design and appearance and in harmony with the immediate natural environment. Very good quality materials used. Very good lighting and visible clear signage. Attractive architectural features, elements of local architecture may be present.	
2		Pleasant and tidy garden and grounds appearance. Good variety of plants favouring native endemic species. Pathways are even and smooth.	
3	Reception and affiliated services	Guests are welcomed with welcoming drink and refreshing towel.	
4		Guests are escorted to the room and shown the various amenities and how to operate them.	
5		All essential information is given to the guest regarding the layout of property, available facilities and meal times.	
6		Porterage is provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Porter service is available at all 24 hours. Service is delivered in a friendly and efficient manner.	
7		Assistance with luggage is provided automatically.	
8		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales are provided so that guest's luggage can be weighed.	
9		Reception service is available for 18 hours.	
10		Concierge services are available for 16 hours. The list of services provided by concierge is available.	
11		E-version or daily newspapers are provided, both local and international.	
12		Free Wi-Fi is available at the reception.	
13	Guest bedrooms	Minimum size of 18 square metres (excluding the bathrooms, balconies or terraces).	

14	Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	
15	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	
16	Free Wi-Fi is available at the guestrooms.	
17	A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all bedrooms.	
18	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
19	Air conditioning is available and is in good working condition and clean.	
20	Hair dryer is in good working condition and is provided in all bedrooms.	
21	Safe large enough for 13" laptop, securely bolted and with operating instructions.	
22	Spare and convenient power points are provided in each room.	
23	Spare and convenient international power points are provided at desk level or dressing table.	
24	Specialised hangers are available.	
25	Good quality and full length curtains or blinds are available. Effective in keeping out light and providing privacy. Curtain accessories are in good working condition.	
26	A full length mirror is available in the room or bathroom, it may also be with the wardrobe and the same is in good condition.	
27	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	
28	Insect repellent is available.	

29		Note pad and pen are available along with the telephone and are in good condition and clean.	
30		Bedroom slippers of appropriate quality are provided in each room (for 2 persons).	
31		Double bed of minimum size of 1.8metres x 2metres. Single bed of minimum size of 0.9metres x 2metres. Very good quality mattresses height of at least 18 centimetres and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	
32		Partial turndown service provided for all rooms. Room tidied and trays are taken away. Lights on and curtains drawn in the evening and bed turned down.	
33	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
34		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g. shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes).	
35	Public areas	Free Wi-Fi available in public areas.	
36	Restaurant and Bar	Menu beautifully bound and professionally present.	
37		Very good variety on the menu with a la carte, table d'hote and special dietary menus are on offer.	
38		Child menu.	
39		Potential allergens identified in menus.	
40		Wine list is in folder, well presented and easy to read.	
41		Selection of wines from a minimum of four wine regions.	
42		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	

43		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks are available.	
44	General services	18 hours room service is available. A very good range of courses are available plus wine or drinks list is available with a very good selection of items on offer.	
45		Full laundry service are available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
46	Business Practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
47		Analysis of online guest reviews to improve the property's performance.	
48		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
49		A full time nurse is available on site.	
50		Availability of a dedicated clinic or recovery room.	
	TOTAL REQUIRED	50	
	TOTAL ACHIEVED	0	
	PERCENTAGE ACHIEVED	0	

REQUIRED CRITERIA FOR 5 STAR ISLAND RESORTS

	Area	Criteria	Achieved

1	Location, access and interior	Excellent visual appeal, elegant design and appearance and in sympathy with the immediate natural environment. Excellent quality materials are used and excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural features, may depict elements of local architecture.	

2		Pleasant and tidy garden and grounds appearance. Good variety of plants favouring the native endemic species. Even, smooth and well-kept pathways.	
3	Reception and affiliated services	Guests are welcomed with the welcoming drink and refreshing towel.	
4		Guests are escorted to the rooms and shown the various amenities and how to operate them.	
5		All essential information is given to guest regarding the layout of property, available facilities and meal times.	
6		Porterage is provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Porter service is available 24 hours. Service is delivered in a friendly and efficient manner.	
7		Assistance with luggage is automatically provided.	
8		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales provided so guests luggage can be weighed.	
9		Reception service is available at all the 24 hours.	
10		Concierge services are available for 16 hours. The list of services provided by concierge is available.	
11		E-version or daily newspapers are provided, both local and international.	
12		Free Wi-Fi is available at the reception.	
13	Guest bedrooms	Minimum size of area of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	
14		Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	
15		International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	

16	Free Wi-Fi is available at the guestrooms.	
17	A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all the bedrooms.	
18	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
19	Air conditioning is available, in good working condition and clean.	
20	Hair dryer is in good working condition and is provided in all the bedrooms.	
21	Safe large enough for 13" laptop, securely bolted and with operating instructions.	
22	Spare and convenient power points provided in each room.	
23	Spare and convenient international power points provided at desk level or dressing table.	
24	Specialised hangers are available.	
25	Good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	
26	A full length mirror is available in the room or bathroom, it may also be with the wardrobe. Same is in good condition.	
27	A mirror is provided over the writing desk or vanity area at a suitable height to allow the guests to sit whilst using it.	
28	Insect repellent is available.	
29	Personalised notebook and pen (branded with the hotel logo) are available.	
30	Personalised greeting for each guest or a present in the room.	
31	Bedroom slippers of appropriate quality are provided in two different sizes.	
32	Double bed of minimum sizes of 1.8metres x 2metres. Single bed of minimum sizes of 0.9metre x 2metres. Very good quality mattresses height of at least 18 cm and bed bases are available in good condition. Matching quality ensemble. Decorative headboards offering an element of comfort.	

33		Full turn-down service are provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, and trays are taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	
34	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
35		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes)	
36	Public areas	Free Wi-Fi available in public areas.	
37	Restaurant and Bar	Menu beautifully bound and professionally presented.	
38		Excellent varieties on the menu with a la carte, table d'hôte and special dietary menus on offer.	
39		Child menu.	
40		Potential allergens identified in the menu.	
41		Wine list is beautifully bound and professionally printed.	
42		Extensive wine selection. Recommended wines accompany different dishes.	
43		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	

44		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks.	
45	General Services	24 hour room service available. An excellent range of courses available plus wine/drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	
46		Full laundry service is available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
47	Business Practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
48		Analysis of online guest reviews to improve the property's performance.	
49		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
50		A full time nurse is available on site.	
51		Availability of a dedicated clinic or recovery room.	
	TOTAL REQUIRED	51	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

APPENDIX-5

CLASSIFICATION ASSESSMENT CRITERIA FOR ISLAND RESORTS (25 ROOMS AND BELOW)			
NAME OF THE HOTEL		DATE (day/month/year)	
ADDRESS		START TIME	
ISLAND		END TIME	
NAME OF THE ASSESSOR OR ASSESSORS			
SIGNATURE OF THE ASSESSOR OR ASSESSORS			

	CATEGORY ENTRY REQUIREMENTS	YES	NO	REMARKS
1	To be eligible for grading, premises shall first satisfy all the statutory regulations, requirements for health, safety and security, fire, environmental services, waste management and have certified documentary evidence for compliance of all the above.			
2	The premises shall have Public Liability Insurance coverage and other statutory insurance policies.			
3	Servicing of rooms shall be 7 days in a week (this includes removal of rubbish and cleaning).			
4	All bedrooms shall have a telephone system or other form of communication with at least internal communication facility to enable the guests to communicate with reception in the event of an emergency i.e., for summoning medical assistance etc.			
5	Bathroom facilities shall be en-suite.			
6	Formal reception area or desk shall be available in all hotels unless personalised butler service is available and check-in and check-out is carried out in the rooms.			
7	On-site representative shall be contactable 24 hours a day and 7 days a week.			
8	Security shall be available 24 hours a day.			

SPECIFIC REQUIREMENTS:

The following Form shall be used for the assessment of Hotels which includes basic criteria as well as category specific criteria.

Letter “M” denotes that a particular requirement is mandatory for all premises regardless of potential star rating.

Letter “R” denotes that a particular item is a required criteria for that particular star rating. “P” stands for physical criteria, “S” stands for service criteria and represents sustainability criteria.

New structural requirements shall apply only to the Hotels built after 1st January, 2017.

Where a section or a criterion does not apply to the hotel (as identified in the relevant sections), the respective points allocated to it shall be deducted from the total applicable points.

EXPLANATORY NOTE: Classification shall be determined by a combination of total points achieved plus a minimum of 85 percent of the specified required criteria (R) for a particular classification level (wherever applicable).

1. ACCESS AND EXTERIOR										
1.1. Pick-up point on Mahe:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.1.1	P	A pick-up point shall be available for island resorts. This may be facility provided by other service providers.	M							
1.1.2	P	Where a pick-up point is provided by the resort, the same shall be well maintained, clean and appropriately furnished.	M							
1.2. Arrival or departure point from Island:										
1.2.1.	P	Where the arrival or departure point is provided by the resort, the same shall be well maintained, clean and appropriately furnished.	M							
1.3. Access:										

			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.3.1	P	Availability of appropriate signage to direct the guests to the main entrance. Depending on the property and layout of the buildings, the same shall be applicable.	M							
1.3.2	P	Availability of the signboard with full name of the hotel and displayed in a prominent place and is in good condition. Where the hotel is the only resort on the island, this criteria is not applicable as a mandatory criteria.	M							
1.3.3	P	Access to the main building shall be in the form of separate access for guests and for the staff and deliveries. Depending on the topography of the island, if this is not possible, the hotel may be exempted from this criteria.	M							
1.3.4	P	Availability of adequate lighting throughout the property and in good working condition.	M							
1.3.5	P	Availability of adequate, appropriate and clearly illuminated signage to guide the guests to their rooms and various hotel facilities. Signage shall be legible, visible and in good condition.	M							
1.3.6	S	Resort provides buggies for guest transfers.	5							

1.3.7	S	Resort makes, buggies or bicycles available to guests.	10							
1.3.8	S	Where buggies and bicycles are provided by resort, they shall be well maintained, clean and regularly serviced.	10							
		Max Points	25							
1.4. Building Exterior:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.4.1	P	All buildings, their fixtures, fittings and exterior shall be maintained in good and clean condition.	M							
1.4.2	P	Assembly point in the event of an emergency shall be clearly marked.	M							
1.4.3	P	Excellent visual appeal, elegant design and appearance, in sympathy with the immediate natural environment. Excellent quality materials used, excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural features and may depict elements of local architecture.	25							R
1.4.4	P	Very good visual appeal with interesting design and appearance in harmony with the immediate natural environment. Very good quality materials used.	20						R	

		Very good lighting and visible clear signage is available. Attractive architectural features, elements of local architecture may be present.								
1.4.5	P	Good visual appeal, building with good quality materials. Some additional external features to enhance appearance. natural weathering could be acceptable. Good lighting and signage throughout the property.	15					R		
1.4.6	P	Plain architectural features with little visual appeal. Paintwork well applied and clean. natural weathering evident. Acceptable quality of lighting and signage throughout the property.	10			R	R			
1.4.7	P	Poor architectural features, with no visual appeal. External features such as windows, drains, etc. are functional. No obvious structural defects or damage. Paintwork is well applied and clean. Functional lighting and signage throughout the property.	5							
1.4.8	P	Neglected, shabby appearance, peeling paintwork.	0							
		Max Points	25							

1.5. Grounds and Gardens:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.5.1	P	Gardens and grounds shall be neat and appropriately maintained.	M							
1.5.2	P	Evidence of regular servicing throughout the year. Usage of native species for landscaping and restoration. Measures taken to avoid the introduction of invasive alien species. Even and smooth pathways good condition.	15							
1.5.3	P	Pleasant and tidy garden and grounds appearance. Good variety of plants used and efforts have been made to integrate endemic species. Pathways are even, smooth and clean.	10						R	R
1.5.4	P	Basic design of garden and landscaping. Gardens and enclosed area around the establishment is kept in tidy and clean condition.	5			R	R	R		
1.5.5	P	Neglected and overgrown appearance. Badly surfaced pathways with potholes or puddles. Rubbish and clutter visible. Disorderly appearance.	0							
		Max Points	15							

1.6. Parking:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
1.6.1	P	Buggy or bicycle parking space shall be in a secured environment close to the accommodation.	M							
1.6.2	P	Buggy or bicycle parking space shall be well maintained with no potholes.	M							
1.6.3	P	Adequate lighting shall be provided in the parking space and shall be in good working condition.	M							
2. RECEPTION AND AFFILIATED SERVICES										
2.1. Reception or lobby:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.1.1	P	<p>Availability of an appropriate area suitably designed for welcoming or receiving the guests. This may include a reception desk or counter with back up office facilities. A physical traditional reception area may not be required, if a dedicated butler service is available and check-in and check-out is carried out in the rooms.</p> <p>This criteria shall however apply to the welcoming area (if, available) where there is no traditional reception.</p>	M							

		<i>(Where a resort does not provide a reception desk and ancillary facilities because those services are offered through dedicated butlers, points related to the physical facilities shall be deducted from the total applicable points. However relevant services offered by the butler service shall be scored).</i>								
2.1.2	P	Availability of the sign indicating the reception, which shall be clean and legible.	M							
2.1.3	P	Availability of a central safe deposit at the reception or alternatively availability of the same in each guestroom.	M							
2.2. Reception or lobby or welcoming area furnishings and décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.2.1	P	Adequate seating capacity shall be available relative to the size of the property, volume of the business and the style of operation of the business.	M							
2.2.2	P	Elements of local arts and culture shall be present in the décor.	M							
2.2.3	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
2.2.4	P	Local art and crafts are present in the décor.	5							

2.2.5	P	Reception area is decorated with potted plants or dried flower arrangements.	5							
2.2.6	P	Décor (including walls, floor and ceiling) is of an excellent standard that compliments the general theme of the hotel and shows attention. Availability of furniture of outstanding quality and comfort, set in an environment of coordinated design with attractive decorative pieces. Seating options are available for different size groups. Where background music is provided, the same shall be at acceptable volume. Sufficient space for guests to have privacy and personal space. <i>(Where there is no formal reception area, this criterion shall apply to the welcoming area).</i>	20							
2.2.7	P	Decor (including walls, floor and ceiling) is of very good standard that compliments the general theme of the hotel. Availability of furniture of very good quality and comfort and set in an environment of coordinated design with attractive decorative pieces. Seating options available according to the size of the hotel. Where	15							

		background music is available, the same shall be at a suitable volume. Availability of some space for guests to have privacy and personal space.								
2.2.8	P	Décor (including walls, floor and ceiling) is of good standard that compliments the theme of the hotel. Furniture of good quality that may be more functional in design and comfort. A little wear and tear may be evident. Seating options may not be available, however, adequate seating capacity in the reception according to the size of the hotel.	10							
2.2.9	P	Availability of adequate seating. Basic style of décor but satisfactory overall. Some maintenance issues to be addressed.	5							
2.2.10	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests' privacy. Little space for the volume of traffic and the needs of guests.	0							
		Max Points	35							

2.3. Presentation and grooming of reception staff or concierge or porter:

(Where there are no reception staff but only dedicated butlers are available, the following criteria shall apply to them)

			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.3.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags in excellent condition. Shoes or footwear are in immaculate condition. Jewellery kept to a minimum and discreet.	20							
2.3.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or footwear are in very good condition and very clean. Jewellery kept to a minimum and discreet.	15							
2.3.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good condition and of an appropriate style.	10							
2.3.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform is in satisfactory state of condition.	5							
2.3.5	P	Uniform not consistent or badly fitted. Difficult to clearly identify staff. Untidy and haphazard appearance.	0							
		Max Points	20							

2.4. Service quality provided by the reception staff:

(Where reception services are provided by dedicated butlers, the following criteria shall apply to them)

			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.4.1	S	Reception staff are fluent in English, French or languages of the hotel's main clientele.	M							
2.4.2	S	Reception staff are fluent in additional languages.	10							
2.4.3	S	Staff are polite, very responsive, attentive, efficient and prompt.	15							
2.4.4	S	Staff are polite, attentive and prompt.	10							
2.4.5	S	Staff are polite and portray an acceptable attitude when carrying out required duties. Willing to help, when asked.	5							
2.4.6	S	Staff appear somewhat distant and disinterested. No real interest shown in the guests needs.	0							
		Max Points	25							

2.5. Reservations and pre-arrival information:

			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.5.1	S	Guests and prospective guests shall be given an accurate description of the amenities, facilities and services provided.	M							
2.5.2	S	Where available, the website of the resort shall be realistic, comprehensive, with up to date and accurate information.	M							

2.5.3	S	Policies of the resort shall be described upon booking i.e., payment methods, applicable deposits and cancellation policy. Information on access restrictions, child-friendly services shall also be provided, if available. <i>(Where bookings are done through online booking platforms etc., the hotel confirmation slip to the client should contain all the above details).</i>	M							
2.5.4	S	Reservations are dealt with promptly and necessary guest information is taken and confirmation is provided at the minimum period.	M							
2.5.5	S	Online bookings are replied promptly, in less than 8 hours.	20							
2.5.6	S	Online bookings are replied promptly, within 12 hours.	15							
2.5.7	S	Online bookings are replied promptly, within 24 hours.	10							
2.5.8	S	Online bookings are replied promptly, within 36 hours.	5							
		Max Points	20							
2.6. Guest check-in:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.6.1	S	Retrieval of reservation is done in smooth manner and without any delay.	M							

2.6.2	S	Guests are welcomed with welcoming drink and refreshing towel.	10						R	R
2.6.3	S	Guests are escorted to their room and shown the various amenities and how to operate them.	10						R	R
2.6.4	S	Guests are directed to their rooms and given a brief explanation of the location of hotel facilities.	5			R	R	R		
2.6.5	S	All essential information is given to the guests on layout of property, available facilities and meal times.	10					R	R	R
2.6.6	S	Availability of pre-registration and providing complete information prior to check-in. Registration forms presented for signature are printed on good quality paper with the hotel letterhead.	20							
2.6.7	S	Full registration process in place with all the information taken from the guests and the registration form is printed on a standard photocopying paper.	10							
2.6.8	S	Appropriate registration process is in place and relevant information is taken from the guests. Registration form printed on a standard photocopying paper.	5							

2.6.9	S	Electronic keys are presented in key card holders with essential hotel information printed on them, where applicable. Spare keys are available on request.	10							
2.6.10	S	Traditional style keys with room number or name to clearly identify his room (basic hotel information shall be printed out and handed over to the guest with key)	5							
2.6.11	S	Porterage provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Availability of porter service at all 24 hours. Service is delivered in a friendly and efficient manner.	20						R	R
2.6.12	S	Porterage provided with a trolley or buggy of an appropriate quality and size for safe transportation. Porter service is available at 18 hours. Service is delivered in an efficient manner.	15							
2.6.13	S	Porter service is available for 10 hours.	10							
2.6.14	S	Porter service is available on request.	5					R		
2.6.15	S	No offer of help with luggage.	0							
		Max Points	80							

2.7. Check-out services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
2.7.1	S	Bill presented is accurate and legible with all charges clearly itemized and up to date. Receipt provided on departure together with a copy of the bill.	M							
2.7.2	S	Availability of wide range of payment options (such as Visa, American Express, and MasterCard etc.). Point of Sale (POS) machine is available and in good working condition.	10							
2.7.3	S	Acceptance of at least two major credit cards.	5							
2.7.4	S	Availability of in room check-out facility and express check-out service, with no waiting time (<i>This shall be supported by evidence for this criterion.</i>)	10							
2.7.5	S	Assistance with luggage is provided automatically.	10						R	R
2.7.6	S	Assistance with luggage is offered on request.	5							
2.7.7	S	Guest satisfaction checked and guests are encouraged to return again(<i>Copy of relevant questionnaire or link for online questionnaires shall be made available.</i>)	10							
2.7.8	P	Luggage room is provided for the storage of umbrellas and other items of luggage.	M							

2.7.9	P	Dedicated luggage room is available, secured with restricted access and fitted out appropriately with shelving of different heights to accommodate the luggage of various sizes. Weighing scales are provided, so that guest’s luggage can be weighed.	10							R	R
2.7.10	P	Dedicated luggage room is available and secured with restricted access.	5								
		Max Points	50								
2.8. Availability of reception and associated services:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
2.8.1	S	Reception is serviced for a minimum of 10 hours. A means of summoning assistance shall be available at unattended times.	M								
2.8.2	S	Reception services are available for 24 hours.	15							R	
2.8.3	S	Reception services are available for 18 hours.	10						R		
2.8.4	S	Reception services are available for 14 hours.	5					R			
2.8.5	S	Providing e-version or daily newspapers, both local and international.	10						R	R	
2.8.6	S	Availability of limited local newspapers. This may be in e-version.	5					R			
2.8.7	S	Appropriate and relevant guest information shall be made available at reception and shall include in-house services; tourism service providers; emergency and fire exits; and literature covering all	M								

		hotel or resort facilities. All information shall be in English, French or other languages of the hotel's main clientele.								
2.8.8	S	Free Wi-Fi is available at the reception.	10						R	R
2.8.9	S	Wi-Fi is available. If chargeable, applicable rates are displayed.	5			R	R	R		
		Max Points	35							
3. GUEST BEDROOMS										
3.1. Bedroom doors:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.1.1	P	Room number or name is written on the door which shall be legible and visible.	M							
3.1.2	P	Room keys or cards are properly identifiable with appropriate room number or name. Where a resort does not provide keys, this criteria shall not be applicable.	M							
3.1.3	P	Entrance doors are solid and in good condition and clean. Secure locking system is available to ensure the guest privacy inside the room. Chipboard or plywood doors are not acceptable.	M							
3.1.4	P	Double locking system is available and this can also be in the form of safety chain or safety bar.	5							
3.1.5	P	Spy hole is available and doors with glass panels are also acceptable.	5							

3.1.6	P	Fire Emergency evacuation plan combined with evacuation instructions in English or French is framed and hung on the door or adjacent to the bedroom door.	M							
3.1.7	P	Fire Emergency evacuation plan combined with evacuation instructions in English, French and any other language of the hotel's main clientele, is framed and hung on the door or adjacent to the bedroom door.	5							
3.1.8	P	Do Not Disturb or Please Make Up Room card is provided and in good condition and clean	M							
3.1.9	P	Where there are interconnecting rooms, double doors suitably sound proof shall be provided.	M							
		Max Points	15							
3.2. Bedroom Décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.2.1	P	Elements of local arts and culture shall be present in the décor.	M							
3.2.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor	10							
3.2.3	P	Local arts and crafts are present in the décor.	5							
3.2.4	P	Excellent quality wall coverings and paintwork in form, colours and material in the wall decor.	25							

		Attention to detail, professionally co-ordinated patterns, colours and textures. High quality paintings, objects of d'art and decorative pieces are available.								
3.2.5	P	Very good quality wall coverings and paintwork in form colours and materials in the wall decor. Very good co-ordination of patterns, colours and texture. Very good quality paintings, objects of d'arts and decorative pieces are available.	20							
3.2.6	P	Good wall coverings and paintwork. Good coordination of colour patterns and textures. Additional decorative pieces or paintings are available.	15							
3.2.7	P	Acceptable quality wall coverings or paintwork. Reasonable attempt to co-ordinate patterns and colours. Décor may be some years old but not damaged, scratched, torn or stained.	10							
3.2.8	P	Basic application of harmonised paint or wall covering. Plain and simple style. May be a little tired or dated looking.	5							
3.2.9	P	Low-grade materials poorly executed. Mismatched styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few	0							

		pictures, wall hangings or works of art (if any). Unsightly pipe work. Exposed wiring. Signs of dampness.								
		Max Points	35							
3.3. Bedroom furniture:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.3.1	P	Bedroom furniture shall include one double bed or two single beds, two chairs, one coffee table, wardrobe, dressing or writing table with stool, mirror and two bedside tables or lockers. Beside light shall be available per person for reading purpose.	M							
3.3.2	P	All furniture are of excellent quality, well-constructed with professional finishes. May be with details such are carvings. Very comfortable seating with plush upholstery. All in excellent condition.	25							
3.3.3	P	Furniture are of very good quality, well-constructed with professional finishes and details. Comfortable seating with good quality upholstery and in very good condition.	20							
3.3.4	P	Furniture are of good quality materials and of sound construction. Comfortable seating, upholstery in good condition.	15							

3.3.5	P	Furniture of acceptable quality materials and of sound construction. May show some signs of use. There should be no damage, stains or fraying of upholstery.	10							
3.3.6	P	Basic quality furniture may be well-used but functional.	5							
3.3.7	P	Uncoordinated style. Stained or worn upholstery. Furniture of a low quality material, poor construction, damaged, marked or scratched.	0							
3.3.8	P	Bedroom has more than 2 pieces of locally made furniture.	10							
3.3.9	P	Bedroom has 2 pieces of locally made furniture.	5							
3.3.10	P	Luggage rack shall be provided and should be able to hold a standard sized suitcase. Where a rack is not provided, adequate luggage storage shall be made available in the wardrobe.	M							
3.3.11	P	Bedside table or locker is above 38 centimetres in width	5							
3.3.12	P	Additional chairs are provided and are in good condition.	5							
3.3.13	P	A table and chair of a suitable height and size are provided with sufficient space provided for two people to be able to eat comfortably.	5							
		Max Points	50							

3.4. Bedrooms size:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.4.1	P	All bedrooms shall be double or twin bed rooms.	M							
3.4.2	P	Minimum bedroom size is 15 square meters. (excluding bathrooms, balconies or terraces). <i>Hotels built before these standards came into effect shall be exempted from this criterion.</i>	M							
3.4.3	P	Room size is above 24 square metres (excluding bathrooms, balconies or terraces) and luxurious space designed for relaxation.	20							
3.4.4	P	Room size is a minimum of 24square metres (excluding bathrooms, balconies or terraces). Generous space to allow comfortable movement in the room.	15							
3.4.5	P	Room size is a minimum of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	10							R
3.4.6	P	Room size is a minimum of 18 square metres (excluding bathrooms, balconies and terraces).	5						R	
3.4.7	P	Bedrooms have private balcony or veranda with excellent quality furniture. May include	15							

		two chairs and a table for dinning. Same is not overlooked.								
3.4.8	P	Bedrooms have semi – private balcony or veranda with good quality furniture. May include two chairs and a table of good quality for dinning.	10							
3.4.9	P	Bedrooms have balcony or veranda furnished with two chairs and a table for dining. Furniture is of acceptable quality, more basic in style.	5							
		Max Points	35							
3.5. Electronic appliances:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.5.1	P	Where it is the policy of the resort not to provide television in the guestrooms but the same is provided in a common room, this will be considered acceptable.	5							
3.5.2	P	Flat screen or High Definition multi-channel television is provided in all the rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made where Television is provided in the sitting area.	15						R	R
3.5.3	P	Flat screen or High Definition multi-channel television is provided in most rooms. Television is easily visible from the bed and conveniently located. Exceptions can be made	10							

		where Television is provided in the sitting area.								
3.5.4	P	Television is provided and is easily visible from the bed. Exceptions can be made where Television is provided in the sitting area.	5							
3.5.5	P	Remote control is provided and in good working condition.	5							
3.5.6	P	A working telephone shall be available in each guest bedroom capable of internal communication.	M							
3.5.7	P	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number and the room extension number are displayed.	15						R	R
3.5.8	S	24x7 operator assisted calls from the room.	10					R		
3.5.9	S	Operator assisted calls from the room for 14 hours.	5			R	R			
3.5.10	S	Free Wi-Fi is available at guestrooms.	10						R	R
3.5.11	S	Internet access or Wi-Fi provided at a charge with applicable rates displayed.	5					R		

3.5.12	P	A clock and alarm system is available. This may be provided on the telephone. It shall be in working condition and provided in all the bedrooms.	5							R	R
3.5.13	P	A mini fridge shall be available.	M								
3.5.14	S	Mini bar is available and well stocked with a wide selection of alcoholic and non-alcoholic beverages and light snacks. Water and soft drinks are provided free of charge and replenished daily. Applicable rates list is made available. Wine or bottle opener is available and is in good condition.	20								
3.5.15	S	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is made available. Bottle opener is provided and is in good condition.	15							R	R
3.5.16	S	Mini fridge or mini bar is stocked with small selection of alcoholic and non-alcoholic beverages and light snacks. Applicable rates list is available. Bottle opener is provided and is in good condition.	10								
3.5.17	S	Mini fridge can be stocked on request.	5								

3.5.18	S	Mini bar is stocked with locally produced snacks and beverages.	10							
3.5.19	S	Rooms are prepared in advance of the guests' arrival and possibly including setting an appropriate ambient temperature for the time of year and rooms are well aired.	M							
3.5.20	P	Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	5			R	R			
3.5.21	P	Air conditioning is available in good working condition and clean.	5					R	R	R
3.5.22	P	Air conditioning can be individually controlled and is set to allow a minimum temperature of 23 degrees Celsius. (i.e., cannot be lowered to less than 23 degrees)	10							
3.5.23	P	Hair dryer is in good working condition, provided in all the bedrooms.	10					R	R	R
3.5.24	P	Hair dryer is in working condition, which shall be provided on request.	5			R	R			
3.5.25	P	Safe provided in the room shall be large enough to keep 13" laptop, securely bolted and with operating instructions.	10						R	R
3.5.26	P	Small safe securely bolted down for security purposes with operating instructions.	5							

3.5.27	P	Voltage indicated on the power sockets.	5							
3.5.28	P	Spare and convenient power points are provided in each room.	5						R	R
3.5.29	P	Spare and convenient international power points are provided at desk level or dressing table.	5					R	R	R
3.5.30	S	Plug adaptor is available on request, with applicable rates displayed (if applicable).	5							
		Max Points	145							
3.6. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.6.1	P	Sufficient lighting is provided in all bedrooms to enable the guests to make full use of in-room facilities during the day and night time.	M							
3.6.2	P	Main light switch shall be located near the entrance.	M							
3.6.3	P	Bed side lamps shall be in good working order, where a shade or cover is provided same should be in good condition and clean.	M							
3.6.4	P	Emergency lights (may be flashlights or free standing emergency lights) shall be available in the room in case of power failure. Candles are not recommended for safety purposes, as per the fire safety norms.	M							
3.6.5	P	Excellent quality, well-appointed and perfectly fitted lights providing excellent illumination and coverage across all the	25							

		areas. Additional specialised lighting (mood, picture, desk light) may also be provided.									
3.6.6	P	Very good quality, well-appointed and perfectly fitted lights providing very good illumination across the room.	20								
3.6.7	P	Good quality and well fitted lights.	15								
3.6.8	P	Acceptable quality lighting fixtures.	10								
3.6.9	P	Basic quality lighting fixtures.	5								
3.6.10	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0								
3.6.12	P	Effective lighting available at all mirrors.	5								
		Max Points	30								
3.7. Room types:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
3.7.1	P	The resort has over 5 full suites. <i>[Full suites consists of separate bedrooms (which are closed off) and separate living area. A kitchenette may also be available].</i> <i>[Stand-alone villa type rooms which come with separate living areas will qualify as full suites].</i>	20								
3.7.2	P	Two full suites and a selection of half or junior suites are available.	15								

		<i>[Half or Junior suites consist of bedroom with expanded living area].</i>								
		<i>[Stand-alone villa type rooms which come with expanded living area will qualify as half suites].</i>								
3.7.3	P	One full suite and some half or junior suites.	10							
3.7.4	P	Only half or junior suites are available.	5							
		Max Points	20							
3.8. Wardrobe, hanging space, clothes hangers:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.8.1	P	Wardrobe or purpose built hanging space with a width of 1.2 metres, shelf and hanging space shall be provided in all bedrooms and shall be in good condition and clean.	M							
3.8.2	P	Walk in wardrobe is available with internal lighting, shoe rack, vanity area with chair or stool, mirror and drawers.	20							
3.8.3	P	Built in or purpose built wardrobe is more than 1.2 metres wide with full length hanging space, additional features such as drawers and shoe rack.	15							
3.8.4	P	A minimum of 6 identical hangers shall be provided (3 per person). Wire hangers are not acceptable.	M							
3.8.5	P	Specialised hangers i.e., pegs attached for trousers, satin clothes and shirts.	10						R	R

3.8.6	P	Good quality wooden or plastic hangers.	5							
		Max Points	30							
3.9. Curtains and window covering:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.9.1	P	Very good quality full length curtains in excellent condition, well-lined to provide total block out and privacy. Curtain accessories (poles, tracks, tiebacks, holdbacks, rings, pelmets etc.) are in very good condition. Windows may also be dressed with blinds or shutters of the best quality and in good working order.	20							
3.9.2	P	Good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	10						R	R
3.9.3	P	Acceptable quality of blinds or curtains and in good condition.	5					R		
3.9.4	P	Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	0							
		Max Points	20							
3.10. Flooring, ceiling, skirting and cornices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.10.1	P	Excellent quality flooring and ceiling using excellent materials either natural or manmade.	25							

		Skirting and cornices are of excellent quality. All are in excellent state of maintenance.								
3.10.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in good state of maintenance.	20							
3.10.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices are of good quality. May show some signs of wear and tear.	15							
3.10.4	P	Acceptable quality materials used. Plain and simple design.	10							
3.10.5	P	Basic quality material, somewhat tired or dated in appearance.	5							
3.10.6	P	Wooden floors that have aged and now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							
3.11. Bedroom amenities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.11.1	S	A full length mirror is available in the room or bathroom, it may also be	5						R	R

		with the wardrobe. Same is in good condition.								
3.11.2	S	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	5						R	R
3.11.3	S	Bedside rugs or mats provided in the room are clean, coordinate with the décor and in good condition.	M							
3.11.4	S	Waste bin with liners shall be available, clean and in good condition...	M							
3.11.5	S	Mosquito nets are available, cover the entire bed and long enough to reach the floor and should be in good condition and clean.	5							
3.11.6	S	Insect repellent is available.	5			R	R	R	R	R
3.11.7	S	Drinking glasses with coasters and lids shall be provided or be individually wrapped.	M							
3.11.8	S	Personalised notebook and pen (branded with the hotel logo) are available.	10							R
3.11.9	S	Note Pad and pen are available along with the telephone and shall be in good condition and clean.	5					R	R	
3.11.10	S	Laundry bag is provided with list of applicable rates and in good condition and clean	5							
3.11.11. Guests are offered a friendly gesture of welcome. This can be in the form of:										
3.11.11.1	S	Fruit basket is placed in all the rooms at time of check-in.	10							
3.11.11.2	S	Fruit basket is placed in the VIP rooms and	5							

		honeymoon rooms only at time of check-in.								
3.11.11.3	S	Personalised greeting for each guest or a present in the room.	5							R
3.11.11.4	S	Invitation to guests for a daily or weekly "Manager's hour".	5							
3.11.11.5	S	Bed is decorated at check-in (e.g., flowers or towel decorations)	5							
3.11.11.6	S	Tea or Coffee making facilities (kettles, cups, saucers) are available and are in good condition and clean.	M							
3.11.11.7	S	Wide selection of tea, coffee, sugar and milk is made available. (4 types of tea; 2 types of coffee; sweetener; in addition to brown and white sugar).	10							
3.11.11.8	S	Selection of tea, coffee, sugar and milk is available.	5							
3.11.11.9	S	Umbrellas are available in the room.	10							
3.11.11.10	S	Umbrella can be provided on request.	5							
3.11.11.11	S	Bedroom slippers of appropriate quality are provided in two different sizes.	10							R
3.11.11.12	S	Bedroom slippers of appropriate quality provided in each room (for 2 persons)	5						R	
3.11.11.13	S	Iron and ironing board is provided in each room and placed in the wardrobe.	10						R	R
3.11.11.14	S	Iron and ironing board is available on request.	5							

3.11.11.15	S	Guest Information kit detailing the following shall be made available in English, French or other languages of the hotels main clientele. <i>(Guest information may be relayed through IPTV.)</i>	M								
		Directory of Essential Services (emergency and contact numbers).									
		Method of payment									
		Room key procedures									
		Information on swimming pool and other leisure facilities which includes opening hours etc.									
		Entertainment programme details.									
		Telephone services.									
		Food and Beverage service hours.									
		List of television channels available and on what numbers.									
		Room service menu with hours of availability.									
		Check-in and Check-out timings.									
		User's manual and security codes for safety deposit box.									
		List of excursions and details of whom to be contacted.									
List of cultural, heritage sites and attractions.	5										

		Guest information is provided through IPTV system.	20							
		Guest information is presented in very good quality folder, branded with the hotel logo and the page inserts are professionally printed in a manner that will prevent wear and tear. <i>(Where the information is relayed through IPTV, these points will be deducted from total applicable points under this section).</i>	15							
		Guest information is presented in a good quality folder.	10							
		Guest information is presented in a simple folder.	5							
		Provision for guest's access to their accounts and messages through IPTV system.	10							
		Baby cot or crib is available upon request. <i>(Where it is the hotel policy not to take in children, these points shall be deducted from the total applicable points under this section).</i>	5							
		Max Points	140							
3.12. Bedding and linen:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.12.1	S	All beds shall be provided with clean mattress protectors and pillows	M							

		with pillow protectors free from stains.								
3.12.2	S	Luxurious, quality linen (over 300 thread count) that provides a super soft feel and is coordinated with bedroom décor and other soft furnishings. Very good supply of pillows and cushions. Pillow menu is available with a variety of fillings e.g., feather, down, foam. Spare pillows shall stored in protective covering for hygiene reasons.	20							
3.12.3	S	Very good quality linen (over 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	15							
3.12.4	S	Good quality linen (180 to 250 thread count), tightly woven, crisp and soft to the touch and is coordinated with bedroom décor and other soft furnishings. Spare pillows stored in protective covering for hygiene reasons.	10							
3.12.5	S	Acceptable quality linen with no signs of wear and tear, fraying edges or holes.	5							
3.12.6	S	Poor quality sheets, damage or wear and tear.	0							
		Max Points	20							

3.13. Bed sizes:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.13.1	P	Double bed of minimum sizes of 2metres x 2metres. Single bed of minimum size of 1metre x 2metres. High quality mattress (height of at least 22centimetres) which offers enhanced comfort such as memory foam and is clean and well kept. Bed base is in excellent condition and if they are visible should blend in with the décor. Excellent quality decorative headboards and offering comfort.	25							
3.13.2	P	Double bed of minimum sizes of 1.8metres x 2metres. Single bed of minimum size of 0.9metre x 2metres. Very good quality mattresses (height of at least 18 centimetres) and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	20						R	R
3.13.3	P	Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (height of 13centimetres) and bed base. Good quality headboards are made available.	15			R	R	R		

3.13.4	P	Standard double bed or two full size single beds. Standard domestic quality bed frames. Bed frames and mattresses of older style are acceptable, but shall be of good quality. Headboards may be of a simple design or plain wood.	10							
3.13.5	P	Mattresses and bed frames are of acceptable quality. Mattresses should comfortably fit the particular type of bed. Headboards may be a simple design or plain wood.	5							
3.13.6	P	Creaking and sloping frames with sagging supports. Legs loose and uneven, casters missing, stains, marks and holes. Broken struts and unsecure headboards or sloping frames. Damage or wear and tear evident.	0							
		Max Points	25							
3.14. Butler service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.14.1	S	Dedicated butler service is available for all rooms. Hotel should provide a list of all the services offered through the butler service.	20							
3.14.2	S	Dedicated butler service is available for some categories of rooms only. Hotel should provide a list of all the services offered through the butler service.	10							

3.14.3	S	Butler service is available on request. Hotel should provide a list of all the services offered.	10							
3.14.4	S	Rooms offering butler service have the butler stations.	10							
		Max Points	30							
3.15. Turndown service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
3.15.1	S	Full turn-down service is provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, any trays were taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	20							R
3.15.2	S	Partial turndown service provided for all rooms. Room tidied and the trays were taken away. Lights on and curtains drawn in the evening. Bed turned down.	10						R	
3.15.3	S	Turndown service provided on request.	5							
		Max Points	20							

4. GUEST BATHROOM										
4.1. Bathroom set up:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.1.1	P	All bathrooms shall have en-suite facilities consisting of toilet, wash basin and shower facilities. Minimum floor area of the bathroom shall be 6 square metres.	M							
4.1.2	P	Bathrooms shall be well ventilated, either windows that open or have effective working extractors.	M							
4.1.3	P	Double vanity space is provided.	5							
4.1.4	P	Bathroom offers a separate bath as well as a separate shower.	10							
4.1.6	P	A bath cubicle with shower facilities is available.	5							
4.1.5	P	Toilet is separately enclosed.	5							
		Max Points	20							
4.2. Flooring, ceiling and walls:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.2.1	P	Excellent floor, ceiling and walls and covering in perfect condition and finish.	25							
4.2.2	P	Very good floor, ceiling and walls and covering in very good condition and finish.	20							
4.2.3	P	Good quality floor, ceiling and walls and covering in good condition and finish.	15							

4.2.4	P	Adequate bathroom floor, ceiling and walls and coverings that are not necessarily recent.	10							
4.2.5	P	Materials of basic quality used. Basic appearance is clean and neat.	5							
4.2.6	P	Very tired and dated style. Damp or condensation marks. Poor quality finish, unprofessionally applied. Sealant or grouting, mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured or damp.	0							
		Max Points	25							
4.3. Fixtures and fittings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.3.1	P	Extra-large and spacious shower. Extra-large or deep bath, and large washbasin. Excellent quality fixtures and fittings in perfect state, coordinated and of innovative design. Attention to aesthetics and perfect finishes.	25							
4.3.2	P	Large shower or sturdy bath. Attractive shower screen and good-sized washbasin. Very good quality, solid and well-made fixtures and fittings in very good order and matching with coordinated style. Very good quality finishes.	20							
4.3.3	P	Standard sized bath or shower. Sturdy bath or good quality shower with screen or curtain. Good	15							

		quality fixtures and fittings throughout and in good condition. Matching with coordinated styles.									
4.3.4	P	Smaller sized bath or shower. Shower screen or satisfactory quality curtain. Satisfactory quality of bathroom fixtures and fittings.	10								
4.3.5	P	Fixtures and fittings in an acceptable condition. May show signs of wear and tear.	5								
4.3.6	P	Bath enamel chipped, stained or dull. Poor quality plastic bath that moves and creaks. Stained or mouldy grouting or sealant and thin, ineffective shower curtain. Cracked washbasin or toilet. Badly fitted plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail, evidence of cigarette burns, signs of damage or leaks.	0								
4.3.7	P	Spa bath or Jacuzzi provided.	10								
4.3.8	P	No unsightly plumbing fixtures.	5								
4.3.9	P	Adequate clothes hooks (minimum 2 numbers).	5								
4.3.10	P	Facilities within bathroom are conveniently positioned.	5								
4.3.11	P	Magnifying mirror	5								
4.3.12	P	Soap dishes	5								
4.3.13	P	Telephone	5								

4.3.14	P	Drip dry facilities (i.e., retractable washing line over bath).	5							
4.3.15	P	Weighing scale	5							
		Max Points	75							
4.4. Wash hand basin and toilet area:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.4.1	P	Adequate shelf space is available adjacent to the hand basin with sufficient space to store toiletries for two guests.	5							
4.4.2	P	Appropriate toilet brush provided with covered holder. <i>(Where it is the hotel policy not to provide toilet brushes, but rather servicing of rooms is offered to clients at their request, these points shall be deducted from the total applicable points).</i>	10							
4.4.3	P	Toilet brush provided with uncovered holder.	5							
4.4.4	P	Toilet paper holder or dispenser conveniently located.	5							
4.4.5	P	Sanitary bags provided.	5							
		Max Points	25							
4.5. Towelling:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.5.1	P	Full range of towel sizes; bath sheets, bath towels, hand towels, facecloth for each guest. Thick, heavy, fluffy quality with plenty of pile. Two bath mats	20							

		provided for bath and shower area are of excellent quality.								
4.5.2	P	Wide range of very good quality towels including bath towel, hand towel and face cloth per guest. Bath mat provided is of very good quality.	15							
4.5.3	P	Bath and hand towels are of good quality provided per each guest.	10							
4.5.4	P	Towels are of acceptable quality provided per each guest.	5							
4.5.5	P	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.	0							
4.5.6	P	Bathrobes of appropriate quality are provided in two different sizes.	10						R	R
4.5.7	P	Bathrobes of appropriate quality provided in each room (for 2 persons)	5							
		Max Points	30							
4.6. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.6.1	P	Sufficient lighting shall be provided to enable the guests to make full use of bathroom facilities during the day and night time.	M							
4.6.2	P	Excellent quality lighting effective for all purposes i.e., shaving, make-up, and contact lenses particularly at washbasin and shaving point.	20							

4.6.3	P	Good standard of light fittings i.e., main light plus adequate shaving light.	15							
4.6.4	P	Well-positioned light with acceptable quality of light fittings.	10							
4.6.5	P	Basic quality lighting fixtures.	5							
4.6.6	P	Gloomy, poor lighting, badly placed, ageing, damaged light fittings.	0							
		Max Points	20							
4.7. Accessories:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
4.7.1	S	A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include Molten Brown; Elemis; L'Occitane, Hermes etc.)	20						R	R
4.7.2	S	A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in the previous paragraph. Branded with hotel logo.	15					R		

4.7.3	S	A small range (minimum 4) from the excellent quality brands specified in paragraph 4.7.1 and all are in good condition and of good quality.	10							
4.7.4	S	One or two items from the excellent quality brands specified in paragraph 4.7.1 of acceptable quality.	5			R	R			
4.7.5	S	No attempt to provide any extra accessories. Well-used ageing bottles, sticky sachets or sticky containers.	0							
		Max Points	20							
5. PUBLIC AREAS; The term “Public Areas” normally covers all areas of the hotel that guests or the public have access to. Here it covers areas such as corridors; stairs; public toilets and any other public area that does not come under a specific heading, e.g., Restaurant and Bars, Reception etc. <i>(These points shall be deducted from the total applicable points for resort type of hotels with stand-alone villas or bungalows where corridors, stairwell etc. are not available).</i>										
5.1. General:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.1.1	P	Corridors and stairs shall be in good condition and free from obstruction.	M							
5.1.2	P	Levels of lighting in all the public areas shall be adequate for safety and comfort.	M							
5.2. Guest Services:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.2.1	S	Free Wi-Fi in public areas.	20						R	R
5.2.2	S	Wi-Fi is made available and if the service is chargeable, applicable rates are displayed.	10							

		Max Points	20							
5.3. Décor and design:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.3.1	P	Elements of local arts and culture shall be present in the décor, such as prints or photographs shall depict local scenes, historical or heritage related images.	M							
5.3.2	P	A variety of good quality local arts and crafts have been tastefully integrated into the décor.	10							
5.3.3	P	Local arts and crafts are present in the décor.	5							
5.3.4	P	Excellent quality wall coverings, floor and ceiling and in immaculate condition. Beautiful design with architectural features present. Interesting artwork, particularly from local artists, objects d'art present. Flawless finishes.	25							
5.3.5	P	Very good quality wall covering, flooring and ceiling. Evidence of coordinated design with additional attractive design. Very good finish. Eye catching features of interest.	20							
5.3.6	P	Use of good quality materials. Coordinated design with additional attractive features and finishes.	15							

5.3.7	P	Acceptable style and quality décor and finishes. Use of wall hangings, pictures, etc. and satisfactory workmanship.	10							
5.3.8	P	Basic application of décor. Little design input or coordination.	5							
5.3.9	P	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring with general neglect.	0							
		Max Points	35							
5.4. Public Toilets:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.4.1	P	Separate male and female toilet facilities shall be provided and clearly designated with appropriate clear and legible signage.	M							
5.4.2	P	Adequate artificial or natural ventilation shall be available.	M							
5.4.3	P	Walls, ceiling and floor shall be well maintained and free from stains, cracks and without missing tiles.	M							
5.4.4	P	Opaque windows or curtains or blinds shall be provided, if necessary to ensure the guest's privacy.	M							

5.4.5	S	Very good standard of cleanliness and hygiene. All surfaces are gleaming, clean and fresh. Very good standards of maintenance.	10							
5.4.6	S	Acceptable standard of cleanliness. Clean and satisfactorily maintained.	5							
5.4.7	S	Low standard of housekeeping. Dirt and dust on all surfaces. Long term encrusted grime. Dirt and hairs on floor in corners. Flooring around the toilet is stained and smelly.	0							
5.4.8	S	Public toilets equipped with baby sanitary facilities.	10							
		Max Points	20							
5.5. Public toilet amenities and accessories:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
5.5.1	P	Toilet roll with holder shall be available.	M							
5.5.2	S	Extra toilet rolls are available.	5							
5.5.3	P	Toilet brush with holder and cover are available and clean.	5							
5.5.4	P	Suitable hand washing and hand drying facilities shall be available.	M							
5.5.5	P	Individual hand towels for hand drying are provided.	10							
5.5.6	P	Lidded and lined sanitary bin shall be provided in each of the female toilet cubicles.	M							

5.5.7	P	Mirror is available and in good condition and clean.	M							
5.5.8	P	Full length mirror is available.	5							
5.5.9	P	Hooks on the inside of each toilet cubicle door.	10							
5.5.10	P	Each cubicle door shall have a working lock for privacy.	M							
5.5.11	S	Availability of hand lotion.	10							
5.5.12	S	Availability of tissues.	5							
5.5.13	S	Piped music is available.	5							
5.5.14	S	Toilet is fragranced with automatic air fresheners or aromatic oil.	5							
		Max Points	60							
6. RESTAURANT AND BARS										
6.1. Restaurant facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.1.1	P	All resorts shall have at least one restaurant open on all 7 days a week.	M							
6.1.2	S	A private dining area is available or the resort provides a special dining experience to its guests.	10							
		Max Points	10							
6.2. Decor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.2.1		Décor is complemented with local artwork.	15							

6.2.2	P	<p>Décor is of an excellent standard and shows attention to detail. Professionally coordinated patterns, colours and textures. Eye catching and high value decorative pieces, materials and wall coverings. Advanced professional finish.</p> <p><i>(Where a restaurant is mainly open plan with limited walls for wall hangings and display of painting or decorative pieces, points shall not be deducted for non-provision of these as long as the general décor and material used falls within one of the prescribed categories).</i></p>	25		*					
6.2.3	P	Very good quality décor and co-ordination of patterns, colours and texture. Very good quality decorative pieces, materials and wall coverings with professional finish.	20							
6.2.4	P	Good quality décor with patterns, colours and textures are well-coordinated. Additional attractive design features with decorative pieces, materials and wall coverings with professional workmanship throughout.	15							

6.2.5	P	Acceptable style and décor with reasonable attempt to co-ordinate patterns and colours. Use of wall hangings, pictures etc., with competent workmanship.	10							
6.2.6	P	Basic application of décor, little design input or co-ordination. Tired and somewhat dated in appearance.	5							
6.2.7	P	Very old, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	0							
		Max Points	40							
6.3. Furnishings:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.3.1	P	Adequate seating capacity shall be available and relative to the maximum occupancy of the property.	M							
6.3.2	P	Service stations are appropriately located and well stocked with appropriate equipment and cutlery.	M							
6.3.3	P	Excellent quality dining tables and chairs. Chairs are very comfortable and tables are spacious. Superbly coordinated and high quality upholstery and workmanship in the furniture. Free and easy access between furniture.	20							

		Child or booster seats are available. Various seating options are available.								
6.3.4	P	Comfortable dining chairs and spacious table and well-coordinated. Very good quality upholstery and workmanship in the furniture. Free and easy access between furniture. Child or booster seats are available. Seating options are available.	15							
6.3.5	P	Appropriate dining chairs of appropriate height for tables and tables are large enough for uncluttered use. Acceptable quality upholstery and workmanship in the furniture. May be a mix of styles, but all in good order.	10							
6.3.6	P	Fully functional dining tables and chairs of lower quality.	5							
6.3.7	P	Inadequate table size. Cluttered and inconvenient for use. Cramped and uncomfortable layout.	0							
		Max Points	20							
6.4. Flooring, ceiling, skirting and cornice:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.4.1	P	Excellent quality flooring and ceiling by using excellent materials either natural or manmade. Skirting and cornices of excellent quality with additional architectural	25							

		features. All in an excellent state of maintenance.								
6.4.2	P	Very good quality flooring and ceiling using very good materials either natural or manmade. Skirting and cornices are of very good quality. All are in very good state of maintenance.	20							
6.4.3	P	Good quality flooring and ceiling using good materials either natural or manmade. Skirting and cornices of good quality with additional architectural features. All are in good state of maintenance.	15							
6.4.4	P	Acceptable quality materials used. Skirting and cornices are of satisfactory quality. May show some signs of wear and tear.	10							
6.4.5	P	Basic quality material, plain and simple design.	5							
6.4.6	P	Wooden floors that have aged now in need of a new coat of varnish. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0							
		Max Points	25							

6.5. Lighting:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.5.1	P	Exquisitely designed and appropriate lighting is provided with excellent quality illumination and coverage across all the areas. All lights and shades are of excellent quality and in very good working order.	25							
6.5.2	P	Overall high and attractive illumination providing very good illumination and coverage across all areas. All lights and shades are of very good quality and in working order.	20							
6.5.3	P	Well-designed lighting with good illumination for practical use. All lights and shades are of good quality and are in working order.	15							
6.5.4	P	Acceptable lighting with good fittings to allow appropriate illumination. Lights and shades are of acceptable quality and in working order.	10							
6.5.5	P	Basic lighting and fittings for appropriate illumination. All lights and shades are of basic quality and in working order.	5							

6.5.6	P	Poor quality fittings in poor condition, exposed, fraying wires, wobbly fittings, loose plugs. Dim gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Bare globes, cracked or damaged fittings or lights that are not working.	0							
		Max Points	25							
6.6. Table appointments:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.6.1	P	Excellent quality cutlery, crockery, linen and glassware (crystal) to compliment a range of uses. All cutlery, crockery, glassware and linen are highly co-ordinated and matching. Additional features such as vases, candlesticks or centre pieces are available.	20							
6.6.2	P	Very good quality cutlery, crockery, linen and glassware to compliment a range of uses. All cutlery, crockery, glassware and linen are well co-ordinated and matching. Additional features such as vases, candlesticks or centre pieces are available.	15							

6.6.3	P	Good quality cutlery, crockery, linen or thick multi-ply paper napkins and glassware for different uses. Cutlery, crockery, glassware and linen may be of different styles but are coordinated and in good condition. Additional features such as flowers, candles and centre piece are available.	10							
6.6.4	P	Acceptable quality cutlery, crockery, napkins and glassware are available for practical use. Cutlery, crockery, glassware and linen may be of different styles and well used, but in good condition.	5							
6.6.5	P	Damaged, cracked, scratched, tarnished and stained cutlery, crockery, napkins or linen or table cover and glassware, Sticky sauce bottles and unclean tables.	0							
6.6.6	P	The restaurant is stocked with a range of accessories such as ice buckets, sauce boats, jam pots, cutlery, crockery and glassware or crystal to compliment a range of uses.	25							
		Max Points	45							

6.7. Lunch or dinner quality and presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.7.1	S	Excellent presentation with exquisite garnishes served on appropriate plates. Gastronomic combination of flavours using finest fresh ingredients, colours and textures, served at right temperature and on a hot or cold plate as appropriate. Carvery or buffet to be attended to and refreshed.	20							
6.7.2	S	Very good presentation with interesting garnishes served on appropriate plates. Obvious care in execution and attention to visual appeal with a combination of flavours, colours and textures using fresh ingredients and served at right temperature and on a hot or cold plate as appropriate. Where applicable carvery or buffet is attended to and refreshed.	15							
6.7.3	S	Good presentation with some garnishing. Fresh and balanced ingredients and flavours. Served on appropriate plates and at the right temperature. Where applicable carvery or buffet is attended to and refreshed.	10							

6.7.4	S	Basic preparation and presentation with little garnishing using acceptable ingredients. Served on appropriate plates at the right temperature.	5							
6.7.5	S	Badly presented meals, with no variety of colours, textures and garnishing. Luke warm food that has started to dry out or wrinkled skin on sauce.	0							
		Max Points	20							
6.8. Menu Presentation:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.8.1	S	Menu beautifully bound and professionally presented.	15							R
6.8.2	S	Menu in the folder and well-presented and easy to read.	10						R	
6.8.3	S	Basic presentation of menu i.e., laminated and with no holder.	5					R		
6.8.4	S	Menu list is in poor condition and stained, very limited choice.	0							
		Max Points	15							
6.9. Menu offer:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.9.1	S	Excellent variety on the menu with a la carte, table d’hôte and special dietary menus on offer.	20							R
6.9.2	S	Very good variety on the menu with a la carte, table d’hôte and special dietary menus on offer.	15						R	

6.9.3	S	Good variety on the menu with a la carte on offer.	10						R		
6.9.4	S	Menu offers minimal options.	5								
6.9.5	S	Child Menu.	5							R	R
		Max Points	25								
6.10. Wine list presentation:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
6.10.1	S	Wine list is beautifully bound and professionally printed.	15							R	
6.10.2	S	Wine list is in folder, well presented and easy to read.	10						R		
6.10.3	S	Basic presentation of wine list i.e., laminated and with no holder.	5								
6.10.4	S	Menu list is in poor condition and stained, very limited choices.	0								
		Max Points	15								
6.11. Wine selection and service:											
			Indicative score	Actual score	Remarks	*	**	***	****	*****	
6.11.1	S	Extensive wine selection. Recommended wines accompany different dishes.	20							R	
6.11.2	S	Selection of wine from a minimum of four wine regions.	15						R		
6.11.3	S	Selection of wine from two wine regions.	10					R			
6.11.4	S	Limited choice of wine.	5								
6.11.5	S	Sommelier service is available.	20								
		Max Points	40								

6.12. Breakfast offer:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.12.1	S	Excellent range of hot and cold food items, fruits and beverage items on the breakfast buffet with each item suitably labelled and an excellent standard of presentation. Eggs are cooked at the guest's order. Excellent range of fresh ingredients and wide choice of bread and pastries. Freshly pressed juice from local fruits is made available. Specialty foods and unusual dishes. Table service essential.	20							
6.12.2	S	Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked to guest's order. Variety of fresh ingredients. Selection of breads and pastries shall be offered. Freshly pressed juice from local fruits are made available. Table service offered.	15						R	R
6.12.3	S	Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked to guest's order. Fresh ingredients and a small selection of breads and pastries on offer.	10					R		
6.12.4	S	Continental breakfast consisting of tea or coffee, a selection of bread, butter, and jam.	5			R	R			

6.12.5	S	No choice of food. No variety and low quality of ingredients. Badly cooked.	0							
6.12.6	S	Breakfast served for at least 3 hours	15							
6.12.7	S	Breakfast served for at least 2 hours	10							
6.12.8	S	Breakfast served for at least 1 hour and 30 minutes	5							
		Max Points	35							
6.13. Bar:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.13.1	S	All resorts shall have at least one public or coffee bar.	M							
6.13.2	P	Bar areas shall be well maintained and clean and hygienic. All equipment including sinks, dishwasher and wash hand basins shall be in good working order and clean.	M							
6.13.3	S	Bar and table service. Excellent range of international alcoholic and non-alcoholic drinks including the premium brands. International wine list is available. Draft and bottled beers are available. Nibbles are provided with drinks. Local beers and spirits are available. Sufficient refrigeration units or cooling systems are available. A wine chiller is available. Extensive cocktail menu with house special is available. Excellent range of	25							

		glassware appropriate for the serving different ranges of drinks.								
6.13.4	S	Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits are available. Draft and bottled beers and wines by the glass. Nibbles are provided with drinks. Local beers and spirits are available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	20						R	R
6.13.5	S	Bar and table service. Good range of alcoholic and soft drinks including premium brands. Wines by the glass. Nibbles are available as extras. Local beers and spirits are available. Sufficient refrigeration units or cooling systems are available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different ranges of drinks.	15							
6.13.6	S	Acceptable range of common alcoholic and non-alcoholic drinks, including local beverages.	10							

6.13.7	S	Limited range of common alcoholic and non-alcoholic beverage options.	5							
		Max Points	25							
6.14. Bar furnishings and décor:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.14.1		Where there is no separate bar, the resort shall not qualify for the points under this section.								
6.14.2	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of an excellent standard and shows attention to detail. Excellent quality furniture, offering comfort and seating options are available for different size groups. Furniture is in excellent state of maintenance. Soft music at acceptable volume in the background.	20							
6.14.3	P	Bar area is set in an environment of coordinated design. Décor (including walls, floor and ceiling) is of very good standard. Very good quality furniture, offering comfort and seating options are available for different size groups. Furniture is in very good state of maintenance.	15							

		Soft music at acceptable volume in background.								
6.14.4	P	Bar area is well designed, with good quality décor and furniture that may be more functional in design but comfortable. Adequate seating available. A little wear and tear may be evident. Good standard of maintenance overall.	10							
6.14.5	P	Basic style of décor but satisfactory overall. Adequate seating provided. Some maintenance issues to be addressed.	5							
6.14.6	P	Décor and furniture are tired and dated in appearance and no longer comfortable. Several maintenance issues to be addressed. Noise levels interfere with guests' privacy. Little space for the volume of traffic and the needs of guests. Poor standard of cleanliness overall.	0							
		Max Points	20	0						
6.15. Additional:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.15.1	P	Dedicated cocktail bar for diners. <i>(This criteria refers to a separate bar or lounge area where guests can order pre-dinner cocktails or drinks and with possibility to also order from the menu.</i>	10							

6.15.2	S	Public restrooms adjacent to the restaurant.	10							
		Max Points	20							
6.16. Food and beverage service staff (Presentation and grooming):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.16.1	P	Staff are uniformed and clearly identifiable. Immaculate presentation and grooming. Name tags are in excellent condition. Shoes or footwear are in immaculate condition. Jewellery kept to a minimum and discreet.	20							
6.16.2	P	Very good presentation and grooming. Uniforms are coordinated and in very good condition. Name tags are in very good condition. Shoes or footwear are in very good condition and clean. Jewellery kept to a minimum and discreet.	15							
6.16.3	P	Clean, neat and appropriate uniform. An obvious attempt to present a smart, well-groomed appearance. Name tags are in good condition. Shoes or footwear are in good condition and of an appropriate style.	10							
6.16.4	P	Basic uniform that is neat and tidy, well fitted and well pressed. Uniform in satisfactory state of repair.	5							
6.16.5	P	Uniform not consistent or badly fitting. Difficult to clearly identify the staff. Untidy and haphazard appearance.	0							
		Max Points	20							

6.17. Food and beverage service staff (Service quality):										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
6.17.1	S	Staff are fluent in English and French.	M							
6.17.2	S	Staff are fluent in English, French and additional languages of the hotel's main clientele.	10							
6.17.3	S	Staff are professional and have outstanding level of knowledge of products and are able to make recommendations based on the guest preferences.	20							
6.17.4	S	Staff are well trained and have very good knowledge of products on offer and are able to make recommendations.	15							
6.17.5	S	Staff are trained and have a good knowledge of products on offer.	10							
6.17.6	S	Staff have a basic knowledge of products on offer.	5							
		Max Points	30							
7. KITCHEN										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
7.1	P	All kitchen and ancillary facilities shall be well maintained, clean and hygienic. All equipment's, appliances and facilities shall be in good working condition and clean.	M							
7.2	P	Kitchen shall be located next to the restaurant or be immediately adjacent to it with separate access from public areas and a separate staff entrance.	M							

7.3	P	A dedicated receiving area is provided, suitably equipped with scales, and with walls and floor that are durable, impervious and easy to clean and disinfect.	5							
7.4	P	Double entry doors are provided to the restaurant to facilitate staff coming in or out.	5							
7.5	P	Kitchen has clearly designated hot area, cold preparation area, scullery, fish preparation or butchery and dry and cold storage facilities.	10							
7.6	P	Kitchen is well designed to easily accommodate the equipment in use and allow for proper manoeuvring.	5							
7.7	P	Kitchen layout allows for effective workflow (i.e., there is a continuous progression of food from preparation to service, with no cross over to avoid cross contamination).	10							
7.8	P	A central canopy or extractor hood is available over the main cooking area or ovens and salamanders. Same is well serviced and effective.	10							
7.9	P	Sufficient ventilation is provided either naturally or artificially.	5							
7.10	P	All areas of the kitchen and ancillary facilities are rodent and pest proof. Fly proof mesh is in good condition and cleans.	5							

		insectocutors are available and are strategically placed.								
7.11	P	There is sufficient number of waste bins. All bins are lined with appropriate waste bags and have lids. Waste is collected from the kitchen on regular basis.	5							
7.12	P	Separate waste bins for organic and non-organic material with covers are available.	10							
7.13	P	A ventilated garbage room or area is available, enclosed, rodent and insect proof, clean and well maintained.	5							
7.14	P	All drains in and around the kitchen are covered and connected to the drainage system of the building via the grease trap.	10							
7.15	P	All floors have a gentle slope towards the drainage point.	5							
7.16	P	Drains shall be clean and serviced regularly.	5							
7.17	P	Floor is of hard, durable, impervious, non-corrosive material with non-slippery surface that can be easily cleaned and disinfected and in good condition.	5							
7.18	P	Walls are of hard, durable, impervious, non-corrosive material that can be easily cleaned and disinfected and in good condition.	5							
7.19	P	Walls are tiled up to the ceiling.	10							

7.20	P	Worktops and preparation tables are of hard durable material such as stainless steel or granite surface so that they can be easily cleaned and disinfected.	5								
7.21	P	Ceiling is in good condition, clean and without damage.	5								
7.22	P	Natural and artificial lighting of sufficient intensity is provided.	5								
7.23	P	Windows are in good condition and clean. Fly proof mesh is provided where windows are opened and are in good condition.	5								
7.24	P	Hand washing and drying facilities are provided. Running hot and cold water is available at all times together with an antibacterial soap dispenser.	10								
7.25	P	At least one hands free wash basin is available at the preparation area.	15								
7.26	P	A dedicated room service area is provided in the kitchen with appropriate trays and cutlery and condiments available. Dedicated room service telephone extension is available. Photographs are available on walls showing the correct layout of trays and a copy of the room service menu.	10								
7.27		A dedicated room service area is not provided in the kitchen, however appropriate trays, cutlery, cloche and condiments are	5								

		available. Photographs are available on walls or in a folder showing correct layout of trays and a copy of the room service menu.								
		Max Points	170							
8. GENERAL SERVICES										
8.1. Maintenance Practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.1.1	P	Drainage shall be connected to the central sewage disposal system, where available. Where there is no sewage system, the disposal shall be in line with the Planning Authority, Environment and Health Regulations.	M							
8.1.2	P	There shall be appropriate back up sources of power (backup generator or emergency lights) in case of failure of main supply. (Approval of PUC requirement)	M							
8.1.3	P	Appropriate pest control measures shall be in place and done regularly in accordance with the Health Regulations to protect against insects or vermin.	M							
8.1.4	P	There shall be a consistent supply of safe water conforming to the local standards. Water from private sources shall be appropriately treated.	M							
8.1.5	P	Water storage shall be available to address water restrictions during the dry season and in case of supply breakdown.	M							

8.1.6	S	Cleaning schedules for public areas are in place showing daily, weekly and periodic cleaning procedures.	15							
8.1.7	S	Cleaning schedules for public areas are in place showing weekly cleaning procedures.	10							
8.1.8	S	Cleaning schedules for public areas are in place showing periodic cleaning procedures.	5							
8.1.9	S	Maintenance technician is available at 24 hours on 7 days basis. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, mini bars, telephones and hairdryers are in stock.	20							
8.1.10	S	Maintenance technician is available from 08.00-18.00hours and on call up to 22.00 hours. Replacement of consumables and spare parts are available in stock. Replacement of electrical fixtures e.g., TVs, mini bars, telephones, hairdryers are in stock.	15							
8.1.11	S	Maintenance technician is available from 08.00 - 16.00 hours and on call in the afterhours. Replacement of consumables and spare parts are available in stock.	10							

8.1.12	S	At least one member of the staff is trained to undertake basic maintenance e.g., changing light bulbs at all times. Basic consumables are in stock.	5							
8.1.13	S	No organised maintenance activity.	0							
		Max Points	35							
8.2. Room service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.2.1	S	24 hours room service is available. An excellent range of courses are available plus wine or drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	20							R
8.2.2	S	18 hours room service is available. A very good range of courses are available plus wine or drinks list with a very good selection of items on offer.	15						R	
8.2.3	S	12 hours room service available. A good range of courses are available with a selection of wine or drinks on offer.	10					R		
8.2.4	S	8 hours room service available. Reasonable selection of items is on offer.	5							
8.2.5	S	Room service is not available.	0							

8.2.6	S	For resort type of hotels, where guest rooms are at a distance away from the kitchen, appropriate dedicated buggy is available to ensure speedy and hygienic food delivery. <i>(Where this criteria is not applicable, these points shall be deducted from the total applicable points).</i>	10							
		Max Points	30							
8.3. Laundry Service:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
8.3.1	S	Full laundry service is available 7 days a week. <i>(Where this service is contracted out, the hotel shall still qualify for these points subject to relevant documentation or contract being made available).</i>	20						R	R
8.3.2	S	Limited laundry service for a minimum of 3 days a week.	10					R		
8.3.3	S	Limited laundry service for less than 3 days a week.	5							
8.3.4	S	Dry cleaning service available.	5							
8.3.5	S	Express service available in 2 hours or less. <i>(This should be clearly stated in the information kit or laundry services information).</i>	10							
		Max Points	35							

9. BUSINESS PRACTICES**9.1. Safety and security:**

			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.1.1	P	There shall be adequate levels of lighting for guests' safety and comfort in all public areas including the stairwells, corridors and car parks.	M							
9.1.2	P	A functional alarm system shall be available.	M							
9.1.3	P	Information on procedures in the event of an emergency and after hour's contacts for assistance shall be clearly displayed and available in English and French and other languages of the hotel's main clientele, incorporating diagrams.	M							
9.1.4	P	Procedures for summoning assistance, in particular, assistance after hours shall also be made available.	M							
9.1.5	P	Resort shall have in place a means to provide or summon medical assistance when ever required.	M							
9.1.6	P	Functional video surveillance system is available, monitoring external and internal areas of the establishment.	20							
9.1.7	P	Closed circuit TV (CCTV) in the public areas.	10							

9.1.8	S	24 hours professional security guards or alternatively the hotel contracts out the security work to a licensed security firm.	25							
		Max Points	45							
9.2. Quality management and online activities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.2.1	S	Systematic complaint management system shall be in place. Complaints are monitored, evaluated and responded promptly. <i>(An extract of at least two complaints with actions taken on those complaints are to be made available to the assessors)</i>	10					R	R	R
9.2.2	S	Analysis of online guest reviews to improve the property's performance. <i>(Extracts of the guest reviews are to be made available to the assessors)</i>	10						R	R
9.2.3	S	Feedback from mystery guests can be obtained on guest services and experiences. <i>(Relevant documentation shall be made available to the assessors).</i>	10							
9.2.4	S	Website with direct booking option and guest reviews.	10							
9.2.5	S	Active invitation of departing or checked-out guests to write a review on a portal or on the website	5						R	R

		<i>(Relevant documentation shall be made available to the assessors).</i>								
		Max Points	45							
9.3. Medical or first-aid:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.3.1	S	First-aid box shall be available and well stocked as per the health requirements. At least one of the staff member in each shift shall be a certified First Aider. <i>(Human Resources Department has to make available, the list of certified first aiders)</i>	M							
9.3.2	S	Continuous first-aid training program for all the staff members.	10							
9.3.3	S	First-aid boxes are available on demand in each Department.	15							
9.3.4	S	Availability of a full time nurse.	20			R	R	R	R	R
9.3.5	S	Availability of a dedicated clinic or recovery room.	15						R	R
		Max Points	60							
9.4. Fire safety:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.4.1	P	Resort is compliant with all the mandatory Fire Safety Regulations. <i>(Valid compliance report from the Fire Department shall be made available to the assessors, for verification.)</i>	M							

9.5. Human resources:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.5.1	S	Depending on the size and organisational structure of the establishment, there shall be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person shall supervise each department.	M							
9.5.2	S	The resort is managed by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Staff are fluent to speak in English, French or other languages of the hotel's main clientele.	10							
9.5.3	S	Continuous training, including in-house programmes are available.	10							
9.5.4	S	Appropriate on the job training programme is formulated and maintained for operative staff.	5							
9.5.5	S	Availability of one responsible and experienced person for staff training.	5							
9.5.6	S	All employees shall be provided with uniform, job description, contract of employment, protective	M							

		clothing such as gloves, aprons, boots etc.								
9.5.7	S	Appropriate uniforms are provided for each department and are kept in good and clean condition. All frontline staff shall have name tags indicating their designation.	M							
9.5.8	S	All food handlers shall undergo medical examination as required by the guidelines or regulations of the Public Health Authority. Copies of the medical certificate of all the food handlers shall be kept by the management.	M							
9.5.9	S	Human Resources Department shall maintain an updated file with all relevant information on each and every employee.	M							
9.5.10	S	Scheme of service and payment structure shall be in conformity with regulations of the Ministry of Labour and Human Resources.	M							
9.5.11	S	Over 60% of the resort's workforce are locals.	10							
9.5.12	S	Availability of a dedicated person, who shall be responsible for staff welfare.	5							
9.5.13	S	Staff are encouraged to participate in community or national activities.	5							
9.5.14	S	Social activities are organised for staff at least twice a year.	5							
		Max Points	50							

9.6. Staff facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.6.1	P	Resort shall have adequate staff facilities which includes changing rooms, toilets, rest room, and canteen or eating area for the staff employed.	M							
9.6.2	P	For island resorts, adequate staff accommodation shall be provided as per the regulations of the Public Health Section.	M							
9.6.3	P	All staff facilities are kept at very good standards of cleanliness, hygiene and maintenance.	20							
		Max Points	20							
9.7. Cultural tourism practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.7.1	S	Resort hosts local cultural evenings weekly, showcasing the local music, cuisine, art, culture and dressing.	20							
9.7.2	S	Resort hosts local cultural evenings on special occasions showcasing local music, cuisine, art, culture, dressing.	10							
9.7.3	S	Resort features local dishes on their menu	10							
		Max Points	30							

9.8. Sustainable practices:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
9.8.1		Establishment is certified as a Seychelles Sustainable Tourism Label (SSTL) Hotel. <i>Note: An establishment which is SSTL certified shall qualify for 100% of the Sustainable Practices points.</i>								
Management:										
9.8.2		Resort has a sustainable tourism policy appropriate to the size of the business, which includes a vision statement and identifies goals in at least three of the following:— waste, water, energy, staff, conservation, community, or guests. <i>(Relevant documentation shall be made available to the assessors).</i>	10							
9.8.3		Resort has a valid certification with any international accreditation body for quality, environmental or hygiene standards i.e., certification from ISO, Green Globe, HACCP etc.	10							
9.8.4		Resort has a designated member of staff responsible for overseeing and managing its sustainability practices.	10							

9.8.5		Resort has a purchasing policy which favours local suppliers, environmental friendly products e.g., building materials, capital goods, food, consumables. <i>(Relevant documentation shall be made available to the assessors).</i>	15							
9.8.6		Resort monitors usage of waste, water and energy vis-à-vis occupancy with the aim to reduce consumption over time. <i>(Relevant extracts are to be made available to the assessors).</i>	10							
Water conservation:										
9.8.7		Regular checks for visible leaks from taps and toilets. Recording of such leaks and reporting for repairs.	5							
9.8.8		Availability of water efficient kitchen and laundry appliances.	5							
9.8.9		Availability of water saving fittings in place i.e., shower heads and taps are fitted with aerators or specific water saving fittings.	5							
9.8.10		Resort provides bulk water dispensers in the public areas.	5							
9.8.11		Guests are given an option to decide when they want the towels to be changed.	5							

9.8.12		Guests are given an option to decide when they wants the bed linen to be changed.	5							
9.8.13		Resort re-uses its grey water for garden watering. This shall be in conformity with relevant agency requirements. <i>(Relevant documentation shall be made available to the assessors).</i>	5							
9.8.14		Garden watering is done either early morning or in the late afternoon to minimize evaporation.	5							
9.8.15		Efforts taken to reduce water usage in toilets by using dual flush, reduced volume cisterns or other effective device.	5							
9.8.16		Resort conserves water by rainwater harvesting.	5							
Energy saving:										
9.8.17		Energy saving light bulbs are used for lighting fixtures.	5							
9.8.18		Energy efficient appliances have been installed at the kitchen and laundry.	10							
9.8.19		Electric equipment is turned off, (not on standby) when guest room is not occupied, through use of key card.	10							
9.8.20		Resort uses alternative energy supplies (e.g., Solar, PV Panels, Biogas and hydropower) for the majority of its energy consumption.	10							

9.8.21		Resort uses alternative energy heating systems for hot water i.e., Solar heaters etc.	5							
Waste Management:										
9.8.22		Availability of an established recycling programme.	5							
9.8.23		Green waste is composted.	5							
9.8.24		Guest amenities (e.g., soap, shampoo, and lotion) are provided from a bulk dispenser or compostable or recyclable bottle or in other sustainable packaging.	5							
9.8.25		Resort uses phosphate free laundry and dish washing detergent.	10							
Community involvement and guest satisfaction:										
9.8.26		Resort supports local community initiatives.	10							
9.8.27		Management offers job opportunities and internship for local students.	5							
9.8.28		Resort has won a national or international award for their facilities or services within the last one year.	10							
9.8.29		Resort has a programme in place to purchase and contract directly from local suppliers and services e.g., transportation, fruit, vegetables and fish.	10							
Conservation:										
9.8.30		Resort supports and contributes to biodiversity conservation including the naturally protected	10							

		areas and areas of high biodiversity value.								
9.8.31		Resort maintains a vegetable or fruit garden which supplies or produces its vegetables and fruits for guests and staff.	10							
		Max Points	225							
10. ACTIVITIES, ENTERTAINMENT AND RECREATION										
10. Business facilities:										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
10.1	S	Resort offers at least 5 of the following facilities i.e., fitness room; wellness or spa services; swimming pool; Tennis court; guest child care services; diving; non-motorised water activities; island hopping; shops or souvenir shops; wedding planning; guided excursions including trials, rock climbing and fishing excursions.	100							
10.2	S	Resort offers at least seven of the above mentioned activities.	120							
10.3	S	Resort offers at least ten of the above mentioned activities.	140							
		Max Points	140							
11. GUEST RATING										
			Indicative score	Actual score	Remarks	*	**	***	****	*****
11.1	S	Resort has achieved a ReviewPro GRI score between 90 – 100% for the period of previous one year.	5							

11.2	S	Resort has achieved a ReviewPro GRI score between 80 – 89% for the period of previous one year.	4							
11.3	S	Resort has achieved a ReviewPro GRI score between 70 – 79% for the period of previous one year.	3							
11.4	S	Resort has achieved a ReviewPro GRI score between 60 – 69 % for the period of previous one year.	2							
11.5	S	Resort has achieved a ReviewPro GRI score between 50 – 59 % for the period of previous one year.	1							
		Max Points	5	0						

ISLAND RESORT SUMMARY OF POINTS

	Total Possible Points	Scored Points	% scored	Weight	Final Score
LOCATION, ACCESS AND EXTERIOR	65		%	3%	%
Pick-up point on Mahe	M	M	M		
Arrival or departure point from Island	M	M	M		
Access	25				
Building exterior	25				
Grounds and gardens	15				
Parking	M	M	M		
RECEPTION AND AFFILIATED SERVICES	265			9%	%
Reception or lobby or welcoming area furnishings and décor	35				
Presentation and grooming of reception staff or concierge or porter	20				
Service quality provided by the reception staff	25				
Reservations and pre-arrival information	20				

Guest check-in	80				
Check-out services	50				
Availability of reception and associated services	35				
GUEST BEDROOM	640			18%	%
Bedroom doors	15				
Bedroom décor	35				
Bedroom furniture	50				
Bedroom sizes	35				
Electronic appliances	145				
Bedroom lighting	30				
Room types	20				
Wardrobe, hanging space, clothes hangers	30				
Curtains and window covering	20				
Flooring, skirting and cornices	25				
Bedroom amenities	140				
Bedding and linen	20				
Bed sizes	25				
Butler service	30				
Turndown service	20				
GUEST BATHROOM	215			10%	%
Type	20				
Flooring, ceiling and walls	25				
Fixtures and fittings	75				
Hand basin and toilet areas	25				
Towelling	30				
Lighting	20				
Accessories	20				
PUBLIC AREAS	135			6%	%
General	M	M	M		
Guest services	20				
Décor and design	35				
Public toilets	20				
Public toilets, amenities and accessories	60				
RESTAURANT AND BARS	400			10%	%

Restaurant facilities	10				
Decor	40				
Furnishings	20				
Flooring, ceiling, skirting and cornice	25				
Lighting	25				
Table appointments	45				
Lunch or dinner quality and presentation	20				
Menu presentation	15				
Menu offer	25				
Wine list presentation	15				
Wine selection and service	40				
Breakfast offer	35				
Bar	25				
Bar furnishings and décor	20				
Additional	20				
Food and beverage service staff (presentation and grooming)	20				
Food and beverage service staff (service quality)	30				
KITCHEN	170			3%	%
GENERAL SERVICES	100			7%	%
Maintenance practices	35				
Room service	30				
Laundry service	35				
BUSINESS PRACTICES	475			12%	%
Safety and security	45				
Quality management and online activities	45				
Medical and first-aid	60				
Fire safety	M	M	M		
Human Resources	50				
Staff facilities	20				
Cultural tourism practices	30				
Sustainable practices	225				
ACTIVITIES AND ENTERTAINMENT, ETC.	140			10%	%
Guest rating	5			12%	%
GRAND TOTAL POSSIBLE POINTS	2605				

GRAND TOTAL SCORED POINTS					
GRAND TOTAL % POINTS SCORED					
TOTAL WEIGHTED SCORE					%
FINAL GRADING					

STAR GRADING	TOTAL SCORE
NO GRADE	0% to 24%
1 Star	25% to 39%
2 Star	40% to 54%
3 Star	55% to 69%
4 Star	70% to 84%
5 Star	85% to 100%

ISLAND RESORT - % WEIGHTING

	Area	Weightage	
		% weight	% weightage achieved
1	Location, Access And Exterior	3%	
2	Reception And Affiliated Services	9%	
3	Guest Bedroom	18%	
4	Guest Bathroom	10%	
5	Public Areas	6%	
6	Restaurant And Bars	10%	
7	Kitchen	3%	
8	General Services	7%	
9	Business Practices	12%	
10	Activities And Entertainment Etc.	10%	
11	Guest Rating	12%	
	TOTAL	100%	

REQUIRED CRITERIA FOR 1 STAR ISLAND RESORTS

	Area	Criteria	Achieved
			*
1	Location, access and exterior	Plain architectural features with little visual appeal. Paint Work well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Basic design of garden and landscaping. Gardens and enclosed area around the establishment are kept clean and tidy.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of the hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	
5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Internet access or Wi-Fi is provided at a charge with applicable rates displayed.	
7		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
8		Hair dryer is in working order provided on request.	
9		Insect repellent is available.	
10		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards are available.	
11	Guest bathrooms	Accessories provided are of acceptable quality.	
12	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
13	Business practices	A nurse is available on full time basis.	
	TOTAL REQUIRED	13	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 2 STAR ISLAND RESORTS

	Area	Criteria	Achieved
			*
1	Location, access and exterior	Plain architectural features with little visual appeal. Paint Work well applied and clean. Natural weathering evident. Acceptable quality of lighting and signage throughout the property.	
2		Basic design of garden and landscaping. Gardens and enclosed area around the establishment are kept clean and tidy.	
3	Reception and affiliated services	Guests clearly directed to their rooms and given a brief explanation of location of the hotel facilities.	
4		Wi-Fi is available. If chargeable, applicable rates are displayed.	
5	Guest bedrooms	Operator assisted calls from the room for 14 hours.	
6		Internet access or Wi-Fi is provided at a charge with applicable rates displayed.	
7		Mechanical fans are available in good working condition and clean. May be on ceiling or free standing.	
8		Hair dryer is in working order provided on request.	
9		Insect repellent is available.	
10		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (with height of 13 centimetres) and bed base. Good quality headboards are available.	
11	Guest bathrooms	Accessories provided are of acceptable quality.	
12	Restaurant and Bar	Continental breakfast consisting of tea and coffee, a selection of bread, butter, and jam.	
13	Business practices	A nurse is available on full time basis.	
	TOTAL REQUIRED	13	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 3 STAR ISLAND RESORTS

	Area	Criteria	Achieved

1	Location, access and interior	Good visual appeal, building with good quality materials. Some additional external features to enhance the appearance of the building. Natural weathering is evident and acceptable. Good lighting and signage throughout the property.	
2		Basic design of garden and landscaping. Gardens and enclosed area around the establishment are kept clean and tidy.	
3	Reception and affiliated services	Guests are clearly directed to their rooms and given a brief explanation of the location of all the hotel facilities.	
4		All essential information is given to guests regarding layout of the property, available facilities and meal times.	
5		Porter services available on request.	
6		Reception service is available for 14 hours.	
7		Local newspapers are available. This may also be in e-version.	
8		Wi-Fi is available. If chargeable, applicable rates are displayed.	
9	Guest bedrooms	24 x 7 operator assisted calls from the room.	
10		Internet access or Wi-Fi is provided at a charges with applicable rates displayed.	
11		Air conditioning is available and in good working condition and clean.	
12		Hair dryer is in good working and provided in all the bedrooms.	
13		Spare and convenient international power points are provided at desk level or dressing table.	
14		Acceptable quality blinds or curtains are provided in the room and they are in good condition and clean.	
15		Insect repellent is available.	
16		Note pad and pen are available along with the telephone and in good condition and clean.	

17		Double bed minimum sizes of 1.8metres x 1.9metres. Single bed minimum size of 0.9metre x 1.9metres. Good quality bed frames and modestly enhanced design and quality mattress (height of 13 centimetres) and bed base. Good quality headboards are available.	
18	Guest bathrooms	A reasonable proportion (minimum 6) of very good quality items from excellent quality brands specified in paragraph 4.7.1 are available and branded with hotel logo.	
19	Restaurant and bar	Menu in a folder, well presented and easy to read.	
20		Good varieties on the menu with a la carte on offer.	
21		Selection of two wine regions.	
22		Good range of hot and cold items, fruits and beverages. Smaller range of cooked items. Eggs are cooked at the guest's order. Fresh ingredients. A small selection of breads and pastries on offer.	
23	General services	12 hours room service available. A good range of courses available with a selection of wine or drinks on offer.	
24		Limited laundry service available for minimum of 3 days a week.	
25	Business practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
26		A full time nurse is available on site.	
	TOTAL REQUIRED	26	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

REQUIRED CRITERIA FOR 4 STAR ISLAND RESORTS

	Area	Criteria	Achieved

1	Location, access and interior	Very good visual appeal with interesting design and appearance and in harmony with the immediate natural environment. Very good quality materials used. Very good lighting and visible clear signage. Attractive architectural features, elements of local architecture may be present.	
2		Pleasant and tidy garden and grounds appearance. Good variety of plants favouring native endemic species. Pathways are even and smooth.	
3	Reception and affiliated services	Guests are welcomed with welcoming drink and refreshing towel.	
4		Guests are escorted to the room and shown the various amenities and how to operate them.	
5		All essential information is given to the guest regarding the layout of property, available facilities and meal times.	
6		Porterage is provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Porter service is available at all 24 hours. Service is delivered in a friendly and efficient manner.	
7		Assistance with luggage is provided automatically.	
8		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales are provided so that guest's luggage can be weighed.	
9		Reception service is available for 18 hours.	
10		E-version or daily newspapers are provided, both local and international.	
11		Free Wi-Fi is available at the reception.	
12	Guest bedrooms	Minimum size of 18 square metres (excluding the bathrooms, balconies or terraces).	
13		Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	

14	International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	
15	Free Wi-Fi is available at the guestrooms.	
16	A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all bedrooms.	
17	Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
18	Air conditioning is available and is in good working condition and clean.	
19	Hair dryer is in good working condition and is provided in all bedrooms.	
20	Safe large enough for 13" laptop, securely bolted and with operating instructions.	
21	Spare and convenient power points are provided in each room.	
22	Spare and convenient international power points are provided at desk level or dressing table.	
23	Specialised hangers are available.	
24	Good quality and full length curtains or blinds are available. Effective in keeping out light and providing privacy. Curtain accessories are in good working condition.	
25	A full length mirror is available in the room or bathroom, it may also be with the wardrobe and the same is in good condition.	
26	A mirror is provided over the writing desk or vanity area at a suitable height to allow guests to sit whilst using it.	
27	Insect repellent is available.	
28	Note pad and pen are available along with the telephone and are in good condition and clean.	
29	Bedroom slippers of appropriate quality are provided in each room (for 2 persons).	

30		Double bed of minimum size of 1.8metres x 2metres. Single bed of minimum size of 0.9metres x 2metres. Very good quality mattresses height of at least 18 centimetres and bed bases. Matching quality ensemble. Decorative headboards offering an element of comfort.	
31		Partial turndown service provided for all rooms. Room tidied and trays are taken away. Lights on and curtains drawn in the evening and bed turned down.	
32	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
33		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g. shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes).	
34	Public areas	Free Wi-Fi available in public areas.	
35	Restaurant and Bar	Menu beautifully bound and professionally present.	
36		Very good variety on the menu with a la carte, table d'hote and special dietary menus are on offer.	
37		Child menu.	
38		Potential allergens identified in menus.	
39		Wine list is in folder, well presented and easy to read.	
40		Selection of wines from a minimum of four wine regions.	
41		Very good range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	

42		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks are available.	
43	General services	18 hours room service is available. A very good range of courses are available plus wine or drinks list is available with a very good selection of items on offer.	
44		Full laundry service are available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
45	Business Practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
46		Analysis of online guest reviews to improve the property's performance.	
47		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
48		A full time nurse is available on site.	
49		Availability of a dedicated clinic or recovery room.	
	TOTAL REQUIRED	49	
	TOTAL ACHIEVED	0	
	PERCENTAGE ACHIEVED	0	

REQUIRED CRITERIA FOR 5 STAR ISLAND RESORTS

	Area	Criteria	Achieved

1	Location, access and interior	Excellent visual appeal, elegant design and appearance and in sympathy with the immediate natural environment. Excellent quality materials are used and excellent level of lighting. Visible, indicative, clear and attractive signage directing the guests around the entire property. Unique and striking architectural features, may depict elements of local architecture.	
2		Pleasant and tidy garden and grounds appearance. Good variety of plants favouring the native endemic species. Even, smooth and well-kept pathways.	
3	Reception and affiliated services	Guests are welcomed with the welcoming drink and refreshing towel.	
4		Guests are escorted to the rooms and shown the various amenities and how to operate them.	
5		All essential information is given to guest regarding the layout of property, available facilities and meal times.	
6		Porterage is provided automatically with a trolley or buggy of an appropriate quality capable of transporting various items of different sizes appropriately and safely. Porter service is available 24 hours. Service is delivered in a friendly and efficient manner.	
7		Assistance with luggage is automatically provided.	
8		Dedicated luggage room is available, secure with restricted access and fitted out appropriately with shelving of different heights to accommodate luggage of various sizes. Weighing scales provided so guests luggage can be weighed.	
9		Reception service is available at all the 24 hours.	
10		E-version or daily newspapers are provided, both local and international.	
11		Free Wi-Fi is available at the reception.	

12	Guest bedrooms	Minimum size of area of 22 square metres (excluding bathrooms, balconies or terraces). Bedroom is well planned for ease of movement and easy access to all the facilities.	
13		Flat screen or High Definition multi-channel television is provided in all the rooms. TV is easily visible from the bed and conveniently located. Exceptions can be made where TV is provided in a sitting area.	
14		International direct dial (IDD) phones are available and guests can dial an external number directly from the room instead of going through the switchboard or reception. Applicable rates are clearly displayed. Hotel telephone number, reception or switchboard number, and the room extension numbers are displayed.	
15		Free Wi-Fi is available at the guestrooms.	
16		A clock and alarm system is available. This may be provided on the telephone. It should be in working condition and provided in all the bedrooms.	
17		Mini bar is stocked with a selection of alcoholic and non-alcoholic beverages and light snacks. Water is provided free of charge and replenished daily. Applicable rates list is available. Bottle opener is provided and is in good condition.	
18		Air conditioning is available, in good working condition and clean.	
19		Hair dryer is in good working condition and is provided in all the bedrooms.	
20		Safe large enough for 13" laptop, securely bolted and with operating instructions.	
21		Spare and convenient power points provided in each room.	
22		Spare and convenient international power points provided at desk level or dressing table.	
23		Specialised hangers are available.	

24		Good quality, full length curtains or blinds. Effective in keeping out light and providing privacy. Curtain accessories are in good working order.	
25		A full length mirror is available in the room or bathroom, it may also be with the wardrobe. Same is in good condition.	
26		A mirror is provided over the writing desk or vanity area at a suitable height to allow the guests to sit whilst using it.	
27		Insect repellent is available.	
28		Personalised notebook and pen (branded with the hotel logo) are available.	
29		Personalised greeting for each guest or a present in the room.	
30		Bedroom slippers of appropriate quality are provided in two different sizes.	
31		Double bed of minimum sizes of 1.8metres x 2metres. Single bed of minimum sizes of 0.9metre x 2metres. Very good quality mattresses height of at least 18 cm and bed bases are available in good condition. Matching quality ensemble. Decorative headboards offering an element of comfort.	
32		Full turn-down service are provided for all rooms. Bed turned down appropriately and complimentary sweet or chocolate placed on pillows. Bathrobe and slippers appropriately placed in relation to the bed. Room tidied, and trays are taken away. Lights on and curtains drawn in the evening. Waste paper bins emptied. Bathroom towels replenished, if necessary and bathroom tidied and cleaned if it has been used.	
33	Guest bathroom	Bathrobes of appropriate quality are provided in two different sizes.	
34		A wide range (minimum 8) of excellent quality and internationally or locally recognised branded accessories provided in the bathroom e.g., shower gel, shampoo, conditioner, shower cap, body lotion, tissues, cotton buds, toothbrush, sewing kit, shoe polish, nail care kit, dental care kit; shaving kit. (Excellent quality brands include for example: Molten Brown; Elemis; L'Occitane, Hermes)	
35	Public areas	Free Wi-Fi available in public areas.	

36	Restaurant and Bar	Menu beautifully bound and professionally presented.	
37		Excellent varieties on the menu with a la carte, table d'hôte and special dietary menus on offer.	
38		Child menu.	
39		Potential allergens identified in the menu.	
40		Wine list is beautifully bound and professionally printed.	
41		Extensive wine selection. Recommended wines accompany different dishes.	
42		Sommelier service is available	
43		Excellent range of hot and cold buffet, fruits and beverages, neatly set out in attractive containers with labels identifying the various items. Eggs are cooked at the guest's order. Variety of fresh ingredients. Selection of breads and pastries must be offered. Freshly pressed juice from local fruits are available. Table service offered.	
44		Bar and table service. Very good range of alcoholic and soft drinks including premium brands for common spirits. Draft and bottled beers and wines by the glass. Nibbles provided with drinks. Local beers and spirits available. Cocktail menu. Sufficient refrigeration units or cooling systems available. A wine chiller is available. Sufficient range of glassware appropriate for the service of different range of drinks.	
45	General Services	24 hour room service available. An excellent range of courses available plus wine/drinks list with an extensive selection of items on offer. Standard operating procedures are available stating service delivery.	
46		Full laundry service is available 7 days a week. (Where this service is contracted out, the hotel will still qualify for these points subject to relevant documentation or contract being made available)	
47	Business Practices	Systematic complaint management system and complaints are monitored, evaluated and responded to promptly.	
48		Analysis of online guest reviews to improve the property's performance.	

49		Active invitation of departing or checked-out guests to write a review on a portal or on the website.	
50		A full time nurse is available on site.	
51		Availability of a dedicated clinic or recovery room.	
	TOTAL REQUIRED	51	
	TOTAL ACHIEVED		
	PERCENTAGE ACHIEVED		

2. SEYCHELLES SECRETS STANDARDS

PART 1

1. INTRODUCTION: As part of the hotel classification programme, to encourage the small tourism accommodation businesses, it is proposed to grade small tourism accommodation businesses under the Seychelles Secrets on voluntary basis. The Seychelles Secrets programme shall be available to licensed self-catering establishments, guesthouses and small hotels of less than 16 rooms, wishing to join the programme. The programme shall have three levels of awards depending on the available facilities and services. Establishments shall be graded as (i) Seychelles Secrets Gold; (ii) Seychelles Secrets Silver; or (iii) Seychelles Secrets Bronze. These three levels have been developed with the aim of making the label more inclusive and able to cater to a wider selection of small accommodation businesses, while at the same time rewarding those establishments that make a greater effort to offer a product and service of a higher standard. The award shall be determined by the number of points scored against the criteria set forth in Appendix 7 to 9.

The assessment criteria has been referenced from international standards, but the local context of Seychelles tourism industry has been taken into consideration whilst putting a special emphasis on the offer of an authentic creole hospitality, culinary and cultural experience. Whether the property has earned a Bronze, Silver or Gold status, guests are assured that the rating has been awarded according to the national standard and the product is above the minimum required standards.

The criteria consist of the following components—

- (a) **Physical:** Maintenance, condition and appearance of the establishment's facilities. This includes cleanliness of the establishment, which is paramount importance to all the guests.

- (b) **Service:** A smile, warm and genuine welcome and willingness to please and serve the customers efficiently.
- (c) **Sustainability:** Sustainable practices which have been mainstreamed in the business operations and is essential for the continued progress of the industry.
- (d) **Accessibility:** The establishment's ability to cater to guests with special access needs, a sector that represents a very large market.

2. OBJECTIVES OF THE SEYCHELLES SECRETS STANDARDS:

Implementation of the Seychelles National Classification System and Seychelles Secrets Standards shall assist the Tourism Department in achieving greater standardisation and professionalism within the industry, information regarding the quality and standards of tourism facilities and services in a more structured and transparent manner and to achieve the following—

- (a) Potential visitors and travel operators alike could able to make informed decision and choices and get the assurance that they will receive value for money.
- (b) Sharpen the destination's image, as the programme acts as a primary marketing tool for the industry creating better awareness of the product offering.
- (c) Works as a development tool to raise standards by providing operators with information on shortcomings and necessary improvements needed to maintain a grade or improve on it.
- (d) Provide a control to measure quality and sustainability.
- (e) Acts as a benchmarking instrument which enhances fair competition in the tourism industry.

PART 2

3. STATUTORY OBLIGATIONS: To be considered for the grading programme under these regulations, the establishment shall be in compliance with all the statutory requirements including that of the requirements of the Public Health Section, the Fire and Rescue Services Agency, the Seychelles Licensing Authority and the Planning Authority.

4. IMPLEMENTATION PLAN: Establishments shall be offered an advisory visit in which technical assistance shall be provided on the content of the criteria and processes to apply for grading. During the advisory visit, a pre-assessment can be carried out to provide

an insight into possible rating to the operator, if the operator wishes to pre-assess his establishment for grading. If the operator wishes to pursue grading under the programme, an official visit shall be needed to take place. Prior to the official visit, an application form specified in **Appendix 6** shall be submitted along with required supporting documents. The official assessment visit shall be carried out by an officer of the Tourism Department, on a date suitable for both the parties, to determine the establishment's standards as per the criteria.

For the re-certification of an establishment after 2 years validity period of the grading granted to the establishment, an assessment shall be carried out approximately four months prior to the expiry date of its grading certification.

5. APPLICATION FEES: The initial assessment visit shall be conducted free of charge. All further assessment visits shall be conducted on payment of respective fee specified in the Third Schedule.

6. MONITORING: With the aim of ensuring the maintenance of standards by the graded establishments, Tourism Department may conduct surprise visits within the certification period for monitoring purposes. Establishments, whose standards have been dropped shall be advised accordingly and a grace period shall be given to address the shortcomings. Where, it is felt that an establishment is persistently not maintaining the standards in spite of recommendations by the Tourism Department, actions including the suspension or revocation of the award shall be taken up against those establishments.

7. VALIDITY OF AWARD: The award shall be valid for a period of 2 years from the date of issue, unless revoked by the Department.

8. AWARD: A certificate shall be awarded to the establishments displaying its achieved standard i.e., Seychelles Secrets Gold or Seychelles Secrets Silver or Seychelles Secrets Bronze, to be displayed in a conspicuous place at the establishment. The certificate awarded to the establishment shall also feature on the Seychelles Tourism Board website and other promotional materials. The following logos designed for the three different levels of award, shall be displayed on the certificates.

9. PENALTIES: Accommodation establishments which chooses not to be graded under the Seychelles Secrets Standards shall not be permitted to use the Seychelles Secrets logo in their marketing and advertisements. Accommodation establishments which uses Seychelles Secrets logo without obtaining the grading from the Tourism Department shall be liable to a fine prescribed under regulation 4(12).

If establishments are displaying ratings obtained from guest reviews on their online booking platforms, then it should be specified that the ratings are given by their guests and are not related to the Seychelles National Classification System.

10. ASSESSMENT FORMS:

10.1. Assessment categories: The small establishments in Seychelles are very diverse where a wide range of products, facilities and services are offered and different types of operations are required to be offered for the difference license categories i.e., a self-catering business is not required to provide meals as compared to a guesthouse or small hotel shall be required to provide these services. In view of the above diversification, three separate criteria to cater for establishments with different product offerings, the following three categories have been divided:

1. Small hotels or fully-fledged guesthouses (i.e., Guesthouses offering HB or FB);
2. Self-catering accommodation; and
3. Bed and breakfast guesthouse.

For self-catering establishments, whilst they are assessed on the criteria for self-catering accommodation, there will however be two separate score sheets, one for establishments of up to 4 units and one for those above 4 units. Self-catering establishments with more than 4 units need to provide reception and public toilets and those with less than four units are not required to provide those facilities.

10.2. Assessment areas or themes: The assessment forms are divided into main themes which are common in a tourism accommodation grading schemes and are specific to the category, services and facilities on offer, as per the Table 1.

TABLE 1

Small hotel or fully-fledged guesthouse	Self-catering accommodation	Bed and breakfast guesthouse
1. Location, access and exterior	1. Location, access and exterior	1. Location, access and exterior
2. Safety and security	2. Safety and security	2. Safety and security
3. Reception	3. Reception	3. Reception
4. Guest bedrooms	4. Guest units	4. Guest bedrooms
5. Guest bathrooms	5. Guest bathrooms	5. Guest bathrooms
6. Food and beverages	6. Kitchenette	6. Food and beverages
7. Kitchen	7. General	7. Kitchen
8. General		8. General

10.3. Assessment content: The themes of the assessment criteria is further developed into the elements which describes either the existence or availability, quality and condition of the facility as well as the service on offer. These are outlined below:

Location, access and exterior: Natural beauty, view, neighborhood, access to the establishment, proximity to amenities, building exterior, first impression, parking, grounds and gardens.
Safety and security: Safety and security measures are in place in the establishment.
Reception service: Booking process, cancellation policy, online bookings, registration, telephone, welcoming, willingness to please and serve customers, reception setting and after hours contact.
Guest bedrooms or units: Cleanliness, comfort, interior, decoration, bedding and linens, in-room amenities, furniture and fittings.
Bathrooms: Cleanliness, comfort, condition and quality of fixtures and fittings, supply and quality of towels, bathroom amenities.
Food and beverages: Cleanliness, local cuisine, entertainment, crockery, cutlery, service hours, décor and furnishings.
Kitchen or kitchenette: Cleanliness and hygiene, fittings and equipment, appliances, crockery, cutlery and glassware.
General: Cleanliness, staff appearance and friendliness, readiness to serve and help guests, internet facilities, laundry service, sustainable practices, universal accessibility and maintenance.

10.4. Mandatory criteria: Forms consist of mandatory requirements which are marked “M”. These requirements do not carry any points and refers to basic requirements deemed necessary for an establishment to operate effectively. In the event that an establishment fails to meet one of the mandatory requirements, it shall not be graded until such time the Tourism Department is informed by the establishment that the mandatory requirements are complied with and a revisit is conducted to ascertain the same.

10.5. SCORING SYSTEM: For each criterion, an establishment may score between 0 to 3 points depending on their level of product offerings and services available. The final scoring shall be determined by the percentage bracket of the accumulation of points, which have been gained by the establishment against the total possible score. The total possible score for different categories, number of mandatory requirements and percentage required for each level shall be as provided in the Tables 2 and 3 below.

TABLE 2

CATEGORIES OF ESTABLISHMENTS	SMALL HOTEL OR FULLY-FLEDGED GUESTHOUSE	BED AND BREAKFAST GUESTHOUSE	SELF-CATERING ACCOMMODATION HAVING MORE THAN FOUR UNITS	SELF-CATERING ACCOMMODATION HAVING FOUR OR LESS UNITS
Mandatory	27	26	25	23
Total possible score	150	141	135	120

TABLE 3

AWARD RATING	% SCORE BRACKET	SEYCHELLES SECRETS GRADING INDICATOR
Not graded	0% to 34%	Not meeting minimum standards to be graded.
Bronze	35% to 49%	Comfortable and well presented.
Silver	50% to 65%	Good level of quality and comfort.
Gold	66% to 100%	Excellent standards throughout.

10.6. FLOW CHART FOR THE ASSESSMENT PROCESS:

APPENDIX-6**SEYCHELLES SECRETS APPLICATION FORM****1. General Information:**

1. Please complete and return to the application form to the Tourism Department within 14 working days from the date of receipt of the application form.
2. It is important that you provide us with the correct and complete information to ensure that your application is processed timeously.
3. All applications should be signed by a duly authorised representative of the establishment.
4. Please ensure that all the required documents are attached.

2. Details of establishment:

Registered name of the establishment: _____

Trade Name: _____ Contact Number: _____

Postal address: _____ Physical address: _____

Email address: _____ Website: _____

Island: _____

No of Employees: Locals _____ Foreign: _____

3. Details of management:

Name of Manager: _____

Email: _____

Tel: _____

4. License details:

Types of establishment: (please tick against the type)

- (1) Small hotel or guest house (offering HB/FB).
- (2) Bed and breakfast guesthouse.
- (3) Self-catering.

License number: _____ Expiry Date: _____

Total No. of rooms: _____

- 5. Sustainable Practices:** *Tourism Department would like to encourage the accommodation sector to incorporate sustainable practices in their business operations and as such a sustainability component has been included in the assessment criteria.*

Please indicate with a ✓ whether the hotel has a Seychelles Sustainable Tourism Label (SSTL).

**Note that establishments which are certified as a Seychelles Sustainable Tourism Label (SSTL) Hotel will qualify for 100% of the Sustainable Practices points.*

YES

NO

- 6. Universal accessibility:**

Please indicate with a ✓ whether the establishment is willing to be assessed and graded for universal accessibility (UA).

**Note that this is a separate accolade to that of your official star grading which will specifically assess the universal accessibility facilities available at the premises. The criteria for the UA grading are attached for your information.*

YES

NO

- 7. Declaration:**

I declare that the submitted information is true, accurate and correct to the best of my knowledge.

Name: _____

Signature: _____

Designation: _____

Date: _____

- 8. Additional information:**

For any additional information kindly contact;

Mr / Mrs.... – Director, Product Development, Tourism Department

Tel:..... Email:

APPENDIX-7

SEYCHELLES SECRETS CRITERIA FOR SMALL HOTELS AND
FULLY-FLEDGED GUESTHOUSES

SEYCHELLES SECRETS ASSESSMENT FORM			
NAME OF THE ESTABLISHMENT :		DATE :	
ADDRESS:		EMAIL:	
ISLAND :		WEBSITE:	
MANAGER:		MAIN TELEPHONE (LAND LINE):	
CONTACT NUMBER OF THE MANAGER:		ASSESSOR:	
NO. OF BEDROOMS AND BREAKDOWN:		OVERVIEW OF FACILITIES :	
Signature of the authorised person:			
Signature of the assessor:			

1. LOCATION, ACCESS AND EXTERIOR:					
		Possible score	Awarded score	Remarks	Assessor's remarks
1.1. Location:					
	Located in secluded area or of exceptional natural beauty with superb view. Located in a quiet, secured neighborhood. It may be with the beach view or mountain view.	3			
	Located in a low density area. Quiet neighborhood with easy access to the amenities, beaches or areas of tourist attraction.	2			
	Located in a busy, medium to high density area.	1			
	Max Points	3			
1.2 Access:					
	There shall be appropriate signage to direct guests to the main entrance.	M			
	Signboard with full name of the hotel shall be displayed in a prominent place. It shall be in good condition.	M			
	Good, well maintained motor vehicle access (asphalt concrete surface), with adequate directional signage along the way wherever applicable.	3			
	Surfaced motor vehicle access.	2			
	Motor vehicle access with hard earthen or gravel surface.	1			
	Max Points	3			

	1.3. Parking area: <i>(This criteria is not applicable for premises on Cerf, Silhouette islands. The points under this section shall be therefore deducted from total applicable points for these premises).</i>				
	Parking area shall be available and in a secure environment close to the accommodation. Buggy or bicycle parking area shall be available for premises providing buggies and bicycles. Adequate lighting shall be available in the parking area.	M			
	Parking area is surfaced, well maintained and clearly designated.	3			
	Parking area is surfaced.	2			
	Parking area surface is earthen, gravel or grass but without potholes.	1			
	Max Points	3			
	1.4. Building exterior:				
	All buildings, their fixtures, fittings and exterior shall be maintained in a good and clean condition.	M			
	Building exteriors with excellent visual appeal and very well maintained.	3			
	Building exteriors is in good condition and well maintained.	2			
	No obvious defects or damage to the building exterior, except for natural weathering.	1			
	Max Points	3			

1.5. Building architecture:					
	Local Creole architecture features prominently in the building. May be modern architecture but blends well into the natural environment.	3			
	The establishment has attractive features and elements of local Creole architecture. May be modern architecture but is not obtrusive or clash with the environment.	2			
	Plain architectural features.	1			
	Max Points	3			
1.6. Grounds and gardens:					
	Gardens and grounds shall be neat and appropriately maintained. Adequate lighting shall be available.	M			
	Grounds and gardens are in pristine condition with attention to detail, including driveways. The establishment uses a wide range of native species for landscaping.	3			
	There is an effort for proper landscaping, favouring native endemic species. Grounds and gardens are attractively maintained and tidy.	2			
	Grounds and gardens are well maintained and tidy with effort to use native species.	1			

	Max Points	3			
1.7. Garden Furniture:					
	Adequate furniture is provided and are of good quality and in pristine condition.	3			
	Adequate, functional and well maintained garden furniture is provided.	2			
	Limited garden furniture which are clean and in good condition.	1			
	Max Points	3			

2. SAFETY AND SECURITY:					
	Procedures for summoning assistance and in particular at the after-hours shall be available.	M			
	The premises shall have in place a means to summon medical assistance as and when required.	M			
	A central safe deposit shall be available at the reception or alternatively may be available in each guestroom or per unit.	M			
	A first aid box shall be available at the premises. Additionally where there is a fully functional kitchen, an additional first aid kit shall be available at the kitchen.	M			

	2.1 Assembly point and information:				
	Assembly point in the event of an emergency shall be clearly marked.	1			
	Information on procedures for evacuation in the event of an emergency shall be clearly displayed and available in the following languages – English and French and shall be displayed on the door.	1			
	Max Points	2			
	2.2 Security measures:				
	Appropriate security system is in place with alarm system and video surveillance.	3			
	Efforts have been made to secure the property such as fencing, security alarms etc.	2			
	Basic security measures are in place such as burglar bars, smoke detectors and serviced fire extinguishers	1			
	Max Points	3			

3. RECEPTION SERVICES:					
3.1. Reservations and bookings:					
	Registration cards shall be available and completed by all guests on check-in.	M			
	Booking conditions shall be described upon booking (e.g., payment methods, cancellation policy, access restrictions, over-booking policy and child-friendly services)	M			
	Booking process shall be complete and effective. Following guest details shall be recorded i.e., guest's name, address, stay of number of nights, approximate time of arrival and mode of payment.	M			
	Establishments are required to have an active email address.	M			
	Bookings are replied with 12 hours.	3			
	Bookings are replied with 24 hours.	2			
	Bookings are replied with 36 hours.	1			
	Max Points	3			
3.2. Website:					
	A comprehensive well designed website is available, with realistic, up to date and accurate information.	3			
	Establishment has a simple website which has realistic, comprehensive, up to date and accurate information.	2			
	Establishment features on a website.	1			

	Max Points	3			
	3.3. Décor of reception (lobby, welcoming area):				
	Very good quality décor with attention to detail, thoughtful co-ordination of patterns, colours and textures. Creating a pleasant and welcoming atmosphere.	3			
	Good quality décor. Reasonable attempt to co-ordinate patterns and colours. Creating a comfortable atmosphere.	2			
	Basic décor, plain and simple style.	1			
	Max Points	3			
	3.4. Local arts and crafts:				
	Good quality local arts and crafts and items of historical value have been tastefully integrated into the décor.	3			
	Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
	Effort is made to feature local items in the décor.	1			
	Max Points	3			
	3.5. Reception service hours:				
	Reception is serviced for a minimum of 12 hours. A means of summoning assistance shall be available at unattended times.	3			
	Reception is serviced for a minimum of 10 hours. A means of summoning assistance shall be available at unattended times.	2			

	Reception is serviced for a minimum of 8 hours. A means of summoning assistance shall be available at unattended times.	1			
	Max Points	3			
	3.6. Telephone:				
	Telephone is answered promptly in a polite and courteous manner.	3			
	Telephone is answered promptly.	2			
	Telephone is answered.	1			
	Max Points	3			
	3.7. Welcome:				
	Guests are warmly greeted on arrival and offered a cold towel and drink.	3			
	Guests are warmly greeted and offered a welcoming drink.	2			
	Guests are greeted on arrival.	1			
	Max Points	3			
	3.8. Check-in:				
	Registration cards shall be available and completed by all guests on check-in.	M			
	Full check-in process in place with prompt service. Guest registration form is well-presented and guest details are recorded. Detailed explanation on the range of facilities and services available at the establishment is provided. A range of payment options are available.	3			

	Basic check-in with minor wait time and basic presentation of registration forms. Guest details are taken and an explanation of the premises and services offered in the establishment. At least two payment options are available.	2			
	Basic check-in process. Guest details are taken and brief explanation of the premises and services offered in the establishment	1			
	Max Points	3			
	3.9. Porterage:				
	Guest are escorted to their rooms. Porterage is automatically provided to take guest's luggage to and from their rooms or units.	3			
	Guests are escorted to their rooms. Assistance is offered to take luggage to and from the rooms or units.	2			
	Guests are directed to their rooms. No assistance is offered with luggage.	1			
	Max Points	3			
	3.10. Check-out process: (Provision of receipt is not applicable where payments are made online/wire transfers or directly with booking agencies).				
	Guests check-out is processed and recorded.	1			
	A person is available to see-off guests prior to the departure.	1			
	Guests are provided with official and accurate receipt.	1			
	Max Points	1			

	3.11. Luggage room:				
	Dedicated secure luggage room is available.	3			
	A storage room or area to keep client's luggage is available.	2			
	Clients are offered the possibility to leave luggage at the reception.	1			
	Max Points	3			
	3.12. Service delivery at the reception:				
	Staff and owner are well-trained, offer a friendly welcome and are available for assistance. They are able to interact well with the guests and can offer information about places to visit.	3			
	Staff and owner are friendly, helpful, professional and efficient. Services are provided promptly.	2			
	Staff and owner are polite. Willing to help when asked.	1			
	Max Points	3			
	3.13. Guest feedback:				
	Active invitation of departing guest to write a review on a portal or website or guest comments book.	M			
	Guests are able to post online reviews on a portal or establishment's website and the operator responds to the posted comments.	3			
	Guests are able to post online reviews on a portal or establishment's website.	2			

	Guest comments book or forms are available, clean and in good condition.	1			
	Max Points	3			
4. GUEST BEDROOMS:					
4.1. Housekeeping:					
	All guestrooms shall be maintained at satisfactory standards of cleanliness. Rooms shall be cleaned daily.	M			
4.2. Bedroom décor:					
	Very good quality décor with attention to detail, thoughtful co-ordination of patterns, colours and textures. Creating a pleasant and welcoming atmosphere.	3			
	Good quality décor. Reasonable attempt to co-ordinate patterns and colours. Creating a comfortable atmosphere.	2			
	Basic décor, plain and simple style.	1			
	Max Points	3			
4.3. Local arts and crafts:					
	Good quality local arts and crafts and items of historical value have been tastefully integrated into the décor.	3			
	Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
	Effort is made to feature local items in the décor.	1			
	Max Points	3			

4.4. Bedroom furniture:					
Bedroom furniture shall include one double bed or two single beds, two chairs, one coffee table, wardrobe, dressing or writing table with mirror and stool, and two bedside tables or lockers. Bedside light shall be available per person for reading purposes.	M				
Very good quality furniture. Well-constructed with professional finish. Well-coordinated styles.	3				
Good quality furniture with no damage, stains or fraying. No jarringly uncoordinated styles and all furniture is of a similar standard.	2				
Basic quality furniture may be well-used but functional.	1				
Max Points	3				
4.5. Upholstery:					
Very good quality upholstery in pristine condition. Curtains are lined providing privacy and black out.	3				
Good quality well maintained upholstery. Curtains provide partial blackout.	2				
Basic quality upholstery which are clean and satisfactorily maintained.	1				
Max Points	3				
4.6. Floors, walls and ceiling:					
Floors, walls and ceiling shall be clean and in good state of maintenance.	M				
4.7. Bedding and linen:					

<i>(White linen is recommended for hygiene reasons).</i>				
All beds shall be provided with both mattress and pillow protectors. Fresh bed linen shall be provided for each new guest.	M			
Bed linen is tightly woven, crisp, and soft to the touch, well pressed and in very good condition. Additional bed decorations such as cushions, runners and bolster are available.	3			
Bed linen is closely woven and smooth to the touch.	2			
Linen is of basic quality. May be coarse to touch.	1			
Max Points	3			
4.8. Hangers:				
A minimum of three identical hangers shall be provided. Wire hangers are not acceptable.	M			
Good quality wooden hangers with additional specialised hangers for skirt or trousers.	3			
Hangers are of good quality plastic or wooden.	2			
More than three hangers of basic quality are provided per person.	1			
Max Points	3			
4.9. Bedroom amenities:				
The following amenities shall be provided i.e., tea and coffee making amenities, information kit, do not disturb sign, mini-fridge, waste bin with liner, emergency light or flashlight and drinking glasses.	M			

	A minimum of the following amenities are available i.e., extra pillows, ironing board, television, insect repellent, stocked mini-bar, umbrella	3			
	A minimum of 4 amenities from the above list are available.	2			
	A minimum of 2 amenities from the above list are available.	1			
	Max Points	3			
5. GUEST BATHROOMS:					
	5.1. Fixtures and fittings:				
	All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.	M			
	Very good quality fixtures and fittings. Spacious showers and bath. Good sized vanity with ample shelving and storage space.	3			
	Good quality fixtures and fittings. Good sized bath, shower or vanity area with adequate space for storage. Good quality shower screen or curtains.	2			
	Bathtubs, showers and basins are of standard size and easily accessible.	1			
	Max Points	3			
	5.2. Bathroom amenities:				
	The following amenities shall be provided i.e., standard size mirror over the wash hand basin, bath mat, towel rail, soap with dish, toilet roll holder and toilet paper, waste bin with liner and fresh soap for each new guest	M			

	A minimum of 6 of the following amenities are available i.e., clothes hook, shower cap, hair dryer, shampoo, bath gel, conditioner, sanitary bags, tissues	3			
	A minimum of 4 amenities from the above list is provided.	2			
	A minimum of 2 amenities from the above list is provided.	1			
	Max Points	3			
	5.3. Towelling:				
	Very good quality bath, hand and beach or pool towels are provided for each guest.	3			
	Good quality bath and hand towels are provided for each guest.	2			
	Acceptable quality bath towels are provided.	1			
	Max Points	3			
	6. FOOD AND BEVERAGES:				
	6.1. Décor and furnishings:				
	Décor, furnishings and upholstery are harmonious and of very good quality, creating an inviting, pleasant and warm atmosphere.	3			
	Evidence of coordinated design with quality furnishings and upholstery.	2			
	Simple harmonious décor with basic furnishings and upholstery.	1			
	Max Points	3			
	6.2. Local arts and crafts:				
	Good quality local arts and crafts and items of historical value have been	3			

	tastefully integrated into the décor.				
	Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
	Effort is made to feature local items in the décor.	1			
	Max Points	3			
	6.3. Crockery, cutlery and glassware: (Glassware may be made available for different uses).				
	A wide range of very good quality crockery, cutlery and glassware is available and is in excellent condition.	3			
	A good range of matching good quality crockery, cutlery and glassware is available.	2			
	Provision of standard crockery, cutlery and glassware. Can be a mix of styles but in good condition.	1			
	Max Points	3			
	6.4. Breakfast:				
	A good range of hot and cold foods are available. Good range of fresh ingredients, bread and pastries and freshly pressed juice from local fruits are available.	3			
	A range of hot and cold foods and local fruits are available.	2			
	Continental breakfast served.	1			
	Max Points	3			
	6.5. Lunch and dinner service:				
	A la carte or buffet style dining is provided. Menu features a selection of local	3			

	dishes as well as fruit juices made from fresh local products.				
	A set menu is acceptable with at least three courses.	2			
	Two courses available. The main course shall be a substantial hot dish.	1			
	Max Points	3			
	6.6. Bar service:				
	A wide range of international beverages and wines are available. A wide selection of locally produced beverages are on offer.	3			
	A good range of international beverages are available. At least 2 locally produced beverages are available.	2			
	A small range of international drinks are available with at least one locally produced beverage is available.	1			
	Max Points	3			
	6.7. Menu presentation:				
	Beautifully bound, clear and well-presented menu.	3			
	Menu well presented in folder. Clear informative layout with attractive design.	2			
	Clear layout with basic presentation, clean and in good condition. (Can be laminated).	1			
	Max Points	3			
	6.8. Entertainment:				
	Special themed evenings with local bands and live entertainment.	3			

	Local piped music is provided during meals at appropriate levels.	2			
	Music of appropriate level is provided during meals.	1			
	Max Points	3			
7. KITCHEN:					
	7.1.Cleanliness and maintenance:				
	All kitchen and ancillary facilities shall be well maintained, clean and hygienic.	M			
	Floors, walls and ceiling shall be clean and in good state of maintenance.	M			
	7.2. Fittings and equipment:				
	A wide range of very good quality, professional equipment is available	3			
	Standard fittings and equipment as per the use of the establishment.	2			
	Basic fittings and equipment in good working condition.	1			
	Max Points	3			
	7.3. Cabinetry and drawers:				
	Cabinetry and drawers are well fitted and in very good state of maintenance. Ample space for circulation, surfaces are of high quality material, easily cleaned and durable.	3			
	Cabinetry and drawers are well fitted and in good condition. Doors and drawers can be opened easily and surfaces are easily cleanable and durable.	2			

	Cabinetry and drawers are well fitted and functional. May be well used.	1			
	Max Points	3			
8.GENERAL:					
	8.1. Staff appearance:				
	Staff and owner are well-groomed, appropriately dressed and with a general smart appearance. Uniforms are smart, well fitted and well pressed.	3			
	Staff and owner are well-groomed. Uniforms are basic, in a good state of repair, clean and neat.	2			
	Staff and owner are well-groomed. May not necessarily wear uniform.	1			
	Max Points	3			
	8.2. Staff and owner attitude:				
	Unobtrusive, polite and courteous staff providing an excellent standard of customer care.	3			
	Staff are polite and courteous, providing good standard of customer care.	2			
	Staff are friendly but not necessarily professional.	1			
	Max Points	3			
	8.3. Public toilets:				
	Toilets shall be well maintained and kept at good standards of cleanliness. All fixtures and fittings shall be in good condition, clean and free from stains and cracks and dull finishes.	M			

	Public toilets shall have appropriate hand washing and drying facilities. For hygienic purposes liquid soap dispenser, paper towel dispensers or automatic hand dryer are provided.	M			
	Very good quality fixtures and fittings.	3			
	Good quality fixtures and fittings.	2			
	Standard quality fixtures and fittings.	1			
	Max Points	3			
	8.4. Internet facility:				
	Wi-Fi is available throughout the premises with applicable rates displayed.	3			
	Internet facility is available in a common area with applicable rates displayed.	2			
	A pre-paid card to access internet is available upon guest request with applicable rates communicated.	1			
	Max Points	3			
	8.5. Laundry services:				
	<i>(Where this service is contracted out, the hotel will still qualify for these points subject to the production of relevant documentation or the copy of the contract being made available).</i>				
	Laundry service is available 7 days a week with provision of laundry bags and applicable rates in guest bedrooms.	3			

	Laundry service is available 7 days a week on request, with laundry bags and lists are available at the reception.	2			
	Limited laundry services available for certain days of the week	1			
	Max Points	3			
	8.6. Maintenance:				
	The establishment employs full time maintenance staff.	3			
	The establishment employs part-time maintenance staff.	2			
	Maintenance personnel are available on call.	1			
	Max Points	3			
	8.7. Universal accessibility:				
	<i>(Where it is not possible for the hotel to cater to universal accessibility due to its topography, the points under this section will be deducted from the total applicable points).</i>				
	The establishment has made provision to provide a fully fitted universally accessible room. Pathways are level and ramps are provided. Staircases are fitted with safety railings.	3			
	The establishment can accommodate wheelchair users, however no fully fitted rooms are available. Pathways are level and moveable ramps can be provided. Staircases are fitted with safety railings.	2			
	Max Points	3			

8.8. Responsible environment and business practices:				
The establishment is SSTL certified.	3			
Establishment is engaged and aware of sustainability issues and is implementing fifteen of the sustainable practices stipulated in Appendix-1.	2			
Establishment is engaged and aware of the sustainability issues and is implementing ten of the sustainable practices stipulated in Appendix-1.	1			
Max Points	3			
8.9. Additional facilities and services:				
The hotel offers at least six of additional facilities amongst the following i.e., breakfast facilities, wellness services, swimming pool, excursion booking, non-motor able water sports, gift shop, wedding planning, taxi/ car hire booking, butler service, BBQ area, nature trails or guided tours, shopping assistance and restaurant bookings.	3			
The hotel offers at least four facilities from the above mentioned list.	2			
The hotel offers at least two facilities from the above mentioned list.	1			
Max Points	3			

RESULTS			
Theme	Section	Possible Score	Achieved Score
1. Location, access and exterior:			
	1.1 Location	3	
	1.2 Access	3	
	1.3 Parking	3	
	1.4 Building exterior	3	
	1.5 Building architecture	3	
	1.6 Grounds and gardens	3	
	1.7 Garden furniture	3	
	Total	21	
2. Safety and security:			
	2.1 Safety procedures	2	
	2.2 Security measures	3	
	Total	5	
3. Reception:			
	3.1 Reservations and bookings	3	
	3.2 Website	3	
	3.3 Décor of reception or lobby or welcoming area	3	
	3.4 Local arts and crafts	3	
	3.5 Reception service hours	3	
	3.6 Telephone	3	
	3.7 Welcome	3	
	3.8 Check-in	3	
	3.9 Porterage	3	
	3.10 Check-out	3	
	3.11 Luggage room	3	
	3.12 Service delivery at reception	3	
	3.13 Guest feedback	3	
	Total	39	

4. Guest bedrooms:			
	4.1 Housekeeping	M	
	4.2 Bedroom décor	3	
	4.3 Local arts and crafts	3	
	4.4 Bedroom furniture	3	
	4.5 Upholstery	3	
	4.6 Floor, walls and ceiling	M	
	4.7 Bedding and linen	3	
	4.8 Hangers	3	
	4.9 Bedroom amenities	3	
	Total	21	
5. Guest bathrooms:			
	5.1 Fixtures and fittings	3	
	5.2 Bathroom amenities	3	
	5.3 Towelling	3	
	Total	9	
6. Food and beverages:			
	6.1 Décor and furnishings	3	
	6.2 Local arts and crafts	3	
	6.3 Crockery, cutlery and glassware	3	
	6.4 Breakfast	3	
	6.5 Lunch and dinner service	3	
	6.6 Bar service	3	
	6.7 Menu presentation	3	
	6.8 Entertainment	3	
	Total	24	
7. Kitchen:			
	7.1 Cleanliness and maintenance	M	
	7.2 Fittings and equipment	3	
	7.3 Cabinetry and drawers	3	
	Total	6	
8. General:			
	8.1 Staff appearance	3	
	8.2 Staff and owner attitude	3	
	8.3 Public toilets	3	

	8.4 Internet facility	3	
	8.5 Laundry service	3	
	8.6 Maintenance	3	
	8.7 Universal accessibility	3	
	8.8 Responsible environment and business practices	3	
	8.9 Additional facilities and services	3	
	Total	27	
TOTAL SCORE		152	
% SCORE			
Final Grade			
SCORE INDICATION			
0%-34%	UNGRADED		
35%-49%	SEYCHELLES SECRETS BRONZE		
50%-65%	SEYCHELLES SECRETS SILVER		
66%-100%	SEYCHELLES SECRETS GOLD		

<i>SUSTAINABLE PRACTICES</i>			
		Achieved	Remarks
	MANAGEMENT		
1	The establishment keeps a record of its electricity and water bills (for the last 6 months) to monitor the usage with the aim to reduce the consumption over a period of time.		
	WASTE		
2	Green Waste is composted.		
3	The establishment conducts recycling of its waste.		
4	Guest amenities (e.g., soap, shampoo and lotion) are provided from a bulk dispenser or compostable or recyclable bottle or in other sustainable packaging.		
5	At least two commonly used cleaning agents are organic or bio-degradable.		

6	Where beach or outdoor showers are provided and same are not connected to grey water systems, clients shall be advised through notices not to use shampoos, soaps or other chemicals.		
7	The establishment uses sustainably sourced (recycled) paper or reduces paper use through double-sided printing or use of electronic correspondence.		
	WATER		
8	Regular checks for visible leaks from taps and toilets are done and reported.		
9	Low flow devices are installed in taps and showers.		
10	Efforts have been taken to reduce water usage in toilets using dual flush, reduced volume cisterns or another effective device.		
11	The establishment conducts rainwater harvesting.		
12	The establishment provides bulk water dispensers in the public areas.		
13	The establishment provides the guests with the option of deciding, when the client wants the towels and linen to be changed.		
	ENERGY		
14	Energy saving light bulbs have been installed in areas of the establishment.		
15	Energy-efficient appliances have been installed		
16	Electric equipment is turned off (not on standby) when guest room is not occupied.		
17	The establishment uses alternative energy supplies (e.g., solar panels, photovoltaic etc.).		
18	The establishment provides fans as an alternative to the air-conditioning in the guest units.		
19	Hotel staff are trained to set air-conditioning units at a minimum of 23 degrees centigrade and guests are sensitised to keep minimum temperature of not less than 23 degrees.		
	COMMUNITY INVOLVEMENT		
20	The establishment has a programme in place to purchase directly from local suppliers e.g., fruit, vegetable and fish etc.		

21	The establishment supports local community initiatives e.g., financial or in-kind donation to the community organisation and initiatives; hosting education or school groups on site; donating time to community or charitable organisations; donation of products, linen, furniture, food or similar to the charitable organisations.		
	STAFFING		
22	The management offers job opportunities and internships for local students.		
23	Suitable protective clothing and shoes are provided for kitchen, cleaning and garden staff.		
24	At least 60% of the staff employed are locals.		
25	Staff are provided with incentives such as monetary benefits, gifts, bonuses and, transportation etc.		
	CONSERVATION		
26	The establishment has a vegetable or fruit garden which supplies produce for the guests and the staff.		
	GUESTS		
27	The establishment informs guests about the cultural heritage and local traditions, local attractions, behaviour code and events.		
28	The establishment provides guests with information about public transport routes and schedules, wherever applicable.		
	Total		
	'A' for Achieved		

APPENDIX-8**SEYCHELLES SECRETS CRITERIA FOR BREAD AND BREAKFAST
GUESTHOUSES**

SEYCHELLES SECRETS ASSESSMENT FORM			
NAME OF THE ESTABLISHMENT :		DATE :	
ADDRESS:		EMAIL:	
ISLAND :		WEBSITE:	
MANAGER:		MAIN TELEPHONE (LAND LINE):	
CONTACT NUMBER OF THE MANAGER:		ASSESSOR:	
NO. OF BEDROOMS AND BREAKDOWN:		OVERVIEW OF FACILITIES:	
Signature of the authorised person:			
Signature of the assessor:			

1. LOCATION, ACCESS AND EXTERIOR:					
		Possible score	Awarded score	Remarks	Assessor's remarks
1.1. Location:					
	Located in secluded area or of exceptional natural beauty with superb view. Located in a quiet, secured neighborhood. It may be with the beach view or mountain view.	3			
	Located in a low density area. Quiet neighborhood with easy access to the amenities, beaches or areas of tourist attraction.	2			
	Located in a busy, medium to high density area.	1			
	Max Points	3			
1.2 Access:					
	There shall be appropriate signage to direct guests to the main entrance.	M			
	Signboard with full name of the hotel shall be displayed in a prominent place. It shall be in good condition.	M			
	Good, well maintained motor vehicle access (asphalt concrete surface), with adequate directional signage along the way wherever applicable.	3			
	Surfaced motor vehicle access.	2			
	Motor vehicle access with hard earthen or gravel surface.	1			

	Max Points	3			
	1.3. Parking area: <i>(This criteria is not applicable for premises on Cerf, Silhouette islands. The points under this section shall be therefore deducted from total applicable points for these premises).</i>				
	Parking area shall be available and in a secure environment close to the accommodation. Buggy or bicycle parking area shall be available for premises providing buggies and bicycles. Adequate lighting shall be available in the parking area.	M			
	Parking area is surfaced, well maintained and clearly designated.	3			
	Parking area is surfaced.	2			
	Parking area surface is earthen, gravel or grass but without potholes.	1			
	Max Points	3			
	1.4. Building exterior:				
	All buildings, their fixtures, fittings and exterior shall be maintained in a good and clean condition.	M			
	Building exteriors with excellent visual appeal and very well maintained.	3			
	Building exteriors is in good condition and well maintained.	2			
	No obvious defects or damage to the building exterior, except for natural weathering.	1			
	Max Points	3			

1.5. Building architecture:					
	Local Creole architecture features prominently in the building. May be modern architecture but blends well into the natural environment.	3			
	The establishment has attractive features and elements of local Creole architecture. May be modern architecture but is not obtrusive or clash with the environment.	2			
	Plain architectural features.	1			
	Max Points	3			
1.6. Grounds and gardens:					
	Gardens and grounds shall be neat and appropriately maintained. Adequate lighting shall be available.	M			
	Grounds and gardens are in pristine condition with attention to detail, including driveways. The establishment uses a wide range of native species for landscaping.	3			
	There is an effort for proper landscaping, favouring native endemic species. Grounds and gardens are attractively maintained and tidy.	2			
	Grounds and gardens are well maintained and tidy with effort to use native species.	1			

	Max Points	3			
1.7. Garden Furniture:					
	Adequate furniture is provided and are of good quality and in pristine condition.	3			
	Adequate, functional and well maintained garden furniture is provided.	2			
	Limited garden furniture which are clean and in good condition.	1			
	Max Points	3			

2. SAFETY AND SECURITY:					
	Procedures for summoning assistance and in particular at the after-hours shall be available.	M			
	The premises shall have in place a means to summon medical assistance as and when required.	M			
	A central safe deposit shall be available at the reception or alternatively may be available in each guestroom or per unit.	M			
	A first aid box shall be available at the premises. Additionally where there is a fully functional kitchen, an additional first aid kit shall be available at the kitchen.	M			

	2.1 Assembly point and information:				
	Assembly point in the event of an emergency shall be clearly marked.	1			
	Information on procedures for evacuation in the event of an emergency shall be clearly displayed and available in the following languages – English and French and shall be displayed on the door.	1			
	Max Points	2			
	2.2 Security measures:				
	Appropriate security system is in place with alarm system and video surveillance.	3			
	Efforts have been made to secure the property such as fencing, security alarms etc.	2			
	Basic security measures are in place such as burglar bars, smoke detectors and serviced fire extinguishers	1			
	Max Points	3			
	3. RECEPTION SERVICES:				
	3.1. Reservations and bookings:				
	Booking conditions shall be described upon booking (e.g., payment methods, cancellation policy, access restrictions, over-booking policy and child-friendly services)	M			
	Booking process shall be complete and effective. Following guest details shall be recorded i.e., guest's name, address, stay of number of nights,	M			

	approximate time of arrival and mode of payment.				
	Establishments are required to have an active email address.	M			
	Bookings are replied with 12 hours.	3			
	Bookings are replied with 24 hours.	2			
	Bookings are replied with 36 hours.	1			
	Max Points	3			
	3.2. Website:				
	A comprehensive well designed website is available, with realistic, up to date and accurate information.	3			
	Establishment has a simple website which has realistic, comprehensive, up to date and accurate information.	2			
	Establishment features on a website.	1			
	Max Points	3			
	3.3. Décor of reception (lobby, welcoming area):				
	Very good quality décor with attention to detail, thoughtful co-ordination of patterns, colours and textures. Creating a pleasant and welcoming atmosphere.	3			
	Good quality décor. Reasonable attempt to co-ordinate patterns and colours. Creating a comfortable atmosphere.	2			
	Basic décor, plain and simple style.	1			
	Max Points	3			
	3.4. Local arts and crafts:				
	Good quality local arts and crafts and items of historical value have been tastefully integrated into the décor.	3			

	Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
	Effort is made to feature local items in the décor.	1			
	Max Points	3			
	3.5. Reception service hours:				
	Reception is serviced for a minimum of 8 hours. A means of summoning assistance shall be available at unattended times.	3			
	Reception is serviced for a minimum of 6 hours. A means of summoning assistance shall be available at unattended times.	2			
	Reception is serviced for a minimum of 4 hours. A means of summoning assistance shall be available at unattended times.	1			
	Max Points	3			
	3.6. Telephone:				
	Telephone is answered promptly in a polite and courteous manner.	3			
	Telephone is answered promptly.	2			
	Telephone is answered.	1			
	Max Points	3			
	3.7. Welcome:				
	Guests are warmly greeted on arrival and offered a cold towel and drink.	3			
	Guests are warmly greeted and offered a welcoming drink.	2			
	Guests are greeted on arrival.	1			
	Max Points	3			
	3.8. Check-in:				
	Registration cards shall be available and completed by all guests on check-in.	M			
	Guest registration form is well-presented and guest details are recorded. Explanation on the range of facilities and services	3			

	available at the establishment is provided. A range of payment options are available.				
	Basic presentation of registration forms. Guest details are taken and brief explanation on the guest room facilities provided in the in the establishment. At least two payment options are available.	2			
	Basic check-in process with guest details are recorded in the log book. Brief explanation of the premises and services offered in the establishment	1			
	Max Points	3			
	3.9. Porterage:				
	Guest are escorted to their rooms. Porterage is automatically provided to take guest's luggage to and from their rooms or units.	3			
	Guests are escorted to their rooms. Assistance is offered to take luggage to and from the rooms or units.	2			
	Guests are directed to their rooms. No assistance is offered with luggage.	1			
	Max Points	3			
	3.10. Check-out process: (Provision of receipt is not applicable where payments are made online/wire transfers or directly with booking agencies).				
	Guests check-out is processed and recorded.	1			
	A person is available to see-off guests prior to the departure.	1			
	Guests are provided with official and accurate receipt.	1			
	Max Points	1			
	3.11. Luggage room:				
	Dedicated secure luggage room is available.	3			
	A secure storage room or area to keep client's luggage is available.	2			

	Clients are offered the possibility to leave luggage at the reception.	1			
	Max Points	3			
	3.12. Service delivery at the reception:				
	Staff and owner are well-trained, offer a friendly welcome and are available for assistance. They are able to interact well with the guests and can offer information about places to visit.	3			
	Staff and owner are friendly, helpful, professional and efficient. Services are provided promptly.	2			
	Staff and owner are polite. Willing to help when asked.	1			
	Max Points	3			
	3.13. Guest feedback:				
	Active invitation of departing guest to write a review on a portal or website or guest comments book.	M			
	Guests are able to post online reviews on a portal or establishment's website and the operator responds to the posted comments.	3			
	Guests are able to post online reviews on a portal or establishment's website.	2			
	Guest comments book or forms are available, clean and in good condition.	1			
	Max Points	3			
	4. GUEST BEDROOMS:				
	4.1. Housekeeping:				
	All guestrooms shall be maintained at satisfactory standards of cleanliness. Rooms shall be cleaned daily.	M			
	4.2. Bedroom décor:				

	Very good quality décor with attention to detail, thoughtful co-ordination of patterns, colours and textures. Creating a pleasant and welcoming atmosphere.	3			
	Good quality décor. Reasonable attempt to co-ordinate patterns and colours. Creating a comfortable atmosphere.	2			
	Basic décor, plain and simple style.	1			
	Max Points	3			
	4.3. Local arts and crafts:				
	Good quality local arts and crafts and items of historical value have been tastefully integrated into the décor.	3			
	Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
	Effort is made to feature local items in the décor.	1			
	Max Points	3			
	4.4. Bedroom furniture:				
	Bedroom furniture shall include one double bed or two single beds, two chairs, one coffee table, wardrobe, dressing or writing table with mirror and stool, and two bedside tables or lockers. Bedside light shall be available per person for reading purposes.	M			
	Very good quality furniture. Well-constructed with professional finish. Well-coordinated styles.	3			
	Good quality furniture with no damage, stains or fraying. No jarringly uncoordinated styles and all furniture is of a similar standard.	2			
	Basic quality furniture may be well-used but functional.	1			

	Max Points	3			
	4.5. Upholstery:				
	Very good quality upholstery in pristine condition. Curtains are lined providing privacy and black out.	3			
	Good quality well maintained upholstery. Curtains provide partial blackout.	2			
	Basic quality upholstery which are clean and satisfactorily maintained.	1			
	Max Points	3			
	4.6. Floors, walls and ceiling:				
	Floors, walls and ceiling shall be clean and in good state of maintenance.	M			
	4.7. Bedding and linen:				
	<i>(White linen is recommended for hygiene reasons).</i>				
	All beds shall be provided with both mattress and pillow protectors. Fresh bed linen shall be provided for each new guest.	M			
	Bed linen is tightly woven, crisp, and soft to the touch, well pressed and in very good condition. Additional bed decorations such as cushions, runners and bolster are available.	3			
	Bed linen is closely woven and smooth to the touch.	2			
	Linen is of basic quality. May be coarse to touch.	1			
	Max Points	3			
	4.8. Hangers:				
	A minimum of three identical hangers shall be provided. Wire hangers are not acceptable.	M			
	Good quality wooden hangers with additional specialised hangers for skirt or trousers.	3			

	Hangers are of good quality plastic or wooden.	2			
	More than three hangers of basic quality are provided per person.	1			
	Max Points	3			
	4.9. Bedroom amenities:				
	The following amenities shall be provided i.e., tea and coffee making amenities, information kit, do not disturb sign, mini-fridge, waste bin with liner, emergency light or flashlight and drinking glasses.	M			
	A minimum of the following amenities are available i.e., extra pillows, ironing board, television, insect repellent, stocked mini-bar, umbrella.	3			
	A minimum of 4 amenities from the above list are available.	2			
	A minimum of 2 amenities from the above list are available.	1			
	Max Points	3			
	5. GUEST BATHROOMS:				
	5.1. Fixtures and fittings:				
	All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.	M			
	Very good quality fixtures and fittings. Spacious showers and bath. Good sized vanity with ample shelving and storage space.	3			
	Good quality fixtures and fittings. Good sized bath, shower or vanity area with adequate space for storage. Good quality shower screen or curtains.	2			
	Bathtubs, showers and basins are of standard size and easily accessible.	1			
	Max Points	3			

5.2. Bathroom amenities:					
	The following amenities shall be provided i.e., standard size mirror over the wash hand basin, bath mat, towel rail, soap with dish, toilet roll holder and toilet paper, waste bin with liner and fresh soap for each new guest	M			
	A minimum of 6 of the following amenities are available i.e., clothes hook, shower cap, hair dryer, shampoo, bath gel, conditioner, sanitary bags, tissues	3			
	A minimum of 4 amenities from the above list is provided.	2			
	A minimum of 2 amenities from the above list is provided.	1			
	Max Points	3			
5.3. Towelling:					
	Very good quality bath, hand and beach or pool towels are provided for each guest.	3			
	Good quality bath and hand towels are provided for each guest.	2			
	Acceptable quality bath towels are provided.	1			
	Max Points	3			
6. FOOD AND BEVERAGES:					
6.1. Décor and furnishings:					
	Décor, furnishings and upholstery are harmonious and of very good quality, creating an inviting, pleasant and warm atmosphere.	3			
	Evidence of coordinated design with quality furnishings and upholstery.	2			
	Simple harmonious décor with basic furnishings and upholstery.	1			
	Max Points	3			

6.2. Local arts and crafts:				
Good quality local arts and crafts and items of historical value have been tastefully integrated into the décor.	3			
Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
Effort is made to feature local items in the décor.	1			
Max Points	3			
6.3. Crockery, cutlery and glassware: (Glassware may be made available for different uses).				
Very good quality crockery, cutlery and glassware is available and is in excellent condition.	3			
Good quality crockery, cutlery and glassware is available.	2			
Provision of standard crockery, cutlery and glassware. Can be a mix of styles but in good condition.	1			
Max Points	3			
6.4. Breakfast:				
A good range of hot and cold foods are available. Good range of fresh ingredients, bread and pastries and freshly pressed juice from local fruits are available.	3			
A range of hot and cold foods and local fruits are available.	2			
Continental breakfast served.	1			
Max Points	3			
Max Points	3			
6.5. Bar service:				
A wide range of international beverages and wines are available. A wide selection of locally produced beverages are on offer.	3			
A good range of international beverages are available. At least 2 locally produced beverages are available.	2			

	A small range of international drinks are available with at least one locally produced beverage is available.	1			
	Max Points	3			
7. KITCHEN:					
	7.1.Cleanliness and maintenance:				
	All kitchen and ancillary facilities shall be well maintained, clean and hygienic.	M			
	Floors, walls and ceiling shall be clean and in good state of maintenance.	M			
	7.2. Fittings and equipment:				
	A wide range of very good quality, professional equipment is available	3			
	Standard fittings and equipment as per the use of the establishment.	2			
	Basic fittings and equipment in good working condition.	1			
	Max Points	3			
	7.3. Cabinetry and drawers:				
	Cabinetry and drawers are well fitted and in very good state of maintenance. Ample space for circulation, surfaces are of high quality material, easily cleaned and durable.	3			
	Cabinetry and drawers are well fitted and in good condition. Doors and drawers can be opened easily and surfaces are easily cleanable and durable.	2			
	Cabinetry and drawers are well fitted and functional. May be well used.	1			
	Max Points	3			

8.GENERAL:					
	8.1. Staff appearance:				
	Staff and owner are well-groomed, appropriately dressed and with a general smart appearance. Uniforms are smart, well fitted and well pressed.	3			
	Staff and owner are well-groomed. Uniforms are basic, in a good state of repair, clean and neat.	2			
	Staff and owner are well-groomed. May not necessarily wear uniform.	1			
	Max Points	3			
	8.2. Staff and owner attitude:				
	Unobtrusive, polite and courteous staff providing an excellent standard of customer care.	3			
	Staff are polite and courteous, providing good standard of customer care.	2			
	Staff are friendly but not necessarily professional.	1			
	Max Points	3			
	8.3. Public toilets:				
	Toilets shall be well maintained and kept at good standards of cleanliness. All fixtures and fittings shall be in good condition, clean and free from stains and cracks and dull finishes.	M			
	Public toilets shall have appropriate hand washing and drying facilities. For hygienic purposes liquid soap dispenser, paper towel dispensers or automatic hand dryer are provided.	M			
	Very good quality fixtures and fittings.	3			
	Good quality fixtures and fittings.	2			
	Standard quality fixtures and fittings.	1			
	Max Points	3			

8.4. Internet facility:				
Wi-Fi is available throughout the premises with applicable rates displayed.	3			
Internet facility is available in a common area with applicable rates displayed.	2			
A pre-paid card to access internet is available upon guest request with applicable rates communicated.	1			
Max Points	3			
8.5. Laundry services:				
<i>(Where this service is contracted out, the hotel will still qualify for these points subject to the production of relevant documentation or the copy of the contract being made available).</i>				
Laundry service is available 7 days a week with provision of laundry bags and applicable rates in guest bedrooms.	3			
Laundry service is available 7 days a week on request, with laundry bags and lists are available at the reception.	2			
Limited laundry services available for certain days of the week	1			
Max Points	3			
8.6. Maintenance:				
The establishment employs full time maintenance staff.	3			
The establishment employs part-time maintenance staff.	2			
Maintenance personnel are available on call.	1			
Max Points	3			
8.7. Universal accessibility:				
<i>(Where it is not possible for the hotel to cater to universal accessibility due to its topography, the points under this section will be deducted from the total applicable points).</i>				
The establishment has made provision to provide a fully fitted universally accessible room. Pathways are level and ramps are	3			

	provided. Staircases are fitted with safety railings.				
	The establishment can accommodate wheelchair users, however no fully fitted rooms are available. Pathways are level and moveable ramps can be provided. Staircases are fitted with safety railings.	2			
	Max Points	3			
	8.8. Responsible environment and business practices:				
	The establishment is SSTL certified.	3			
	Establishment is engaged and aware of sustainability issues and is implementing fifteen of the sustainable practices stipulated in Appendix-1.	2			
	Establishment is engaged and aware of the sustainability issues and is implementing ten of the sustainable practices stipulated in Appendix-1.	1			
	Max Points	3			
	8.9. Additional facilities and services:				
	The hotel offers at least six of additional facilities amongst the following i.e., breakfast facilities, wellness services, swimming pool, excursion booking, non-motor able water sports, gift shop, wedding planning, taxi/ car hire booking, butler service, BBQ area, nature trails or guided tours, shopping assistance and restaurant bookings.	3			
	The hotel offers at least four facilities from the above mentioned list.	2			
	The hotel offers at least two facilities from the above mentioned list.	1			
	Max Points	3			

RESULTS			
Theme	Section	Possible Score	Achieved Score
1. Location, access and exterior:			
	1.1 Location	3	
	1.2 Access	3	
	1.3 Parking	3	
	1.4 Building exterior	3	
	1.5 Building architecture	3	
	1.6 Grounds and gardens	3	
	1.7 Garden furniture	3	
	Total	21	
2. Safety and security:			
	2.1 Safety procedures	2	
	2.2 Security measures	3	
	Total	5	
3. Reception:			
	3.1 Reservations and bookings	3	
	3.2 Website	3	
	3.3 Décor of reception or lobby or welcoming area	3	
	3.4 Local arts and crafts	3	
	3.5 Reception service hours	3	
	3.6 Telephone	3	
	3.7 Welcome	3	
	3.8 Check-in	3	
	3.9 Porterage	3	
	3.10 Check-out	3	
	3.11 Luggage room	3	
	3.12 Service delivery at reception	3	
	3.13 Guest feedback	3	
	Total	39	
4. Guest bedrooms:			
	4.1 Housekeeping	M	
	4.2 Bedroom décor	3	

	4.3 Local arts and crafts	3	
	4.4 Bedroom furniture	3	
	4.5 Upholstery	3	
	4.6 Floor, walls and ceiling	M	
	4.7 Bedding and linen	3	
	4.8 Hangers	3	
	4.9 Bedroom amenities	3	
	Total	21	
5. Guest bathrooms:			
	5.1 Fixtures and fittings	3	
	5.2 Bathroom amenities	3	
	5.3 Towelling	3	
	Total	9	
6. Food and beverages:			
	6.1 Décor and furnishings	3	
	6.2 Local arts and crafts	3	
	6.3 Crockery, cutlery and glassware	3	
	6.4 Breakfast	3	
	6.5 Bar service	3	
	Total	15	
7. Kitchen:			
	7.1 Cleanliness and maintenance	M	
	7.2 Fittings and equipment	3	
	7.3 Cabinetry and drawers	3	
	Total	6	
8. General:			
	8.1 Staff appearance	3	
	8.2 Staff and owner attitude	3	
	8.3 Public toilets	3	
	8.4 Internet facility	3	
	8.5 Laundry service	3	
	8.6 Maintenance	3	
	8.7 Universal accessibility	3	
	8.8 Responsible environment and business practices	3	
	8.9 Additional facilities and services	3	

	Total	27	
	TOTAL SCORE	143	
	% SCORE		
	Final Grade		
SCORE INDICATION			
0%-33%	UNGRADED		
34%-49%	SEYCHELLES SECRETS BRONZE		
50%-65%	SEYCHELLES SECRETS SILVER		
66%-100%	SEYCHELLES SECRETS GOLD		

SUSTAINABLE PRACTICES			
		Achieved	Remarks
	MANAGEMENT		
1	The establishment keeps a record of its electricity and water bills (for the last 6 months) to monitor the usage with the aim to reduce the consumption over a period of time.		
	WASTE		
2	Green Waste is composted.		
3	The establishment conducts recycling of its waste.		
4	Guest amenities (e.g., soap, shampoo and lotion) are provided from a bulk dispenser or compostable or recyclable bottle or in other sustainable packaging.		
5	At least two commonly used cleaning agents are organic or bio-degradable.		
6	Where beach or outdoor showers are provided and same are not connected to grey water systems, clients shall be advised through notices not to use shampoos, soaps or other chemicals.		
7	The establishment uses sustainably sourced (recycled) paper or reduces paper use through double-sided printing or use of electronic correspondence.		
	WATER		
8	Regular checks for visible leaks from taps and toilets are done and reported.		
9	Low flow devices are installed in taps and showers.		
10	Efforts have been taken to reduce water usage in toilets using dual flush, reduced volume cisterns or another effective device.		
11	The establishment conducts rainwater harvesting.		

12	The establishment provides the guests with the option of deciding, when the client wants the towels and linen to be changed.		
	ENERGY		
13	Energy saving light bulbs have been installed in areas of the establishment.		
14	Energy-efficient appliances have been installed		
15	Electric equipment is turned off (not on standby) when guest room is not occupied.		
16	The establishment uses alternative energy supplies (e.g., solar panels, photovoltaic etc.).		
17	The establishment provides fans as an alternative to the air-conditioning in the guest units.		
18	Hotel staff are trained to set air-conditioning units at a minimum of 23 degrees centigrade and guests are sensitised to keep minimum temperature of not less than 23 degrees.		
	COMMUNITY INVOLVEMENT		
19	The establishment supports local community initiatives e.g., financial or in-kind donation to the community organisation and initiatives; hosting education or school groups on site; donating time to community or charitable organisations; donation of products, linen, furniture, food or similar to the charitable organisations.		
	STAFFING		
20	Suitable protective clothing and shoes are provided for kitchen, cleaning and garden staff.		
21	At least 60% of the staff employed are locals.		
22	Staff are provided with incentives such as monetary benefits, gifts, bonuses and, transportation etc.		
	CONSERVATION		
23	The establishment has a vegetable or fruit garden which supplies produce for the guests and the staff.		
	GUESTS		
24	The establishment informs guests about the cultural heritage and local traditions, local attractions, behaviour code and events.		
25	The establishment provides guests with information about public transport routes and schedules, wherever applicable.		
	Total		
	'A' for Achieved		

APPENDIX-9

SEYCHELLES SECRETS CRITERIA FOR SELF CATERING
ESTABLISHMENTS

SEYCHELLES SECRETS ASSESSMENT FORM			
NAME OF THE ESTABLISHMENT:		DATE :	
ADDRESS:		EMAIL:	
ISLAND :		WEBSITE:	
MANAGER:		MAIN TELEPHONE (LAND LINE):	
CONTACT NUMBER OF THE MANAGER:		ASSESSOR:	
NO. OF BEDROOMS AND BREAKDOWN:		OVERVIEW OF FACILITIES:	
Signature of the authorised person:			
Signature of the assessor:			

1. LOCATION, ACCESS AND EXTERIOR:					
		Possible score	Awarded score	Remarks	Assessor's remarks
1.1. Location:					
	Located in secluded area or of exceptional natural beauty with superb view. Located in a quiet, secured neighborhood. It may be with the beach view or mountain view.	3			
	Located in a low density area. Quiet neighborhood with easy access to the amenities, beaches or areas of tourist attraction.	2			
	Located in a busy, medium to high density area.	1			
	Max Points	3			
1.2 Access:					
	There shall be appropriate signage to direct guests to the main entrance.	M			
	Signboard with full name of the hotel shall be displayed in a prominent place. It shall be in good condition.	M			
	Good, well maintained motor vehicle access (asphalt concrete surface), with adequate directional signage along the way where ever applicable.	3			
	Surfaced motor vehicle access.	2			
	Motor vehicle access with hard earthen or gravel surface.	1			
	Max Points	3			

	1.3. Parking area: <i>(This criterion is not applicable for premises on Cerf, Silhouette islands. The points under this section shall be therefore deducted from total applicable points for these premises).</i>				
	Parking area shall be available and in a secure environment close to the accommodation. Buggy or bicycle parking area shall be available for premises providing buggies and bicycles. Adequate lighting shall be available in the parking area.	M			
	Parking area is surfaced, well maintained and clearly designated.	3			
	Parking area is surfaced.	2			
	Parking area surface is earthen, gravel or grass but without potholes.	1			
	Max Points	3			
	1.4. Building exterior:				
	All buildings, their fixtures, fittings and exterior shall be maintained in a good and clean condition.	M			
	Building exteriors with excellent visual appeal and very well maintained.	3			
	Building exteriors is in good condition and well maintained.	2			
	No obvious defects or damage to the building exterior, except for natural weathering.	1			
	Max Points	3			

1.5. Building architecture:					
	Local Creole architecture features prominently in the building. May be modern architecture but blends well into the natural environment.	3			
	The establishment has attractive features and elements of local Creole architecture. May be modern architecture but is not obtrusive or clash with the environment.	2			
	Plain architectural features.	1			
	Max Points	3			
1.6. Grounds and gardens:					
	Gardens and grounds shall be neat and appropriately maintained. Adequate lighting shall be available.	M			
	Grounds and gardens are in pristine condition with attention to detail, including driveways. The establishment uses a wide range of native species for landscaping.	3			
	There is an effort for proper landscaping, favouring native endemic species. Grounds and gardens are attractively maintained and tidy.	2			
	Grounds and gardens are well maintained and tidy with effort to use native species.	1			

	Max Points	3			
1.7. Garden Furniture:					
	Adequate furniture is provided and are of good quality and in pristine condition.	3			
	Adequate, functional and well maintained garden furniture is provided.	2			
	Limited garden furniture which are clean and in good condition.	1			
	Max Points	3			

2. SAFETY AND SECURITY:					
	Procedures for summoning assistance and in particular at the after-hours shall be available.	M			
	The premises shall have in place a means to summon medical assistance as and when required.	M			
	A central safe deposit shall be available at the reception or alternatively may be available in each guestroom or per unit.	M			
	A first aid box shall be available at the premises. Additionally where there is a fully functional kitchen, an additional first aid kit shall be available at the kitchen.	M			

	2.1 Assembly point and information:				
	Assembly point in the event of an emergency shall be clearly marked.	1			
	Information on procedures for evacuation in the event of an emergency shall be clearly displayed and available in the following languages – English and French and shall be displayed on the door.	1			
	Max Points	2			
	2.2 Security measures:				
	Appropriate security system is in place with alarm system and video surveillance.	3			
	Efforts have been made to secure the property such as fencing, security alarms etc.	2			
	Basic security measures are in place such as burglar bars, smoke detectors and serviced fire extinguishers	1			
	Max Points	3			
	3. RECEPTION SERVICES:				
	3.1. Reservations and bookings:				
	Booking conditions shall be described upon booking (e.g., payment methods, cancellation policy, access restrictions, over-booking policy and child-friendly services)	M			
	Booking process shall be complete and effective. Following guest details shall be recorded i.e., guest's name, address,	M			

	stay of number of nights, approximate time of arrival and mode of payment.				
	Establishments are required to have an active email address.	M			
	Bookings are replied with 12 hours.	3			
	Bookings are replied with 24 hours.	2			
	Bookings are replied with 36 hours.	1			
	Max Points	3			
	3.2. Website:				
	A comprehensive well designed website is available, with realistic, up to date and accurate information.	3			
	Establishment has a simple website which has realistic, comprehensive, up to date and accurate information.	2			
	Establishment features on a website.	1			
	Max Points	3			
	3.3. Décor of reception (lobby, welcoming area):				
	Very good quality décor with attention to detail, thoughtful co-ordination of patterns, colours and textures. Creating a pleasant and welcoming atmosphere.	3			
	Good quality décor. Reasonable attempt to co-ordinate patterns and colours. Creating a comfortable atmosphere.	2			

	Basic décor, plain and simple style.	1			
	Max Points	3			
	3.4. Local arts and crafts:				
	Good quality local arts and crafts and items of historical value have been tastefully integrated into the décor.	3			
	Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
	Effort is made to feature local items in the décor.	1			
	Max Points	3			
	3.5. Reception service hours:				
	Reception is serviced for a minimum of 12 hours. A means of summoning assistance shall be available at unattended times.	3			
	Reception is serviced for a minimum of 6 hours. A means of summoning assistance shall be available at unattended times.	2			
	Reception is serviced for a minimum of 4 hours. A means of summoning assistance shall be available at unattended times.	1			
	Max Points	3			
	3.6. Telephone:				
	Telephone is answered promptly in a polite and courteous manner.	3			
	Telephone is answered promptly.	2			
	Telephone is answered.	1			
	Max Points	3			

	3.7. Welcome:				
	Guests are warmly greeted on arrival and offered a cold towel and drink.	3			
	Guests are warmly greeted and offered a welcoming drink.	2			
	Guests are greeted on arrival.	1			
	Max Points	3			
	3.8. Check-in:				
	Registration cards shall be available and completed by all guests on check-in.	M			
	Guest registration form is well-presented and guest details are recorded. Detailed explanation on the range of facilities and services available at the establishment is provided. A range of payment options are available.	3			
	Basic presentation of registration forms. Guest details are taken and an explanation of the premises and services offered in the establishment. At least two payment options are available.	2			
	Basic check-in process. Guest details are taken and brief explanation of the premises and services offered in the establishment	1			
	Max Points	3			

3.9. Porterage:				
Guest are escorted to their rooms. Porterage is automatically provided to take guest's luggage to and from their rooms or units.	3			
Guests are escorted to their rooms. Assistance is offered to take luggage to and from the rooms or units.	2			
Guests are directed to their rooms. No assistance is offered with luggage.	1			
Max Points	3			
3.10. Check-out process:				
Guests check-out is processed and recorded.	1			
A person is available to see-off guests prior to the departure.	1			
Guests are provided with official and accurate receipt.	1			
Max Points	1			
3.11. Luggage room:				
Dedicated secure luggage room is available.	3			
A storage room to keep client's luggage is available.	2			
Clients are offered the possibility to leave luggage at the reception.	1			
Max Points	3			
3.12. Service delivery at the reception:				
Staff and owner are well-trained, offer a friendly welcome and are available for assistance. They are able to interact	3			

	well with the guests and can offer information about places to visit.				
	Staff and owner are friendly, helpful, professional and efficient. Services are provided promptly.	2			
	Staff and owner are polite. Willing to help when asked.	1			
	Max Points	3			
	3.13. Guest feedback:				
	Active invitation of departing guest to write a review on a portal or website or guest comments book.	M			
	Guests are able to post online reviews on a portal or establishment's website and the operator responds to the posted comments.	3			
	Guests are able to post online reviews on a portal or establishment's website.	2			
	Guest comments book or forms are available, clean and in good condition.	1			
	Max Points	3			
	4. GUEST UNIT:				
	4.1. Housekeeping:				
	All guest Units shall be maintained at satisfactory standards of cleanliness. Rooms shall be cleaned daily.	M			
	Units are cleaned daily	3			
	Units are cleaned every 2 to 3 days.	2			

	Units are cleaned only at guest's request.	1			
	Max Points	3			
	4.2. Bedroom décor:				
	Very good quality décor with attention to detail, thoughtful co-ordination of patterns, colours and textures. Creating a pleasant and welcoming atmosphere.	3			
	Good quality décor. Reasonable attempt to co-ordinate patterns and colours. Creating a comfortable atmosphere.	2			
	Basic décor, plain and simple style.	1			
	Max Points	3			
	4.3. Local arts and crafts:				
	Good quality local arts and crafts and items of historical value have been tastefully integrated into the décor.	3			
	Effort has been made to feature local items or crafts of cultural or historical interest in the décor.	2			
	Effort is made to feature local items in the décor.	1			
	Max Points	3			
	4.4. Living and dining furniture:				
	Very good quality furniture. Well-constructed with professional finish. Well-coordinated styles.	3			
	Good quality furniture with no damage, stains or fraying. No jarringly uncoordinated styles and all furniture is of a similar standard.	2			

	Basic quality furniture may be well-used but functional.	1			
	Max Points	3			
	4.5. Upholstery:				
	Very good quality upholstery in pristine condition. Curtains are lined providing privacy and black out.	3			
	Good quality well maintained upholstery. Curtains provide partial blackout.	2			
	Basic quality upholstery which are clean and satisfactorily maintained.	1			
	Max Points	3			
	4.6. Floor, walls and ceiling:				
	Floor, walls and ceiling shall be clean and in good state of maintenance.	M			
	4.7. Bedroom Furniture:				
	Bedroom furniture shall include one double bed or two single beds, wardrobe, dresser with mirror and stool and two bedside tables or locker. Beside light should be available person for reading purpose.	M			
	Very good quality furniture. Well-constructed with professional finish. Well-coordinated styles.	3			
	Good quality furniture with no damage, stains or fraying. No jarringly uncoordinated styles and all furniture to be of a similar standard.	2			

	Basic quality furniture may be well-used but functional.	1			
	Max Points	3			
	4.8. Bedding and linen:				
	<i>(White linen is recommended for hygiene reasons).</i>				
	All beds shall be provided with both mattress and pillow protectors. Fresh bed linen shall be provided for each new guest.	M			
	Bed linen is tightly woven, crisp, and soft to the touch, well pressed and in very good condition. Additional bed decorations such as cushions, runners and bolster are available.	3			
	Bed linen is closely woven and smooth to the touch.	2			
	Linen is of basic quality. May be coarse to touch.	1			
	Max Points	3			
	4.9. Hangers:				
	A minimum of three identical hangers shall be provided. Wire hangers are not acceptable.	M			
	Good quality wooden hangers with additional specialised hangers for skirt or trousers.	3			
	Hangers are of good quality plastic or wooden.	2			
	More than three hangers of basic quality are provided per person.	1			
	Max Points	3			
	4.10. Amenities:				

	The following amenities shall be provided i.e., information kit, waste bin with liner, emergency light or flashlight.	M			
	A minimum of 4 of the following amenities are available i.e., extra pillows, ironing board, television, insect repellent and umbrella.	3			
	A minimum of 3 amenities from the above list are available.	2			
	A minimum of 2 amenities from the above list are available.	1			
	Max Points	3			
5. GUEST BATHROOMS:					
	5.1. Fixtures and fittings:				
	All fixtures and fittings shall be in good condition, clean and free from stains or cracks and dull finishes.	M			
	Very good quality fixtures and fittings. Spacious showers and bath. Good sized vanity with ample shelving and storage space.	3			
	Good quality fixtures and fittings. Good sized bath, shower or vanity area with adequate space for storage. Good quality shower screen or curtains.	2			
	Bathtubs, showers and basins are of standard size and easily accessible.	1			
	Max Points	3			
	5.2. Bathroom amenities:				

	The following amenities shall be provided i.e., standard size mirror over the wash hand basin, bath mat, towel rail, soap with dish, toilet roll holder and toilet paper, waste bin with liner and fresh soap for each new guest	M			
	A minimum of 6 of the following amenities are available i.e., clothes hook, shower cap, hair dryer, shampoo, bath gel, conditioner, sanitary bags, tissues	3			
	A minimum of 4 amenities from the above list is provided.	2			
	A minimum of 2 amenities from the above list is provided.	1			
	Max Points	3			
	5.3. Towelling:				
	Very good quality bath, hand and beach or pool towels are provided for each guest.	3			
	Good quality bath and hand towels are provided for each guest.	2			
	Acceptable quality bath towels are provided.	1			
	Max Points	3			
6.	KITCHENETTE:				
	6.1. Kitchenette amenities:				
	Kitchenette shall be equipped with refrigerator or freezer, cooker, tea and coffee making facilities, appropriate crockery, cutlery and cookware.	M			
	Max Points	3			

6.2. Crockery, cutlery and glassware:				
A wide range of very good quality crockery, cutlery and glassware is available and is in excellent condition.	3			
A good range of matching good quality crockery, cutlery and glassware is available.	2			
Provision of standard crockery, cutlery and glassware. Can be a mix of styles but in good condition.	1			
Max Points	3			
6.3. Starter pack:				
Starter pack includes tea, coffee, milk, sugar, bread, butter, jam, eggs and fruits.	3			
Starter pack includes tea, coffee, milk, sugar, bread, butter and jam.	2			
Basic starter pack including tea, coffee, milk and sugar.	1			
Max Points	3			
6.4. Fittings and equipment:				
Fittings and equipment are of very good quality and in very good condition. Additional equipment are available.	3			
Fittings and equipment are of good quality and in good state of condition.	2			
Fittings and equipment are in good working condition.	1			
Max Points	3			

6.5. Cabinetry and drawers:					
	Cabinetry and drawers are well fitted and in very good state of maintenance. Ample space for circulation, surfaces are of high quality material, easily cleaned and durable.	3			
	Cabinetry and drawers are well fitted and in good condition. Doors and drawers can be opened easily and surfaces are easily cleanable and durable.	2			
	Cabinetry and drawers are well fitted and functional. May be well used.	1			
	Max Points	3			
7.GENERAL:					
7.1. Staff appearance:					
	Staff and owner are well-groomed, appropriately dressed and with a general smart appearance. Uniforms are smart, well fitted and well pressed.	3			
	Staff and owner are well-groomed. Uniforms are basic, in a good state of repair, clean and neat.	2			
	Staff and owner are well-groomed. May not necessarily wear uniform.	1			
	Max Points	3			

	7.2. Staff and owner attitude:				
	Unobtrusive, polite and courteous staff providing an excellent standard of customer care.	3			
	Staff are polite and courteous, providing good standard of customer care.	2			
	Staff are friendly but not necessarily professional.	1			
	Max Points	3			
	7.3. Public toilets:				
	Toilets shall be well maintained and kept at good standards of cleanliness. All fixtures and fittings shall be in good condition, clean and free from stains and cracks and dull finishes.	M			
	Public toilets shall have appropriate hand washing and drying facilities. For hygienic purposes liquid soap dispenser, paper towel dispensers or automatic hand dryer are provided.	M			
	Very good quality fixtures and fittings.	3			
	Good quality fixtures and fittings.	2			
	Standard quality fixtures and fittings.	1			
	Max Points	3			
	7.4. Internet facility:				
	Wi-Fi is available throughout the premises with applicable rates displayed.	3			

	Internet facility is available in a common area with applicable rates displayed.	2			
	A pre-paid card to access internet is available upon guest request with applicable rates communicated.	1			
	Max Points	3			
	7.5. Laundry services:				
	Washing machine, iron and iron and ironing board are available in each unit or laundry service can be provided on request.	3			
	Washing machine is made available in each unit. Iron and ironing board are made available on request.	2			
	Communal washing machines are available.	1			
	Max Points	3			
	7.6. Maintenance:				
	The establishment employs full time maintenance staff.	3			
	The establishment employs part-time maintenance staff.	2			
	Maintenance personnel are available on call.	1			
	Max Points	3			
	7.7. Universal accessibility:				
	<i>(Where it is not possible for the hotel to cater to universal accessibility due to its topography, the points under this section will be deducted from the total applicable points).</i>				

	The establishment has made provision to provide a fully fitted universally accessible room. Pathways are level and ramps are provided. Staircases are fitted with safety railings.	3			
	The establishment can accommodate wheelchair users, however no fully fitted rooms are available. Pathways are level and moveable ramps can be provided. Staircases are fitted with safety railings.	2			
	Max Points	3			
	7.8. Responsible environment and business practices:				
	The establishment is SSTL certified.	3			
	Establishment is engaged and aware of sustainability issues and is implementing fifteen of the sustainable practices stipulated in Appendix-1.	2			
	Establishment is engaged and aware of the sustainability issues and is implementing ten of the sustainable practices stipulated in Appendix-1.	1			
	Max Points	3			

7.9. Additional facilities and services:				
	The establishment offers at least six of additional facilities amongst the following i.e., breakfast facilities, wellness services, swimming pool, excursion booking, non-motor able water sports, gift shop, wedding planning, taxi/car hire booking, butler service, BBQ area, nature trails or guided tours, shopping assistance and restaurant bookings.	3		
	The hotel offers at least four facilities from the above mentioned list.	2		
	The hotel offers at least two facilities from the above mentioned list.	1		
	Max Points	3		

RESULTS			
Theme	Section	Possible Score	Achieved Score
1. Location, access and exterior:			
	1.1 Location	3	
	1.2 Access	3	
	1.3 Parking	3	
	1.4 Building exterior	3	
	1.5 Building architecture	3	
	1.6 Grounds and gardens	3	
	1.7 Garden furniture	3	
	Total	21	
2. Safety and security:			
	2.1 Safety and security	2	
	2.2 Security measures	3	
	Total	5	
3. Reception:			
	3.1 Reservations and bookings	3	
	3.2 Website	3	
	3.3 Décor of reception or lobby or welcoming area	3	
	3.4 Local arts and crafts	3	
	3.5 Reception service hours	3	
	3.6 Telephone	3	
	3.7 Welcome	3	
	3.8 Check-in	3	
	3.9 Porterage	3	
	3.10 Check-out	3	
	3.11 Luggage room	3	
	3.12 Service delivery at reception	3	
	3.13 Guest feedback	3	
	Total	39	
4. Guest units:			
	4.1 Housekeeping	M	
	4.2 Décor	3	
	4.3 Local arts and crafts	3	
	4.4 Living and dining furniture	3	
	4.5 Upholstery	3	
	4.6 Floor, walls and ceiling	M	
	4.7 Bedroom furniture	3	

	4.7 Bedding and linen	3	
	4.8 Hangers	3	
	4.9 Amenities	3	
	Total	27	
5. Guest bathrooms:			
	5.1 Fixtures and fittings	3	
	5.2 Bathroom amenities	3	
	5.3 Towelling	3	
	Total	9	
6. Kitchenette:			
	6.1 Kitchenette	M	
	6.2 Crockery, cutlery, cookware and glassware.	3	
	6.3 Starter pack.	3	
	6.4 Fittings and equipment	3	
	6.5 Cabinetry and drawers	3	
	Total	12	
7. General:			
	7.1 Staff appearance	3	
	7.2 Staff and owner attitude	3	
	7.3 Public toilets	3	
	7.4 Internet facility	3	
	7.5 Laundry service	3	
	7.6 Maintenance	3	
	7.7 Universal accessibility	3	
	7.8 Responsible environment and business practices	3	
	7.9 Additional facilities and services	3	
	Total	27	
TOTAL SCORE		140	
% SCORE			
Final Grade			
SCORE INDICATION			
0%-33%	UNGRADED		
34%-49%	SEYCHELLES SECRETS BRONZE		
50%-65%	SEYCHELLES SECRETS SILVER		
66%-100%	SEYCHELLES SECRETS GOLD		

<i>SUSTAINABLE PRACTICES</i>			
		Achieved	Remarks
	MANAGEMENT		
1	The establishment keeps a record of its electricity and water bills (for the last 6 months) to monitor the usage with the aim to reduce the consumption over a period of time.		
	WASTE		
2	Green Waste is composted.		
3	The establishment conducts recycling of its waste.		
4	Guest amenities (e.g., soap, shampoo and lotion) are provided from a bulk dispenser or compostable or recyclable bottle or in other sustainable packaging.		
5	At least two commonly used cleaning agents are organic or bio-degradable.		
6	Where beach or outdoor showers are provided and same are not connected to grey water systems, clients shall be advised through notices not to use shampoos, soaps or other chemicals.		
7	The establishment uses sustainably sourced (recycled) paper or reduces paper use through double-sided printing or use of electronic correspondence.		
	WATER		
8	Regular checks for visible leaks from taps and toilets are done and reported.		
9	Low flow devices are installed in taps and showers.		
10	Efforts have been taken to reduce water usage in toilets using dual flush, reduced volume cisterns or another effective device.		
11	The establishment conducts rainwater harvesting.		
12	The establishment provides the guests with the option of deciding, when the client wants the towels and linen to be changed.		
	ENERGY		
13	Energy saving light bulbs have been installed in areas of the establishment.		
14	Energy-efficient appliances have been installed		
15	Electric equipment is turned off (not on standby) when guest room is not occupied.		

16	The establishment uses alternative energy supplies (e.g., solar panels, photovoltaic etc.).		
17	The establishment provides fans as an alternative to the air-conditioning in the guest units.		
18	Hotel staff are trained to set air-conditioning units at a minimum of 23 degrees centigrade and guests are sensitised to keep minimum temperature of not less than 23 degrees.		
	COMMUNITY INVOLVEMENT		
19	The establishment supports local community initiatives e.g., financial or in-kind donation to the community organisation and initiatives; hosting education or school groups on site; donating time to community or charitable organisations; donation of products, linen, furniture, food or similar to the charitable organisations.		
	STAFFING		
20	Suitable protective clothing and shoes are provided for kitchen, cleaning and garden staff.		
21	At least 60% of the staff employed are locals.		
22	Staff are provided with incentives such as monetary benefits, gifts, bonuses and, transportation etc.		
	CONSERVATION		
23	The establishment has a vegetable or fruit garden which supplies produce for the guests and the staff.		
	GUESTS		
24	The establishment informs guests about the cultural heritage and local traditions, local attractions, behaviour code and events.		
25	The establishment provides guests with information about public transport routes and schedules, wherever applicable.		
	Total		
	'A' for Achieved		

THIRD SCHEDULE**(regulation 6)****FEE FOR FIRST APPLICATION AND RENEWAL OF CLASSIFICATION**

Applications for classification shall be subject to the following fees.

Star Grading

Establishments according to size category:

(i)	1 – 24 rooms	SCR 4000.00
(ii)	24 – 50 rooms	SCR 6000.00
(iii)	Above 50 rooms	SCR 8000.00

Seychelles Secrets

Standard fee for all categories of establishment

SCR 2500.00

Inspection for monitoring and follow up visit:

(a)	One (1) monitoring visit per year	Free
(b)	All follow up visits (per visit)	
(i)	1 – 24 rooms	SCR 500
(ii)	24 – 50 rooms	SCR 1000
(iii)	Above 50 rooms	SCR 1500

MADE this 11th day of October, 2023.

**SYLVESTRE RADEGONDE
MINISTER OF FOREIGN AFFAIRS
AND TOURISM**
