

LAWS OF KENYA



THE TOURISM ACT

CHAPTER 381

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CHAPTER 381

THE TOURISM ACT

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CHAPTER 381

THE TOURISM ACT

*Commencement: 1st September, 2012***An Act of Parliament to provide for the development, management, marketing and regulation of sustainable tourism and tourism-related activities and services, and for connected purposes**

[Act No. 28 of 2011, L.N. 92/2012, Act No. 18 of 2014, Act No. 18 of 2018, Act No. 12 of 2019.]

PART I – PRELIMINARY**Short title.**

1. This Act may be cited as the Tourism Act.

Interpretation.

2. In this Act, unless the context otherwise requires—

"Authority" means the Tourism Regulatory Authority established by section 4;

"authorized officer" means a person appointed by section 115 of this Act;

"Cabinet Secretary" means the Cabinet Secretary for the time being responsible for matters relating to tourism;

"College" means the Kenya Utalii College established by section 17 of this Act;

"Council" means the Council of the Kenya Utalii College established by section 20 of this Act;

"ecotourism" means responsible travel to natural areas to view the flora and fauna without disturbance to the economical, ecological and cultural status of the areas;

"environmental impact assessment" means a systematic examination conducted to determine whether or not a program, activity or project will have any adverse impact on the environment;

"Fund" means the Tourism Fund established by section 66;

"host" means a resident of a tourism destination or member of the community in a tourism destination area;

"hotel" includes a facility used for the reception of guests and travelers desirous of dwelling or sleeping therein;

"lead agency" means a Government ministry, department, state corporation or local authority, in which the law has vested functions of control or management of any of the tourism-related activities and services;

"licence" includes provisional licence granted under the provisions of this Act;

"Protection Service" means the Tourism Protection Service established by section 28;

"restaurant" means any premises on which the business of supplying food or drink for reward is carried on;

"sustainable tourism" means tourism development that meets the needs of present visitors and hosts while protecting and enhancing opportunity for the future;

"tourism activities and services" means any of the activities and services specified in the Ninth Schedule of this Act;

"tourism agencies" means the Authority, the College, the Tourism Board, the Institute, the Protection Service, the Fund, the Corporation and the Convention Centre and other tourism and hospitality institutions established by this Act;

"Tourism Board" means the Kenya Tourism Board established by section 29;

"tourism product" means a good or service which contributes to the total visitor or tourist experience in a tourism destination area;

"tourist" means a person travelling to and staying in a place outside his or her usual abode for more than twenty-four hours, but not more than one consecutive year, for leisure, business or other purpose, not being a work-related activity remunerated from within the place visited;

"Tribunal" means the Tourism Tribunal established by section 87;

"university" has the meaning assigned to it under the Universities Act (Cap. 210); and

"visitor" means a person travelling to a place outside his or her usual abode for not more than one consecutive year for leisure, business or other purposes, not being a work-related activity remunerated from the place visited.

[Act No. 12 of 2019, Sch.]

PART II – FORMULATION OF NATIONAL TOURISM STRATEGY

National Tourism Strategy.

3. (1) The Cabinet Secretary shall, subject to subsection (5), formulate and publish in the *Gazette* a national tourism strategy at least once every five years, in accordance with which the tourism sector shall be developed, managed, marketed and regulated.

(2) The national tourism strategy shall prescribe the principles, objectives, standards, indicators, procedures and incentives for the development, management and marketing of sustainable tourism and shall, in particular prescribe—

- (a) for the packaging of niche tourism products and services;
- (b) standards for tourism area development plans;
- (c) measures to facilitate and enhance domestic and regional tourism taking cognizance of the county governments;
- (d) priority areas for tourism development, capacity building and training;
- (e) innovative schemes, incentives and ethics to be applied in the development and marketing of sustainable tourism, including public private partnerships;
- (f) clear targets indicating projection in tourism growth over the next five years;

- (g) national tourism research and monitoring priorities and information systems, including—
 - (i) collection and management of tourism data and information;
 - (ii) intelligence gathering;
 - (iii) procedures for gathering tourism data and the analysis and dissemination of tourism information; and
 - (iv) tourism management information systems;
- (h) measures necessary to ensure equitable sharing of benefits in the tourism sector;
- (i) adaptation and mitigation measures to avert adverse impacts of climate change on tourism and tourism products and services;
- (j) reflect regional co-operation and common approaches in tourism development, marketing and regulation; and
- (k) any other matter that the Cabinet Secretary considers necessary to enhance sustainable tourism in the country.

(3) The Cabinet Secretary shall periodically review the national tourism strategy and may, by notice in the *Gazette*, publish a revised national tourism strategy.

(4) The Cabinet Secretary and all relevant public bodies shall, when exercising or performing any statutory function, take into account and give effect to the national tourism strategy.

(5) The Cabinet Secretary shall, when formulating a national tourism strategy under subsection (1), consult the public in accordance with the First Schedule.

PART III – ESTABLISHMENT OF TOURISM REGULATORY, DEVELOPMENT AND MARKETING BODIES

A. The Tourism Regulatory Authority

Establishment of Authority.

4. (1) There is established an authority to be known as the Tourism Regulatory Authority.

(2) The Authority shall be a body corporate with perpetual succession, and a common seal and shall in its corporate name, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and
- (e) doing or performing all other things necessary for the proper discharge of its functions under this Act, which may be lawfully done or performed by a body corporate.

Headquarters of the Authority.

5. The headquarters of the Authority shall be in Nairobi.

Object and purpose of the Authority.

6. The object and purpose of the Authority shall be to regulate the tourism sector.

Functions of the Authority.

7. (1) The functions of the Authority shall be to—
- (a) formulate guidelines and prescribe measures for sustainable establishments and operations to realize sustainable tourism development throughout the country;
 - (b) regulate tourism activities and services countrywide, in accordance with the national tourism strategy;
 - (c) register, licence and grade all sustainable tourism and tourist-related activities and services including cottages and private residences engaged in guest house services;
 - (d) develop and implement, in consultation with relevant stakeholders, criteria for standardization and classification of tourism facilities and services;
 - (e) develop and regulate, in consultation with the ministry for the time being responsible for matters relating to education, tourism and hospitality curriculum, examination and certification;
 - (f) develop and implement a code of practice for the tourism sector;
 - (g) *deleted by Act No. 18 of 2018, Sch.;*
 - (h) *deleted by Act No. 18 of 2018, Sch.;*
 - (i) monitor and assess tourist activities and services to enhance continuous improvement and adherence to sound principles and practices of sustainable tourism;
 - (j) undertake, annually, an assessment and audit of tourism activities and services, measures and initiatives at the national level, and prepare and publish an annual national tourism sector status report, in consultation with the Cabinet Secretary and the relevant lead agencies; and
 - (k) perform any other functions that are ancillary to the object and purpose for which the Authority is established.

(2) The Cabinet Secretary shall, in each financial year, lay a national tourism sector status report published under subsection (1)(j) before the National Assembly, as soon as reasonably practicable after its publication, where the National Assembly is in session, or where not in session, within twenty one days of the day the National Assembly next sits after the publication.

[Act No. 18 of 2018, Sch.]

Board of the Authority.

8. (1) There shall be the Board of the Authority which shall consist of—
- (a) a Chairperson appointed by the President;
 - (b) the Principal Secretary in the ministry for the time being responsible for matters relating to tourism or his representative;
 - (c) the Principal Secretary in the ministry for the time being responsible for matters relating to planning and national development or his representative;
 - (d) the Principal Secretary in the ministry for the time being responsible for matters relating to finance or his representative;

- (e) the Principal Secretary in the ministry for the time being responsible for matters relating to environment or his representative;
- (f) the Director-General of the Authority, who shall be the secretary;
- (g) six other members, not being public officers, appointed by the Cabinet Secretary taking into account regional balance and gender parity, of whom—
 - (i) two shall be nominated by the registered tourism sector associations; and
 - (ii) four shall be persons who have expertise in tourism or tourism-related disciplines.

(2) The members of the Board of the Authority shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

(3) Deleted by Act No. 18 of 2014, Sch.

[Act No. 18 of 2014, Sch.]

Functions of the Board of the Authority.

9. (1) The Board of the Authority shall—

- (a) ensure the proper and effective performance of the functions of the Authority;
- (b) approve and ratify the policies of the Authority;
- (c) manage, control and administer the assets of the Authority in a manner and for purposes that promote the object and purpose of the Authority;
- (d) receive any gifts, grants, donations or endowments made to the Authority;
- (e) determine the provisions to be made for capital and recurrent expenditure, and for the reserves of the Authority;
- (f) open bank accounts for the funds of the Authority;
- (g) subject to the approval of the Cabinet Secretary for the time being responsible for matters relating to finance, invest any of the Authority funds not immediately required for the purposes of this Act, as it may determine;
- (h) determine and specify the terms and conditions for the appointment and emoluments of the personnel of the Authority;
- (i) co-operate with other organizations undertaking functions similar to its own, whether within or outside Kenya as it may consider appropriate and in furtherance of the object and purpose of the Authority;
- (j) provide for a staff superannuation scheme for the employees of the Authority; and
- (k) approve the borrowing of funds in consultation with the Cabinet Secretary for the time being responsible for matters relating to finance.

(2) Subject to this Act, the Board of the Authority may, by resolution either generally or in any particular case, delegate to any committee of the Board of the Authority or to any member, officer, employee or agent of the Authority, the exercise

of any of the powers or, the performance of any of the functions or duties of the Board of the Authority under this Act.

(3) Members of the Board of the Authority shall be paid allowances determined by the Cabinet Secretary, in consultation with the Cabinet Secretary for the time being responsible for matters relating finance.

Tenure and vacation of office.

10. (1) A member of the Board of the Authority appointed under section 8(1)(a) and (g) shall hold office for a term not exceeding three years but shall be eligible for re-appointment for a further term not exceeding three years.

(2) A member of the Board of the Authority other than *ex officio* member may, at any time, resign from the office, in writing, addressed to the appointing authority.

(3) A member of the Board of the Authority, other than *ex officio* member, who is absent from three consecutive meetings of the Board of the Authority without sufficient cause shall cease to be a member of the Board of the Authority.

(4) Where a member of the Board of the Authority is, for sufficient cause, unable to act as a member, the Cabinet Secretary shall determine whether the inability would result in the declaration of a vacancy.

(5) Where there is a vacancy—

- (a) under subsection (2) or (3) or section 11(2);
- (b) as a result of declaration under subsection (4); or
- (c) by reason of the death of a member,

the Cabinet Secretary shall appoint another person in accordance with the provisions of section 8(1) to fill the vacancy.

Disclosure of interest.

11. (1) A member of the Board of the Authority who has an interest in a matter for consideration by the Board of the Authority shall disclose, in writing, the nature of that interest and shall not participate in any deliberations of the Board of the Authority relating to that matter.

(2) A member of the Board of the Authority who fails to disclose interest in a matter in accordance with subsection (1) shall cease to be a member of the Board of the Authority.

Conduct of meetings and procedure of the Board of the Authority.

12. The conduct and regulation of the business and affairs of the Board of Authority shall be as provided in the Second Schedule.

Establishment of regional offices.

13. The Board of the Authority shall establish such regional offices of the Authority as the Board of the Authority may determine.

Appointment of Director-General and other staff.

14. (1) The Cabinet Secretary shall, in consultation with the Board of the Authority and subject to subsection (2), appoint the Director-General of the Authority through a competitive process.

(2) A person shall not be qualified for appointment as the Director-General under subsection (1) unless that person holds an advanced degree from a university recognized in Kenya in the field of tourism or any other tourism-related discipline and has at least ten years' experience in the relevant field at senior management level.

(3) The Director-General of the Authority shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(4) The Director-General shall be the Chief Executive Officer of the Authority.

(5) The Board of the Authority may appoint such officers and other staff of the Authority as are necessary for the proper and effective performance of its functions.

[Act No. 18 of 2014, Sch.]

Functions of the Director-General.

15. (1) The Director-General shall be responsible for the day to day management of the affairs of the Authority and shall be answerable to the Board of the Authority in the performance of his functions under this Act.

(2) The Director-General shall perform any other functions determined by the Board of the Authority.

Funds for the Authority.

16. (1) There shall be a general fund of the Authority which shall vest in the Board of the Authority.

(2) There shall be paid into general fund of the Authority—

- (a) monies appropriated by Parliament for the purposes of the Authority;
- (b) donations, grants and gifts made to the Authority; and
- (c) monies from any other sources approved by the Cabinet Secretary for the time being responsible for matters relating finance.

(3) There shall be paid out of the general fund any expenditure incurred by the Authority in the exercise of its powers or the performance of its functions under this Act.

(4) The Authority may, subject to the approval of the Cabinet Secretary for the time being responsible for matters relating to finance, invest any funds not immediately required for its purposes, as it may determine.

B. The Kenya Utalii College

Establishment of College.

17. (1) There is established a college to be known as the Kenya Utalii College.

(2) The College shall be a body corporate with perpetual succession, and a common seal and shall in its corporate name, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and

- (e) doing or performing all other things as are necessary for the proper discharge of its functions under this Act, which may be lawfully performed by a body corporate.

(3) The headquarters of the College shall be in Nairobi.

Object and purpose of the College.

18. The College shall undertake tourism and hospitality training, capacity building for the tourism sector, and perform any other function related or incidental to the foregoing as may be directed by the Cabinet Secretary.

Powers of the College.

19. The College shall have power to—

- (a) establish, with the approval of the Cabinet Secretary, such campuses or centres for training and capacity building as are necessary and in furtherance of the objects of the College;
- (b) fix, demand and receive fees and other charges for services rendered;
- (c) regulate and supervise the discipline of students of the College;
- (d) enter into association with other institutions of learning, within or outside Kenya, as the College may consider necessary or appropriate and in furtherance of the objects for which the College is established;
- (e) make such regulations as may be necessary for regulating the affairs of the College; and
- (f) perform such other acts or things as the College may consider necessary, conducive or incidental to the objects for which the College is established.

The Council of the College.

20. (1) There is established a council of the College which shall, subject to this Act, have general management and control of the College.

(2) The Council shall consist of—

- (a) a Chairperson appointed by the President;
- (b) the Principal Secretary in the ministry for the time being responsible for matters relating to tourism or his representative;
- (c) the Principal Secretary in the ministry for the time being responsible for matters relating to finance or his representative;
- (d) the Principal Secretary in the ministry for the time being responsible for the matters relating to education or his representative;
- (e) the Chief Executive Officer of the Fund established under section 66 of this Act;
- (f) the Principal of the College, who shall be the secretary;
- (g) six other members, not being public officers, appointed by the Cabinet Secretary taking into account regional balance and gender parity, of whom—
 - (i) two shall be nominated by the registered national tourism associations; and

- (ii) four shall be persons who have knowledge or experience in matters relating to curriculum development or teaching in the tourism and hospitality industry.

(3) The members of the Council shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

(4) Deleted by Act No. 18 of 2014, Sch.

[Act No. 18 of 2014, Sch.]

Functions of the Council.

21. (1) The Council shall—

- (a) manage, control and administer the assets of the College in such manner as best promotes the purpose for which the College is established;
- (b) receive, on behalf of the College, donations, endowments, gifts, grants or other monies and make disbursements to the College;
- (c) approve the appointment criteria and the terms and conditions of service of staff of the College; and
- (d) provide for the staff superannuation scheme and students welfare.

(2) In performance of its function under subsection (1)(a), the Council shall not charge or dispose of immovable property of the College except in accordance with the procedures laid down by the Government.

(3) Subject to this Act, the Council may, by resolution either generally or in a particular case, delegate to a committee of the Council or to a member, officer, employee or agent of the Council, the exercise of any of the powers or, the performance of a function or a duty of the Council under this Act.

(4) The Cabinet Secretary may, in consultation with the Council, by notice in the *Gazette*, make regulations and guidelines as are necessary to carry out the purposes of this section.

(5) Members of the Council shall be paid allowances determined by the Cabinet Secretary, in consultation with the Cabinet Secretary for the time being responsible for matters relating to finance.

Tenure and vacation of office.

22. (1) A member of the Council appointed under section 20(2)(a) and (g) shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(2) A member of the Council, other than an *ex officio* member may, at any time, resign from office in writing addressed to the appointing authority.

(3) A member of the Council, other than *ex officio* member, who is absent from three consecutive meetings of the Council without sufficient cause shall cease to be a member of the Council.

(4) Where a member of the Council is, for sufficient cause, unable to act as a member, the Cabinet Secretary shall determine whether the inability would result in the declaration of a vacancy.

- (5) Where there is a vacancy—
- (a) under subsection (2) or (3) or section 24(2); or
 - (b) as a result of declaration under subsection (4); or
 - (c) by reason of the death of a member,

the Cabinet Secretary shall appoint another person in accordance with the provisions of section 20(2) to fill the vacancy.

Conduct of meetings and affairs of the Council.

23. The conduct and regulation of the business and affairs of the Council shall be as provided in the Third Schedule.

Disclosure of interest.

24. (1) A member of the Council who has an interest in a matter for consideration by the Council shall disclose, in writing, the nature of the interest and shall not participate in the deliberations of the Council in respect of that matter.

(2) A member who fails to disclose interest in a matter in accordance with subsection (1) shall cease to be a member.

The Principal.

25. (1) The Cabinet Secretary shall, in consultation with the Council and subject to subsection (2), appoint the Principal of the College through a competitive process.

(2) A person shall not be qualified for appointment as the Principal under subsection (1) unless that person holds an advanced degree in tourism or hospitality management or a related discipline from a university recognized in Kenya and has at least ten years' experience in tourism, hospitality or a related sector.

(3) A person appointed to be the Principal under subsection (1) shall hold office for one term of five years but shall be eligible for re-appointment for a further one term of five years.

(4) The Principal shall be the Chief Executive Officer of the College.

- (5) The Principal shall—
- (a) be the academic and administrative head of the College;
 - (b) have overall responsibility for the direction, organization, administration, programmes and courses of the College;
 - (c) be responsible to the Council for the general conduct and discipline of the staff and students; and
 - (d) have such other powers and duties as may be assigned by the Council.

[Act No. 18 of 2014, Sch.]

Appointment of other staff.

26. The Council may appoint such other officers or staff as are necessary for the proper and effective performance of the functions the College.

Funds of the College.

27. (1) There shall be a general fund of the College which shall vest in the Council and into which shall be paid—

- (a) monies appropriated by Parliament for the purposes of the College;

- (b) monies that may accrue to or vest in the College in the course of the performance of its functions under this Act;
- (c) monies provided for training and capacity building from the Fund; and
- (d) monies from any other source provided or donated or lent to the College and approved by the Cabinet Secretary for the time being responsible for matters relating to finance.

(2) There shall be paid out of the general fund of the College any expenditure incurred by the College in the exercise of its powers or the performance of its functions under this Act.

(3) The Council may, subject to the approval of the Cabinet Secretary for the time being responsible for matters relating to finance, invest any funds not immediately required for its purposes, as it may determine.

C. The Tourism Protection Service

Establishment of the Tourism Protection Service.

28. There is established a Tourism Protection Service which shall be a specialised police service under the supervision of the National Police Service and the command of the Inspector-General of the National Police Service.

D. The Kenya Tourism Board

Establishment of the Kenya Tourism Board.

29. (1) There is established a board to be known as the Kenya Tourism Board.

(2) The Tourism Board shall be a body corporate with perpetual succession and a common seal and shall, in its corporate name, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and
- (e) doing such other things necessary for the proper discharge of its functions under this Act, which may be lawfully done or performed by a body corporate.

(3) The headquarters of the Tourism Board shall be in Nairobi.

Object and purpose of the Tourism Board.

30. The object and purpose of the Tourism Board shall be to market Kenya as a tourist destination.

Functions of the Tourism Board.

31. The Tourism Board shall—

- (a) implement and coordinate a national tourism marketing strategy developed in conjunction with the Ministry;
- (b) market Kenya at local, national, regional and international levels as a premier tourist destination;
- (c) identify tourism market needs and trends and advise tourism stakeholders accordingly; and

- (d) perform any other functions that are ancillary to the object and purpose for which the Tourism Board is established.

[Act No. 18 of 2018, Sch.]

Board of Directors.

32. (1) There shall be a Board of Directors of the Tourism Board which shall consist of—

- (a) a Chairperson appointed by the President;
- (b) the Principal Secretary of the ministry for the time being responsible for matters relating to tourism or his representative;
- (c) the Principal Secretary of the ministry for the time being responsible for matters relating to finance or his representative;
- (d) the Chief Executive Officer of the Fund;
- (e) the Chief Executive Officer of the Tourism Board, who shall be the secretary; and
- (f) five other members, not being public servants, appointed by the Cabinet Secretary taking into account regional balance and gender parity, of whom—
 - (i) two shall be nominated by the registered national tourism associations; and
 - (ii) three shall be persons with knowledge or experience in matters relating to international tourism, finance, business administration, law, marketing or a related discipline.

(2) Deleted by Act No. 18 of 2014, Sch.

(3) The members of the Board of Directors shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

(4) The Board of Directors shall ensure the proper and effective performance of the functions of the Tourism Board.

(5) The Board of Directors may enter into partnership with another body or organization within or outside Kenya as it may consider appropriate, in furtherance of the objects of the Tourism Board.

(6) The members of the Board of Directors shall be paid allowances determined by the Cabinet Secretary, in consultation with the Cabinet Secretary responsible for matters relating to finance.

[Act No. 18 of 2014, Sch.]

Tenure and vacation of office.

33. (1) A member of the Board of Directors appointed under section 32(1)(a) and (f) shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(2) A member of the Board of Directors, other than an *ex officio* member may, at any time, resign from office by giving notice, in writing, addressed to the appointing authority.

(3) A member of the Board of Directors, other than an *ex officio* member, who is absent from three consecutive meetings of the Board of Directors without sufficient cause shall cease to be a member of the Board of Directors.

(4) Where a member of the Board of Directors is, for sufficient cause, unable to act as a member, the Cabinet Secretary shall determine whether the inability would result in the declaration of a vacancy.

(5) Where there is a vacancy—

- (a) under subsection (2) or (3) or section 35(2); or
- (b) as a result of declaration under subsection (4); or
- (c) by reason of the death of a member,

the Cabinet Secretary shall appoint another person in accordance with the provisions of section 32 (1) to fill that vacancy.

Conduct of meetings of the Board of Directors.

34. The conduct of the meetings of the Board of Directors shall be in accordance with the Fourth Schedule.

Disclosure of interest.

35. (1) A member of the Board of Directors who has an interest in a matter for consideration by the Board of Directors shall disclose, in writing, the nature of that interest and shall be disqualified from participating in any deliberations of the Board of Directors relating to that matter.

(2) A member who fails to disclose interest in a matter in accordance with subsection (1) shall cease to be a member of the Board of Directors.

Delegation of functions.

36. Subject to this Act, the Board of Directors may, by resolution either generally or in any particular case, delegate to any committee of the Board of Directors or to any member, officer, employee or agent of the Tourism Board, the exercise of any of the powers or, the performance of any of the functions or duties of the Board of Directors under this Act.

Appointment of the Chief Executive Officer and other staff.

37. (1) The Cabinet Secretary shall, in consultation with the Board of Directors and subject to subsection (2), through a competitive process, appoint a person to be the Chief Executive Officer of the Tourism Board.

(2) A person shall not be qualified for appointment as the Chief Executive Officer under subsection (1) unless that person has an advanced degree in marketing, business administration or related discipline and has at least ten years' experience at senior management level in tourism or hospitality or related sector.

(3) The Chief Executive Officer shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(4) The Board of Directors may appoint such officers and other staff as may be necessary for the proper and effective performance of the functions of the Tourism Board.

Functions of the Chief Executive Officer.

38. (1) The Chief Executive Officer shall be responsible for the day to day administration of the affairs of Tourism Board and the performance of its functions under this Act.

(2) The Chief Executive Officer shall perform any other functions determined by the Board of Directors.

Funds of the Tourism Board.

39. (1) There shall be a general fund of the Tourism Board which shall vest in the Board of Directors and into which shall be paid—

- (a) monies appropriated by Parliament for the purposes of the Tourism Board;
- (b) monies that may accrue to or vest in the Tourism Board in course of the performance of its functions under this Act or any other law and approved by Parliament;
- (c) monies provided to the Tourism Board from the Fund;
- (d) donations, grants and gifts made to the Tourism Board; and
- (e) monies from any other source approved by the Cabinet Secretary for the time being responsible for matters relating to finance.

(2) There shall be paid out of the general fund of the Tourism Board any expenditure incurred by the Tourism Board in the exercise of its powers or the performance of its functions under this Act.

(3) The Tourism Board may, subject to the approval of the Cabinet Secretary for the time being responsible for finance, invest any funds not immediately required for its purposes, as it may determine.

E. The Kenyatta International Convention Centre

Establishment of Kenyatta International Convention Centre.

40. (1) There is established a convention centre to be known as the Kenyatta International Convention Centre (hereinafter referred to as "the Convention Centre").

(2) The Convention Centre shall be a body corporate with perpetual succession, and a common seal and shall in its corporate name, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and
- (e) doing or performing all such other things or acts for the proper discharge of its functions under this Act, which may be lawfully done or performed by a body corporate.

(3) The headquarters of the Convention Centre shall be in Nairobi.

Object and purpose of the Convention Centre.

41. The object and purpose of the Convention Centre shall be to promote business of meetings, conferences and exhibitions.

Functions of the Convention Centre.

42. The functions of the Convention Centre shall be to—
- (a) organize and host meetings and provide incentives for conferences and exhibitions at the Convention Centre;
 - (b) implement the national meetings, incentives for conferences and exhibitions strategy developed in conjunction with the Ministry, in collaboration with the Tourism Board upon consultation with the relevant stakeholders;
 - (c) market the Convention Centre, in collaboration with the Tourism Board; and
 - (d) perform any other functions that are ancillary to the object and purpose for which the Convention Centre is established.

[Act No. 18 of 2018, Sch.]

Board of the Convention Centre.

43. (1) There shall be a Board of the Convention Centre which shall consist of—
- (a) a Chairperson appointed by the President;
 - (b) the Principal Secretary of the ministry for the time being responsible for matters relating to tourism or his representative;
 - (c) the Principal Secretary of the ministry for the time being responsible for matters relating to finance or his representative;
 - (d) the Chief Executive Officer of the Tourism Board;
 - (e) the Chief Executive Officer of the Convention Centre, who shall be the secretary; and
 - (f) five other members, not being public officers, appointed by the Cabinet Secretary taking into account regional balance and gender parity, of whom—
 - (i) two shall be nominated by the registered national tourism associations; and
 - (ii) three shall be persons with knowledge or experience in matters relating to business management or marketing.
- (2) *Deleted by Act No. 18 of 2014, Sch.*
- (3) The members of the Board of the Convention Centre shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.
- (4) The Board of the Convention Centre shall ensure the proper and effective performance of the functions of the Convention Centre.
- (5) The Board of the Convention Centre may enter into partnership with any other body or organization, within or outside Kenya, as it may consider appropriate and in furtherance of the object and purpose for which the Convention Centre is established.

(6) The members of the Board of the Convention Centre shall be paid allowances determined by the Cabinet Secretary, in consultation with the Cabinet Secretary for the time being responsible for matters relating to finance.

[Act No. 18 of 2014, Sch.]

Tenure and vacation of office.

44. (1) A member of the Board of the Convention Centre, other than an *ex officio* member, shall hold office for a term not exceeding three years but shall be eligible for re-appointment for one further term of three years.

(2) A member of the Board of the Convention Centre, other than an *ex officio* member may, at any time, resign from office by giving notice, in writing, addressed to the appointing authority.

(3) A member of the Board of the Convention Centre, other than an *ex officio* member, who is absent from three consecutive meetings of the Board of the Convention Centre without sufficient cause shall cease to be a member of the Board of the Convention Centre.

(4) Where a member of the Board of the Convention Centre is, for sufficient cause, unable to act as a member, the Cabinet Secretary shall determine whether the inability would result in the declaration of a vacancy.

(5) Where there is a vacancy—

- (a) under subsection (2) or (3) or section 46(2); or
- (b) as a result of declaration under subsection (4); or
- (c) by reason of the death of a member,

the Cabinet Secretary shall appoint another person in accordance with the provisions of section 43(1) to fill that vacancy.

Conduct of meetings of the Board of the Convention Centre.

45. The conduct of the meetings of the Board of Convention Centre shall be in accordance with the Fifth Schedule.

Disclosure of interest.

46. (1) A member of the Board of the Convention Centre who has an interest in a matter for consideration by the Board of the Convention Centre shall disclose, in writing, the nature of that interest and shall not participate in the deliberations of the Board of the Convention Centre in respect of that matter.

(2) A member who fails to disclose interest in a matter in accordance with subsection (1) shall cease to be a member of the Board of the Convention Centre.

Delegation of functions.

47. Subject to this Act, the Board of the Convention Centre may, by resolution either generally or in any particular case, delegate to any committee of the Board of the Convention Centre or to any member, officer, employee or agent of the Convention Centre, the exercise of any of the powers or, the performance of any of the functions or duties of the Board of the Convention Centre under this Act.

Appointment of the Chief Executive Officer and other staff.

48. (1) The Cabinet Secretary shall, in consultation with the Board of the Convention Centre and subject to subsection (2), appoint a person to be the Chief Executive Officer of the Convention Centre through a competitive process.

(2) A person shall not be qualified for appointment as the Chief Executive Officer under subsection (1) unless that person has an advanced degree in marketing, business administration or a related discipline and has at least ten years' experience at senior management level in tourism or hospitality or related sector.

(3) A person appointed to be the Chief Executive Officer under subsection (1) shall hold office for a term of three years but shall be eligible for re-appointed for one further term of three years.

(4) The Board of the Convention Centre may appoint such officers and other staff as may be necessary for the proper and effective performance of the functions of the Convention Centre.

[Act No. 18 of 2014, Sch.]

Functions of the Chief Executive Officer.

49. (1) The Chief Executive Officer shall be responsible for the day to day administration of the affairs of the Convention Centre and the performance of functions under this Act.

(2) The Chief Executive Officer shall perform any other functions determined by the Board of the Convention Centre.

Funds of the Convention Centre.

50. (1) There shall be a general fund of the Convention Centre which shall vest in the Board of the Convention Centre and shall consist of—

- (a) monies appropriated by Parliament for the purposes of the Convention Centre;
- (b) monies that may accrue to or vest in the Convention Centre in the course of the performance of its functions;
- (c) donations, grants and gifts made to the Convention Centre; and
- (d) monies from any other source approved by the Cabinet Secretary for the time being responsible for matters relating to finance.

(2) There shall be paid out of the general fund of the Convention Centre any expenditure incurred by the Convention Centre in the exercise of its powers or the performance of its functions under this Act.

(3) The Convention Centre may, subject to the approval of the Cabinet Secretary for the time being responsible for matters relating to finance, invest any funds not immediately required for its purposes, as it may determine.

**PART IV – ESTABLISHMENT OF TOURISM RESEARCH
INSTITUTE AND MONITORING MECHANISM***A. The Tourism Research Institute***Establishment of Tourism Research Institute.**

51. (1) There is established an institute to be known as the Tourism Research Institute (hereinafter referred to as "the Institute").

(2) The Institute shall be a body corporate with perpetual succession, and a common seal and shall in its corporate name, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and
- (e) doing or performing such other things or acts for the proper discharge of its functions under this Act, which may be lawfully done or performed by a body corporate.

(3) The headquarters of the Institute shall be in Nairobi.

Object and purpose of the Institute.

52. The object and purpose of the Institute shall be to undertake and co-ordinate tourism research and analysis in accordance with the provisions of this Act.

Functions of the Institute.

53. The Institute shall—

- (a) collect and analyze information, for the sector and other clients in the private and public sectors, relating to—
 - (i) tourism products and services at the local, national, regional and international levels;
 - (ii) trends in tourism;
 - (iii) processes or activities likely to impact on sustainable tourism; and
 - (iv) tourism statistics;
- (b) assess strategies and techniques for product development and marketing;
- (c) undertake market intelligence;
- (d) determine, in consultation with lead agencies, the carrying capacities of the various tourism destinations and conservation needs and priorities;
- (e) assess information, that is the basis of integrated tourism development area plans;
- (f) research on sustainable tourism and other emerging areas;
- (g) give information on early warning, disaster management, impacts and mitigation and adaptive strategies to climate change;
- (h) organize symposia, conferences, workshops and other meetings to promote the exchange of views on issues relating to tourism research and analysis;
- (i) publish, annually, research findings and communicate recommendations to the relevant lead agencies, institutions and other stakeholders in the tourism sector; and
- (j) perform any other functions that are ancillary to the object and purpose for which the Institute is established.

Board of the Institute.

54. (1) There shall be the Board of the Institute which shall consist of—
- (a) a Chairperson appointed by the President;
 - (b) the Principal Secretary of the ministry for the time being responsible for matters relating to tourism or his representative;
 - (c) the Principal Secretary of the ministry for the time being responsible for matters relating finance or his representative;
 - (d) the Principal Secretary of the ministry for the time being responsible for matters relating to science and technology or his representative;
 - (e) the Director-General of the Kenya National Bureau of Statistics;
 - (f) the Director of the Kenya Institute for Public Policy Research and Analysis (KIPPRA);
 - (g) the Director of the Institute, who shall be the secretary; and
 - (h) six other members appointed by the Cabinet Secretary taking into account regional balance and gender parity, of whom—
 - (i) two shall be nominated by the registered national tourism associations;
 - (ii) two shall represent the institutions of higher learning; and
 - (iii) two shall be persons qualified and competent in multi-disciplinary research.

(2) Deleted by Act No. 18 of 2014, Sch.

(3) The members of the Board of the Institute shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

(4) The Board of the Institute shall ensure the proper and effective performance of the functions of the Institute.

(5) The Board of the Institute may enter into partnership with another body or organization within or outside Kenya as it may consider appropriate in furtherance of the object and purpose for which the Institute was established.

(6) The members of the Board of the Institute shall be paid allowances determined by the Cabinet Secretary, in consultation with the Cabinet Secretary for the time being responsible for matters relating to finance.

[Act No. 18 of 2014, Sch.]

Tenure and vacation of office.

55. (1) A member of the Board of the Institute, other than an *ex officio* member, shall hold office for a term of three years and shall be eligible for re-appointment for one further term not exceeding three years.

(2) A member of the Board of the Institute appointed under section 54(1)(a) and (f) may, at any time, resign from office by giving a notice, in writing, addressed to the appointing authority.

(3) A member of the Board of the Institute, other than an *ex officio* member, who is absent from three consecutive meetings of the Board of the Institute without sufficient cause shall cease to be a member of the Board of the Institute.

(4) Where a member of the Board of the Institute is, for a sufficient cause, unable to act as a member, the Cabinet Secretary shall determine whether the inability would result in the declaration of a vacancy.

(5) Where there is a vacancy—

- (a) under subsection (2) or (3) or section 57(2); or
- (b) as a result of declaration under subsection (4); or
- (c) by reason of the death of a member,

the Cabinet Secretary shall appoint another person in accordance with the provisions of section 54(1) to fill that vacancy.

Conduct of the meetings of the Board of the Institute.

56. The conduct of the meetings of the Board of the Institute shall be in accordance with the Sixth Schedule.

Disclosure of interest.

57. (1) A member of the Board of the Institute who has an interest in a matter for consideration by the Board of the Institute shall disclose, in writing, the nature of that interest and shall not participate in any deliberations of the Board of the Institute relating that matter.

(2) A member of the Board of the Institute who fails to disclose interest in a matter in accordance with subsection (1) shall cease to be a member of the Board of the Institute.

Delegation of functions.

58. Subject to this Act, the Board of the Institute may, by resolution either generally or in any particular case, delegate to any committee of the Board of the Institute or to any member, officer, employee or agent of the Institute, the exercise of any of the powers or, the performance of any of the functions or duties of the Board of the Institute under this Act.

Appointment of the Director and other staff.

59. (1) The Cabinet Secretary shall, in consultation with the Board of the Institute and subject to subsection (2), appoint the Director of the Institute through a competitive process.

(2) A person shall not be qualified for the appointment as the Director under subsection (1) unless that person holds an advanced degree from a recognized university in Kenya in the field of tourism or other tourism-related discipline and has at least ten years' experience in the relevant field at senior management level.

(3) A person appointed to be the Director of the Institute under subsection (1) shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(4) The Director shall be the Chief Executive Officer of the Institute.

(5) The Board of the Institute may appoint such officers and other staff of the Institute that are necessary for the proper and effective performance of the function of the Institute.

Research permit.

60. (1) A person shall not undertake research on the tourism sector unless that person has a research permit granted by the Institute to carry out the research.

(2) A person granted a research permit under subsection (1) shall be required, upon completion of the research, to deposit a copy of the research report, thesis or assessment with the Institute in a manner prescribed by the Institute.

(3) Where a person carrying out the research is from outside Kenya, that person shall be required to have a sponsoring institution from the home country and a locally recognized collaborating institution which shall guarantee that the researcher shall comply with the requirements under this Act.

(4) The Cabinet Secretary may, on his own motion or on recommendation of the Board of the Institute, prescribe regulations to carry out the purposes of this section.

Establishment of Tourism data-base.

61. (1) The Institute shall, in collaboration with relevant lead agencies and stakeholders, establish a comprehensive tourism database for the tourism sector in Kenya.

(2) The database established under subsection (1) shall include relevant data produced by the National Bureau of Statistics, universities and research institutions or as a consequence of collaborative research by the Institute with foreign institutions and researchers.

(3) The Institute shall, in consultation with relevant lead agencies and stakeholders, ensure that data is collected in accordance with any harmonized national standards that may be prescribed under this Act or regulations made hereunder.

(4) The Institute shall, in respect of the data and information that it holds, progressively make the data and information available and accessible, through any means, to all the stakeholders and the general public.

(5) The Cabinet Secretary may, on his own motion or on recommendation of the Board of the Institute, prescribe regulations to carry out the purposes of this section.

Director to have access to public records etc.

62. (1) The Director shall, on request, have access to the public records or documents of a lead agency in custody of a person or an establishment where, in his opinion, the information sought is for the purposes of obtaining the required tourism data or completion or correction of the information already obtained.

(2) A person who does not grant the Director access to the records or documents in accordance with subsection (1) commits an offence.

Access to data by person.

63. (1) Subject to subsection (3), a person may, upon application, access any data or information upon payment of the prescribed fee.

(2) The Institute shall avail the data or information under subsection (1) in the format requested unless—

- (a) it is reasonable for it to make the information available in another format; or

(b) the information is already publicly available and easily accessible to the applicant in another format.

(3) The Institute may refuse to grant an application under subsection (1) where the data or information requested is classified and restricted.

(4) The Institute shall communicate to the applicant, in writing, the reasons for refusal within twenty-one days from the date of the making the decision.

(5) The Cabinet Secretary may, on his own motion or on recommendation of the Board of the Institute, prescribe regulations to effectively carry out of the provisions of this section.

Funds of the Institute.

64. There shall be a general fund of the Institute which shall vest in the Board of the Institute and into which shall be paid—

- (a) monies appropriated by Parliament for the purposes of the Institute;
- (b) monies that may accrue to or vest in the Institute in the course of the performance of its functions;
- (c) monies provided to the Institute from the Fund;
- (d) donations, gifts and grants made to the Institute; and
- (e) monies from any other source approved by the Cabinet Secretary for the time being responsible for matters relating to finance.

64. (2) There shall be paid out of the general fund of the Institute any expenditure incurred by the Institute in the exercise of its powers or the performance of its functions under this Act.

(3) The Institute may, subject to the approval of the Cabinet Secretary for the time being responsible for matters relating finance, invest any funds not immediately required for its purposes, as it may determine.

B. Monitoring mechanisms

Monitoring mechanisms.

65. (1) The Cabinet Secretary may, on his own motion or on recommendation of the Board of the Institute, develop monitoring mechanisms and set indicators to determine—

- (a) sound management of tourism products and services; and
- (b) trends affecting Kenya's tourism sector.

(2) The Cabinet Secretary shall require any person collecting data or information that is relevant to the tourism sector to regularly report to the Cabinet Secretary on the results of the monitoring mechanisms against the predetermined indicators.

(3) The Cabinet Secretary shall, at least once every five years, submit to the National Assembly a monitoring report and avail the monitoring report to the public.

PART V – ESTABLISHMENT OF FINANCIAL BODIES

A. The Tourism Fund

Establishment of Tourism Fund.

66. (1) There is established a fund to be known as the Tourism Fund which shall vest in and be operated and managed by the Board of Trustees.

- (2) There shall be paid into the Fund—
- (a) monies appropriated by Parliament for the purposes of the Fund;
 - (b) monies received under section 105(4), fees and other monies charged upon tourism activities and services;
 - (c) income from investments made under section 69(e) or (j) by the Board of Trustees;
 - (d) grants, donations, bequests or other gifts made to the Fund; and
 - (e) monies from any other source approved by the Cabinet Secretary for the time being responsible for matters relating to finance.

Establishment of Board of Trustees.

67. (1) There is established a board of trustees of the Fund to be known as the Board of Trustees.

(2) The Board of Trustees shall be a body corporate with perpetual succession and a common seal and shall, in its corporate name, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and
- (e) doing such other things necessary for the proper discharge of its functions under this Act, which may be lawfully done or performed by a body corporate.

(3) The headquarters of the Board of Trustees of the Fund shall be in Nairobi.

(4) The Board of Trustees shall consist of—

- (a) a Chairperson appointed by the President, who shall be a person with competence in finance matters;
- (b) the Principal Secretary of the ministry for the time being responsible for matters relating to tourism or his representative;
- (c) the Principal Secretary of the ministry for the time being responsible for matters relating to finance or his representative;
- (d) six other members appointed by the Cabinet Secretary taking into account regional balance and gender parity, of whom—
 - (i) two shall be nominated by the registered national tourism associations; and
 - (ii) four shall be persons qualified and competent in the field of tourism, financial accounting, management or marketing of whom, two persons shall be nominated by universities, one person nominated by public universities and the other by private universities;
- (e) the Chief Executive Officer of the of the Board of Trustees, who shall be the secretary.

(5) Deleted by Act No. 18 of 2014, Sch.

(6) The members of the Board of Trustees shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

[Act No. 18 of 2014, Sch., Act No. 12 of 2019, Sch.]

Object and purpose of the Fund.

68. The object and purpose of the Fund shall be to—

- (a) finance the development of tourism products and services;
- (b) finance the marketing of Kenya as a tourist destination through the Tourism Board;
- (c) finance the activities of the Protection Service;
- (d) finance the tourism research, tourism intelligence and the national tourism information management system;
- (e) finance the activities of the Tourism Sector Safety, Communication and Crisis Management Centre to be established and managed by the Ministry;
- (f) finance training and capacity development activities of the College and university offering training in tourism hospitality; and
- (g) mobilize resources to support tourism-related activities.

[Act No. 12 of 2019, Sch.]

Functions of the Board of Trustees.

69. (1) The functions of the Board of Trustees shall be to—

- (a) collect the tourism levy imposed under section 105 of this Act or any other written law;
- (b) establish, equip and control such other tourism and hospitality training institutions as it may be necessary upon approval by the Cabinet Secretary;
- (c) formulate sound policies for the regulation and management of the Fund;
- (d) solicit for funds and other assistance to promote the object for which the Fund is established;
- (e) determine the amounts of money payable for the purposes of the Fund and formulate the conditions for disbursement;
- (f) invest any surplus funds not immediately required in securities approved by the National Treasury, for the purposes of realizing the objects and purpose for which the Fund is established;
- (g) establish a tourism training revolving fund;
- (h) keep and maintain audited accounts of the Fund and publish the accounts in the manner approved by the National Treasury;
- (i) cause to be kept all proper books and records of account of the income, expenditure, assets and liabilities of the Fund;
- (j) receive any gifts, donations, grants or endowments made to the Fund, and to make legitimate disbursements; and
- (k) perform any other functions that are ancillary to the objects and purpose for which the Fund is established.

(2) The members of the Board of Trustees shall be paid allowances determined by the Cabinet Secretary, in consultation with the Cabinet Secretary for the time being responsible for matters relating to finance.

Tenure and vacation of office.

70. (1) A member of the Board of Trustees appointed under section 67(4)(a) and (d) shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(2) A member of the Board of Trustees, other than an *ex officio* member may, at any time, resign from the office by giving notice, in writing, addressed to the appointing authority.

(3) A member of the Board of Trustees, other than an *ex officio* member, who is absent from three consecutive meetings of the Board without sufficient cause shall cease to be a member of the Board of Trustees.

(4) Where a member of the Board of Trustees is, for sufficient cause, unable to act as a member, the Cabinet Secretary shall determine whether the inability would result in the declaration of a vacancy.

(5) Where there is a vacancy—

- (a) under subsection (2) or (3) or section 71(2); or
- (b) as a result of declaration under subsection (4); or
- (c) by reason of the death of a member,

the Cabinet Secretary may appoint another person in accordance with the provisions of section 67(4) to fill the vacancy.

Disclosure of interest.

71. (1) A member of the Board of Trustees who has an interest in a matter for consideration by the Board of Trustees shall disclose, in writing, the nature of that interest and shall not participate in the deliberations of the Board of Trustees in respect of that matter.

(2) A member of the Board of Trustees who fails to disclose interest in a matter in accordance with subsection (1) shall cease to be a member of the Board of Trustees.

Conduct of the meetings of the Board of Trustees.

72. The conduct of business in the meetings of the Board of Trustees shall be in accordance with the Seventh Schedule.

Appointment of Chief Executive Officer.

73. (1) The Cabinet Secretary shall, in consultation with the Board of Trustees and subject to subsection (2), appoint the Chief Executive Officer to the Fund through a competitive process.

(2) A person shall not be qualified for appointment as the Chief Executive Officer under subsection (1) unless that person is qualified and competent in financial matters and has at least ten years' experience in the relevant field.

(3) The Chief Executive Officer shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(4) The Board of Trustees may appoint such officers and other staff of the Board of Trustees that are necessary for the proper and effective performance of the functions of the Board of Trustees.

[Act No. 18 of 2014, Sch.]

Records of the Fund to be accessible.

74. The records of the Fund kept under section 69(1)(h) shall be accessible to the public for inspection, upon payment of the prescribed fee.

B. The Tourism Finance Corporation

Establishment of Corporation.

75. (1) There is established a corporation to be known as the Tourism Finance Corporation (hereinafter referred to as "the Corporation").

(2) The Corporation shall be a body corporate with perpetual succession, and a common seal and shall, in its corporate name, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and
- (e) doing such other things necessary for the proper discharge of its functions under this Act, which may be lawfully done or performed by a body corporate.

(3) The headquarters of the Corporation shall be in Nairobi.

Object and purpose of the Corporation.

76. The object and purpose of the Corporation shall be to—

- (a) provide financial assistance to investors or entrepreneurs in the tourism sector including small and medium and community-based enterprises for development, expansion and maintenance of tourism activities and services;
- (b) provide for investment opportunities in the tourism sector; and
- (c) provide business advisory services to the tourism sector.

Board of the Corporation.

77. (1) There shall be the Board of the Corporation which shall consist of—

- (a) a Chairperson appointed by the President, who shall be a person qualified in banking and financial matters;
- (b) the Principal Secretary of the ministry for the time being responsible for matters relating to tourism or his representative;
- (c) the Principal secretary of the ministry for the time being responsible for matters relating to finance or his representative;
- (d) the Chief Executive Officer of the Corporation appointed under section 82, who shall be the secretary; and

- (e) six other members appointed by the Cabinet Secretary taking into account regional balance and gender parity, of whom—
 - (i) two shall be nominated by the registered national tourism associations; and
 - (ii) four shall be persons qualified and competent in finance, banking, law, investment or a related discipline.

(2) Deleted by Act No. 18 of 2014, Sch.

(3) The members of the Board of the Corporation shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

(4) The Board of the Corporation shall ensure the proper and effective performance of the functions of the Corporation.

(5) The members of the Board of the Corporation shall be paid allowances determined by the Cabinet Secretary, in consultation with the Cabinet Secretary for the time being responsible for matters relating to finance.

[Act No. 18 of 2014, Sch.]

Tenure and vacation of office.

78. (1) A member of the Board of the Corporation, other than an *ex officio* member, shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(2) A member of the Board of the Corporation may, at any time, resign from office by giving notice, in writing, addressed to the appointing authority.

(3) A member of the Board of the Corporation, other than an *ex officio* member, who is absent from three consecutive meetings of the Board without sufficient cause shall cease to be a member of the Board of the Corporation.

(4) Where a member of the Board of the Corporation is, for sufficient cause, unable to act as a member, the Cabinet Secretary shall determine whether the inability would result in the declaration of a vacancy.

(5) Where there is a vacancy—

- (a) under subsection (2) or (3) or section 80(2); or
- (b) as a result of declaration under subsection (4); or
- (c) by reason of the death of a member,

the Cabinet Secretary shall appoint another person appointed in accordance with the provisions of section 77(1) to fill that vacancy.

Conduct of the meetings of the Board of the Corporation.

79. The conduct of the meetings of the Board of the Corporation shall be in accordance with the Eighth Schedule.

Disclosure of interest.

80. (1) A member of the Board of the Corporation who has an interest in a matter for consideration by the Board of the Corporation shall disclose, in writing, the nature of that interest and shall not participate any deliberations of the Board of the Corporation relating to that matter.

(2) A member of the Board of the Corporation who fails to disclose interest in accordance with subsection (1) shall cease to be a member of the Board of the Corporation.

Delegation of functions.

81. Subject to this Act, the Board of the Corporation may, by resolution either generally or in any particular case, delegate to any committee of the Board of the Corporation or to any member, officer, employee or agent of the Corporation, the exercise of any of the powers or, the performance of any of the functions or duties of the Board of the Corporation under this Act.

Chief Executive Officer and other staff.

82. (1) The Cabinet Secretary shall, in consultation with the Board of the Corporation and subject to subsection (2), appoint a Chief Executive Officer to the Corporation through a competitive process.

(2) A person shall not be qualified for appointment as the Chief Executive Officer under subsection (1) unless that person holds an advanced degree from a recognized university in Kenya in the field of business administration or financial management and has at least ten years' experience in the relevant field at a senior management level.

(3) A person appointed to be the Chief Executive Officer under subsection (1) shall hold the office for a term of three years but shall be eligible for re-appointment for one further term of three years.

(4) The Board of the Corporation may appoint such officers and other staff of the Corporation that are necessary for the proper and effective performance of the functions of the Corporation.

[Act No. 18 of 2014, Sch.]

Functions of the Chief Executive Officer.

83. (1) The Chief Executive Officer shall be responsible for the day to day administration of the affairs of the Corporation and shall be answerable to the Board of the Corporation.

(2) The Chief Executive Officer shall perform any other functions determined by the Board of the Corporation.

Loans and credit facilities.

84. (1) An investor or entrepreneur in the tourism sector may obtain a loan or credit facilities from the Corporation in accordance with this Act, on terms and conditions that the Board of the Corporation may prescribe.

(2) The Board of the Corporation shall, from time to time, formulate credit policy on lending and recovery of monies, venture capital projects, equity funding and other funding as may be required, with the approval of the Cabinet Secretary responsible for finance.

Funds of the Corporation.

85. (1) There shall be a general fund of the Corporation which shall vest in the Board of the Corporation and into which shall be paid—

- (a) monies appropriated by Parliament for the purposes of the Corporation;
- (b) monies that may accrue to, or vest in the Corporation in the course of the performance of its functions;
- (c) any donations, grants or gifts made to the Corporation; and
- (d) monies from any other sources approved by the Cabinet Secretary for the time being responsible for matters relating to finance.

(2) There shall be paid out of the general fund of the Corporation any expenditure incurred by the Corporation in the exercise of its powers or the performance of its functions under this Act.

(3) The Corporation may, subject to the approval of the Cabinet Secretary for the time being responsible for matters relating to finance, invest any funds not immediately required for its purposes, as it may determine.

National Treasury directives and effective measures.

86. (1) The Cabinet Secretary for the time being responsible for matters relating to finance may give directives to the Corporation on matters relating to finance and the Corporation shall comply.

(2) The Cabinet Secretary may, on his own motion or on recommendation of the Board of the Corporation, prescribe the manner in which to effectively carry out the objects and purpose of the Corporation.

PART VI – TOURISM TRIBUNAL**Establishment of Tribunal.**

87. (1) There is established a tribunal to be known as the Tourism Tribunal which shall consist of—

- (a) a Chairperson nominated by the Judicial Service Commission and appointed by the Cabinet Secretary;
- (b) an advocate of the High Court of Kenya nominated by the Law Society of Kenya and appointed by the Cabinet Secretary;
- (c) three other persons who have demonstrated competence and a high level of integrity in the tourism or hospitality sector appointed by the Cabinet Secretary.

(2) The members of the Tribunal shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

(3) The nomination or appointment of members of the Tribunal under subsection (1) shall be through a competitive process taking into account regional balance and gender parity, and with the prior approval of the National Assembly.

Tenure and vacation of office.

88. (1) A member of the Tribunal shall hold office for a term of three years but shall be eligible for re-appointment for one further term of three years.

- (2) The office of a member of the Tribunal shall become vacant—
- (a) at the expiry of three years from the date of appointment;
 - (b) if he accepts any office the holding of which, if he were not a member of the Tribunal, would make him not eligible for appointment to the office of a member of the Tribunal; or
 - (c) if he is removed from membership of the Tribunal by the Cabinet Secretary for reasons of physical or mental infirmity, unable to exercise the functions of his office;
 - (d) if he resigns his office by writing under his hand addressed to the Cabinet Secretary;
 - (e) under section 95(2); or
 - (f) upon his death.

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

Secretary to the Tribunal.

89. (1) The Tribunal shall have a secretary who shall be a public officer appointed by the Public Service Commission through a competitive process.

(2) The secretary shall hold office on the terms and conditions specified in the letter of appointment.

(3) The secretary shall be responsible for the day to day affairs of the Tribunal and shall be answerable to the Tribunal in performance of his functions.

(4) The secretary shall perform any other functions determined by the Tribunal.

Jurisdiction of the Tribunal.

90. The Tribunal shall have the jurisdiction to hear and determine—

- (a) appeals arising from any decision made under this Act;
- (b) any complaints arising from the exercise of the Cabinet Secretary powers under this Act;
- (c) any conflicts that may arise between tourism agencies established under this Act;
- (d) questions relating to refusal to grant a licence by the Authority under this Act or unreasonable delay in the making of that grant; and
- (e) any complaints by any person aggrieved by any act done by any person under this Act.

Proceedings of the Tribunal.

91. (1) A person may make a complaint or appeal, in writing, within sixty days of the act or omission or decision complained of.

(2) On the hearing of a complaint or an appeal, the Tribunal shall have all the powers of a subordinate court to—

- (a) summon witnesses, take evidence on oath or affirmation and order the production of documents; or
- (b) summon expert evidence as may be necessary.

(3) Where the Tribunal considers it desirable for the purposes of minimising expenses, to avoid delay or for any special reason, it may receive evidence by affidavit and administer interrogatories and require the person to whom the interrogatories have been made to respond.

(4) All summons, notices or other documents issued under the hand of the Chairperson of the Tribunal shall be deemed to have been issued by the Tribunal.

(5) An aggrieved person may be represented before the Tribunal by an Advocate.

(6) Subject to this Act, the Tribunal may regulate its own procedure.

Awards of the Tribunal.

92. (1) The Tribunal may—

- (a) award damages;
- (b) confirm, vary or set aside the decision appealed against; or
- (c) make an order for the maintenance of the status quo of any matter or activity which is the subject of a complaint or appeal before it until the complaint or appeal is determined.

(2) The Tribunal shall have power to award the costs of any proceedings before it and to direct that the costs shall be taxed in accordance within such scale as it may prescribe.

(3) The Tribunal may, on its own motion or upon application by an aggrieved party, review its decisions, awards or orders.

(4) Judgments of the Tribunal shall be executed and enforced in the same manner as judgments of a subordinate court.

Contempt of the Tribunal.

93. A person who—

- (a) fails to attend the Tribunal after being summoned by the Tribunal;
- (b) refuses to take an oath or affirmation before the Tribunal, or being a public officer, refuses to produce any article or document when lawfully required to do so by the Tribunal;
- (c) knowingly gives evidence or information before the Tribunal which he knows to be misleading; or
- (d) at any sitting of the Tribunal—
 - (i) wilfully insults any member or officer of the Tribunal; or
 - (ii) wilfully interrupts the proceedings or commits any other act of contempt of the Tribunal;
- (e) fails or neglects to comply with a decision, order, direction or notice confirmed by the Tribunal,

commits an offence.

Quorum for the Tribunal.

94. (1) The quorum for the hearing and determining a cause or a matter referred to the Tribunal shall be the Chairperson and two other members.

(2) Where, for any reason, the quorum under subsection (1) is not met for part of the hearing, the jurisdiction of the Tribunal may be exercised by the Chairperson, sitting with less the members.

(3) The Chairperson shall preside at the meetings of the Tribunal and in the absence of the Chairperson, a member elected by members present and voting.

Disclosure of interest.

95. (1) A member of the Tribunal who has an interest in the matter for consideration by the Tribunal shall disclose, in writing, the nature of that interest and shall not participate in the deliberations of the Tribunal in respect of that matter.

(2) A member who fails to disclose interest in matter in accordance with subsection (1) shall cease to be a member of the Tribunal.

Appeals to the High Court.

96. (1) A person aggrieved by a decision or order of the Tribunal may, within thirty days of that decision or order, appeal against the decision or the order to the High Court.

(2) Upon the hearing of an appeal under this section, the High Court may—

- (a) confirm, set aside or vary the decision;
- (b) remit the proceedings to the Tribunal with instructions for further consideration, report, proceedings or evidence as the court may consider fit to give;
- (c) exercise any of the powers which could have been exercised by the Tribunal in the proceedings in connection with which the appeal is brought; or
- (d) make any other order as it may consider just, including an order as to costs of the appeal or of earlier proceedings in the matter before the Tribunal.

Appeals to the Court of Appeal.

97. A person aggrieved by the decision or order of the High Court may, within sixty days of that decision or order, appeal against that decision or order to the Court of Appeal on matter of law.

PART VII – TOURISM LICENSING, TOURISM LEVY AND TAX PROVISIONS

A. Licensing

Requirement for licence.

98. (1) A person shall not undertake any of the tourism activities and services specified in the Ninth Schedule, unless that person has a licence issued by the Authority.

(2) A person seeking a licence or any variation of a licence held by him shall apply to the Board of the Authority in such manner and form as may be prescribed by the Authority.

(3) An application for a licence or for the variation of licence under subsection (1) shall be accompanied by such fees as may be prescribed by the Authority.

(4) The Authority may, on receipt of an application under this section, investigate or require the submission of such further information as it may be necessary in order to enable it consider the application.

(5) The Authority shall, in considering the licence application, have regard to the material considerations which include—

- (a) the standard for the tourism area development plan as prescribed by the Cabinet Secretary under section 3(2)(b);
- (b) the protection of fragile environmental resources, ecosystems and habitats as provided for by the ministry for the time being responsible for matters relating to the environment;
- (c) an environmental impact assessment licence issued under Part VI of the Environmental Management and Co-ordination Act (Cap. 387);
- (d) any representations received from members of the public; and
- (e) a recommendation or approval from any other relevant authority as may be necessary.

(6) After considering an application made under this section, the Authority may grant the applicant the licence or variation applied for or may refuse the grant, and may attach to the licence granted terms or conditions as the Authority may consider necessary.

(7) A licence issued under this Act shall expire on the 31st December of the year in respect of which it is issued.

(8) An application for the renewal of an existing licence shall be made at least two months before the expiry date of the existing licence.

(9) The Cabinet Secretary may, on the advise of the Authority given after consultation with the relevant lead agencies and other stakeholders, by notice in the *Gazette*, amend the Ninth Schedule to this Act.

Transfer of licence.

99. (1) A licence issued under this Act may be transferred by the holder to another person only in respect of the tourism activity or service in relation to which that licence was issued.

(2) Where a licence is transferred under this section, the person to whom it is transferred and the person transferring it shall jointly notify the Authority in writing of the transfer within thirty days after the transfer.

(3) Where no joint notification of a transfer is given in accordance with subsection (2), the licence shall be deemed not to have been transferred.

(4) A transfer of a licence under this section shall take effect on the date the Authority is notified of that transfer.

(5) A person who contravenes the provisions of this section commits an offence.

Suspension of licence.

100. The Authority may, subject to section 102, suspend a licence issued under this Act where—

- (a) a licensee is being investigated in relation to an offence under this Act;
- (b) an allegation of misconduct has been made against a licensee;

- (c) the licensee made a false declaration in the application for the licence;
or
- (d) a licensee has contravened a provision of this Act.

Cancellation of licence.

101. The Authority shall, subject to section 102, cancel a licence where a licensee—

- (a) is convicted of an offence under this Act or the regulations made thereunder; or
- (b) ceases to be qualified for the issue of a licence under this Act.

Representation to the Authority.

102. (1) The Authority shall not suspend or cancel a licence unless the Authority has given the licensee at least thirty days' notice of its intention to suspend or cancel the licence and has provided the licensee with an opportunity to make a representation to the Authority.

(2) A licensee who is not satisfied with a decision made under subsection (1) may appeal to the Tribunal within twenty eight days from the date of the decision.

Effect of suspension or cancellation.

103. A person whose licence has been suspended or cancelled shall not engage in the tourism activity or service in respect of which the licence was granted during the duration of suspension or after cancellation.

Registers.

104. (1) The Authority shall keep and maintain registers of—

- (a) all standards for the tourism area development plans formulated by the Cabinet Secretary under the provisions of this Act;
- (b) all licences and permits issued under this Act;
- (c) tourism facilities, activities and services licensed under this Act;
- (d) all public and private sector institutions or associations involved in tourism or tourism-related activities and services;
- (e) all authorized expatriates, in consultation with the ministry for the time being responsible for matters relating to immigration, working in the tourism and hospitality sector within the country; and
- (f) all institutions offering tourism and hospitality training.

(2) All registers kept and maintained under this section shall be open for inspection by members of the public during official working hours, at the Authority's offices or an office designated by the Authority, on the payment of a prescribed fee.

*B. Tourism levy***Tourism levy.**

105. (1) The Cabinet Secretary may, by order, require the payment by persons engaged in tourism activities and services of a tourism levy.

(2) The tourism levy order may make different provisions in relation to different tourism activities and services.

(3) A tourism levy may contain provisions as to the evidence by which a person's liability to the tourism levy, or his discharge of that, may be established, and as to the time at which any amount payable by any person by any of tourism activity and service shall become due.

(4) All monies received in respect of the tourism levy shall be paid into the Fund established under section 67 of this Act.

(5) A person who fails to comply with any provision of a tourism levy order commits an offence.

C. Government tax incentives

Fiscal incentives.

106. (1) Despite the provisions of any relevant revenue Act, the Cabinet Secretary responsible for finance may, on the recommendation of the Cabinet Secretary, propose tax and other fiscal incentives, disincentives or fees to induce or promote the development of sustainable tourism.

(2) Without prejudice to the generality of subsection (1), the tax and fiscal incentives, disincentives or fees may include—

- (a) customs and excise waiver in respect of imported capital goods for investment in sustainable tourism activities and services;
- (b) tax rebates to tourism activities and services that promote sustainable tourism and environmental conservation;
- (c) tax disincentives to deter bad tourism activities and services;
- (d) user fees to ensure that those who use tourism activities and services pay proper value for the tourism products and services rendered.

PART VIII – ANNUAL ESTIMATES, ACCOUNTS AND AUDIT PROVISIONS

Financial year.

107. The financial year of the respective tourism agencies established under this Act shall be the period of twelve months ending on the thirtieth June in each year.

Annual estimates.

108. (1) At least three months before the commencement of each financial year, the respective tourism agencies established under this Act shall cause to be prepared estimates of the revenue and expenditures for that year.

(2) The annual estimates shall make provision for all the estimated expenditure of the respective tourism agency for the financial year and in particular, the estimates shall provide for—

- (a) the payment of the salaries, allowances and other charges in respect of the staff;
- (b) the payment of pensions, gratuities and other charges in respect of the staff;
- (c) the proper maintenance of the buildings and grounds;
- (d) the maintenance, repair and replacement of the equipment and other property; and

- (e) the creation of reserve funds to meet future or contingent liabilities in respect of retirement benefits, insurance or replacement of buildings or equipment, or in respect of any other matters.

(3) The annual estimates shall be approved by respective tourism agency before the commencement of the financial year to which they relate, and shall be submitted to the Cabinet Secretary for approval, and after the Cabinet Secretary has given approval, the respective tourism agency shall not increase any sum provided in the estimates without the written consent of the Cabinet Secretary.

(4) No expenditure shall be incurred for the purposes of a tourism agency except in accordance with the annual estimates approved under subsection (3), or in pursuance of an authorization of the respective tourism agency given with the prior approval of the Cabinet Secretary.

Accounts, audit and annual reports.

109. (1) The respective tourism agencies shall cause to be kept all proper books and records of accounts of the income, expenditure, assets and liabilities of the respective tourism agencies.

(2) The respective tourism agency shall cause accounts of each respective tourism agency to be prepared and be reported in accordance with the Public Audit Act (Cap. 412B).

PART IX – OFFENCES, PENALTIES AND ENFORCEMENT

Prohibition and offences relating to integrated tourism development area plan.

110. (1) A person shall not fraudulently alter—

- (a) an approved integrated tourism development area plan required to be developed; or
- (b) an approved integrated tourism development area plan under this Act.

(2) A person who contravenes any of the provisions of subsection (1) commits an offence and is liable on conviction to a fine not exceeding two hundred thousand shillings, or to imprisonment for a term not exceeding twenty-four months, or to both.

Prohibition and offences relating to pollution.

111. (1) A person shall not—

- (a) discharge any dangerous materials, substances or oil into a designated tourism development area contrary to the provisions of this Act or any other law; or
- (b) pollute wildlife habitats and ecosystems, or discharge any pollutant detrimental to the environment contrary to the provisions of this Act or any other law.

(2) A person who contravenes any of the provisions of subsection (1) commits an offence and is liable, on conviction, to a fine not exceeding five hundred thousand shillings, or imprisonment, in case of a natural person, to a term of not exceeding thirty six months, or to both.

(3) In addition to the fine imposed under subsection (2), the court may direct the convicted person to—

- (a) pay the full cost of cleaning up the polluted wildlife habitat and ecosystem and mitigating effects of pollution; and
- (b) clean up the polluted habitats and ecosystems and mitigating effects of pollution to the satisfaction of the Authority.

(4) Without prejudice to the provisions of subsections (2) and (3), the court may direct the connected person to meet the cost of the effect of pollution to a third party through adequate compensation, restoration or restitution.

General prohibition and offences.

112. (1) A person shall not—

- (a) breach or fail to comply with the provisions of this Act;
- (b) breach or fail to comply with any of, the terms or conditions of a licence issued to him under this Act;
- (c) fail to comply with a lawful requirement or demand made or given by an authorized officer;
- (d) obstruct a person in the execution of his powers or duties under this Act;
- (e) knowingly or recklessly make a statement or representation which is false;
- (f) knowingly or recklessly furnish a document or information required under this Act which is false; or
- (g) knowingly or recklessly use or furnish a fake or forged or invalid licence or a licence that has been altered without authorization.

(2) A person who contravenes any of the provisions of subsection (1) commits an offence and is liable, on conviction, to a fine not exceeding one hundred thousand shillings or to imprisonment for a term not exceeding eighteen months, or to both.

Offences relating to corporate body.

113. Where an offence under this Act is committed by a body corporate or any other association of individuals, a director, partner or any other person involved in, or acting or purporting to act in the management of its affairs commits an offence unless that person proves that—

- (a) the act or omission constituting the offence took place without his knowledge; or
- (b) he took reasonable steps to prevent the commission of the offence.

General penalty.

114. A person who commits an offence under this Act for which no specific penalty is provided is liable, on conviction, to a fine not exceeding one hundred thousand shillings or to imprisonment for a term not exceeding twelve months, or to both.

Authorized officer.

115. (1) The Director-General may, in writing, appoint any person to be an authorized officer for the purposes of the carrying out of the provisions of this Act.

(2) Notwithstanding subsection (1), the following officers shall be authorized officers for the purposes of this Act—

- (a) officers of the Protection Service; or
- (b) any other person upon whom any written law vests functions of maintenance of law and order.

Prosecutorial powers.

116. An authorized officer may, with the leave of the Attorney-General given under the Criminal Procedure Code (Cap. 75), conduct prosecution for an offence committed under this Act.

Restraint of breaches of this Act.

117. Any person who has reason to believe that the provisions of this Act have been, are being, or are about to be violated, may petition the High Court for—

- (a) a declaration that the provisions of this Act are being, have been, are about to be contravened;
- (b) an injunction restraining any specified person from carrying out the contravention;
- (c) the writ of mandamus against an officer or a person who has failed to perform a duty imposed by or under this Act; or
- (d) any remedy at law or equity for preventing or enforcing the provisions of this Act.

PART X – GENERAL PROVISIONS

Common seal.

118. The common seal of any of the tourism agencies established under this Act shall be kept in such custody as the respective tourism agency may direct and shall not be used except on the order of that respective tourism agency.

Protection from personal liability.

119. A member of any of the tourism agencies or any officer, employee or agent of any tourism agency shall not be liable for an act done by that person or omitted to be done or ordered to be done by that person in discharge of the persons' duties, if the person, at the time, whether or not within the limits of the jurisdiction of that person, in good faith, believed he had jurisdiction to do or order the act complained of to be done.

Liability for damages.

120. The provisions of section 119 shall not relieve a tourism agency of the liability to pay compensation or damages to a person for an injury to him, his property or any of his interests caused by the exercise of the powers conferred on the respective tourism agency by this Act or by any other law or by the failure, whether wholly or partially, or any works.

Supercession.

121. Where any conflict arises between the provisions of this Act and any other Act with respect to the development, management, marketing or regulation of the tourism sector, the provisions of this Act shall prevail.

Regulations.

122. (1) The Cabinet Secretary may, on his own motion or on the recommendation of the respective tourism agency, make regulations prescribing all matters which by this Act are required to be prescribed or which are necessary for the better carrying out of, or giving effect to, the provisions of this Act.

(2) Without prejudice to the generality of subsection (1), Regulations under subsection (1) may provide for—

- (a) the conditions which a licence or permit may be granted or issued under this Act;
- (b) the procedures to be followed when applying for a licence or permit;
- (c) the criteria for standardization and classification of tourism facilities and services;
- (d) the classification of tourism activities and services;
- (e) fees and other charges required to be paid under the Act;
- (f) the restriction, regulation or other control of tourism activities and services;
- (g) beach management;
- (h) the training of personnel for the tourism agencies and the tourism and hospitality sector in general;
- (i) the Code of Practice for the tourism and hospitality sector; and
- (j) co-operation and consultation with the Commission for Higher Education in matters relating the regulation of the courses or programmes of instruction leading to the award of certificates and diplomas in the tourism and hospitality sector.

(3) Regulations made under this section may require acts or things to be performed or done to the satisfaction of the Cabinet Secretary, and may empower the respective tourism agencies to issue orders imposing conditions and dates upon, within or before which the acts or things shall be performed or done.

PART XI – TRANSITIONAL AND REPEAL PROVISIONS

123. *Spent.*

124. *Spent.*

FIRST SCHEDULE

(s. 5(5))

PROVISIONS RELATING TO PUBLIC CONSULTATION

1. Where this Act imposes a requirement for public consultation in matters relating to a tourism strategy, plan, activity or service, the respective tourism agency shall publish a notice—

- (a) in the *Gazette*;
- (b) in at least two newspapers with national circulation;

- (c) in at least one newspaper circulating in the locality to which the strategy, plan, activity or service relates; and
 - (d) in at least one Kenyan radio station broadcasting in that locality.
- (2) The notice shall in each case—
- (a) set out a summary of the strategy, plan, activity or service;
 - (b) state the premises at which the details of the strategy, plan, activity or service may be inspected;
 - (c) invite written comments on or objections to the strategy, plan, activity or service;
 - (d) specify the person or body to which the comments are to be submitted; and
 - (e) specify a date by which the comments or objections are required to be received, not being a date earlier than sixty days after publication of the notice.
2. The respective tourism agency shall make arrangements for the public to obtain copies, at reasonable cost, of documents relating to the strategy, plan, activity or service which are in the possession of the respective tourism agency.
3. The respective tourism agency shall consider the—
- (a) written comments or objections received on or before the date specified under paragraph 1(2)(e); and
 - (b) comments, whether in writing or not, received at a public meeting held in relation to the strategy, plan, activity or service at which the respective tourism agency was represented, or by any other invitation, to comment.
4. The respective tourism agency shall publish, in accordance with paragraph 1 of this Schedule, notice of the fact that a copy of the written decision of the respective tourism agency relating to the strategy, plan, activity or service, and the reasons thereof, is available for public inspection at the same premises as were notified under paragraph 1(2)(b).
5. Where regulations made under this Act so require, the respective tourism agency shall cause a public meeting relating to a strategy, plan, activity or service to be held before the respective tourism agency makes its decision on the strategy, plan, activity or service.

SECOND SCHEDULE

(s. 12)

PROVISIONS RELATING TO MEETINGS OF THE BOARD OF THE AUTHORITY

1. The Board of the Authority shall meet at least once in every three months to conduct the business of the Board of Authority.
2. The Chairperson may or upon request call a special meeting of the Board of the Authority at any time, where he or she considers it expedient for the transaction of the business of the Board of the Authority.

3. Other than a special meeting, or unless three quarters of members agree, at least twenty one days' written notice of every meeting of the Board of the Authority shall be given to every member of the Board of the Authority by the secretary.
4. The quorum at a meeting of the Board of the Authority shall be half of the members or a greater number determined by the Board of the Authority in respect of an important matter.
5. The Chairperson shall preside at the meetings of the Board of the Authority and in the absence the vice-Chairperson, and in his absence, a member of the Board of the Authority elected by the members present from among their number shall preside.
6. The matters of the Board of the Authority shall be decided by a majority of the members present and voting and in the event of equality of votes, the person presiding shall have a casting vote.
7. The proceedings of the Board of the Authority shall not be invalidated by reason of a vacancy among the members or a defect in the appointment or qualification of a member.
8. At the first meeting of the Board of Authority, the members shall elect a vice-Chairperson, not being an *ex officio* member, from among its members.
9. Subject to the provisions of this Schedule, the Board of the Authority may determine its own procedure and the procedure for any committee of the Board of the Authority and for attendance of any other persons at the meetings and may make standing orders in respect thereof.

THIRD SCHEDULE

(s. 23)

PROVISIONS RELATING TO MEETINGS OF THE COUNCIL

1. The Council shall meet at least once in every three months to conduct the business of the Council.
2. The Chairperson may call a special meeting of the Council at any time, where he or she considers it expedient for the transaction of the business of the Council.
3. Other than a special meeting, or unless three quarters of members agree, at least fourteen days' written notice of every meeting of the Council shall be given to every member of the Council by the secretary.
4. The quorum at a meeting of the Council shall be half of the members or a greater number determined by the Council, in respect of an important matter.
5. The Chairperson shall preside at the meetings of the Council and in the absence the vice-Chairperson, and in his absence, a member of the Council elected by the members present from among their number shall preside.
6. The matters of the Council shall be decided by a majority of the members present and voting and in the event of equality of votes, the person presiding shall have a casting vote.

7. The proceedings of the Council shall not be invalidated by reason of a vacancy among the members or a defect in the appointment or qualification of a member.
8. At the first meeting of the Council, the members shall elect a vice-Chairperson, not being an *ex officio* member, from among its members.
9. Subject to the provisions of this Schedule, the Council may determine its own procedure and the procedure for any committee of the Council and for attendance of any other persons at the meetings and may make standing orders in respect thereof.

FOURTH SCHEDULE

(s. 34)

PROVISIONS RELATING TO THE MEETINGS OF THE BOARD OF DIRECTORS

1. The Board of Directors shall meet at least once every three months to conduct the business of the Board of Directors.
 2. The Chairperson may call a special meeting of the Board of Directors at any time, where he or she considers it expedient for the transaction of the business of the Board of Directors.
 3. Other than a special meeting, or unless three quarters of members agree, at least fourteen days' written notice of every meeting of the Board of Directors shall be given to every member of the Board of Directors by the secretary.
 4. The quorum at a meeting of the Board of the Institute shall be half of the members or a greater number determined by the Board of Directors, in respect of an important matter.
 5. The Chairperson shall preside at the meetings of the Board of Directors and in the absence the vice-Chairperson, and in his absence, a member of the Board of Directors elected by the members present from among their number shall preside.
 6. The matters of the Board of Directors shall be decided by a majority of the members present and voting and in the event of equality of votes, the person presiding shall have a casting vote.
 7. The proceedings of the Board of Directors shall not be invalidated by reason of a vacancy among the members or a defect in the appointment or qualification of a member.
 8. At the first meeting of the Board of Directors, the members shall elect a vice-Chairperson, not being an *ex officio* member, from among its members.
 9. Subject to the provisions of this Schedule, the Board of the Directors may determine its own procedure and the procedure for any committee of the Board of Directors and for attendance of any other persons at the meetings and may make standing orders in respect thereof.
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FIFTH SCHEDULE

(s. 45)

PROVISIONS RELATING TO THE MEETINGS OF
THE BOARD OF THE CONVENTION CENTRE

1. The Board of the Convention Centre shall meet at least once in every three months to conduct the business of the Board of the Convention Centre.
2. The Chairperson may call a special meeting of the Board of the Convention Centre at any time where he or she considers it expedient for the transaction of the business of the Board of the Convention Centre.
3. Other than a special meeting, or unless three quarters of members agree, at least fourteen days' written notice of every meeting of the Board of the Convention Centre shall be given to every member of the Board of the Convention Centre by the secretary.
4. The quorum at a meeting of the Board of the Convention Centre shall be half of the members or a greater number determined by the Board of the Convention Centre, in respect of an important matter.
5. The Chairperson shall preside at the meetings of the Board of the Convention Centre and in the absence the vice-Chairperson, and in his absence, a member of the Board of the Convention Centre elected by the members present from among their number shall preside.
6. The matters of the Board of the Convention Centre shall be decided by a majority of the members present and voting and in the event of equality of votes, the person presiding shall have a casting vote.
7. The proceedings of the Board of the Convention Centre shall not be invalidated by reason of a vacancy among the members or a defect in the appointment or qualification of a member.
8. At the first meeting of the Board of the Convention Centre, the members shall elect a vice-Chairperson, not being an *ex officio* member, from among its members.
9. Subject to the provisions of this Schedule, the Board of the Convention Centre may determine its own procedure and the procedure for any committee of the Board of the Convention Centre and for attendance of any other persons at the meetings and may make standing orders in respect thereof.

SIXTH SCHEDULE

(s. 56)

PROVISIONS RELATING TO THE MEETINGS OF THE BOARD OF THE INSTITUTE

1. The Board of the Institute shall meet at least once in every three months to conduct the business of the Board of the Institute.
2. The Chairperson may call a special meeting of the Board of the Institute at any time where he or she considers it expedient for the transaction of the business of the Board of the Institute.

3. Other than a special meeting, or unless three quarters of members agree, at least fourteen days' written notice of every meeting of the Board of the Institute shall be given to every member of the Board of the Institute by the secretary.
4. The quorum at a meeting of the Board of the Institute is half of the members or a greater number determined by the Board of the Institute in respect of an important matter.
5. The Chairperson shall preside at the meetings of the Board of the Institute and in the absence the vice-Chairperson, and in his or her absence, a member of the Board of the Institute elected by the members present from among their number shall preside.
6. The matters of the Board of the Institute shall be decided by a majority of the members present and voting and in the event of equality of votes, the person presiding shall have a casting vote.
7. The proceedings of the Board of the Institute shall not be invalidated by reason of a vacancy among the members or a defect in the appointment or qualification of a member.
8. At the first meeting of the Board of the Institute, the members shall elect a vice-Chairperson, not being an *ex officio* member, from among its members.
9. Subject to the provisions of this Schedule, the Board of the Institute may determine its own procedure and the procedure for any committee of the Board of the Institute and for attendance of any other persons at the meetings and may make standing orders in respect thereof.

SEVENTH SCHEDULE

(s. 72)

PROVISIONS RELATING TO THE MEETINGS OF THE BOARD OF TRUSTEES

1. The Board of Trustees shall meet at least once in every three months to conduct the business of the Board of Trustees.
2. The Chairperson may call a special meeting of the Board of Trustees at any time, where he or she considers it expedient for the transaction of the business of the Board of Trustees.
3. Other than a special meeting, or unless three quarters of members agree, at least fourteen days written notice of every meeting of the Board of Trustees shall be given to every member of the Board of Trustees by the secretary.
4. The quorum at a meeting of the Board of Trustees shall be half of the members or a greater number determined by the Board of Trustees in respect of an important matter.
5. The Chairperson shall preside at the meetings of the Board of Trustees and in the absence the vice-Chairperson, and in his absence, a member of the Board of Trustees elected by the members present from among their number shall preside.

6. The matters of the Board Trustees shall be decided by a majority of the members present and voting and in the event of equality of votes, the person presiding shall have a casting vote.
7. The proceedings of the Board of Trustees shall not be invalidated by reason of a vacancy among the members or a defect in the appointment or qualification of a member.
8. At the first meeting of the Board of Trustees, the members shall elect a vice-Chairperson, not being an *ex officio* member, from among its members.
9. Subject to the provisions of this Schedule, the Board of Trustees may determine its own procedure and the procedure for any committee of the Board of Trustees and for attendance of any other persons at the meetings and may make standing orders in respect thereof.

EIGHTH SCHEDULE

(s. 79)

PROVISIONS RELATING TO THE MEETINGS OF THE BOARD OF THE CORPORATION

1. The Board of the Corporation shall meet at least once every three months to conduct the business of the Board of Corporation.
2. The Chairperson may call a special meeting of the Board of the Corporation at any time, where he or she considers it expedient for the transaction of the business of the Board of the Corporation.
3. Other than a special meeting, or unless three quarters of members agree, at least fourteen days' written notice of every meeting of the Board of the Corporation shall be given to every member of the Board of the Corporation by the secretary.
4. The quorum at a meeting of the Board of the Corporation is half of the members or a greater number determined by the Board of the Corporation, in respect of an important matter.
5. The Chairperson shall preside at the meetings of the Board of the Corporation and in the absence the vice-Chairperson, and in his absence, a member of the Board of the Corporation elected by the members present from among their number shall preside.
6. The matters of the Board of the Corporation shall be decided by a majority of the members present and voting and in the event of equality of votes, the person presiding shall have a casting vote.
7. The proceedings of the Board of the Corporation shall not be invalidated by reason of a vacancy among the members or a defect in the appointment or qualification of a member.
8. At the first meeting of the Board of the Corporation, the members shall elect a vice-person, not being an *ex officio* member, from among its members.

9. Subject to the provisions of this Schedule, the Board of the Corporation may determine its own procedure and the procedure for any committee of the Board of the Corporation and for attendance of any other persons at the meetings and may make standing orders in respect thereof.

NINTH SCHEDULE

(s. 98)

PROVISIONS RELATING TO REGULATED TOURISM ACTIVITIES AND SERVICES

(a) Class "A" Enterprises—

- (i) Hotels;
- (ii) Members clubs;
- (iii) Motels;
- (iv) Inns;
- (v) Hostels;
- (vi) Health and spa resorts;
- (vii) Retreat lodges;
- (viii) Ecolodges;
- (ix) Tree houses;
- (x) Floatels;
- (xi) Service flats;
- (xii) Service apartments;
- (xiii) Beach cottages;
- (xiv) Holiday cottages;
- (xv) Game lodges;
- (xvi) Tented camps;
- (xvii) Safari or mobile camps;
- (xviii) Bandas;
- (xix) Cultural homes and centres;
- (xx) Villas;
- (xxi) Homestays;
- (xxii) Guest houses; and
- (xxiii) Time shares;

(b) Class "B" Enterprises—

- (i) Restaurants; and
- (ii) Other food and beverage services;

(c) Class "C" Enterprises—

- (i) Tour or safari operators;
- (ii) Tourist service vehicle hire;
- (iii) Local air charter;

- (iv) Travel agency;
 - (v) Water sports;
 - (vi) Balloon operators; and
 - (vii) Boat excursions;
- (d)** Class "D" Enterprises—
- (i) Game fishing outfitters;
 - (ii) Enterprises offering camps and camping equipment for hire;
 - (iii) Nature parks;
 - (iv) Nature reserves;
 - (v) Nature trails;
 - (vi) Game ranches;
 - (vii) Amusement parks; and
 - (viii) Non-citizen tour leaders or guides;
- (e)** Class "E" Enterprises—
- (i) Local traditional boat operators;
 - (ii) Professional safari photographers;
 - (iii) Curio vendors;
 - (iv) Private zoos;
 - (v) Citizen tour leaders or guides; and
 - (vi) General vendors; and
 - (vii) Beach operators;
- (f)** Class "F" Enterprises Entertainment facilities;
- (g)** Class "G" Enterprises Conference and event services;
- (h)** Class "H" Enterprises Tourism and hospitality training institutions;
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CHAPTER 381

THE TOURISM ACT

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I certify that the Tourism Levy payable to the Fund is KSh..... for which a bank deposit/Banker's cheque/ Electronic Money Transfer/Real Time Gross system No dated is enclosed.

Date..... Manager/Owner.....

Regulations under section 122

THE TOURISM REGULATORY AUTHORITY REGULATIONS

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THE TOURISM REGULATORY AUTHORITY REGULATIONS

[L.N. 128/2014]

PART I – PRELIMINARY

Citation.

1. These Regulations may be cited as the Tourism Regulatory Authority Regulations.

Interpretation.

2. In these Regulations unless the content otherwise requires—

"Act" means the Tourism Act (Cap. 381);

"Authority" means the Tourism Regulatory Authority established under section 1 of the Act;

"Agent" means an agent appointed by a proprietor of a regulated tourism enterprise to manage the enterprise on behalf of the proprietor;

"Classification Committee" means the Standardization and Classification Committee of the Authority established under regulation 5;

"regulated tourism activities and services" means tourism activities set out under the Ninth Schedule of the Act; and

"Tribunal" means Tourism Tribunal as established under section 87 of the Act.

Application.

3. These Regulations shall be in addition to any other written law for the time being in force related to the regulation and management of tourism activities and services.

PART II – STANDARDIZATION AND CLASSIFICATION OF TOURISM ENTERPRISES

Criteria for standardization of hotels restaurants.

4. (1) Subject to these Regulations, the Authority shall classify tourism activities and services listed in Classes "A" and "B" enterprises of the Ninth Schedule of the Act into classes in accordance with the criteria for standardization as set out in the First Schedule of these Regulations.

- (2) A person who owns or operates a tourism activity or service listed in Classes "A" and "B" enterprises of the Ninth Schedule of the Act shall apply to be registered by the Authority in a prescribed manner.

- (3) Notwithstanding Paragraph (1), the Authority shall establish minimum standards for all Classes "A" and "B" enterprises of the Ninth Schedule of the Act.

Establishment of Standardization and Classification Committee.

5. (1) The Authority shall establish a committee to be known as the Standardization and Classification Committee which shall consist of not less than five and not more than eleven members appointed by committee the Cabinet Secretary from the Ministry, the Authority, lead agencies and the registered tourism sector associations.

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

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

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

[Subsidiary]

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

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

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

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

Outsourcing of classification of hotels and restaurants.

6. (1) The Authority may outsource classification of tourism enterprises exercise in accordance with the provisions of the Public Procurement and Disposal Act (Cap. 412B).

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

Publication of classification.

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

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

Classification certificate and classification plaque.

8. (1) The Authority shall, within fourteen days after publication of classification or changing the classification of a tourism enterprise, issue to the holder of the tourism enterprise licence, as the case may be, a Classification Certificate and Classification Plaque as provided in the Second Schedule of these Regulations.

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

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

Classification register.

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

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

Standards and accreditation schemes.

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

Establishment of a tourism professional body.

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

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

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

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

Appeal to the Tribunal.

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

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

Offence and penalty.

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

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

PART III – LICENSING OF TOURISM ACTIVITIES AND SERVICES

Authority to issue license.

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

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

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

Application for license.

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

(2) Applications for tourism activities and services licences shall be made in writing in the prescribed Form 1 as set out in the Third Schedule.

Establishment of licensing committee.

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

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

- (a) compliance of the application with the relevant tourism or area development plan;
- (b) compliance with the formulated guidelines and prescribed measures for sustainable tourism;
- (c) the environmental impact assessment requirements as set out in the Environmental Management and Coordination Act (Cap/ 387); and

[Subsidiary]

- (d) the proposed tourism activity or service's contribution to enhancing sustainable tourism management taking into account the protection of fragile environmental resources, ecosystems and habitats, public comments and recommendations from other relevant authorities; and

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

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

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

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

Power to establish other licensing committees.

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

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

Issuance of license.

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

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

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

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

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

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

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

Application of license.

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

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

Revocation suspension or cancellation of license.

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

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

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

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

Prohibition relating to license.

21. (1) A person shall not—

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

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

Requirement to provide data.

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

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

[Subsidiary]

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

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

Appeal to the Tribunal.

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

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

PART IV – EMPLOYMENT AND VETTING OF EXPATRIATES

Employment of expatriates.

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

Vetting of expatriates.

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

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

- (a) the employer has submitted up to date returns on expatriates employed by the establishment concerned;
- (b) for any vacancy other than one for the investor's representative for the purpose of taking care of the investor's interests, the employer has made all reasonable efforts to employ from the Kenya labour market without success;
- (c) the applicant possesses unique competencies, qualifications and skills not currently available in the Kenyan market;
- (d) the employer has identified a suitable qualified Kenyan to undergo the necessary training or understudy the non-citizen with the view of taking over the position occupied by the non-citizen within a period of time as specified by the Sixth Schedule; and
- (e) Any other additional information that the Committee may deem necessary.

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

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

Appeals to the Tribunal.

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

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

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

Register and book to be kept by licensee.

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

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

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

PART VI – ENFORCEMENT PROVISIONS

Production of license.

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

Inspections.

29. (1) Inspections for tourism activities and services shall be regularly carried out by an authorized officer when non-compliance is suspected or when required for the purpose of granting or renewal of a license.

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

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

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

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

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

General penalty.

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

Effects of conviction.

31. (1) The conviction of a holder of a license or authorized agent for any offence under the Act or these Regulations unless the Board in writing otherwise directs, have the effect

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of cancelling the license and such instrument shall cease to be valid from the moment of conviction.

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

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

FIRST SCHEDULE

(r. 4(1))

I: Criteria and standards for Classification of hotels and restaurants

A: TENTED CAMPS

Minimum Score for Tented Camps

(a) to qualify for a One Star grading, a Tented Camp must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,095 points marked on the Criteria for attaining a One Star rating, as indicated in the schedule below.

(b) to qualify for a Two Star grading, a Tented Camp must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,355 points marked on the Criteria for attaining Two Star rating, as indicated in the Schedule below.

(c) to qualify for a Three Star grading, a Tented Camp must score 100 percent on Essential Items; a minimum of 30 percent of the total points under each main section in the Schedule and a minimum of 60 percent out of a possible total of 3,090 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.

(d) to qualify for a Four-Star grading, a Tented Camp must score 100 percent on Essential Items; a minimum of 40 percent of total points under each main section of the Schedule; and a minimum total of 70 percent out of a possible total of 3,695 points marked on the Criteria for attaining a Four Star rating, as indicated on the schedule below.

(e) to qualify for Five Star grading, a Tented Camp must score 100 percent on Essential Items; a minimum of 50 percent of the total points under each main section in the Schedule; and a minimum total of 80 percent points out of a possible total of 5,135 points marked on the Criteria for attaining a Five Star rating, as indicated in the Schedule below.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
1.0 LOCATION						
1.1 Location	Should be suited for a Tented Camps. 10	Same as for One Star. 10	Same as for One Star, but should be within or in close proximity to the main attraction of the area and offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star. 20	Same as for Three Star. 20	

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
2.3 Walkways, Hallways and Staircases	Should be in accordance with the Buildings Code, allow easy passage and be well lit, at all times. Where applicable, safe side railings should be provided and well maintained. 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment. 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality. 50	
2.4 Site signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star. 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as four star. 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
3.2 Information Services	Appropriate and relevant guest information should be available, including:- · Tourism services providers; · Emergency and fire exit procedures etc. should be provided. · Literature covering services, internal telephone directory and menus should be provided. · Special notice regarding the hotel lien should be displayed. All information should be in English/ French, Kiswahili, and at least one other internationally recognizable language. 20	Same as One Star. 20	Same as One Star. 20	Same as One Star. 20	Same as One Star. 20	
3.3 Hours of Service	They should be at least twelve (12). 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10 .	
3.4 Paging Systems	A simple functional paging system should be available. 10 .	Same as for One Star. 10	Professional discrete paging system should be used. 20 .	Same as for Three Star. 20 .	Same as for Three Star. 20 .	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables. 20	Same as for One Star. 20	Should be available, in the proportion of at least one Safe for every five rooms. 30	Individual safe deposit box should be provided in the guest rooms. 40 .	Same as for Three Star. 40 .	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	

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Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star. 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star. 20	
3.8 Languages	Guest contact staff should be able to communicate in English/ French and Kiswahili. 10	Same as for One Star. 10	Same as for One Star but should also be able to communicate in at least one other internationally recognized language. 20	Same as for Three Star. 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least a telephone. 10	Same as for One Star. 10	Same as for One Star but should include internet services. 20	Same as for Three Star. 20	Same as for Three Star. 20	
4.0 LOBBY/LOUNGE/PUBLIC AREA(s)						
4.1 Lobby/ Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code. 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star but should be more spacious. 20	Same as for Four Star. 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Tented Camp and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Décor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality. 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided. 10	Same as for One Star. 10	Same as for One Star but with quality fixtures and fittings. 15	Same as for Two Star but with high quality air conditioning systems. 20	Same as for One Star. 20	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene. 20	Same as for One Star. 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of creativity. 30	Same as for Four Star but with distinctive creativity and impressive ambiance. 50	Walls may or may not be existing
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge/public areas, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star. 50	
5.0 FUNCTION ROOM/AREA (Briefings, Conferences, Banquets etc)						
5.1 Features and Facilities	At least an area of not less than 1.5 sq m. per guest with functional furniture to match the general standard of the establishment. 10	Same as for One Star but with good furniture. 20	Same as for One Star but with an average size of at least 2 sq.m. per guest bed, comfortably furnished, and well maintained. 30	Same as for Three Star but with high quality furniture, furnishings and fittings. 40	Same as for Four Star but of very high quality audiovisual and internet facilities. 50	
6.0 DINING AREA						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.1 Features and Facilities	At least one designated dining area, commensurate with the number of beds. Should be well furnished, ventilated and maintained. 10	Same as for One Star, but should be of better quality. 20	Same as for two Star, but offering greater degree of comfort. 30	Same as for Three Star, but offering considerable luxury and convenience. 40	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort. 50	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for Two Star but all should be of superior quality. 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant. 80	
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment. and well maintained. 20	Same as for One Star but of better range and quality. 30	Same as for Two Star but of wider range, higher quality and comfort. 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 60	
6.4 Lighting	Should be adequate, natural and/ or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality. 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 40	Same as for Three Star but with very high quality standard of fittings and finish. 50	Same as for Four Star. 50	
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support high standard of cleanliness and hygiene. 20	Same as for One Star. 20	Same as for One Star but with high quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Walls may or may not be existent

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.6 Menu	A Menu, with a modest selection of local and international dishes with at least three courses should be available. 10	Same as for One Star but with better selection, quality, presentation. 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages. 30	Same as for Three Star but with superior quality cuisine, of at least five courses and a rich wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich wine list. 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided. 30	Same as for One Star. 30	Same as for One Star but with quality fixtures and fittings. 35	Same as for Two Star but with high quality air conditioning systems. 40	Same as for One Star. 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining area and or public area. 20	Same as for One Star. 20	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, illumination and ventilation. 20	Same as for One Star but light and ventilation fittings should be of better quality. 30	Same as for Two Star but lighting and ventilation fittings should be tasteful and controllable to provide a pleasant ambiance. 40	Same as for Three Star but with very high quality standard of fittings and finish. 50	Same as for Four Star. 50	

[Subsidiary]

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

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 15	Same as for One Star. 20	Same as for One Star. 25	Same as for One Star. 30	Same as for One Star. 40	
8.7. Ventilation	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 40	Same as for One Star. 40	Same as for One Star. 50	Same as for One Star. 60	Same as for One Star. 70	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 10	Same as for One Star. 10	Same as for One Star but with quality fixtures and fittings. 15	Same as for Two Star but with high quality air conditioning systems. 20	Same as for One Star. 20	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.4. Fittings, Furniture and Equipment	<p>Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.</p> <p><input type="checkbox"/> A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be provided.</p> <p><input type="checkbox"/> Waste paper baskets, luggage and shoe rack should be provided.</p> <p><input type="checkbox"/> All lamps should be Shaded. 30</p>	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.5 Furnishings And Linen	<p>Appropriate Soft furnishings:-</p> <ul style="list-style-type: none"> <input type="checkbox"/> Should be well designed, in harmonized colour scheme. <input type="checkbox"/> Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-sheets and top blanket or duvet with appropriate pillows. <input type="checkbox"/> Mosquito net covering the entire bed and long enough to reach the floor. <input type="checkbox"/> Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>30</p>	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star. 20	Same as for One Star. 20	Should be changed Daily. 30	Same as for Four Star. 30	There should be a Par stock of at least Three pairs of sheets for each bed.
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Two Star but with a higher degree of sophistication. 50	Same as Four Star, but evidently more luxurious. 60	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good underlay and should be clean at all the times. 20	Same as for One Star. 20	Same as for One Star but with high quality material used. 30	Same as for Three Star but with a luxury touch in material, workmanship and finish. 40	Same as for four Star but of exceptionally high quality material and finish. 50	
9.9 Lighting	Design of tent should allow adequate natural lighting. One light fixture for each bed should be conveniently located. Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Guest Privacy	Tents should be appropriately spaced to facilitate guest privacy and comfort. 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.11 Information in Bedrooms	Literature covering services, internal telephone directory, Tent telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. Special notice regarding hotel linen and liabilities should be well displayed. All information should be provided in Kiswahili, English and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
9.12 Internal Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication. 10	Same as for One Star. 10	Same as for One Star but in addition, the following should be provided:- Internal telephones that can be connected to external network, through the switchboard, or direct dial. Computer data points/hotspots. 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Tent Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star. 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for four Star but of excellent finish. 40	
9.14 Tent Security	Good quality and secure locking system on each entrance, providing maximum security, should be installed. 20	Same as for One Star. 20	Same as for One Star, but with higher quality fittings. 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a higher degree of sophistication. 50	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies, Torch/lamp, and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe shining pads, sewing kits and Bedroom slippers, should be provided. 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for four Star but with assorted chocolates and good selection of beverages and wines. 60	
10.0 GUEST ROOMS						
10.1 Bathroom (s)	Should be ensuite to each guest room. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
10.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment and Amenities	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage. 80	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
10.4 Floors, Walls and Ceilings	Good impervious nonslip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 20	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel. 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm. and should include a bathrobe. 40	Same as for Four Star. 40	
10.6 Lighting and Ventilation	Should be effective natural/or artificial for convenience and comfort of the guests. 20	Same as for One Star but should be of high quality materials, fittings, workmanship and finish. 30	Same as for Two Star but of higher quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star. 50	
10.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star. 20	Same as for Three Star. 20	
10.8 Supplies in Bathrooms	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star. 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star. 20	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
10.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20				
11.0 SUITES						
11.1 Minimum Size	Not essential	Not essential	Not essential	Not essential	Where Suites are provided, the minimum size should be 24 sq. m. with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation Of Temperature	Not essential	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	
11.3 Facilities and Amenities	Not essential	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should well stocked. Room service should be provided on 24 hour basis. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.4 Balconies/ Terraces	Not essential	Not essential	Not essential	Not essential	Should have a terrace or balcony with appropriate furniture. 30	
11.5 Fittings and Furniture	Not essential	Not essential	Not essential	Not essential	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	

[Subsidiary]

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
11.7 Furnishings and Linen	Not essential	Not essential	Not essential	Not essential	<p>Appropriate Soft furnishings:-</p> <ul style="list-style-type: none"> -Should be well designed, in harmonized colour scheme. Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under blankets, Two bed sheets and top blanket or duvet with appropriate pillows. Mosquito net covering the entire bed and long enough to reach the floor. -Appropriate curtains and upholstery should be of good quality, finish and well maintained. They should also be of excellent quality materials and luxurious. 70 	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.8 Lighting	Not essential	Not essential	Not essential	Not essential	Design of tent should allow adequate natural lighting. One light fixture for each bed should be conveniently located. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	
11.9 Guest Privacy	Not essential	Not essential	Not essential	Not essential	Tents should be appropriately spaced to facilitate guest privacy and comfort. 30	
11.10 Information in Suites	Not essential	Not essential	Not essential	Not essential	Literature covering services, internal telephone directory, menus, emergency and fire exist procedures, etc, should be provided. Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English, and at least One other internationally recognizable language. 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.11 Communication Systems	Not essential	Not essential	Not essential	Not essential	A bell, light signal or telephone extensions should be provided in every room for internal communication. In addition, the following should be provided:- Internal telephone connected to external network through the hotel switchboard, or direct dial, Telephone tariffs. Computer data points/ hotspots 50	

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

[Subsidiary]

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
11.15 Bathroom Size	Not essential	Not essential	Not essential	Not essential	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin. 90	
11.16 Bathroom Fittings and Equipment	Not essential	Not essential	Not essential	Not essential	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. Should also have a shaver magnifying mirror and a shower cubicle All should be of very high quality. 80	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.20 Lighting And Ventilation	Not essential	Not essential	Not essential	Not essential	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. Electrical lighting should be of sufficient wattage. Adequate socket outlets, indicating voltage should be provided. Design and finish of fittings should reflect a much higher degree of luxury. 60	
11.21 Shaver Outlets and Sockets Not essential	Not essential	Not essential	Not essential	Not essential	High quality sockets and shaver outlets, indicating voltage should be provided. 30	
12.0 HYGIENE AND SANITATION						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.1 Guest Cloakrooms	<p>Good impervious nonslip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <p><input type="checkbox"/> Cloakrooms should be properly ventilated;</p> <p><input type="checkbox"/> Gender privacy should be assured and clearly indicated;</p> <p><input type="checkbox"/> All doors should be fitted with appropriate locks;</p> <p><input type="checkbox"/> All toilets should be clean and functional;</p> <p><input type="checkbox"/> The following should be provided and maintained:- Soap dispenser with soap, - Disposable tissue, and/ or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Coat hangers/ hooks</p> <p><input type="checkbox"/> Facilities for the Disabled/ handicapped;</p> <p><input type="checkbox"/> Individual urinals with running water and drainage should be available.</p> <p><input type="checkbox"/> Toilets should follow the township buildings code The entrance to the cloakrooms from</p>	Same as for One Star 50	Same as for One Star but in addition fresh flowers or indoor plants should be provided. 60	Same as for Three Star. 60	Same as for Three Star 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. <input type="checkbox"/> Should be provided with sufficient toilets, hand wash basin and mirrors. <input type="checkbox"/> Gender separation and privacy should be observed; <input type="checkbox"/> Facilities for the Disabled/ handicapped should be provided. Amenities should be in keeping with standards of the establishment 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Where the staff reside on premises, changing rooms facilities should appropriately be limited.
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star but with evidence for professional handling. 25	Same as for Four Star but with a higher display of professionalism 30	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.4 Sewerage	Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection regulations. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 30	Same as for One Star. 30	Same as for One Star 30	Same as for One Star. 30	Same as for One Star. 30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	Same as for One Star 50	
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days. 50	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	<p>All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.</p> <p><input type="checkbox"/> Fire alarms should be installed;</p> <p><input type="checkbox"/> All staff should be familiar with available fire fighting equipment and their use;</p> <p><input type="checkbox"/> Fire drill exercises should be carried out regularly;</p> <p><input type="checkbox"/> Every establishment should have an in house core fire fighting team;</p> <p><input type="checkbox"/> Statutory fire safety notices should be prominently displayed in guest room and public areas;</p> <p><input type="checkbox"/> The establishment must be insured against fire hazards. 20</p>	<p>Same as for One Star but fire detectors should be installed. 30</p>	<p>Same as for Three Star but with smoke detectors and sprinklers installed. 40</p>	<p>Same as for Three Star. 40</p>	<p>Same as for Three Star. 40</p>	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star. 10	Same as for One Star but with high quality materials, fittings and workmanship. 15	Same as for Three Star. 15	Same as for Three Star but with higher quality materials, fittings and workmanship. 20	
13.3 Security	There should be adequate security arrangements including:- <input type="checkbox"/> Functional alarm System <input type="checkbox"/> Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; Precaution Notices should be prominently displayed and legible at all times. 10	Same as for One Star 10	Same as for One Star, but with more elaborate rapid response arrangements. 15	Same as for Three Star 15	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 20	
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main/ usual supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Two Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours.	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in first aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star. 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangement for a Doctor on call 40	Same as for Four Star. 40	
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.3 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 18 hours. 20	Same as for One Star but should be available for 20 hours. 30	Same as for One Star but should be available for 24 hours. 40	
14.4 Laundry Service	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCES						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
15.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/ incentive scheme(s); In-house and External training programmes	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under professionally qualified person, certified by appropriate national authorities.	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar raining. Continuous training, including in-house programmes should be available.	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive inhouse training programmes should be in place.	Same as for Four Star but in addition should have a Human Resources Development Manager.	It is recommended that all managers of accommodation establishments be members of national and/ or international professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person.	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times.	Same as for Three Star but with duty manager available at all times.	Same as for Four Star	It is recommended that all heads of departments from Three Star and above be members of national and/ or international professional bodies.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/ French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least one other of the widely recognized international languages 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least one other of the recognized international language 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star. 20	Same as for One Star, but should be of good quality. 30	Same as for One Star, but of very good quality. 40	Same as for One Star but of superior good quality. 50	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.9 Staff Accommodation	Adequate accommodation with proper sanitary facilities should be provided to all staff. The facilities should be commensurate with the standards of the establishment. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
15.10 Dining Facilities	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
15.11 Recreational Facilities	Adequate recreational facilities should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities. 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 15	Same as for One Star 15	Same as for One Star 15	Same as for Three Star but with very good landscaping with aesthetic appeal. 20	Same as for Four Star 20	

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- Treatment room and filtration plant Beds and mattresses Separate changing rooms for men and women should be provided. Clear markings to indicate depth at different points Suitably trained and equipped attendants/ Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres. 40	Same as for Three Star but with a pool of not be of less than one hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star. 50	
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.11 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 15	Same as for One Star 15	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. 20	Same as for Three Star 20	Same as for Three Star but with a wider range of luxurious facilities 30	

B. MOTELS

Minimum Score for Motels

(a) To qualify for One Star grading, a Motel must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,150 points marked on the Criteria for attaining a One Star rating, as indicated in the Schedule below.

(b) To qualify for Two Star grading, a Motel must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,525 points marked on the Criteria for attaining a Two Star rating, as indicated in the Schedule below.

(c) To qualify for Three Star grading, a Motel must score 100 percent on essential Items; a minimum of 30 percent points under each main section of the Schedule and a total minimum of 60 percent out of a possible total of 3,165 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Remarks</i>
1.0 LOCATION				
1.1 Location	The establishment should be located along a highway, and its access should be suitable for a Motel. 15	Same as for One Star, but should be located for the convenience of long distance travellers. 20	Same as for Two Star 20	
1.2 Site and Environment	It should be in harmony with the natural and/or built-up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as for One Star, but should blend in very well with the natural and/or built up environment. 30	Appropriate authorities in member states should set aside the sites suitable for Motel building/development. Environmental Impact Assessment studies should be undertaken
1.3 Motel service station	The establishment should provide basic facilities and associated services, except where one exists within a reasonable distance 20	Same as for One Star but the range of facilities and services should be good. 30	Same as for Two Star, but with higher quality of facilities and services. 40	This includes provision for garage and fuel services.
2.0 BUILDING				
2.1 Autonomy of Building	There should be separate and independent access for motel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star. 20	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty, and structurally sound. Should be in harmony with the physical natural and cultural environment, and access to the rooms should ideally be through motorable access ways. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but architectural features and general construction of the building and its finish should be of high quality. 40	
2.3 Capacity	The motel should have at least ten (10) lettable accommodation units. 10	Same as for One Star. 10	Same as for One Star. 10	
2.4 Corridors, Staircases, Hallways and Walkways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from the weather. 15	Same as for One Star but with good finish and high quality materials used. 20	Same as for One Star but with better finish and higher quality materials used. 30	
2.5 Site Signage and Notices	Proper and clear signs and notices should be provided directing the traveler to different services. 10	Same as for One Star 10	Same as for One Star 10	
3.0 FRONT OFFICE				
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 20	Same as One Star 20	Same as for One Star but a separate concierge service area should be provided 30	

Section Item	One Star	Two Star	Three Star	Remarks
3.2 Information Services	Appropriate and relevant guest information should be available, including:- <input type="checkbox"/> Tourism services providers; <input type="checkbox"/> Emergency and fire exit procedures etc. should be provided. <input type="checkbox"/> Literature covering services, internal telephone directory and menus should be provided. <input type="checkbox"/> Special notice regarding the hotel linen should be displayed. <input type="checkbox"/> All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 15	Same as One Star but the presentation of the information and quality of materials used should be done professionally 20	Same as for Two Star. 20	
3.3 Hours of Service	There should be a 24 hours' service. 20	Same as for One Star 20	Same as for One Star 20	
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Same as for One Star 10	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 30	Same as for One Star 30	Individual safe deposit box should be provided in the guest rooms 40	
3.6 Foreign Exchange Services	Foreign exchange service should be provided. 10	Same as for One Star 10	Same as for One Star 10	
3.7 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in one other internationally recognized language 20	
3.8 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)				
4.1 Lobby/Lounge/Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 20	Same as for Two Star but exclusively designed for and used by guests. 30	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	
4.3 Amenities and Accessories	The size and range of amenities and accessories should be proportionate to the size of the motel and the needs of Customers, including the disabled. 30	Same as for One Star but of better range and quality 40	Same as Two Star, but with greater range and higher quality. 50	
4.4 Décor	Should be simple, blending with the natural, social and cultural environment, of good quality, functional and well maintained. 30	Same as for One Star, but should bear a distinct theme and/or concept. 40	Same as for Two Star, but of higher quality, and distinctively richer décor. 50	
4.5 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	Same as for One Star. 40	Same as for One Star. 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, clean and well maintained. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but of higher quality materials and finish. 40	
4.7 Lighting	Should be adequate natural and/or artificial 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	
4.8 Telephone Facilities	Depending on telecommunication services coverage, public telephone services should be available. 10	Same as for One Star. 10	Same as for One Star. 10	
4.9 Information	Relevant information should be available for guests. 20	Same as for One Star 20	Same as for One Star 20	
4.10 Refreshments	Should be available and easily accessible for 24 hours a day 20	Same as for One Star. 20	Same as for One Star. 20	
4.11 Minimum Size Of Public Rooms	Should be as per the Building Code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	

Section Item	One Star	Two Star	Three Star	Remarks
5.0 RESTAURANTS				
5.1 Features and Facilities	At least one food service outlet, well furnished, ventilated, lit and maintained. 15	Same as for One Star but should be of better quality. 20	Same as for Two Star, but with a section providing proper and adequate full service seating facilities. 30	
5.2 Furniture, Equipment and Accessories	Should be functional, comfortable and appropriate, taking into account the needs of children and disabled/ handicapped persons. 40	Same as for One Star but should be of better quality. 50	Same as for Two Star but all should be of higher quality. 60	
5.3 Interior Décor	Should be modest with harmony of colours. 20	Same as for One Star 20	Same as for One Star but aesthetically more pleasant and of superior quality materials. 30	
5.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene. 15	Same as One Star, but should be of good quality materials. 20	Same as for Two Star but with high quality design, workmanship and finish. 30	
5.5. Menu	Priced menu and beverage list, with a selection of local and international dishes, should be appropriately displayed. 10	Same as for One Star but with better quality presentation and wider choice. 20	Same as for Two Star but with higher quality cuisine and more comprehensive beverage and wine list. 30	
5.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality. 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 40	
5.7 Service Stations	Should be well appointed and proportional to seating capacity 20	Same as for One Star. 20	Same as for One Star. 20	
5.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
6.0 BAR(S)				

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
6.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be part of the restaurant. 20	Same as for One Star but with better quality materials. 25	Same as for Two Star but with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	
6.2. Floors, Walls, Ceilings and Decor	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finishes and designs. 20	Same as for Two Star but with very high quality finishes. 30	
6.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	
6.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	
6.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of high quality. 30	Same as for Two Star but should be of higher quality, offering greater comfort. 40	
6.6 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	
6.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of high quality. 20	Same as for Two Star but should be of higher quality and design. 30	
6.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines and snacks. 30	
7.0 KITCHEN				

Section Item	One Star	Two Star	Three Star	Remarks
7.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but should not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	
7.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	
7.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area 30	Same as One Star 30	Same as One Star 30	
7.4 Organization of the Kitchen	There should be different and appropriate work-tops for cleaning, preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 40	Same as One Star. 40	Same as for One Star but highly organized and departmentalized. 50	
7.5 Equipment of Kitchen	Work tops should be none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 30	Same as for One Star. 30	Same as for One Star, but each section should be provided with appropriate tools. 40	
7.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	Same as for One Star 20	Same as for One Star 20	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
7.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	
7.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. <input type="checkbox"/> All bins should be lined with appropriate waste bags. Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as One Star 30	
7.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no sewage system, it should be connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	
7.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a slit slope towards the drainage point and the junction between all vertical and horizontal surfaces should be covered. 20	Same as for One Star but with high quality materials and finish. 30	Same as for Two Star but with higher quality materials and finish. 40	

Section Item	One Star	Two Star	Three Star	Remarks
7.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 30	Same as for One Star 30	Same as for One Star but should have separate compartments for various food stuffs. 40	
7.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	
8.0 GUEST ROOMS				
8.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	
8.2. Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 40	Same as for One Star 40	Same as for One Star 40	
8.3 Fittings, Furniture, and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. <input type="checkbox"/> A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. <input type="checkbox"/> Waste paper baskets, luggage and shoe rack should be provided. <input type="checkbox"/> All lamps should be shaded <input type="checkbox"/> TV and telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but of higher quality and should include a Computer data point/hotspots. 50	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
8.4 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <input type="checkbox"/> Should be well designed, in harmonized colour scheme. <input type="checkbox"/> Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, Two bed sheets and top blanket or duvet with appropriate pillows. <input type="checkbox"/> Mosquito net covering the entire bed and long enough to reach the floor. <input type="checkbox"/> Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of higher quality. 50	
8.5 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	There should be a Par Stock of at least three pairs of sheets for each bed.
8.6 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 30	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	
8.7 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. Doors and windows should be of quality material 15	Same as for One Star but with high quality material used. 20	Same as for Two Star but with higher quality material used. 30	

Section Item	One Star	Two Star	Three Star	Remarks
8.8 Lighting	There should be adequate natural lighting where window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 10	Same as for One Star but with better quality materials and fixtures. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	
8.9 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same as for One Star. 30	
8.10 Information in Bedrooms	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exit procedures, etc., should be provided. <input type="checkbox"/> Special notice regarding hotel lien and liabilities should be well displayed. <input type="checkbox"/> All information should be provided in Kiswahili, English/ French and at least one other internationally recognizable language. 15	Same as One Star but the presentation of the information and quality of materials used should be done professionally. 20	Same as for One Star. 20	
8.11 Bedroom Communication Systems	A bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- <input type="checkbox"/> Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. <input type="checkbox"/> Computer data points 20	
8.12 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star but in good quality fittings. 15	Same as for Two Star but of better quality fittings. 20	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
8.13 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for One Star, but with high quality fittings 20	Same as for One Star, but with higher quality fittings 30	
8.14 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/blanket, tea/coffee tray, assorted tissue paper and Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	
9.0 GUEST BATHROOM				
9.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	
9.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	
9.3 Fittings, Equipment And Amenities	Should be modest, functional and include a shower with a mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, grab rail and non-slip shower tray. 20	Same as for One Star but with high quality materials, fittings, workmanship and finish 30	Same as for Two Star but should include an efficient mechanical air extraction system and a larger mirror, with suitable lighting for bath room use. Built-in bath tubs should be at least 160 cm. long. 40	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
9.4 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star, but with high quality material. 20	Same as for One Star, but with higher quality material. 30	

Section Item	One Star	Two Star	Three Star	Remarks
9.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star but of bigger size and better quality including a face towel. 15	Same as for Two Star but of higher quality and should include a wide variety in size, including a bathrobe. 20	
9.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	
9.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star but should be of good quality. 15	Same as for Two Star, but should be of superior quality. 20	
9.8 Supplies in the Bathroom	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	
9.9 Sanitization	Bins, WC, hand wash basins, bath tubs and shower trays should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	
10.0 HYGIENE AND SANITATION				

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Remarks
10.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. <input type="checkbox"/> Should be provided with sufficient toilets, showers and individual lockers. <input type="checkbox"/> Gender separation and privacy should be observed; <input type="checkbox"/> Facilities for the Disabled/Handicapped should be provided. Amenities should be in keeping with the standards of the establishment 15	Same as for One Star but with high quality materials, fittings and finish 20	Same as for Two Star but with higher quality materials, fittings and finish 30	
10.3 Refuse Disposal	Should meet the local health standards and environmental protection regulations 20	Same as for One Star 20	Same as for One Star but with evidence for professional Handling 30	
10.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code and health as well as environmental protection regulations. 30	Same as for One Star 30	Same as for One Star 30	
10.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
10.6 Water supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star 20	Same as for One Star 20	
10.7 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown. 20	The storage capacity should be for at least three days. 30	The storage capacity should be for at least five days 40	
11.0 SAFETY AND SECURITY				
11.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <input type="checkbox"/> Fire alarms should be installed; <input type="checkbox"/> All staff should be familiar with available fire fighting equipment and their use; <input type="checkbox"/> Fire drill exercises should be carried out regularly; <input type="checkbox"/> Every establishment should have an in-house core fire fighting team; <input type="checkbox"/> Statutory fire safety notices should be prominently displayed in guest room and public areas; <input type="checkbox"/> The hotel must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	
11.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Two Star but with higher quality materials, fittings and workmanship 20	

Section Item	One Star	Two Star	Three Star	Remarks
11.3 Security	Adequate arrangements, including a functional alarm system, as well as properly trained and equipped personnel should be in place. 15	Same as for One Star. 15	Same as for One Star but connected to external rapid response system 20	
11.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply 30	Same as for One Star 30	Same as for One Star 30	
11.5 First Aid	Adequate Kits should be provided, with some of the staff on duty trained in its application techniques. 15	Same as for One Star but with a Clinical Officer on call. 20	Same as for One Star but with a Doctor on call. 30	
12.0 SUNDRY				
12.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star 10	Same as for One Star 10	
12.2 Shoe Shine	Services should be available. 10	Same as for One Star 10	Same as for One Star 10	
12.3 Room Service	Room service available on request. 10	Same as for One Star but should be available for 18 hours 15	Same as for One Star but should be available for 24 hours 20	
12.4 Laundry and Dry Cleaning Services	Washing and ironing services provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star 10	Same as for One Star but dry cleaning should be arranged if not available. 20	There should be a Par stock of at least Three pairs of sheets for each bed.
13.0 HUMAN RESOURCE				
13.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In house and External training programmes 25	Same as for One Star 25	Same as for One Star 25	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Remarks
13.5 Languages	Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel. The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili 30	
13.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	
13.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, and should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star 20	
13.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 10	Same as for One Star. 10	Same as for One Star. 10	
13.9 Dining and Recreational Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
14.0 GENERAL				
14.1 Audiovisual	Soft background or piped music should be available. 10	Same as for One Star. 10	Same as for One Star but with a multi channel TV 20	
14..2 'Courtesy of Choice'	'Smoking and 'Non-Smoking' zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Remarks
14.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	
14.4 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	
14.5 Parking Facilities	Adequate and secure parking facility should be provided for guests. Disabled persons should be catered for. The number of parking spaces should be proportional to the size of the motel and in conformity with local/national building code. Covered parking will be an added advantage. 10	Same as for One Star but parking space should be clearly marked and well lit. 15	Same as for Two Star but with an Attendant. 20	
14.6 Shopping Facilities	A boutique/shop stocking items convenient for travelers should be available. 10	Same as for One Star 10	Same as for One Star 10	
14.7 Entertainment And Recreation	Some form of entertainment should be provided. 10	Same as for One Star. 10	Same as for One Star. 10	
14.8 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star, but with adequate landscaping. 25	Same as for Two Star but with some degree of creativity 30	

Section Item	One Star	Two Star	Three Star	Remarks
14.9 Swimming Pool	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <input type="checkbox"/> Treatment room and filtration plant <input type="checkbox"/> Beds and mattresses <input type="checkbox"/> Separate changing rooms for men and women should be provided. <input type="checkbox"/> A separate pool/ area for children <input type="checkbox"/> Clear markings to indicate depth at different points <input type="checkbox"/> Suitably trained and equipped attendants/ Life Guards 10	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but materials, structures, fixtures and equipment, should be of high quality. 25	
14.10 Motel Insurance	Public liability insurance and other statutory insurance policies should cover motel. 20	Same as for One Star 20	Same as for One Star 20	

C: LODGES

Minimum Score for Lodges

(a) to qualify for a One Star grading, a Lodge must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,110 points marked on the Criteria for attaining a One Star rating, as indicated in the Schedule below.

(b) to qualify for a Two Star grading, a Lodge must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,380 points marked on the Criteria for attaining a Two Star rating, as indicated in the Schedule below.

(c) to qualify for a Three Star grading, a Lodge must score 100 percent on Essential Items; a minimum of 30 percent of the total points under each main section in the Schedule and a minimum of 60 percent out of a possible total of 3,115 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.

(d) to qualify for a Four Star grading, a Lodge must score 100 percent on Essential Items; a minimum of 40 percent of total points under each main section in the Schedule; and a minimum total of 70 percent out of a possible total of 4,590 points marked on the Criteria for attaining a Four Star rating, as indicated in the Schedule below.

(e) to qualify for Five Star grading, a Lodge must score 100 percent on Essential Items; a minimum of 50 percent of the total points under each main section in the Schedule; and a minimum total of 80 percent points out of a possible total of 5,145 points marked on the Criteria for attaining a Five Star rating, as indicated in the Schedule below.

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
2.3 Corridors, Hallways, Staircases and Walkways	Should be in accordance with the Buildings Code, allow easy passage and be well lit at all times. Where applicable, safe side railings should be provided and well maintained 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment. 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality 50	
2.4 Site Signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as four star 40	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
3.2 Information Service	Appropriate and relevant guest information should be available, including:- #Tourism services providers; #Emergency and fire exit procedures etc. should be provided. #Literature covering services, internal telephone directory and menus should be provided. #Special notice regarding the hotel lien should be displayed. All information should be in English, Kiswahili, and at least one other internationally recognizable language. 20	Same as One Star 20	Same as One Star 20	Same as One Star 20	Same as One Star 20	
3.3 Hours of Service	They should be at least twelve (12). 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables. 20	Same as for One Star 20	Should be available, in the proportion of at least one Safe for every five rooms 30	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
3.8 Languages	Front office staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone 10	Same as for One Star 10	Same as for One Star but should include <i>internet</i> services. 20	Same as for Three Star. 20	Same as for Three Star 20	
4.0 LOBBY/ LOUNGE/ PUBLIC AREA(S)						
4.1 Lobby/ Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty.	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Lodges and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 50	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided. 20	Same as for One Star. 20	Same as for One Star but with quality fixtures and fittings. 25	Same as for Two Star but with high quality air conditioning systems. 30	Same as for One Star. 30	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene. 20	Same as for One Star. 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of creativity. 30	Same as for Four Star but with distinctive creativity and impressive ambiance. 50	
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	
4.8 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star. 50	
5.0 FUNCTION ROOM(S)/ AREA(S) (Briefings, conferences, Banquets etc.						
5.1 Features and Facilities	At least One multipurpose room of not less than 1.5 sq m. per guest with good furniture to match the general standard of the establishment. 20	Same as for One Star. 20	Same as for One Star but with an average size of at least 2 sq.m. per guest bed, comfortably furnished, and well maintained. 30	Same as for Three Star but with high quality furniture, furnishings and fittings. 40	Same as for Four Star but of very high quality audiovisual and internet facilities. 50	
5.0 DINING ROOM/AREA						

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.1 Features and Facilities	At least One room, commensurate to the number of beds. Should be well furnished, ventilated, lit and maintained. 20	Same as for One Star, 20	Same as for One Star, but offering greater degree of comfort.. 30	Same as for Three Star, but offering considerable luxury and convenience. 40	Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort 50	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for Two Star but all should be of superior quality. 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant. 80	
6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment and well maintained. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, with of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Lighting	Should be adequate, natural and/ or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support good standards of cleanliness and hygiene 10	Same as for One Star but with high standards of cleanliness and hygiene. 20	Same as for One Star but with higher quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
7.4 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 50	Same as for Four Star. 50	
7.5 Beverage Cooling Systems	Adequate refrigeration / cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice. 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium international brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds. 50	Same as for Four Star. 50	
8.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/ dining area to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	Same as for Three Star. 20	Same as for Three Star. 20	

[Subsidiary]

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

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

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.2. Regulation Of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
9.3. Balconies/Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	
9.4. Fittings, Furniture And Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. #A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. #Ashtrays, waste paper baskets, luggage and shoe rack should be provided. #All lamps should be shaded #Telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a Computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9. 5 Furnishings And Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. #Should be well designed, in harmonized colour scheme. #Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bedsheets, which can be tucked in. All beds should have underblankets, Two bedsheets and top blanket or duvet with appropriate pillows. #Mosquito net covering the entire bed and long enough to reach the floor. #Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of significantly higher quality. 50	Same as for Three Star but should be of much higher quality. 60	Same as for four Star but with a higher degree of luxury. 70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Two Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all times. Doors and windows should be of quality material 20	Same as for One Star 20	Same as for One Star but with high quality material used. 20	Same as for Three Star but with a luxury touch in material, workmanship and finish. 20	Same as for four Star but of exceptionally high quality material and finish. 20	
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.11 Information In Bedrooms	Literature covering services, internal telephone directory, Lodge Telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. #Special notice regarding hotel linen and liabilities should be well displayed. #All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
9.12 Bedroom Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- Internal telephones which can be connected to external network, through the hotel switchboard, or direct dial. Computer data points/hotspots 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for four Star but of excellent finish. 40	
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies torch/lamp and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/ blanket, tea/coffee tray, assorted tissue paper and a selection of beverages, should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for four Star but with assorted chocolates and good selection of beverages and wines. 60	
10.0 GUEST BATHROOM						
10.1 Bathroom	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2. Size	Bathroom/WC of not less than 3½ sq.m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment, And Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided. 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/handicapped and senior citizens, should be provided.
10.4 Floors, Walls and Ceilings	Good impervious nonslip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	

[Subsidiary]

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

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.5 Fittings and Furniture	Not applicable	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 70	Same as for Four Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	
11.6 Décor	Not applicable	Not applicable	Not applicable	Good décor with quality decorations should be provided. They should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.7 Furnishings and Linen	Not applicable	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. #Should be well designed, in harmonized colour scheme. #Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have underblankets, two bed sheets and top blanket or duvet with appropriate pillows. #Mosquito net covering the entire bed and long enough to reach the floor. #Appropriate curtains and upholstery should be of excellent quality, finish and well maintained. 60	Same as for Four Star but materials and fittings should of excellent quality and luxurious. 70	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.8 Lighting	Not applicable	Not applicable	Not applicable	There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	Same as for Four Star. 40	
11.9 Sound Proofing	Not applicable	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Four Star 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.10 Information in Suites	Not applicable	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exist procedures, etc, should be provided. #Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/ French, and at least One other internationally recognizable language. 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centre should be provided.
11.11 Communication Systems	Not applicable	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- · Internal telephone connected to external network through the hotel switchboard, or direct dial, telephone extensions provided in all rooms of the Suite. · Computer data points/ hotspots. 40	Same as for Four Star but with <i>internet</i> facilities provided on request. 50	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.12 Supplies in Suites	Not applicable	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp and match boxes, supplied. Tea/ coffee tray together with good quality kitchen utensils, cutlery and crockery should be supplied, with a high quality assortment of supplies 60	Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.	
11.13 Change of Linen	Not applicable	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. 40	Same as for Four Star 40	
11.14 Room Security	Not applicable	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for Three Star but with functional electronic surveillance systems. 20	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
11.15 Bathroom Size	Not applicable	Not applicable	Not applicable	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone, shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. They should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided. 40	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.20 Lighting And Ventilation	Not applicable	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. ##Electrical lighting should be of sufficient wattage. ##Adequate socket outlets, indicating voltage should be provided. Fittings and finish should be of superior quality. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Four Star, but should be of superior quality and sufficient wattage. 30	
12.0 HYGIENE AND SANITATION						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.1 Guest Cloakrooms	Good impervious nonslip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor. #Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; #Gender privacy should be assured and clearly indicated; #All doors should be fitted with appropriate locks; #All toilets should be clean and functional; #The following should be provided and maintained:- - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper -	Same as for One Star. 40	Same as for One Star but in addition fresh flowers or indoor plants should be provided. 50	Same as for Three Star. 60	Same as for Three Star. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks #Facilities for the Disabled/handicapped; #Individual urinals with running water and drainage should be available. #Toilets should follow the township buildings code #The entrance to the cloakrooms from adjacent rooms should have air locks. 40					
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. #Should be provided with sufficient toilets, showers and individual lockers. #Gender separation and privacy should be observed; #Facilities for the Disabled/handicapped should be provided. Amenities should be in keeping with standards of the establishment. 30	Same as for One Star. 30	Where the staff resides on “premises” appropriate changing room facilities should be provided.			

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star 50	
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. #Fire alarms should be installed; #All staff should be familiar with available fire fighting equipment and their use; #Fire drill exercises should be carried out regularly; #Every establishment should have an in-house core fire fighting team; #Statutory fire safety notices should be prominently displayed in guest room and public areas; #The Lodge must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Star. 40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.3 Security	There should be adequate security arrangements including:- #Functional alarm system #Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; #Precaution Notices should be prominently displayed and legible at all times. 10	Same as for One Star 10	Same as for One Star, but with more elaborate rapid response arrangements 10	Same as for Three Star 15	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 20	
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Two Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours. 60	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in First Aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangements for a Doctor on call 40	Same as for Four Star. 40	
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
14.2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for Four Star 10	

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

[Subsidiary]

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

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

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities. 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 15	Same as for One Star 15	Same as for One Star 15	Same as for Three Star but with very good landscaping with aesthetic appeal. 20	Same as for Four Star 20	
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <ul style="list-style-type: none"> - Treatment room and filtration plant - Beds and mattresses - Separate changing rooms for men and women should be provided. - Clear markings to indicate depth at different points - Suitably trained and equipped attendants/Life Guards 20 	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star. 50	

[Subsidiary]

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30				
16.11 Health Club	The establishment should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30				

D: VACATION HOTELS

Minimum Score for Vacation Hotels

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

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a Vacation Hotel. 10	Same as for One Star 10	Same as for One Star, but should be in close proximity to the main attraction to the area and offer easy accessibility, safety, comfort and tranquility. 20	Same as for Three Star 20	Same as for Three Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
1.2 Site and Environment	Its entrance should be suitable, in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality. 20	Same as for One Star 20	Same as One Star but the locality and the environment including the outlook should be suitable for a hotel of internationally recognizable standards 40	Same as for Three Star 40	Same as for Four Star but the locality and the environment including the outlook should be suitable for a hotel of high internationally recognizable standards 60	Appropriate authorities in member states should set aside the sites suitable for hotel building/development. Environmental assessment must be done.
2.0 BUILDING						
2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star but all rooms should be approached through a corridor except for cottages. 50	Same as for Three Star, but in addition should be semi-detached from other buildings. 60	The whole building should be completely detached 90	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally sound. Should be in harmony with the physical built-up, natural, social and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units. 10	Same as One Star. 10	Same as One Star. 10	Same as One Star. 10	Same as One Star. 10	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
2.4 Corridors, Staircases, Hallways and Walkways	Corridors and staircases should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for staircases. Should be well maintained and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and some decoration. 20	Same as for three Star but with offering wider passage and with high quality finishes, decoration and maintenance. 30	Same as for Four Star but of very high quality 40	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as Four Star. 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- · Tourism service providers · Emergency and fire exit procedures etc. · Literature covering services, internal telephone directory; · Special notice regarding the hotel linen should be displayed. All information should be in English/ French, Kiswahili, and at least one other internationally recognizable language. 20	Same as One Star 20	Same as for One Star but in addition information should cover a wider and varied range such as medical and other social services available within the locality. 30	Same as for Three Star. 30	Same as Three Star. 30	
3.3 Hours of Service	At least eighteen (18) hours. 10	Same as for One Star 10	Twenty four (24) hours. 20	Same as for Three Star 20	Same as for Three Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
3.4 Paging Systems	A simple, functional paging system should be available. 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three Star 20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star 20	Individual safe deposit box should be provided in the guest rooms. 40	Same as for Three Star 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	Adequate number of bellboys should be available for eighteen (18) hours. 10	Same as for One Star 10	Bellboys available for 24 hours. 20	Same as for Three Star, but with doorman available. 30	Same as for Four Star 30	
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include internet services. 30	Same as for Three Star but with a fully equipped Business Centre. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be, available in a wider range. 20	Same as for Three Star 20	Same as for Three Star 20	
4.10 Minimum Size of Public Rooms	Minimum size of lobby/ lounge/ area, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star. 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq.m. per guest bedroom. 60	
5.0 FUNCTION ROOM(S) (Briefings, conferences, banquets, etc						
5.1 Features and Facilities	At least One multi-purpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed and well maintained. 40	Same as for Three Star but with at least One large room of not less than 75 sq. m. and at least two smaller ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound, and fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and internet facilities. 70	
6.0 RESTAURANTS						
6.1 Features and Facilities	At least one restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity 20	Same as for One Star. 20	Same as for One Star but with a coffee shop and/or a snack bar. Total seating capacity, should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carté Menu should be available 70	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star. 20	Same as for One Star but with walls, floors, ceilings and fittings of very good quality materials and finish 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, then this should be very well fitted and maintained 50	Same as for Four Star but should be of excellent quality, design and finish 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 10	Same as for One Star but with better quality presentation and choice 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages 30	Same as for Three Star but with superior quality cuisine, wide choice of both à la carté and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.6 Lighting	Should be adequate, natural and/ or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
7.0 BAR(S)						
7.1 General Features And Facilities	At least one bar, conveniently located near the restaurant and/or lounge, or may be part of the restaurant 20	Same as for One Star. 20	Same as for One Star but more spacious and with a better ambiance and facilities to prepare non-stocked refreshments. Where the bar is for residents only, a public bar should be provided. 30	Same as for Three Star but with at least two bars, all elegant and spacious 50	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 60	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 20	Same as for One Star but with more attractive decoration, tasteful finishes and designs. 30	Same as for Two Star but with very high quality finishes. 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 60	Same as for Four Star but with luxurious finish and décor. 80	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 30	Same as for One Star but should be of better quality. 40	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 50	Same as for Three Star, but with a touch of luxury. 70	Same as for Four Star. 70	
7.6 Beverage Cooling Systems	Adequate refrigeration / cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium international reknown brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/ dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized 30	Same as for Three Star but with sections clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be of none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should be of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with the appropriate specialized tools. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage. All to be maintained in good working condition, at all times 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.10 Floors, Walls and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope (minimum 1 in 200) towards the drainage point and the junction between all vertical and horizontal surfaces should be covered 20	Same as for One Star 20	Same as for One Star but with high quality materials and finish. 40	Same as for Three Star 40	Same as for Three Star 40	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 30	Same as for One Star but with controllable temperature gauges 40	Same as for Two Star but should have separate compartments for various food stuffs. 50	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 60	Same as Four Star 60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very High quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOM(S)						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	Acoustically interconnecting doors in 10% of available rooms will attract full marks.
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended.	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provide, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	
	-A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/ rug should be provided. -Waste paper baskets, luggage and shoe rack should be provided. -All lamps should be shaded -TV and telephone should be available. 30					

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.5 Furnishings And Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length commencing at 5 cm. above the floor. -Should be well designed, in harmonized colour scheme. · Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under blankets, two bed sheets and top blanket or duvet with appropriate pillows. ·Mosquito net covering the entire bed and long enough to reach the floor. ·Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of significantly higher quality. 50	Same as for Three Star but should be of much higher quality. 60	Same as for Four Star but with a higher degree of luxury. 70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or as requested by the guest 30	Same as for Four Star or as requested by the guest 30	There should be a Par stock of at least three pairs of sheets for each bed.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Three Star but with a higher degree of sophistication 50	Same as Four Star, but evidently more luxurious. 60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. -Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. -Doors and windows should be of quality material. 20	Same as for One Star. 20	Same as for One Star but with high quality material used. 40	Same as for Three Star but with a luxury touch in material, workmanship and finish. 50	Same as for Four Star but of exceptionally high quality material and finish. 60	
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	Same for One Star 30	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.11 Information in Bedrooms	Literature covering services, internal telephone directory and Telephone tariffs, menus, emergency and fire exit procedures, etc., should be provided. -Special notice regarding hotel linen and liabilities should be well displayed. -All information should be provided in Kiswahili, English/ French and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
9.12 Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication. 10	Same as for One Star. 10	Same as for One Star but in addition, the following should be provided:- Internal telephone which can be connected to external network, through the hotel switchboard, or direct dial. - Computer data points/hotspots 30	Same as for Three Star but with extensions provided in bathrooms. 40	Same as for Four Star. 40	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for Four Star but of excellent finish. 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.14 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star but with assorted chocolates 60	
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
10.2 Size	Bathroom/WC of not less than 3½ sq. m.	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	

[Subsidiary]

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

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.2 Regulation of Temperature	Not applicable	Not applicable	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Three Star but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as Three Star but mini bar should well stocked. 50	Same as for Four Star. 50	
11.4 Balconies/Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star. 30	Same as for Three Star. 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length starting from 5 cm. above the floor. · Should be well designed, in harmonized colour scheme. · Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, Two bed sheets and top blanket or duvet with appropriate pillows. · Mosquito net covering the entire bed and long enough to reach the floor. · Appropriate curtains and upholstery should be of good quality, finish and well maintained. 50	Same as for Three Star but should be of excellent quality materials and fittings. 60	Same as for Four Star but materials and fittings should more luxurious. 70	
11.8 Lighting	Not applicable	Not applicable	There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Three Star 30	Same as for Three Star 30	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.10 Information in Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory and tariffs, menus, emergency and fire exit procedures, etc., should be provided. · Special notice regarding hotel linen and liabilities must be well displayed. · All information should be provided in Kiswahili, English/ French, and at least one other internationally recognizable language. 20	Same as for Three Star 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.
11.11 Communication Systems	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- · Internal telephone connected to external network through the hotel switchboard, or direct dial. · Computer data points/hotspots. 30	Same as for Three Star but with telephone extensions provided in all rooms of the Suite. 40	Same as for Four Star but with <i>internet</i> facilities provided on request. 50	
11.12 Supplies in Suites	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, 'Do Not Disturb' sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. 50	Same as for Three Star but with a high quality assortment of supplies 60	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality. 70	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. 40	Same as Three Star 40	Same as Three Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.14 Room Security	Not applicable	Not applicable	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	Same as for Three Star 15	Same as for Three Star but with functional electronic surveillance systems 20	
11.15 Bathroom Size	Not applicable	Not applicable	Should be of not less than 10 sq.m. 70	Same as for Three Star but should be spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone. All should be of high quality. 50	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious nonslip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. Electrical lighting should be of sufficient wattage. Adequate socket outlets, indicating Voltage should be provided. 40	Same as for Three Star but with superior quality fittings and finish. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Three Star, but should be of superior quality and sufficient wattage. 30	Same as for Four Star 30	
12.0 HYGIENE AND SANITATION						

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be to a height of not less than 1½ metres from the floor. · Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; · Gender privacy should be assured and clearly indicated; · All doors should be fitted with appropriate locks; · All toilets should be clean and functional; · The following should be provided and maintained:-</p> <ul style="list-style-type: none"> - Soap dispenser with soap, - - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - - Toilet paper - - Sanitary bin with liner and lid. - 	Same as for One Star. 30	Same as for One Star but in addition fresh flowers or indoor plants should be provided. 50	Same as for Three Star but in addition a well equipped powder room should be provided. 60	Same as for Four Star. 60	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
	Mother and child facilities - Coat hangers/hooks - Facilities for the Disabled/hand-capped; · Individual urinals with running water and drainage should be available. · Toilets should follow the township buildings code. The entrance to the cloakrooms from adjacent rooms should have air locks 30					
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. · Should be provided with sufficient toilets, showers and individual lockers. · Gender separation and privacy should be observed; · Facilities for the Disabled/hand-capped should be provided. Amenities should be in keeping with standards of the establishment. 30	Same as for One Star 30				

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
12.7 Water Storage	Should be adequate to last for at least one (1) day, in case of supply breakdown. 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	Same as for Four Star 50	
13.0 SAFETY AND SECURITY						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.1 Fire Protection	All material in the Establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention bylaws. · Fire alarms should be installed; · All staff should be familiar with available fire fighting equipment and their use; · Fire drill exercises should be carried out regularly; · Every establishment should have an in-house core fire fighting team; · Statutory fire safety notices should be prominently displayed in guest room and public areas; · The hotel must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Star. 40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.3 Security	There should be adequate security arrangements including the following:- - a functional alarm system connected to external rapid response system; - adequate, properly trained and equipped security personnel. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 20	Same as for One Star. 20	Same as for One Star but with standby generator providing basic lighting in essential and public areas 30	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 50	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 60	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star. 20	Where necessary, a Clinical Officer/Nurse should be available.
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
14. 2 Shoe Shine	Should be available. 10	Should be available. 10	Should be available. 10	Should be available. 10	Should be available. 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 24 hrs. 20	Same as for Three Star 20	Same as for Three Star 20	

[Subsidiary]

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

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star, but of very good quality. 30	Same as for One Star but of superior good quality. 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
15.9 Dining and Recreational Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star 20	Same as for One Star but in addition other indoor and outdoor entertainment facilities should be provided. 30	Same as for Three Star 30	Same as for Three Star 30	
16.0 GENERAL						
16.1. Audio Visual	Soft background or piped music/radio should be available at public areas. 10	Same as for One Star. 10	Same as for One Star but with multi channel TV. 20	Same as for One Star 20	Same as for One Star 20	
16.2 'Courtesy of Choice	'Smoking' and 'Non-Smoking' zones should be identified and clearly indicated 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	
16. 4 Lifts/ Elevators	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features 50	Same as for Four Star. 50	
16.5 Parking Facilities	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand-capped should be provided. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star.	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Adequate shopping facilities should be available for purchase of toiletries, sports, wear, post cards etc. 10	Same as for One Star. 10	Same as for One Star but with more varied items such as books, clothes, magazines etc. A gift shop and beauty saloon is recommended. Drug store/pharmacy will be an added advantage. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16. 7 Taxi Service	Should be available on call. 10	Same as for One Star. 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	

[Subsidiary]

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

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

E. TOWN HOTELS

Minimum Score for Town Hotels

(a) to qualify for One Star grading, a Hotel must score 100 per cent on essentials Items; and a minimum of 50 per cent points out of the possible total of 2,135 points marked on the Criteria for attaining a One Star rating, as indicated herein below.

(b) to qualify for Two Star grading, a Hotel must score 100 per cent on essentials Items; and a minimum of 60 per cent points out of the possible total of 2,400 points marked on the Criteria for attaining a Two Star rating, as indicated herein below.

(c) to qualify for Three Star grading, a Hotel must score 100 per cent on essentials Items; a minimum of 30 per cent points under each main section and a total minimum of 60 per cent out of the possible total of 4,135 points marked on the Criteria for attaining a Three Star rating, as indicated herein below.

(d) to qualify for Four Star grading, a Hotel must score 100 per cent on essentials Items; a minimum of 40 per cent points under each main section and a total minimum of 80 per cent out of the possible total of 4,975 points marked on the Criteria for attaining a Four Star rating, as indicated herein below.

(e) to qualify for Five Star grading, a Hotel must score 100 per cent on essentials Items; a minimum of 50 per cent points under each main section and a total minimum of 80 per cent out of the possible total of 5,575 points marked on the Criteria for attaining a Four Star rating, as indicated herein below.

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

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star. 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation area should be provided to assist guests. 40	Same as Four Star. 40	
3.2 Information Services	Appropriate and relevant guest information should be available, including:- · Tourism service providers; · Emergency and fire exit procedures etc. should be provided. · Literature covering services, internal telephone directory and Tariffs, and menus should be provided. · Special notice regarding the hotel linen should be displayed. All information should be in English/French, Kiswahili, and at least one other internationally recognizable language. 20	Same as One Star 20	Same as for One Star but with wider and varied information which include health, social and religious gatherings. 30	Same as for Three Star. 30	Same as for Three Star. 30	
3.3 Hours of Service	Should be twenty four (24). 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
3.4 Paging Systems	A simple, functional paging system should be available 10	Same as for One Star. 10	Professional discrete paging system should be used. 20	Same as for Three Star. 20	Same as for Three Star. 20	
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star. 20	Individual safe deposit box should be provided in the guest rooms. 40	Same as for Three Star. 40	Same as for Three Star. 40	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
Concierge Services	Adequate number of bellboys should be available for twenty four (24) hours a day. 10	Same as for One Star 10	Same as for One Star 10	Same as for Three Star, but with doorman available. 20	Same as for Four Star 20	
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate at least one foreign internationally recognized language in addition to English/French and Kiswahili. 20	Same as for Three Star 20	Same as for Three Star 20	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star 20	Same as for One Star but should include a Business Center and Internet services. 30	Same as for Three Star but with fully equipped and spacious Business Center. 40	Same as for Four Star 40	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size of Lobby/ Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 Amenities and Accessories	Should be adequate. The size and range of amenities and accessories should be proportionate to the size of the hotel and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range, very high quality, excellent condition, very comfortable and well upholstered. 40	Same as for Four Star but generously furnished with highest standards in quality and attention to detail, comfort and elegance 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
4.4 Décor	Should be adequate, functional, simple, blending with the natural and cultural environment, of good quality and well maintained 10	Same as for One Star but of recognizable theme/concept. 20	Same as for Two Star but should be of higher quality. 30	Same as for Three Star but should be of much higher quality and luxurious. 40	Same as for Four Star but offering a distinctively greater quality. 50	
4.5 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
4.6 Floors, Walls and Ceilings	Should be of good quality, permanent and impervious material and well maintained, reflecting high standards of cleanliness with proper attention to hygiene. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but should be of high quality materials and excellent finish. 40	Same as for Three Star but with a degree of luxury in the quality, materials, design, workmanship and finish. 50	Same as for Four Star but with highest standard of palatial elegance and quality. 60	
4.7 Lighting	Should be adequate natural and/or artificial illumination 10	Same as for One Star but with better quality fittings. 20	Same as for Two Star but the fittings should be tasteful to provide a pleasant ambiance. 30	Same as for Three Star but with very high quality standards of fittings and finish. 40	Same as for Four Star. 40	
4.8 Telephone Facilities	Public telephone services should be available. 10	Same as for One Star but with adequate and functional internal communication system. 20	Same as for Two Star, but should include direct dialing. 30	Same as for Three Star. 30	Same as for Three Star. 30	
4.9 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	
4.10 Minimum Size of Public Rooms	Minimum size of lobby/lounge, bar and covered terraces should be as per the building code but in any case not less than an aggregate of ½ sq. m. per guest bed. 30	Same as for One Star 30	Same as for One Star but minimum size should not be less than an aggregate of 1 sq. m. per guest bed. 40	Same as for Three Star but minimum size should not be less than an aggregate of 1½ sq. m. per guest bed. 50	Same as for Four Star but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	
5.0 FUNCTION ROOM(S) (Briefings, conferences, banquets etc)						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
5.1 Features and Facilities	At least One multipurpose room with good furniture to match the general standard of the hotel. 20	Same as for One Star. 20	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed, and well maintained. 40	Same as for Three Star but with at least One large room of not less than 75 sq. m. and at least Two smaller Ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound decoration in addition, fully equipped with public address system. 60	Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities. 70	
6.0 RESTAURANT(S)						
6.1 Features and Facilities	At least One restaurant, well furnished, ventilated, lit and maintained. Total seating capacity should be at least 30% of the bed capacity. 20	Same as for One Star 20	Same as for One Star, but the seating capacity should be at least 40% of the bed capacity. 40	Same as for Three Star but with at least two restaurants plus a coffee shop. Total seating capacity should be at least 80% of the bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisine and services. Rich a la carte Menu should be available. 70	
6.2 Furniture, Equipment and Accessories	Should be adequate, functional, comfortable, clean appropriate, of good quality, taking into consideration the needs of Children, Disabled/ Handicapped persons. 40	Same as for One Star but all of better quality. 50	Same as for two Star but all should be of superior quality 60	Same as for Three Star but luxurious and more elegant. 70	Same as for Four Star but distinctively luxurious and elegant 80	
6.3 Interior Décor	Should be modest, of good quality and functional, with harmony of colours. 20	Same as for One Star but of better range and quality 30	Same as for Two Star but of wider range, higher quality and comfort 40	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition 50	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance 60	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star 20	Same as for One Star but with walls, floors, ceiling and fittings of very good quality materials and finish. 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, this should be very well fitted and maintained. 50	Same as for Four Star but should be of excellent quality, design and finish. 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.5. Menu	Priced menu cards should be available with a modest selection of local and international dishes with at least three courses and a beverage list. 20	Same as for One Star but with better quality presentation and choice. 20	Same as for Two Star but with at least a four course menu and wider selection of dishes and beverages. 30	Same as for Three Star but with superior quality cuisine, wide choice of both a la carte and table d'hôte of at least five courses and a rich bar and wine list. 40	Same as Four Star, but featuring excellent cuisine and very rich bar and wine list. 50	
6.6 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
6.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
7.0 BAR(S)						
7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and/or lounge, or may be part of the restaurant. 10	Same as for One Star. 10	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort. 50	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 50	Same as for Four Star but with luxurious finish and décor. 70	
7.3 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 20	Same as for One Star but light fittings should be of better quality 30	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 20	Same as for One Star 20	Same as for One Star but with quality fixtures and fittings 25	Same as for Two Star but with high quality air conditioning systems 30	Same as for One Star 30	
7.5 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An icemaking machine of adequate capacity and a double bowl sink with bottle brush, hot and cold running water are essential. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 60	Same as for Four Star. 60	
7.6 Beverage Cooling Systems	Adequate refrigeration / cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.7 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
7.8 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally reknown brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN(S)						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be $\frac{3}{4}$ sq. m. for hotels with more than 100 beds. 60	Same as for Four Star. 60	
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/ dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Service	There should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/ dining room. 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 25	Same as for Two Star but highly organized and departmentalized. 30	Same as for Three Star but with clear demarcations clearly labelled. 40	Same as for Four Star but labelled and screened off where applicable. 50	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. All bins should be lined with appropriate waste bags. Waste must be collected from the kitchen, on a regular basis. 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	Same as One Star 30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
8.10 Floors, Walls, and Ceilings	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal surfaces should be covered 20	Same as for One Star 20	Same as for One Star but with high quality materials and finish. 40	Same as for Three Star 40	Same as for Three Star 40	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8.11 Food Storage	Should be adequate, providing for separation of perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 40	Same as for One Star 40	Same as for One Star but should have separate compartments for various foodstuffs. 60	Same as for Three Star 60	Same as for Three Star 60	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m. 20	Minimum size to be 12 sq.m. 20	Minimum size to be 15 sq.m. 30	Minimum size to be 20 sq.m. 40	Minimum size to be 25 sq.m. 50	
9.2. Regulation Of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests 30	Same as for One Star 30	Same as for One Star but with quality fixtures and fittings 35	Same as for Two Star but with high quality air conditioning systems 40	Same as for One Star 40	
9.3. Balconies/Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 40	

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
9.4. Fittings, Furniture And Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. High density foam rubber, cotton and other high quality materials are recommended. A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/ rug should be provided. Waste paper baskets, luggage and shoe rack should be provided. All lamps should be shaded. TV and telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a computer data point/hotspots. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.5 Furnishings And Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. · Should be well designed, in harmonized colour scheme. · Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have underblankets, two bed sheets and top blanket or duvet with appropriate pillows. · Mosquito net covering the entire bed and long enough to reach the floor. · Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of significantly higher quality. 50	Same as for Three Star but should be of much higher quality. 60	Same as for Four Star but with a higher degree of luxury. 70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or as requested by the guest 30	Same as for Four Star 30	
9.7. Décor	Should be of good quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but tastefully presented. 30	Same as for Two Star but with a wide range of decorations. 40	Same as for Three Star but with a higher degree of sophistication. 50	Same as Four Star, but evidently more luxurious. 60	

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

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3. Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with a large mirror. 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided. 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
10.4. Floors, Walls and Ceilings	Good impervious nonslip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 metres from the floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	
10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation. 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better quality. 40	Same as for Three Star but with superior quality fittings. 50	Same as for Four Star 50	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.3 Facilities and Amenities	Not applicable	Not applicable	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as Three Star but mini bar should well stocked. 50	Same as for Four Star. 50	
11.4 Balconies Terraces	Not applicable	Not applicable	Should have a terrace or balcony 30	Same as for Three Star 30	Same as for Three Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star 70	
11.6 Décor	Not applicable	Not applicable	Appropriate and quality decorations should be provided. 40	Same as for Three Star but they should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

[Subsidiary]

<i>Section Item</i>	<i>One Star</i>	<i>Two Star</i>	<i>Three Star</i>	<i>Four Star</i>	<i>Five Star</i>	<i>Remarks</i>
11.7 Furnishings and Linen	Not applicable	Not applicable	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2½ with length of 5 cm. above the floor. · Should be well designed, in harmonized colour scheme. · Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have underblankets, two bedsheets and top blanket or duvet with appropriate pillows. · Mosquito net covering the entire bed and long enough to reach the floor. · Appropriate curtains and upholstery should be of good quality, finish and well maintained. 50	Same as for Three Star but should be of excellent quality materials and fittings. 60	Same as for Four Star but materials and fittings should more luxurious. 70	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.8 Lighting	Not applicable	Not applicable	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
11.9 Sound Proofing	Not applicable	Not applicable	Well sound proofed for comfort and privacy of the guest. 30	Same as for Three Star 30	Same as for Three Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exist procedures, etc., should be provided. . Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/French, and at least One other Internationally recognizable language. 20	Same as for Three Star. 20	Same as for Three Star. 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.11 Communication Systems	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- · Internal telephone connected to external network through the hotel switchboard, or direct dial. · Computer data points/hotspots 30	Same as for Three Star but with telephone extensions provided in all rooms of the Suite. 40	Same as for Four Star but with <i>internet</i> facilities provided on request. 50	
11.12 Supplies in Suites	Not applicable	Not applicable	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, "Do Not Disturb" sign stationery, waste bin, appropriate insect repellent, ash trays, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied. Tea/ coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. 50	Same as for Three Star but with a high quality assortment of supplies. 60	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality. 70	
11.13 Change of Linen	Not applicable	Not applicable	Linen should be changed daily or at the convenience of the guests. 10	Same as Three Star 10	Same as Three Star 10	

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Good impervious nonslip materials should be used. The materials used to cover the walls should be of at least 2.5 metres from the floor, and be of good quality, design, workmanship and finish. 30	Same as for Three Star but of very high quality material, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	A minimum of two sets of high quality towels comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality and a bathrobe provided. 40	Same as for Four Star but of superior quality. 50	
11.20 Bathroom Lighting and Ventilation	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. · Electrical lighting should be of sufficient wattage. · Adequate socket outlets, indicating voltage should be provided. 40	Same as for Three Star but with superior quality fittings and finish. 50	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Three Star, but should be of superior quality and sufficient wattage. 30	Same as for Four Star 30	
12.0 HYGIENE AND SANITATION						

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.1 Guest Cloakrooms	<p>Good impervious nonslip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> · Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; · Gender privacy should be assured and clearly indicated; · All doors should be fitted with appropriate locks; · All toilets should be clean and functional; · The following should be provided and maintained: <ul style="list-style-type: none"> - Soap dispenser with soap, - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks · Facilities for the Disabled/handi-capped; · Individual urinals with running water and drainage should be available. · Toilets should follow the township buildings code · The entrance to the cloakrooms from adjacent rooms should have air locks. <p>30</p>	Same as for One Star. 30	Same as for One Star but in addition fresh flowers or indoor plants should be provided. 50	Same as for Three Star but in addition a well equipped powder room should be provided. 60	Same as for Four Star. 60	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.2 Staff Changing/Wash Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times. - Should be provided with sufficient toilets, showers and individual lockers. - Gender separation and privacy should be observed; - Facilities for the Disabled/handicapped should be provided Amenities should be in keeping with standards of the establishment. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
12.4 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable. Where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
12.5 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
12.7 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 20	Same as for One Star 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last for at least five (5) days. 40	Should be adequate to last for at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material . Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. -Fire alarms should be installed; -All staff should be familiar with available fire fighting equipment and their use; -Fire drill exercises should be carried out regularly; -Every establishment should have an in-house core fire fighting team; -Statutory fire safety notices should be prominently displayed in guest room and public areas; The hotel must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Star. 40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
13.3 Security	There should be adequate security arrangements including the following:- - a functional alarm system connected to external rapid response system; - Adequate, properly trained and equipped security personnel. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 10	Same as for One Star. 10	Same as for One Star but with standby generator providing basic lighting in essential and public areas 20	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 30	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system 40	
13.5 First Aid	Adequate Aid Kits should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star 20	Where necessary a Clinical Officer/ Nurse should be available.
14.0 SUNDRY						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
14. 2 Shoe Shine	Should be available. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.3 Baby Sitter	Experienced Baby Sitter should be available, with prior arrangement. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
14.4 Room Service	Should be available on request. 10	Same as for One Star 10	Should be available for 24 hours. 20	Same as for Three Star 20	Same as for Three Star 20	

[Subsidiary]

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

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, an appropriately qualified person should supervise each department. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili. 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized international languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star, but of very good quality. 30	Same as for One Star but of superior good quality. 40	
15.8 Personal Grooming	All staff should be well groomed, at all times. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
15.9 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star 20	Same as for One Star but additional in door and out door entertainment facilities should be provided. 30	Same as for Three Star 30	Same as for Three Star 30	
16.0 GENERAL						
16.1 Audio Visual	Music or radio should be available in public areas 10	Same as for One Star. 10	Same as for One Star but with multi channel TV 20	Same as for Three Star 20	Same as for Three Star 20	
16.2 Lifts/Elevators	Guest lifts should be provided for buildings of four or more storeys, including the ground floor. The local building code should be applied 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors 40	Same as for Three Star but Guest lift should have luxurious décor and features. 50	Same as for Four Star. 50	
16.3 General Stores	Should be adequate providing for separation of different types of merchandise/goods, well ventilated and maintained. Proper shelving and cabinets should be available 20	Same as for One Star 20	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 30	Same as for Three Stars 30	Same as for Three Stars 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
16.4 'Courtesy of Choice'	Smoking and non-smoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.5 Parking Space	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/handi-capped should be provided. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Not essential	Not essential	A boutique stocking items convenient for travellers, should be available. 20	Same as for Three Star but with wider variety of gifts and souvenir items. 30	Same as for Four Star. 30	
16.7 Taxi Services	Should be available on call 10	Same as for One Star 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Guest/Transport Service	Services to areas of interest for the convenience of guests should be available 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.9 Entertainment and Recreation	Not essential	Not essential	Some form of entertainment should be provided. 20	Same as for Three Star but with a variety of entertainment which could include live music 30	Same as for Four Star but with top range of entertainment 40	
16.10 Outdoor Areas	Not essential.	Not essential.	Where land is available, landscaping should be done and be well maintained. 30	Same as for Three Star but with very good landscaping with aesthetic appeal. 40	Same as for Four Star 40	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
16.11 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- · Treatment room and filtration plant · Beds and mattresses · Separate changing rooms for men and women should be provided. · A separate pool/area for children · Clear markings to indicate depth at different points · Suitably trained and equipped attendants/Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres. 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated. 50	Same as for Four Star. 50	
16.12 Hotel Insurance	Hotel should be covered by public liability insurance and other statutory insurance policies. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
16.13 Health Club	Optional, but where it exists, it should be well equipped with a suitably trained instructor. 20	Same as for One Star 20	Same as for One Star but with Steam bath, whirlpool and massage parlour provided. 30	Same as for Three Star 30	Same as for Three Star but with a wider range of luxurious facilities 40	

F. VILLAS, COTTAGES AND SERVICED APARTMENTS

Minimum Score for Villas, Cottages and Serviced Apartments

(a) to qualify for One Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 1,195 points marked on the Criteria for attaining a One Star rating, as indicated in the Schedule.

(b) to qualify for a Two Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 1,360 points marked on the Criteria for attaining a Two Star rating, as indicated in the Schedule below. .

(c) to qualify for a Three Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; a minimum of 30 percent of the total points under each main section in the Schedule and a minimum of 60 percent out of a possible total of 1,735 points marked on the Criteria for attaining a Three Star rating, as indicated in the Schedule below.

(d) to qualify for a Four Star grading, Villas, Cottages and Serviced Apartments must score 100 percent on Essential Items; a minimum of 40 percent of total points under each main section

in the Schedule; and a minimum total of 70 percent out of a possible total of 2,085 points marked on the Criteria for attaining a Four Star rating, as indicated in the Schedule below.

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

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
2.3 Signage	All public areas and guest rooms should be indicated in clearly numbered, lettered or other appropriate designation. 10	Same as for One Star but with quality materials, fittings and finish 15	Same as for Two Star but higher in quality of quality materials, fittings and finish 25	Same as for Three Star but of excellent quality. 35	Same as for Four Star but of luxurious finish. 40	
2.4 Capacity	May not have less than three (3) lettable rooms/units 10	Same as One Star. 10	Same as One Star. 10	Same as One Star. 10	Same as One Star. 10	
2.5 Corridors, Staircases, Hallways and Walkways	Where applicable, should allow easy passage, be well lit, and have side railings, with gentle slope for staircases. Should be well maintained and protected from the weather 20	Same as for One Star 20	Same as for One Star, but should be of good finish, and well decorated 30	Same as for Three Star, but reflecting high internationally recognized standards of style. 40	Same as for Four Star, but reflecting some degree of luxury and opulence. 50	
2.6 Lighting	Should be effective natural and/or artificial. 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but fixtures should be of high quality 20	Same as for Three 20	Same as for Three Star but fixtures should be more aesthetic 25	
2.7 Sound proofing	Should be simple and functional. 20	Same as for One Star 20	Same as for One Star 20	Same as for One star but with added aesthetic features. 25	Same as for Four Star 25	
2.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star 20	
3.0 RECEPTION AREA						
3.1 Size	Should be as per the Building Code, in relation to the size of the establishment, and appropriately appointed. 10	Same as for One star 10	Same as for One star but should be more spacious. 20	Same as for Three Star 20	Same as for Three Star 20	
3.2 Furniture, Equipment and Furnishings	Should be simple and functional 20	Same as for One star 20	Same as for One Star but should be well furnished and equipped 30	Same as for Three Star but with excellent design, workmanship elegant finish and high degree of luxury 40	Same as for Four Star but with very high degree of luxury, ambiance and beauty 50	

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

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
4.6 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture at the door in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
5.0 KITCHENETTE						
5.1 Size	Should be at least 7½ sq.m, for every lettable unit. 30	Same as for One Star. 30	Same as for size Star. 30	Same as for size Star. 30	Same as for size Star. 30	
5.2 Furniture and Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate furniture, cooking equipment and utensils should be provided. All should be kept in good and clean condition. 15	Same as for One Star but should be of good quality 20	Same as for Two Star, but of higher quality materials and fixtures 25	Same as for Three star but more tastefully designed, with better quality materials and fixtures 30	Same as for Four Star 30	
5.3 Floors, Walls And Ceilings	Should be of non-slip impervious materials and conducive to easy cleaning. 20	Same as for One Star but should be of better quality materials and finish 30	Same as for Two Star but of superior quality materials and finish, 40	Same as for Three Star 40	Same as for Three but more luxurious. 50	
5.4 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
6.0 KITCHENETTE						
6.1 Size	Minimum size should be 12 sq.m, excluding the bathroom 20	Same as for One Star 20	Minimum size to be 15 sq.m, excluding the bathroom 30	Minimum size to be 20 sq.m., excluding the bathroom 40	Minimum size to be 25 sq.m., excluding the bathroom. 50	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.2 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
6.3 Floors, Walls and Ceilings	Should be of good finish and well maintained. ##Carpets where applicable, should be professionally fitted, with a good under lay and should be clean at all the times. ##Doors and windows should be of quality material. 20	Same as for One Star 20	Same as for One Star but with high quality material used. 40	Same as for Three Star but with a luxury touch in material, workmanship and finish. 50	Same as for Four Star but of exceptionally high quality material and finish. 60	
6.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. · A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. · Waste paper baskets, luggage and shoe rack should be provided. · All lamps should be shaded · TV and telephone should be available. · Mini bar 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a Computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.5 Supplies	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, airfreshening supplies and water glasses should be provided. 20	Same as for One Star but all items should be of good quality. 30	Same as for Two Star. In addition, hot water bottle, extra pillows, duvet/blanket, tea/coffee tray and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided 40	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season. 50	Same as for Four Star but with assorted chocolates 60	
6.6 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. · Should be well designed, in harmonized colour scheme. · Bedding should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have underblankets, Two-bed sheets and top blanket or duvet with appropriate pillows. · Mosquito net covering the entire bed and long enough to reach the floor. · Appropriate curtains and upholstery should be of good quality, finish and well maintained. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of significantly higher quality. 50	Same as for Three Star but should be of much higher quality. 60	Same as for Four Star but with a higher degree of luxury. 70	
6.7 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star 20	Same as for One Star 20	Should be changed daily or at the request of the guest 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
6.8 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed. 10	Same as for One Star 10	Same as for One Star but with better quality materials. 15	Same as for Three Star but with functional electronic surveillance systems 20	Same as for Four Star 20	
6.9 Décor	Should be modest in quality, conforming to the social and Cultural environment with harmony of colours and well maintained. 20	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	Same as for Two Star but with adequate decorations 50	Same as Four Star, but evidently more luxurious. 60	
7.0 BATHROOM(S)						
7.1 Bathroom(s)	Should be ensuite to each guest room 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
7.2 Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
7.3 Lighting and Ventilation	Should provide adequate illumination suitable for the different bathroom uses. There should be effective natural and artificial ventilation 10	Same as for One Star but with improved materials, fittings, workmanship and finish. 20	Same as for Two Star but should be of better quality and include an efficient mechanical air extraction system 30	Same as for Three Star but with superior quality fittings. 40	Same as for Four Star 40	
7.4 Fittings, Equipment, And Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with high quality materials, fittings, workmanship and finish 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of higher quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 80	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
7.5 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star. 20	Same as for One Star, but with better quality material. 30	Same as for Three Star, but with superior quality material. 40	Same as for Four Star. 40	
7.6 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 10	Same as for One Star 10	Same as for One Star but of bigger size and better quality including a face towel and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	
7.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
7.8 Supplies	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star but with a weighing scale provided 25	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
7.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
8.0 HYGIENE AND SANITATION						
8.1 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
8.2 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	
8.3 Vermin Proofing	The premises should be fumigated regularly in accordance with health regulations and properly protected against other vermin 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
8.4 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
8.5 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 15	Same as for One Star 15	Should be adequate to last for at least three (3) days. 20	Should be adequate to last for at least five (5) days. 25	Should be adequate to last for at least seven (7) days. 30	
9.0 SAFETY AND SECURITY						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention bylaws. · Fire alarms should be installed; · Staff should be familiar with available fire fighting equipment and their use; · Fire drill exercises should be carried out regularly; · Statutory fire safety notices should be prominently displayed in guest room and public areas; · The establishment should be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Star. 40	
9.2 Electrical Safety	All electrical installations should be well maintained in accordance with applicable electrical safety laws. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
9.3 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
9.4 Security	There should be adequate security arrangements including:- · Functional alarm system · Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; · Precaution Notices should be prominently displayed and legible at all times. 20	Same as for One Star 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
9.5 First Aid	Adequate Kits should be available on premises, with at least one member of staff on duty, trained in its application techniques. 10	Same as for One Star 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star 20	Same as for Three Star 20	
10.0 SUNDRY SERVICES						
10.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. Porter services should be provided. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
10.2 Shoe Shine	Service should be available. 10	Service should be available. 10	Service should be available. 10	Service should be available. 10	Service should be available. 10	
10.3 Baby Sitter	Experienced baby sitter should be available with prior arrangement. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
10.4 Laundry and Dry Cleaning Services	Should be provided 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
11.0 HUMAN RESOURCE						

[Subsidiary]

Section Item	One Star	Two Star	Three Star	Four Star	Five Star	Remarks
11.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
11.2 Professional Qualifications of Management Staff	The establishment should be under the supervision of a qualified person, certified by appropriate national authorities. 40	Same as for One Star 40	Same as for One Star but the Manager should be assisted by qualified and/or experienced personnel. 50	Same as for Three Star 50	Same as for Three Star 50	
11.3 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 25	Same as for One Star but the proportion of professionally certified staff should be at least 70% 30	Same as for One Star but the proportion of professionally certified staff should be at least 80% 35	Same as for One Star but the proportion of professionally certified staff should be 90% 40	
11.4 Languages	The Manager should have a working knowledge of English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but in addition, the Manager should have a working knowledge of at least one other internationally recognized language. 30	Same as for Three Star. 30	Same as for Three Star but other Guest Contact staff should be able to communicate in more than one internationally recognized language. 40	
11.5 Health	Staff should be medically examined, regularly, in line with statutory health regulations 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	

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

[Subsidiary]

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

G. RESTAURANTS

Minimum Score for Restaurants

(a) to qualify for Three Star grading, a Restaurant must score 100 per cent on essentials Items; a minimum total score of 60 per cent points out of the possible total of 1,505 points marked on the Criteria for attaining a Three Star rating, as indicated herein below.

(b) to qualify for Four Star grading, a Restaurant must score 100 per cent on essentials Items; a minimum total of 40 per cent points of the total points under each main section; and a minimum total of 70 per cent out of the possible total of 1,930 points marked on the Criteria for attaining a Four Star rating, as indicated herein below.

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

Section Item	Three Star	Four Star	Five Star	Remarks
1.0 LOCATION				

Section Item	Three Star	Four Star	Five Star	Remarks
1.1 Site and Environment	Should be suitable for a restaurant and in harmony with the natural and built-up environment, in conformity with the local government regulations 20	Same as for One Star 10	Same as for One Star, but should offer easy accessibility, safety, comfort and tranquility. 20	
2.0 BUILDING				
2.1 Autonomy of Building	Should be easily accessible to the general public, with separate entrances to the restaurant and for deliveries. 20	Same as for Three star 20	Same as for Four star but should either be autonomous, semidetached or with exclusive access. 40	
2.2 Design & Architectural Features	In conformity with the building codes and other existing building regulations, with claim to style and beauty and structurally sound. Should be well maintained, in harmony with the physical built-up, natural and cultural environment. 20	Same as for Three Star, but the architectural features and finish should be of higher standards 30	Same as for Four star but the facade, architectural features, construction and finish in relation to the environment should be of high internationally recognized standards, with added functionality, safety, security and luxury. 40	
2.3 Capacity	Should have a minimum space of 1.5 sq m per person 40	Should have a minimum space of 1.75 sq m. 50	Should have a minimum space of 2 sq m. 60	
3.0 RECEPTION AREA				
3.1 Reception Area/Lounge	Not mandatory	At least a reception area should be available for receiving guests 30	Same as for Four star, but more elaborately furnished and luxurious, providing bitings. 40	
4.0 DINING AREA				
4.1 Furniture, Equipment and Accessories	Furniture should be adequate, comfortable and of good quality. Tableware, furnishings and linen should be clean, well-maintained and of good quality 60	Same as for Three star, but should be of higher quality and well placed 70	Same as for Four star, but of distinctively of higher quality and comfort 80	
4.2 Service Stations	Should be adequate and functional, in relation to the capacity of the restaurant 20	Same as for Three Star 20	Same as for Three Star 20	
4.3 Décor	Good decoration, with a distinctive theme and harmony of colours. 20	Good and pleasant decoration, with high quality furnishings and floral arrangement 40	Same as for Four star but of distinctively higher standards. Plants should be natural and fresh flowers be provided. 50	

[Subsidiary]

Section Item	Three Star	Four Star	Five Star	Remarks
4.4 Floors, Walls and Ceilings	Should be of good quality and well maintained. 20	Same as for Three star, but of higher quality material and finish 40	Same as for Four star, but of superior quality and luxurious. 50	
4.5 Lighting	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
4.6 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for One Three but with quality fixtures and fittings 35	Same as for Four Star but with high quality air conditioning systems 40	
5.0 SERVICE				
5.1 Service Staff	Should be adequate in number, suitably trained and well groomed, with legible name tags. 40	Same as for Three Star, but a good proportion of the staff should be able to communicate in Kiswahili and at least one other foreign language apart from English/French. 50	Same as for Four Star, but at least 80% of staff should be trained from recognized institutions. 60	
5.2 Menu	Priced menu cards available with a good selection of local and international dishes and option of at least a three course meal and a fair selection for beverages, from a suitably located dispense bar. 30	Same as for Three Star but with a wider selection and an option of at least a four course meal. 40	Same as for Four Star but with excellent international cuisine and option for a five course meal. 50	
5.3 Billing	System should be efficient and customer friendly 10	Same as for Three Star 10	Same as for Three Star 10	
6.0 ENTERTAINMENT				
6.1 Entertainment	Should be provided and in harmony with the social and cultural environment 20	Same as for Three Star but with a variety of entertainment, which could include live music and Multi-Channel TV 30	Same as for Four Star but with top range of entertainment 40	
7.0 BAR(S)				

Section Item	Three Star	Four Star	Five Star	Remarks
7.1 General Features and Facilities	At least One bar should be conveniently located near the reception area/ lounge or may be part of the restaurant. Spacious with good ambiance. Facilities to prepare nonstocked refreshments should be provided. 30	Same as for Three Star but should be more elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Four Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2., Floors, Walls, Ceilings and Décor	Materials used and fittings should be well decorated, of fine finish, functional and well maintained. 40	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 60	Same as for Four Star but with luxurious finish and décor. 80	
7.3 Lighting and Ventilation	Should be adequate, natural and/or artificial, with the level of artificial illumination controllable. Lighting and fittings should be tasteful to provide a pleasant ambiance 40	Same as for Three Star but with very high quality standard of fittings and finish 50	Same as for Four Star 50	
7.4 Furniture and Equipment	Should be adequate, comfortable and of good quality. An ice-making machine of adequate capacity, a double bowl sink with bottle brush, hot and cold running water are essential. Should be of distinctively high quality. 50	Same as for Three Star, but luxurious. 70	Same as for Four Star but more elegant and luxurious. 70	
7.5 Beverage Cooling Systems	Adequate refrigeration / beverage cooling systems should be available and storage of wines should be done professionally. 20	Same as for Three Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Four Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks and should be of good quality and design. 20	Same as for Three Star but should be of high quality in design and finish. 30	Same as for Four Star but should be of excellent quality in design and finish. 40	
7.7 Selection of Drinks and Snacks	Adequate variety and wide selection of local and international beverages, wines, and snacks should be available. 30	Same as for Three Star but with a wider selection of beverage, wines and snacks of premium internationally re known brands. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN				

[Subsidiary]

Section Item	Three Star	Four Star	Five Star	Remarks
8.1 Size	Kitchen, food stores and pantry should be 1/3 sq m per cover for restaurants of seating capacity of 100 persons and above, and ½ sq m for restaurants of less than 100 persons 40	Same as for Three Star, but the proportions should be ½ sq m and 2/3 sq m, respectively. 60	Same as for Four Star 60	
8.2 Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area, to facilitate service efficiency. 30	Same as for One Star. 30	Same as for One Star, but with added provision for enhancement of service efficiency. 40	
8.3 Flow of Food Service	Where applicable, there should be two independent access ways to facilitate one way movement between the preparation area and the restaurant/dining room. 20	Same as for Three Star but with mechanisms for transmitting guest order information 30	Same as for Three Star 30	
8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries 30	Same as for Three Star but with sections clearly labeled. 40	Same as for Four Star but labelled and screened off where applicable. 50	
8.5 Equipment of Kitchen	Work tops should be adequate and of none rusty impervious materials. There should be a minimum of 2 sinks with hot and cold running water for washing pots and pans. All should be kept in good and clean condition. 40	Same as for Three Star, but in addition, there should be adequate machinery to facilitate food preparation and dish washing and adequate utensils for cooking and service. 60	Same as for Four Star, but of very high quality, with hot and cold running water for each section 80	
8.6 Hand Wash Basins	Should be conveniently located with hygienically operated taps, running hot and cold water, detergent dispensing machine and hand dryer. 10	Same as for Three Star but with high quality of fittings 20	Same as for Three Star 20	
8.7. Ventilation	A safe and efficient natural and /or mechanical fume and smoke extraction system should be provided. 40	Same as for Three Star 40	Same as for Three Star 40	

Section Item	Three Star	Four Star	Five Star	Remarks
8.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation provided for conducive working environment. 10	Same as Three Star but with mechanisms to regulate temperature in different sections of the Kitchen 15	Same as for Four Star, but with excellent mechanisms for maintaining appropriate temperatures in different sections of the Kitchen 20	
8.9 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable. Light fittings should be of good quality and tasteful to provide a pleasant ambience. 15	Same as for Three Star but light fittings should be of very high quality. 25	Same as for Four Star 25	
8.10 Waste Collection and Storage	Waste must be collected from the kitchen, on a regular basis and disposed of in line with environmental protection regulations. 20	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.11 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition, at all times. 25	The same as for Three Star but with high quality fittings 30	The same as for Four Star 30	
8.12 Floors, Walls and Ceilings	Should be of high quality, impervious nonslip, non-corrosive, materials of good finish and conducive to easy cleaning. The finish should be of good workmanship and well maintained. Excellent levels of hygiene should be observed. Walls should have glazed tiles with good grouting and floors should have a slit slope towards the drainage point. The junction between all vertical and horizontal floor and walls should be covered. 30	Same as for Three Star but with high quality materials and finish. 40	Same as for Four Star 40	

[Subsidiary]

Section Item	Three Star	Four Star	Five Star	Remarks
8.13 Food Storage	A good store with adequate ventilation, and refrigeration facilities as well as shelving, pallets and cabinets should be provided. Separate compartments for different types of perishables and non-perishables should be provided and maintained in hygienic condition. 40	Same as for Three Star 40	Same as for Three Star, but in addition a chef's cold room, complete with enough compartments to store all specialized products, should be provided. 60	
8.14 Kitchen Staff	There should be suitably trained and experienced staff for each specialized section, supervised by a well trained and experienced Chef. All staff should be well groomed and protective clothing and name tag should be provided and used. 40	Same as for Three Star, but the Chef should be assisted by a suitably qualified and experienced Sous Chef and specialized sections should be headed by competent Chef de Parties. 60	Same as for Four Star, but Chef should be qualified from a recognized institution, with relevant international experience. 80	
9.0 HYGIENE AND SANITATION				

Section Item	Three Star	Four Star	Five Star	Remarks
9.1 Guest Cloakrooms	Should be adequate, well lit and properly ventilated and in proportion to the capacity of the restaurant. Gender segregation and privacy should be observed and indicated. The rooms should be clean, functional and well maintained. The following items should be provided and well maintained: - - Functional soap dispenser - Disposable tissue, and/or electric hand drier - A hand wash basin hygienically operated and with running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hanger - Disabled facilities - Individual urinals with running water and drainage. - Arabic shower The entrance to the cloakroom from adjacent rooms should have air locks. 20	Same as Three Star but with high quality materials, fittings and finishing 25	Same as Four Star but in addition a well equipped powder room/dressing table should be provided. 30	
9.2 Staff Changing/Wash Rooms	Segregated according to gender with adequate changing facilities, in proportion to the number of staff including lockers, full length mirror, hand wash basins, individual shower compartments, soap, WC with toilet papers, and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained. 20	Same as for Three Star but with high quality materials, fittings and finishing 25	Same as for Four Star but with excellent quality materials, fittings and finishing 30	
9.3 Refuse Disposal	There should be refuse storage and disposal facilities which meet the local health standards and environmental regulation 15	Same as for Three Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	

[Subsidiary]

Section Item	Three Star	Four Star	Five Star	Remarks
9.4 Sewerage	Drainage must be connected to the sewage disposal of the town, where applicable; where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the building code and health as well as environmental regulations. 30	Same as for Three Star 30	Same as for Three Star 30	
9.5 Vermin Proofing	All areas of the restaurant should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects. 20	Same as for Three Star 20	Same as for Three Star 20	
9.6 Water Supply	Safe and consistent supply of water, conforming to local and WHO standards should be ensured. Individual water sources should be regularly treated and tested for quality by national authorities. 20	Same as for Three Star 20	Same as for Three Star 20	
10.0 SAFETY AND SECURITY				

Section Item	Three Star	Four Star	Five Star	Remarks
10.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention bye laws. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms should be installed. All staff should be familiar with available fire fighting equipments and their use. Every establishment should have an inhouse core fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. The restaurant should be adequately insured against fire hazards. Statutory fire safety notices should be prominently displaced. 20	Same as for Three Star but with smoke detectors installed. 30	Same as for Four Star 40	
10.2 Electrical Safety	All electrical facilities should be installed and maintained in accordance with applicable safety laws. 15	Same as for Three Star but with high quality materials, fittings and finishing 20	Same as for Four Star 20	
10.3 Security	There should be adequate security arrangements including the following:- · A functional alarm system connected to external rapid response system; · Adequate, properly trained and equipped security personnel. 20	Same as for Three Star Same as for One Star, but with more elaborate rapid response arrangements. 25	Same as for Four Star, but in addition there should be a functional electronic surveillance system in place. 30	
10.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of the main supply. 10	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel. 15	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power back up system Star 20	

[Subsidiary]

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

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

II – Guidelines for “Non Star Rated” Accommodation Establishment

A: HOME STAYS

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

[Subsidiary]

1.1.1	Access	The house should be easily accessible by at least road.	Easy Accessibility and other forms of communication network	Should be accessible and transportation and communication services provided.
1.1.2	Exterior & surroundings	Located in areas of tourist attraction, at scenic place, cultural value or farm.	Exterior environment should be attractive and appropriate landscaping	Attractive landscaping, exterior lighting and parking place provided
1.1.3	Eco-friendly practices	Rain water harvesting and conservation, alternative energy usage, waste management and sources pollution of air water and sound controlled.	Energy saving, alternative energy sources, water conservation & harvesting techniques, waste management, recycling and pollution control measures in place.	Energy saving, alternative energy sources, water conservation & harvesting techniques, waste management, recycling and pollution control measures in place.

<p>1.1.4</p>	<p>Guest Reception services</p>	<p>Introduction of guests to family members and a full household orientation Guest to be advised upon arrivals of after hour's emergency contact. The applicable accommodation tariff to be conveyed to guest upon arrivals. Assistance with luggage to be provided on request The name, address and the telephone number of a local practicing medical practitioner to be available and hanged where it can be seen by everyone. Safe keeping facilities to be available. Visitor details should be taken before they check in. This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc.</p>	<p>A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day. Guest to be advised upon arrivals of after hours emergency contact. The applicable accommodation tariff to be conveyed to guest upon arrivals. Stationery, Envelopes, Stamps and mailing facility to be available on request. Assistance with luggage to be provided on request. The name, address and the telephone number of a local practicing medical practitioner to be available. Safe keeping facilities to be available. A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day. A telephone on the premises for guest usage. Unit charges to be made known to guest in advance. Wake up call services to be available on request. Messages for the guest to be recorded. Visitor details should be taken before they check in. This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc.</p>	<p>The reception area suitably designed for receiving guests. Appropriate and relevant information such as emergency contact should be available. The applicable accommodation tariff to be conveyed to guest upon arrivals. Stationery, Envelopes, Stamps and mailing facility to be available on request. Assistance with luggage to be provided on request. The name, address and the telephone number of a local practicing medical practitioner to be available. Safe keeping facilities to be available. A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day. A telephone on the premises for guest usage. Unit charges to be made known to guest in advance. Wake up call services to be available on request. Messages for the guest to be recorded. Visitor details should be taken before they check in. This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc.</p>
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[Subsidiary]

2.0 PREMISES QUALITY IN TERMS OF FACILITIES AND AMENITIES				
2.1.1	Building Type	Should conform to the traditional building architecture, the cultural and natural environment of the areas and offer comfort to the paying guest. Be of moderate style and beauty	Should offer comfort to the paying guest, be of moderate style and beauty and be in conformity to the cultural and natural environment.	Should offer comfort to the paying guest, be of moderate style and beauty and be in conformity to the cultural and natural environment.
2.1.2	Lighting and Ventilation	There should be adequate lighting depending on the social and cultural practices of the host community.	Adequate natural light and ventilation be provided.	Adequate natural light and ventilation be provided.
2.1.3	Maintenance	The premises should be in good state of repair at all times	The premises should be in good state of repair at all times	The premises should be in good state of repair at all times
2.1.4	Regulation of temperature	At least one openable external window should be available. Maximize use of natural ventilation and lighting.	Adequate external windows and natural and/or mechanical ventilation provided where appropriate.	Adequate external windows and natural and/or mechanical ventilation provided where appropriate.
2.1.5	Furnishing, Fittings & Facilities	Should be adequate and functional in line with the target market and cultural environment.	Light bulb unless decorative to have lamp shades. The interior /exteriors structure, the furnishings, fittings, décor and equipment to be kept clean and in good state of repair. All interiors/exteriors structure, furnishing, fittings, décor and equipment to be of good standard and of good standard and fit for the purpose intended. Heating and cooling to be available for each public room as appropriate	Light bulb unless decorative to have lamp shades. The interior /exteriors structure, the furnishings, fittings, décor and equipment to be kept clean and in good state of repair. All interiors/exteriors structure, furnishing, fittings, décor and equipment to be of good standard and of good standard and fit for the purpose intended. Heating and cooling to be available for each public room as appropriate.
2.2.0	Living Room			

2.2.1	Information	Information on available tourist sites and facilities within the locality should be displayed for the guests	Same as for economy but in addition should have literature on services, internal telephone directory, emergency and fire procedures etc should be provided Stationery, stamps and mailing services to be provided	Same as for standard but in addition should have literature on services, internal telephone directory, emergency and fire procedures etc should be provided Stationery, stamps and mailing services to be provided
2.2.2	Furniture and Furnishings	Should be adequate, clean and well maintained	Should be adequate, clean and well maintained	Should be adequate, clean and well maintained
2.2.3	Floors and walls	Should be hygienic, clean and well maintained	Should be hygienic, clean and well maintained	Should be hygienic, clean and well maintained
2.2.4	Refreshments	At least portable drinking water should be provided	Portable drinking water and some beverages should be provided	Portable drinking water and some beverages should be provided
2.3.0	Dining Area			
2.3.1	Food	Quality traditional cuisine should be provided and a substantial breakfast and dinner. Guests should be informed of Meal times and costs in advance.	Same as community homestays but should have choice of cuisine and good quality food and provide menu.	Same as community home stays but should have choice of cuisine and good quality food and provide menu.
2.3.2	capacity	Should be adequate, in proportion with the capacity of the establishment.	Should be adequate, in proportion with the capacity of the establishment.	Should be adequate, in proportion with the capacity of the establishment.
2.4.0:	Kitchen			
2.4.1	Kitchen Organization	Should be presentable. Adequate supply of clean water, lighting, and food storage. Floors and walls should be easy to clean. Proper waste collection and disposal methods should be in place. Clean & well maintained. Free of smoke, odor and pest.	Same as community homestay but should have adequate cooking equipment which should be kept in good and clean condition. Regular fumigation by authorized persons	Same as for Mid level but Should be large enough, hygienic and providing basic necessities with better quality materials, utensils and equipment
2.3.0	Bedrooms			

[Subsidiary]

2.3.1	Size	Should be big enough to accommodate sleeping space commensurate with the occupancy offered Should have reasonable free space and easy access to beds cupboards and drawers.	Should have reasonable free space and easy access to beds cupboards and drawers.	Should have reasonable free space and easy access to beds cupboards and drawers.
2.3.2	Safety/privacy	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times including safe deposit boxes where applicable	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times including safe deposit boxes where applicable
2.3.3	Regulation of temperature	Adequate natural and mechanical ventilation should be provided		

<p>2.3.4</p>	<p>Furniture, Fittings and Supplies</p>	<p>Should be adequate and functional in line with the target market and cultural environment. Where standard mattresses are provided, they should be clean. Comfortable and well covered. Be furnished daily Linen and toweling to be changed twice weekly and a clean supply for each new letting A dressing table with mirror be provided At least one chair in a single room and a couch in a double room be provided</p>	<p>Rugs or bedside mats, unless wall-to-wall carpeted. Beds to be provided; Minimum width of beds Single: 900mm Double: 1370mm Headboards for all beds. Mattresses to be inner sprung or covered foam of the thickness of not less than 120mm Beddings per bed to consist of at least; 2 bed sheets. 2 pillows (4 per double bed) 2 blankets (additional on request) 1 under blanket or mattress protector 1 bedspread. A hand and bath towel for each guest. Linen toweling to be changed for each new letting. A clean change of bed linen and toweling at least twice weekly and three times weekly respectively. Bedrooms and bathrooms to be fully serviced daily. A bedside table or equivalent per bed. A bed sidelight per bed controllable from the bed. Lighting of at least 15 watt per sq meter of floor space to be provided. A 15 amp earthed power socket. A dressing table with a mirror and or stool in each bedroom or in the private bathroom. A chair per single room and two chairs or a couch in a double room. A dressing mirror.</p>	<p>Rugs or bedside mats, unless wall-to-wall carpeted. Beds to be provided; Minimum width of beds Single: 900mm Double: 1370mm Headboards for all beds. Mattresses to be inner sprung or covered foam of the thickness of not less than 120mm Beddings per bed to consist of at least; 2 bed sheets. 2 pillows (4 per double bed) 2 blankets (additional on request) 1 under blanket or mattress protector 1 bedspread. A hand and bath towel for each guest. Linen toweling to be changed for each new letting. A clean change of bed linen and toweling at least twice weekly and three times weekly respectively. Bedrooms and bathrooms to be fully serviced daily. A bedside table or equivalent per bed.</p>
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[Subsidiary]

			<p>A wardrobe or built in cupboard with doors or equivalent Six (6) and ten (10) clothes hangers, not of wire, with crossbars in single and double bedrooms respectively. Adequate shelves or drawers space An ashtray in bedrooms where smoking is permitted. A waste paper basket At least one external window, affordable adequate ventilation. Opaque curtains or the equivalent screening at all windows and if necessary at fanlights to ensure privacy. Heating and cooling to be available on request for each bedroom. Facial tissues available in each bedroom or bathroom, At least one drinking glass per guest</p>	<p>A bed sidelight per bed controllable from the bed. Lighting of at least 15 watt per sq meter of floor space to be provided. A 15 amp earthed power socket. A dressing table with a mirror and or stool in each bedroom or in the private bathroom. A chair per single room and two chairs or a couch in a double room. A dressing mirror. A wardrobe or built in cupboard with doors or equivalent Six (6) and ten (10) clothes hangers, not of wire, with crossbars in single and double bedrooms respectively. Adequate shelves or drawers space An ashtray in bedrooms where smoking is permitted. A waste paper basket At least one external window, affordable adequate ventilation. Opaque curtains or the equivalent screening at all windows and if necessary at fanlights to ensure privacy. Heating and cooling to be available on request for each bedroom. Facial tissues available in each bedroom or bathroom, At least one drinking glass per guest</p>
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2.3.5	Furnishings and Linen	Should be appropriate. In mosquito infested areas, mosquito nets should be provided or the rooms sprayed.	Same as for Community Homestays	Same as for Community Homestays
2.3.6	Lighting	Adequate lighting should be provided and emergency lighting to be availed	Same as for Community Homestays	Same as for Community Homestays
2.4.0	Guest Bathrooms			
2.4.1	Bathrooms provision	There should be provision of well indicated bathroom/toilet and have lockable doors. Should be adequate, functional, clean and well maintained. At least one cloth hook should be fitted and one clean towel provided for each guest. Be well ventilated, adequately lit and have adequate supplies Provide a sanitary bin in each bathroom	At least 70% of the bedrooms to have a private bath or shower room	Rooms should have private bath or shower rooms
2.4.2	Accessibility	Access to clean bathroom and toilet facilities. Access to shared bathroom, with reasonable time allowed for shower	Communal bath-shower rooms and toilets with lockable doors to be provided to bedrooms without private or ensuite bath shower rooms.	Communal bath-shower rooms and toilets with lockable doors to be provided to bedrooms without private or en-suite bath shower rooms.
2.4.3	Water Supply	Adequate supply of water	Running hot and cold water serving all wash basin(s), bath(s), and shower(s).	Running hot and cold water serving all wash basin(s), bath(s), and shower(s).
2.4.4	Supplies	Should provide sanitary bin with a lid, Toilet papers and Unused soap on daily basis. Hand wash basins be provided.	Same as Economy Homestay but should have a washable toweling bath mat in each bath/shower room.	Same as Standard Homestay but should have a washable toweling bath mat in each bath/shower room.
2.4.5	Furniture & Fitting	A cloths hook in the shower room Bathrooms be modified to have a shower	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times
2.4.6	Lighting & Ventilation	Bathrooms to be well- lit and ventilated	Adequate natural light and ventilation be provided.	Adequate natural light and ventilation be provided.

[Subsidiary]

2.4.7	Cleanliness	Maintain high level of cleanliness	Maintain high level of cleanliness	Maintain high level of cleanliness
2.5.0	Public Cloakrooms			
		To be clearly indicated and lockable. Adequate lighting & ventilation to be provided. The following to be maintained: Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.	To be clearly indicated and lockable. Adequate lighting & ventilation to be provided. The following to be maintained: Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.	To be clearly indicated and lockable. Adequate lighting & ventilation to be provided. The following to be maintained: Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.
3.0	HYGIENE AND SANITATION			
3.1.1	Water Supply & Quality	All water provided to the guests should be suitable and where applicable should be approved for drinking by the relevant authorities.	Same as for Economy Homestays	Same as for Economy Homestays
3.1.2	Water Testing	Where water for drinking is not available from a public source the host should ensure the same is tested, at least three times a year, by a competent authority (however, purification should be initiated).	Same as for Economy Homestays	Same as for Economy Homestays
3.1.3	Food Handling	Fresh, well cooked, clean utensils, follow approved health standards, avoid food poisoning, consistent supply of food, local delicacies, serve meals when hot	Same as for Economy Home stays	Same as for Economy Home stays
3.1.4	Toilets	Environmentally friendly Toilets/Pit latrines should be provided. Not less than 5m deep. Safe & washable floors and walls. Clean, well lit and ventilated. Free from fly/ mosquito. Train visitors to use the different types of facilities e.g. Pit latrines. Guests be provided with running water where not available improvise like "Tip tap", tissue paper and liquid soap. Alternatively acquire plastic toilet seat to improvise for those who cannot squatting	Shared Toilets should be clean and well maintained	More private Toilets should be provided. Clean and well maintained.

3.1.5	Family Staff	Personnel should be well groomed and medically fit	Personnel should be well groomed and medically fit	Personnel should be well groomed and medically fit
3.1.6	Vermin proofing	All areas given for guest stay should be regularly protected and fumigated against vermin and pests by a well trained and qualified person and provision of treated mosquito nets or mosquito repellants locally known	Same as for Economy Homestays	Same as for Economy Homestays
3.1.7	Waste collection	There should be appropriate waste storage, collection and disposal facilities, in line with health standards and environmental protection regulations of the area. In addition should exercise waste separation and proper management Encourage separation of waste e.g. plastic, metal, glass and the biodegradables. Animal waste be used for energy like Bio gas and sludge (organic farming)	Same as Economy Homestays	Same as Standard Homestays
4.0	SAFETY AND SECURITY			
4.1.1	Fire protection	Adequate and appropriate fire fighting equipment should be provided. At least (Buckets with dry and loose sand/soil) should be available. Host/Family should be familiar with fire fighting skills. Fire extinguishers be introduced where applicable and a water source be available. Designate and mark a fire assembly point	Adequate and appropriate fire fighting equipment should be provided and be well maintained at all times in accordance with the fire fighting and prevention by-laws. All staff should be familiar with available fire fighting equipment and their use. Regular staff fire drills should be carried out. Designate and mark a fire assembly point	Adequate and appropriate firefighting equipment should be provided and be well maintained at all times in accordance with the fire fighting and prevention by-laws. All staff should be familiar with available fire fighting equipment and their use. Regular staff fire drills should be carried out. Designate and mark a fire assembly point
4.1.2	Electrical Safety	Solar, wind and other renewable energy sources installation highly recommended. All electrical installations should be done in accordance with applicable safety laws and maintenance should be done regularly with hanging wires and lose sockets handled professionally	Same as for Economy Homestays but in addition routine inspection of electrical installations records should be maintained.	Same as for Standard Homestays but in addition routine inspection of electrical installations records should be maintained.

[Subsidiary]

4.1.3	Security	Provision of night guards' patrol with guard dogs Networked with police and enhanced community policing is recommended. Traditional alarm systems e.g. bells be in place Proper locks in the homes regularly maintained. Contact phone numbers of security personnel should be available. Provide information about potential hazardous areas within and outside the home including equipment, chemicals, wildlife etc.	There should be adequate security information and measures in place, Networked with police and enhanced community policing is recommended. Including a functional alarm system and properly trained and equipped personnel.	There should be adequate security information and measures in place, Networked with police and enhanced community policing is recommended. Including a functional alarm system and properly trained and equipped personnel.
4.1.4	Emergency	Emergency response measures should be in place including network with nearest health, security & transport	Same as Economy Homestay but in addition should have appropriate alternative sources of power as back up to the main supply. Network with medical personnel in case of emergencies,	Same as Standard Homestay but in addition should have appropriate alternative sources of power as back up to the main supply. Network with medical personnel in case of emergencies,
4.1.5	First aid	A functional kit should be available and some members of the family properly trained on administering first aid techniques and emergency handling.	Same as for Economy Homestays	Same as for Economy Homestays
4.1.6	Safety of Guests	Ensure availability of logistics during emergency situations. Hosts should recommend to guests to have insurance for personal valuable items. House rules and guidelines be in place and agreed upon by between Host and Guest. Reporting and departure time for security reasons should be known to both parties.	Same as for Economy Homestays but in addition, ensure networking with medical personnel in case of emergencies.	Same as for Standard Homestays but in addition, ensure networking with medical personnel in case of emergencies.

4.1.7	Safety of swimmers	Swimming pools not mandatory but in case of ponds or dams in the area, clear warning signs should be put in place having in mind the language barriers (i.e. use of internationally accepted signs)	Where a swimming pool is available, adequate precaution should be taken for the security of swimmers. Swimming pools should be properly marked to indicate depth, have suitably trained pool attendants with proper life saving equipments who should be available during pool operating hours.	Where a swimming pool is available, adequate precaution should be taken for the security of swimmers. Swimming pools should be properly marked to indicate depth, have suitably trained pool attendants with proper life saving equipments who should be available during pool operating hours.
5.0	SUNDRY/ GENERAL SERVICES			
5.1.1	Luggage room	Facilities should be available for storage of luggage and lost and found items keep record of valuables	Lockable facilities should be available for storage of valuables, luggage and lost and found items	Lockable facilities should be available for storage of valuables, luggage and lost and found items
5.1.2	Laundry services	Provision should be made for washing and ironing of guest laundry.	Provision to be made for the washing and ironing of guest laundry.	Provision to be made for the washing and ironing of guest laundry.
5.1.3	Staff	Hosts should to be appropriately clean and neatly dressed and able to speak Kiswahili or English besides any other international languages. Regular staff meetings are recommended	Depending on the size of the establishment, adequate number of well groomed helpers should be available. All staff should be medically fit and examined regularly in line with the statutory health regulations.	Depending on the size of the establishment, adequate number of well groomed helpers should be available. All staff should be medically fit and examined regularly in line with the statutory health regulations.
5.1.4	Parking	Secure Parking Needed	Adequate parking should be available depending on the size of the establishment.	Adequate parking should be available depending on the size of the establishment.

[Subsidiary]

5.1.5	Other Services	Taxi services should be available on call.	Taxi services should be available on call. Valet services to be available on request. Newspaper to be available on request.	Taxi services should be available on call. Valet services to be available on request. Newspaper to be available on request.
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B: GUEST HOUSES

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

5.1 Features and Facilities	Should be adequate in proportion to the capacity of the guesthouse, clean, well furnished and maintained and in good state of repair. Simple meals should be available. Provision for meetings/functions is recommended.
5.2 Furniture and Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons are recommended
5.3 Interior Decoration	Should be modest, with harmony of colours.
5.4 Floors, Walls and Ceilings	Should structurally sound and well maintained to support high standards of cleanliness and hygiene.
5.5 Menu	Where food and/or drinks are provided, priced menu and beverage list should be appropriately presented.
5.6 Music	Soft background music should be available.
6.0 BAR	
6.1 Features, Facilities, Amenities and Supplies	Where available should be modestly stocked, clean, with pleasant atmosphere and in conformity with local authority by-laws and regulations
7.0 KITCHEN	
7.1 Size	Should be proportionate to the capacity of the dining room, appropriately lit, ventilated, equipped and maintained in a wholesome manner
7.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods should be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen.
7.3 Waste Collection and Storage	There should be sufficient number of waste bins, preferably for glass, organic and non-organic materials, with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended.
7.4 Refuse and Waste Disposal	Waste should be collected on a regular basis and disposed of, in line with health standards and environmental protection regulations.
7.5 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working conditions at all times.
7.6 Staff	There should be adequate, suitably trained and experienced staff, supervised by a well trained and experienced Cook. All staff should be well groomed and protective clothing should be provided and used.
8.0 GUEST ROOMS	
8.1 Size	Should not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space.
8.2 Safety and Privacy	Each guest room should be properly numbered and fitted with lock. Appropriate security measures should be in place and maintained at all times.
8.3 Lighting and Ventilation	Adequate natural and/or mechanical lighting and ventilation should be provided.
8.4 Fittings, Furniture and Equipment	Every guest room should be fitted with a clean comfortable but simple bed of not less than 190 cm x 90 cm, as a single bed and/or 190 cm x 120 cm as a double bed. Mosquito nets large enough to cover the entire bed and long enough to reach the floor and appropriate mattresses should be provided. The mattresses must be clean, comfortable and well covered and should ideally be of not less 15 cm thick, with two clean and comfortable matching pillows. A wardrobe with six hangers, a table and a chair, a full length mirror and dressing table, a waste paper basket and a bedside table should be provided.

[Subsidiary]

8.5 Furnishings and Linen	Bed sheets should be in light and pleasant colours. Where appropriate, soft furnishings and curtains should be adequate enough to cover the entire window and/or door. Suitable and clean bed linen of appropriate size, in relation to the bed allowing for tacking in, should be provided.
8.6 Information in Bedroom	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided.
9.0 GUEST BATHROOM	
9.1 Features	There should be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite, when ensuite, Bathroom/WC should be of not less than 3.5 sq m, with a shower or bath tub. The facilities should be maintained in hygienic conditions at all times. Gender segregation should be observed and neatly indicated in signs, which are legible, even at night.
9.2 Fittings and Equipment	There should be a WC, shower with mixer, wash hand basin and hand or grab rail. Each bathroom should have adequate number of hangers and cloth hooks, a small shelf, sanitary bins, adequate size of mirror, towel rail and a chair or stool for the aged or disabled.
9.3 Floors, Walls and Ceilings	Good impervious non-slip materials should be used.
9.4 Shaver Outlets and Sockets	Should be provided in every bathroom or within easy reach from the bathroom. The voltage supply, whether in DC or AC, should be indicated.
9.5 Lighting and Ventilation	Adequate natural and/or mechanical lighting and ventilation should be provided.
9.6 Towels	At least one bath size towel of good quality should be provided per guest, and should be changed after every two nights.
9.7 Supplies in the Bathroom	The following should be supplied in each bathroom: Ashtray, sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest.
10.0 HYGIENE AND SANITATION	
10.1 Guest Cloak Room	Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms should be clean, functional and well maintained, with at least the following provided: A wash basin, hygienically operated, running hot and cold water and soap; Toilet paper; Sanitary bin with liner and lid; Facilities for Disabled; Urinals with running water and drainage; the entrance to the cloakroom from adjacent public rooms should have air locks.
10.2 Staff Changing/ Wash Rooms	Should be segregated and adequate, in proportion with the number of staff. Lockers, full length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins should be provided. The room should clean, ventilated and well maintained
10.3 Waste and Refuse Disposal	There should be refuse storage and disposal facilities, which meet the local health standards and environmental regulations
10.4 Sewage	Drainage should be connected to the sewage disposal of the town, where applicable, where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system in line with the Building Code and health standards as well as environmental protection regulations.
10.5 Vermin Proofing	All areas of guest houses should be properly protected and fumigated regularly by authorized/properly trained persons against vermin and insects.
10.6 Preparation and Service Areas	No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.

10.7 Water Supply	All water provided for guest use should be potable and approved for drinking by relevant authorities. Where drinking water is not obtained from a public source. Management should ensure that the same is tested, at least three times a year, by a competent authority. Where the test indicates that the water is not wholesome. Management should post Notices in each guest room, tap or source, to that effect.
10.8 Water Storage	There should be enough storage capacity to last at least one day, in case of supply breakdown.
10.9 Water Quality	All water provided for guest use should be suitable and approved for drinking by the relevant health authorities.
10.10 Water Testing	Where drinking water is not obtained from a public source, the Management should ensure that the same is tested, at least three times a year, by a competent authority. Where the test indicates that the water is not wholesome, Management should post Notices in each guest room, tap or source, to that effect
11.0 SAFETY AND SECURITY	
11.1 Fire Protection	Adequate and appropriate fire fighting equipment should be provided, maintained in excellent condition at all times, in accordance with local fire fighting and prevention laws and regulations. Adequate fire exits/escapes should be clearly and prominently indicated. Fire alarms and detectors should be installed. All staff should be familiar with available fire fighting equipment and their use. Every establishment should have an in-house fire fighting team appropriately trained. Fire drill exercises should be carried out regularly. Statutory fire safety notices should be prominently displayed.
11.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws.
11.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel.
11.4 Emergency Power	There should be appropriate alternative sources of power as back up to the main supply.
11.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling.
11.6 Safety of Swimmers	Adequate precaution should be taken in guest houses with swimming pools, for the health and safety of swimmers. Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours.
12.0 SUNDRY SERVICES	
12.1 Luggage, Lost and found Room	Separate facilities should be available for luggage storage and arrangements for safe keeping of lost and found items.
12.2 Sale of Sundry Items	Depending on the location of the establishment, provisions should be made for sale of such items as phone cards and postage stamps.
12.3 Room Service	Should be available, on request
12.4 Laundry Services	Should be available
13.0 MANAGEMENT	
13.1 Management	The general direction of operations should be under the supervision of a competent person.
13.2 Staff	Should be adequate, well groomed at all times, and have basic skills and appropriate attitudes for the tasks assigned.
13.3 Health	All staff should be medically fit and examined regularly, in line with statutory health regulations

C: HOSTELS**1.0 LOCATION**

[Subsidiary]

1.1 Management	The location should be suitable for a hostel and should be in harmony with the natural and built up environment, and in compliance with the local government regulations
2.0 BUILDING	
2.1 Autonomy of Building	Should be constructed in conformity with the Building Code, and should have a separate and independent access for guests, staff and for deliveries.
2.2 Design and Architectural Features	Should be of modest style and beauty, in harmony with the physical built up, natural and cultural environment
2.3 Capacity	Should have a minimum of ten beds
2.4 Corridors, Staircases and Hallways	Should allow easy passage and be well lit. where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather.
2.5 Maintenance	The entire premises should be kept in good state of repair, at all times.
2.6 Regulation of Temperature	Natural and/or mechanical ventilation should be adequately provided for.
2.7 Lighting	Natural and/or artificial lighting should be provided for, in all areas of the hostel.
3.0 RECEPTION AREA	
3.1 Reception	There should be an designated to receive and welcome Guests
3.2 Information Service	Relevant guest information should be provided
3.3 Safe Deposit Service	Should be available
3.4 Languages	Front office staff should be able o speak English/ French and Kiswahili
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)	
4.1 Size, Features and Facilities	Should be adequate and in any case not less than an aggregate of half sq metre guest bed, preferably with some entertainment facilities
4.2 Information	Information desk on tourist sites and facilities is recommended
4.3 Furniture and Furnishings	Should be adequate, of good quality, functional and well maintained
4.4 Floors and Walls	Should be hygienic, clean and well maintained
4.5 Communication	Facilities should be provided, on a 24 hour basis
4.6 Refreshments	Modest refreshments such as a variety of soft drinks and bottled water should be available
4.7 'Courtesy of Choice'	'Smoking and Non Smoking' zones should be identified and clearly indicated
5.0 DINING ROOM	
5.1 Size, Features and Facilities	Should be adequate in proportion to the capacity of the hostel, and food production areas. It should be well lit, ventilated, equipped and maintained in a wholesome manner.
5.2 Furniture and Equipment	Should be functional, comfortable and appropriate. Facilities for children and disabled/handicapped persons should be provided
5.3 Interior Decoration	Should be modest, with harmony of colours

5.4 Floors, Walls and Ceilings	Should be structurally sound and well maintained to support high standards of cleanliness and hygiene
5.5 Menu	Priced menu and beverage list should be appropriately presented
5.6 Music	Soft background music should be available
5.7 Function Areas	Should be available
6.0 BAR	
6.1 Features and Facilities	Where available, should be modestly stocked, clean, with a pleasant atmosphere and in conformity with local authority by-laws and regulations
7.0 KITCHEN	
7.1 Features, Fittings and Facilities	Should be proportionate to the capacity of the dining room and other eating outlets, appropriately lit, adequately ventilated, equipped and maintained in a wholesome manner
7.2 Food Storage	A good store with adequate ventilation and provision for preservation of perishable and non-perishable foods should be provided and maintained in hygienic conditions. No article, whatsoever which is not directly connected with the processes of preparations and service of food, shall be kept in the kitchen. No person should be allowed to sleep in any room used for the preparation, cooking, storage or consumption of food.
7.3 Waste Collection and Storage	There should be sufficient number of separate waste bins, preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. Lining of bins with appropriate waste bags is recommended.
7.4 Refuse and Waste Disposal	Waste should be collected on a regular basis and disposed of, in line with appropriate waste bags health standards and environmental protection regulations
7.5 Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building. In areas where there is no central sewage system, the drainage should be connected to the soakage pit via grease trap. All should be maintained in good working condition at all times.
7.6 Staff	There should be suitably trained and experienced staff supervised by a well trained and experienced Cook. All staff should be well groomed and protective clothing should be provided
8.0 GUEST ROOMS	
8.1 Size	Should not be less than 3 x 3 m for single rooms and 4 x 3 m for double occupancy, excluding bathroom space.
8.2 Lighting and Ventilation	Adequate natural and/or mechanical ventilation should be provided
8.3 Safety and Privacy	Each guest room door should be properly numbered and fitted with a lock. Appropriate security measures should be in place and maintained at all times.

[Subsidiary]

8.4 Fittings, Furniture and Equipment	Every guest room should be fitted with a simple, clean but comfortable bed of not less than 190 cm x 90 cm as a single bed and/or 190 cm x 120 cm as a double bed and appropriate mattresses. The room should be functionally equipped
8.5 Furnishings and Linen	Where appropriate, suitable linen, furnishings and curtains should be adequately provided.
8.6 Change of Linen	Should be done after every two nights of use or with every new guest or as otherwise necessary
8.7 Information in Bedroom	Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided. All information should be provided in Kiswahili and English/French
9.0 GUEST BATHROOM	
9.1 Features and Facilities	There should be at least one lockable, adequately ventilated bathroom and one toilet for every four Guest rooms, if not ensuite. When en suite, Bathroom WC should be of not less than 3.5 sq. m, with a shower or bath tub. The facilities should be maintained in hygienic conditions at all times. Gender segregation should be observed and neatly indicated in signs, which are legible, even at night.
9.2 Fittings and Equipment	Should be simple and in good working condition, including a shower with mixer, WC, toilet paper holder, wash hand basin with running water, a reasonably sized mirror, towel and grab rails, clothes hooks/hangers and amenities shelf/shelves.
9.3 Floors, Walls and Ceilings	Good impervious non slip materials should be used
9.4 Shaver Outlets and Sockets	An adequate number should be provided on the premises.
9.5 Towels	At least one bath size towel of good quality should be provided per guest and should be changed after every two nights.
9.6 Supplies in the Bathroom	When ensuite, the following should be supplied in each bathroom: Ashtray, sanitary bin, toilet brush with a holder, soap and toilet paper as well as a water glass, per guest
10.0 HYGIENE AND SANITATION	
10.1 Cloak Rooms	Should be adequate, in relation to capacity of the Hotel, properly ventilated and gender segregation and privacy observed and indicated. The rooms should be clean, functional and well maintained, with at least the following provided. A wash hand basin, hygienically operated, running hot and cold water and soap; Toilet paper; Sanitary bin with liner and lid; Facilities for Disabled; Urinals with running water and drainage; The entrance to the cloakroom from adjacent public rooms should have air locks.
10.2 Staff Changing Rooms	Should be segregated and adequate, in proportion with the number of staff Lockers, full length and face mirrors, wash hand basins, WC with toilet papers, separate and individual shower compartments and sanitary bins should be provided. The room should be clean, well lit, ventilated and well maintained.

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

[Subsidiary]

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

D: APPROVED CAMPING/CARAVAN SITES

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

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

[Subsidiary]

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

SECOND SCHEDULE

(r. 8)

CLASSIFICATION CERTIFICATE AND CLASSIFICATION PLAQUE

Descriptions

- (a) *Classification Certificate*
- (a) Type of paper - white textured manila.
- (b) Size - width 9.5 inches: Height 12.5 inches.

(c) The Logo to be on the Left hand side and Kenya Coat of Arms to be on the Right hand side and both should be in appropriate colours and design as they appear on the letterheads of East African Community and Kenya respectively. The East African Community Logo and Kenya's Coat of Arms should be of the same size.

(d) Name of issuing authority should appear immediately below the Logo and the Coat of Arms The length of the name of the Authority should be centred: Font-Times New roman 30 Points.

(e) Name of the issuing authority should be 1.5 cm above the words "Certificate of Classification"

(f) Certificate borders will be in colours of the East African Community and should be 12mm wide.

(g) The Watermark should feature the East African Community Logo in the middle of the Certificate.

(h) The name "East African Community" should appear respectively throughout the Certificate as part of the background for security purposes.

(i) The Certificate of Classification should be security printed.

(j) The word "Certificate of Classification" should be 1.5 cm below the name of the Ministry and will be Red in Colour.

(k) The Serial Number will appear on the Left hand side while the date will appear on the Right hand side below the Signatures

(l) The Seal should be placed at the bottom center below the signatures.

(m) Signatures of the officials from the Authority should appear on the Bottom Right and Left hand side.

(n) The word "Terms and Conditions apply" to appear at the bottom of the Certificate on the Right hand side.

(b) *Classification Plaque*

(a) Material used to make the shield should be Brass.

(b) The name "" will appear at 5.5 cm from the top edge of the Plaque. Its dimension should be Fond Americana of Fond Size 30.

(c) The East African Community Logo and Kenya's Coat of Arms will appear below the name." However, the name Kenya will not appear on the Plaque.

(d) The Names of the issuing authority will appear on the Plaque below the Logo and the Coat of Arms.

(e) The name of the issuing authority will appear at 17.5 cm from the top edge of the Plaque. Its dimension should be Font Americana of Fond Size 30

(f) The words Valid until the year should be indicated at the bottom of the Plaque.

(g) The Stars should be Gold in colour and should stand individually. The size of the Stars should be 2x2 cm base. 3 dimensional.

(h) Shape - The shape of the Shield shall be as shown in the Second Schedule.

(i) The Stars appearing on the Plaque will be studded.

(j) The Grade (1 Star, 2 Star, 3 Star, 4 Star or 5 Star Bronze, Silver, Gold) will be placed below the studded Stars and engraved in sold letters. The Font of the Grade will be the "Broadway Bold - 26 Points.

[Subsidiary]

(k) The Plaque will be mounted on a rectangular wooden board whose dimensions will be as follows:

- (i) Full Width of the entire mounting frame is 12 inches
- (ii) Full Height of the entire mounting frame is 16 inches;
- (iii) Full width of the Plaques Shield is 10.5 inches; and
- (iv) Full Height of the Plaque Shield is 13 inches.

(l) The mounting board should be 3 layered (The outer layer being 12x16 inches while the inner border being 11x15 inches).

THIRD SCHEDULE

(r. 15(2))

APPLICATION

Form 1

Application for license/renewal/the variation of License to carry on the regulated tourism and hospitality activity or service

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

1. Name of Company/Person to be licensed (The Company or persons name should be stated in full).....
2. Physical address: Town..... Street/Road.....L.R. No.....
Name of building..... Floor Room..... Postal address:
P.O. BoxCode.....Town..... Telephone.....
Fax.....Email.....
3. Income Tax Personal Identification Number (PIN)
4. Short description of the applicants licensable activity or service
5. Registration certificate: Certificate No. Date:
6. Name and address of the bank or financial institution where business account is maintained
7. Personal details:
 - (i) State whether any of the partners/directors/shareholders is an undischarged bankrupt. (If so, indicate the names).
.....
 - (ii) State whether any of the partners/directors/shareholders have a beneficial interest in any other business licensed to provide or operate tourism activities and services.
.....
 - (iii) Has any previous application by you been rejected under the Act? (If so, give details).
.....
 - (iv) Has any previous license granted to you under the Act been revoked, cancelled or suspended? (If so, give details).
.....

[Subsidiary]

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

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

10. Age, country of birth, present nationality of persons named in (8) above

- 11. In the of case hotels and restaurants, (a) total sales for the past calendar year; (b) total number of beds; (c) tariff.

12. If this application is for the variation of an existing license, the details of the variation required, and the reasons

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

14. Declaration I/We hereby certify the information we have provided in this application is true and correct. I/We also understand that it is an offence under the Act and the Penal Code to give false information in support of any application.

Name..... Designation..... Date..... Signature.....

FOR OFFICIAL USE ONLY The applicant MEETS/ DOES NOT MEET the licensing requirements and is hereby RECOMMENDED/NOT RECOMMENDED for approval of licensing (with or without conditions) to undertake:..... The reasons for not recommending the applicant are as follows:..... Name..... Designation..... Signature..... Date..... Official stamp

FORM 2 License to carry on Regulated Tourism and Hospitality Activity or Service LICENSE is hereby granted to..... to carry on the following regulated tourism and hospitality activity or service: Name of regulated tourism and hospitality activity or service Designated area of business

Class of regulated tourism and hospitality activity or service on condition that the licensee shall report in writing to the Authority without delay—

- (i) any occurrence which brings death or injury to a tourist; (ii) any major disruption of the itinerary of a tourist, being a tourist taking part in a tour with which the licensee is concerned; This License is valid up to 31st day of Date.....

Director General Tourism Regulatory Authority

[Subsidiary]

Signature/Seal stamp

FOURTH SCHEDULE

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

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

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

(a) Class "A" Enterprises

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

	<i>Enterprises</i>	<i>Description</i>	<i>License Application Fee (Kshs)</i>	<i>Annual License Fee (Kshs)</i>	<i>License Renewal Fee (Kshs)</i>
		With at least three restaurants, bar outlets swimming pool and/or bed capacity of between 121 to 160 beds in addition to banqueting department and sports facilities.	1,000	31,000	31,000
		With at least three restaurants, bar outlets swimming pool, banqueting department, sporting facilities and/or bed capacity of between 161 to 200 beds in addition to health club.	1,000	36,000	36,000
		With at least three restaurant bar outlets, swimming pool, banqueting department, sporting facility, health club and/or bed capacity of between 201 to 300 beds in addition to casino.	1,000	41,000	41,000
		With at least three restaurants, bar outlets swimming pool, banqueting, sporting facility health club, a casino and/or bed capacity of above 301 beds in addition to golf or racecourse	1,000	46,000	46,000
2	Members Club		1,000	11,000	11,000
3	Motels		1,000	11,000	11,000
4	Inns		1,000	11,000	11,000
5	Hostels		1,000	11,000	11,000
6	Health and Spa Resorts		1,000	26,000	26,000
7	Retreat Lodges		1,000	26,000	26,000
8	Ecolodges		1,000	21,000	21,000
9	Tree houses		1,000	21,000	21,000
10	Floatels		1,000	21,000	21,000
11	Service flats		1,000	26,000	26,000
12	Service Apartments		1,000	26,000	26,000
13	Beach Cottages		1,000	21,000	21,000
14	Holiday cottages		1,000	26,000	26,000
15	Game Lodges	Conventional game lodge with at least one restaurant, bar/or bed capacity of between one to twenty beds.	1,000	21,000	21,000

[Subsidiary]

	<i>Enterprises</i>	<i>Description</i>	<i>License Application Fee (Kshs)</i>	<i>Annual License Fee (Kshs)</i>	<i>License Renewal Fee (Kshs)</i>
		Conventional game lodge with at least two restaurants, bar and/or bed capacity of between 21 to 60 beds in addition to swimming pool.	1,000	26,000	26,000
		Conventional game lodge with at least two restaurants, bar, swimming pool and/or bed capacity of between 61 to 100 beds in addition to function room facilities.	1,000	31,000	31,000
		Conventional game lodge with at least two restaurants, bar, swimming pool, function rooms and/or bed capacity of above 101 beds in addition to health clubs and any other sporting facilities.	1,000	36,000	36,000
16	Tented Camps		1,000	51,000	51,000
17	Safari and mobile camps		1,000	51,000	51,000
18	Bandas		1,000	21,000	21,000
19	Cultural homes and centres		1,000	2,000	2,000
20	Villas		1,000	26,000	26,000
21	Homestays	Economy	500	1,000	1,000
		Standard	500	2,000	2,000
		Executive	500	3,000	3,000
22	Guest houses		1,000	11,000	11,000
23	Time shares		1,000	26,000	26,000

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

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

Gross Receipts	License Application Fee (KSh.)	Annual License Fee (KSh.)	License Renewal Fee (KSh.)
Over KSh. 5.5 million but not more than Kshs. 6 million.	1,000	31,000	31,000
Over KSh. 6 million.	1,000	46,000	46,000

(c) Class "C" Enterprises

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

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

(d) Class "D" Enterprises

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

(e) Class "E" Enterprises

	Enterprise	Licence Application Fee (KSh.)	Annual Licence Fee (KSh.)	Licence Renewal Fee (KSh.)
1	Local traditional boat operators	500	2,000	2,000
2	Professional safari photographers	500	2,000	2,000
3	Curio vendors	500	2,000	2,000
4	Private zoos	500	2,000	2,000

[Subsidiary]

	Enterprise	Licence Application Fee (KSh.)	Annual Licence Fee (KSh.)	Licence Renewal Fee (KSh.)
5	Citizen tour leaders or guides	500	2,000	2,000
6	General vendors	500	2,000	2,000
7	Beach operators	500	2,000	2,000

(f) Class "F" Enterprises

Enterprise	Licence Application Fee (KSh.)	Annual License Fee (KSh.)	License Renewal Fee (KSh.)
Entertainment facilities	1,000	20,000	

(g) Class "G" Enterprises

Enterprise	Licence Application Fee (KSh.)	Annual License Fee (KSh.)	License Renewal Fee (KSh.)
Conference and event services	1,000	20,000	20,000

FIFTH SCHEDULE

(r. 9)

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

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

SIXTH SCHEDULE

(r. 24)

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

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

THE TOURISM FUND REGULATIONS

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THE TOURISM FUND REGULATIONS

[L.N. 199/2015]

PART I – PRELIMINARY

Citation.

1. These Regulations may be cited as the Tourism Fund Regulations.

Interpretation.

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

"Act" means Tourism Act (Cap. 381);

"agent" means such persons appointed under these Regulations including lawyers, debt collectors, financial institutions, or such other natural or artificial person as the Board may appoint from time to time;

"applicant" means a person who has applied to the Revolving Fund to be considered for the loan from the Revolving Fund;

"appointed date" means the 1st September, 2012 when the Tourism Act (Cap. 381) came into operation;

"beneficiary" means the recipient who has been awarded funds from the Revolving Fund;

"Board" means the Board of Trustees established under section 67 of the Act;

"Cabinet Secretary" means the Cabinet secretary for the time being responsible for matters relating to tourism;

"college" means any tourism and hospitality college or institution established by the Board under the Act and these Regulations and any other recognized institution of higher education offering tourism and hospitality training in Kenya;

"eligible person" means any person, who being a Kenyan citizen, has attained minimum entry requirements and has been admitted to a recognized institution of higher education to a full time course of at least one year's duration;

"Fund" means the Tourism Fund established under section 66 of the Act;

"levy" means the Tourism Levy imposed by the Cabinet Secretary under section 105 of the Act;

"loanee" means an applicant who has successfully received a loan from the Fund;

"Revolving Fund" means the Tourism Training Revolving Fund established under regulation 29 of these Regulations; and

"tourism activity or service" means any of the activities or services specified in the Ninth Schedule of the Act under class "A" and "B" enterprises.

PART II – TOURISM LEVY PROVISIONS

Payment of levy.

3. (1) If any money due in respect of levy is not received on or before the date prescribed by the Levy Order, such money shall be a civil debt recoverable summarily by the Board.

- (2) If any person fails to pay any amount payable by him by way of the levy on or before the date prescribed by the Levy Order, such person shall be liable to an instant penalty of five thousand shillings and thereafter to an additional penalty of three per centum of the amount of the levy due, for each month or part thereof during which the amount due remains unpaid.

[Subsidiary]

(3) Notwithstanding the provision of paragraph 2 above, any person who fails to comply with any provision of these Regulations commits an offence.

Mode of payment.

4. Levy payable in respect to a particular month shall be paid through bank deposit, banker's cheque, electronic money transfer, mobile money transfer, real time gross system or such other modes as the Board may direct from time to time.

Classification for levy payment.

5. The Cabinet Secretary, in consultation with the Board, shall by a gazette notice issue a classification of tourism activities and services for purposes of levy payment.

Maintenance of records.

6. (1) Every owner of a regulated tourism activity or service shall maintain or cause to be maintained a monthly record in Form No: TFR 1 specified in the Schedule and shall submit to the Board such Form in respect of the levy payable for that month.

(2) A person who fails to submit true returns on time or at all commits an offence.

Submission of form.

7. The original form of the record maintained under regulation 6 shall be submitted to the Board together with the levy payable for that month on or before the 10th of the following month in a mode that shall be determined by the Board from time to time.

Register and books to be kept by licensee and or owner of business.

8. (1) Every owner of a regulated tourism activity or service shall keep a register in his premises and shall enter or cause to be entered in the register the name and address of every guest who patronizes the premises and such other particulars as may be prescribed.

(2) Every owner of a regulated tourism activity or service shall enter or cause to be entered regularly in a book kept for the purpose all such particulars (other than particulars prescribed in respect of the register required by paragraph (1)) to be kept as may be prescribed.

(3) Any person who fails to comply with this Regulation, or who makes, causes or permits to be made in any register or book required by this section to be kept any entry which he knows or has reason to believe to be false, commits an offence.

Power to enter and inspect Premises.

9. (1) Any person authorized in writing by the Board for the purpose, may, at all reasonable times—

- (a) enter without warrant any premises on which he has reasonable ground for believing that a regulated tourism activity or service is being carried on, to see whether the Act and regulations and any other written law is being complied with, and—
 - (i) examine and take copies of any register, book, account or document found on the premises relating to or appearing to relate to any regulated tourism activity or service;
 - (ii) take possession of any register, book, account or document found on those premises which he has reasonable grounds for suspecting to be or to contain evidence of an offence under the Act and regulations or any other written law;
- (b) require any person who appears to be carrying on or employed in any regulated tourism activity or service on those premises to render such explanation and give such information relating to that business as he may reasonably require in the performance of his duties;

- (c) require any person who appears to be carrying on any business of a regulated tourism activity or service on those premises by notice in writing to that person produce to him, at a particular time and place, all or any of the registers, books, accounts and documents relating or appearing to relate to that business.

(2) Any person who—

- (a) resists, hinders or obstructs any person acting in pursuant of paragraph (1); or
- (b) fails to comply fully and truthfully with a requirement made of him under the said paragraph,

commits an offence.

Production of books records and information.

10. (1) For the purpose of obtaining full information in respect of the levy liability of any person or class of persons or any other purposes, the Board or an authorized officer may require—

- (a) the production for examination, at such time and place as he may specify, any records, books of account, statements, or other documents which the Board may consider necessary for such purposes;
- (b) the production forthwith, for retention for such period as may be reasonable for the examination thereof, of any records, books of account and other documents which the Board may specify;
- (c) any person to attend, at such time and place as may be specified, for the purpose of being examined respecting any matter or transaction appearing to be relevant to the levy liability of any person:

Provided that where the person required to produce any records, books of account, statements of assets and liabilities or other documents for examination under this section is a bank or financial institution—

- (i) the records, books of account, statements of assets and liabilities or other documents shall not, in the course of the examination be removed from the premises of the bank or financial institution or other premises at which they are produced;
- (ii) the Board or an authorized officer carrying out the examination may make copies of such records, books of account, statements of assets and liabilities or other documents for purposes of any report relating to the examination; and
- (iii) all information obtained in the course of the examination shall be treated as confidential and used solely for the purposes of the Act and these Regulations.

(2) Any person who, without reasonable excuse, fails to comply with any requirement made under paragraph (1), commits an offence.

Powers of inspection.

11. (1) Any person authorized in writing by the Board may, at all reasonable times, enter without warrant any premises upon which any person carries on business, or in which he has reasonable grounds to believe that a person is carrying on business of a regulated tourism activity or service and liable to pay Tourism Levy, in order to ascertain whether this Act and regulations there under are being complied with and on entry he may—

- (a) require the production of, and may examine, make and take copies of, any record, book, account or other document kept on the premises relating, or appearing to relate to the business of a regulated tourism activity or service subject to tourism levy;
- (b) take possession of and remove any record, book, account or other document which he has reasonable ground for suspecting to be, or to contain, evidence of the commission of any offence under the Act and regulations;

[Subsidiary]

- (c) require the occupier of the premises or any person employed therein to answer questions relating to any record, book, account or other document, or to any entry therein, and to render such explanations, and give such information, in respect of the business concerned as the person may require for the exercise of his functions under the Act and regulations;
- (d) require any safe, container, envelope or other receptacle in the establishment to be opened;
- (e) stay at the premise during working hours of the business to establish the average performance of the business.

(2) Any person who—

- (a) resists, hinders or obstructs, or attempts to resist, hinder or obstruct, an authorized officer acting under this section; or
- (b) fails to comply fully with any requirement made under this section; or
- (c) makes any statement in response to any such requirement, knowing it to be false or incomplete in any material particular, or not having reason to believe that it is true or complete in all material respects,

commits an offence.

Liability of licensee or owner of business for acts of agents and servants.

12. Any licensee and or owner of business who employs any agent, clerk, servant or other person shall be answerable for the acts and omissions of the agent, clerk, servant or other person in so far as such acts or omissions concern the business of the licensee and or owner of business; and if the agent, clerk, servant or other person commits any act or makes any omission which is an offence under the Act and these Regulations, or which would be an offence if committed or made by such licensee and or owner of business, the licensee and or owner of business and his agent, clerk, servant or other person shall be jointly and severally liable of the offence.

Power of distress.

13. Where any sum by way of levy is due and payable by a regulated tourism activity or service, the Board may, instead of suing for the levy, recover it by distress, and for that purpose may by order under the hand of the Chief Executive Officer empower an authorized officer to exercise distress upon the goods and chattels of the regulated tourism activity or service and the officer may, at the cost of that person, employ such servants or agents as he may think necessary to assist him in the execution of the distress:

Provided that—

- (a) where the full amount of levy due and payable is not recovered by distress the Board may recover the deficiency in any other manner provided by this Regulation; and
- (b) where the full amount of levy due and payable has been paid after the issue of an order under this section and before the execution of distress, any costs and expenses incurred by the Board before payment of the levy shall be deemed to be a debt due and payable to the Board by the person in respect of whom the order was issued and may be recovered by the Board as levy under this Act.

13. (2) For the purposes of executing distress under this section the authorized officer may, in addition to employing such servants or agents as he may consider necessary, require a police officer to be present while distress is being levied, and any police officer so required shall comply with the requirement.

(3) A distress levied under this section shall be kept for ten days, either at the premises at which distress was levied or at such other place as the authorized officer may consider

appropriate, at the cost of the regulated tourism activity or service from whom the levy is recoverable.

(4) If the regulated tourism activity or service from whom levy is recoverable by distress does not pay the levy together with the costs of the distress within the period of ten days referred to in paragraph (3), the goods and chattels distrained upon shall be sold by public auction for payment of the levy and costs and the proceeds of the sale shall be applied first towards the cost of taking, keeping and selling the goods and chattels distrained upon and then towards the levy, and any remaining proceeds shall be paid to the regulated tourism activity or service from whom the goods were distrained.

Determination of levy payable.

14. Where it appears to the Board that any registered tourism activity or service is declaring rates substantially below the average market price for services rendered, the Board shall take an average of three other enterprises of similar classification with the enterprise in question and the average rate so determined as the market price for services shall be deemed to be the price for purposes of determining the levy payable by that enterprise.

Requirement for registration.

15. (1) Every owner of any tourism activity or service shall notify the Board of its operations within thirty days of commencement of business and shall register or cause the registration of their businesses with the Board in accordance with these Regulations.

(2) The registration of any tourism activity or service shall be in Form No: TFR 2 specified in the Schedule.

(3) In furtherance of paragraphs (1) and (2) above and for the purposes of tourism levy—

- (a) any Class "A" enterprise at which the minimum total charge for accommodation including the provision of breakfast or any other meal or service is Kshs. 250/- per person; or
- (b) any Class "B" enterprise at which the minimum gross receipts derived from all sales amount to Kshs. 250,000/- per month,

shall qualify to be registered.

(4) Every owner of any registered tourism activity or service having been determined to have truthfully remitted the tourism levy as prescribed by these Regulations shall be issued with a compliance certificate by the Board annually.

Refund of tourism levy.

16. (1) Where a person has made an erroneous payment to the Fund, the person may apply to the Board for a refund of the same amount in Form No: TFR 3 specified in the Schedule.

(2) An application for a refund shall be made within ninety days after the date when the erroneous amount was received by the Board.

(3) An application for a refund shall be accompanied by any records, documents and evidence required—

- (a) to prove the claim; and
- (b) to determine the amount of the money that was remitted to the Board and the amount to be refunded.

(4) If, in the opinion of the Board, an applicant has misrepresented a material fact, the applicant's application for a refund under this section shall be disallowed and no refund shall be made.

[Subsidiary]

General penalty.

17. Any person who fails to pay any amount payable by him as levy on or before the prescribed date commits an offence and is liable to the penalties stated under regulation 3(2) in addition to such general penalties imposed under sections 112 and 114 of the Act.

Records.

18. (1) A licensee and or owner of business shall maintain records in a form acceptable to the Board showing all the information necessary to enable the Board to determine the amount of tourism levy required to be collected and remitted by the licensee and or owner of business.

(2) A licensee or an owner of business of regulated tourism activity or service shall keep the records referred to in paragraph (1)—

- (a) at his place of business or residence in Kenya or at any other place with the written approval of the Board; and
- (b) for the period of time specified by the Board, and if no such period is specified, for six years after the end of the calendar year in which the records are created.

Refrain from levy recovery.

19. (1) In any case where the Board is of the opinion that they should refrain from recovering levy from any licensee and or owner of business by reason of filing of receivership or bankruptcy claims, impossibility, or undue difficulty or expense of the recovery of the levy, the Board may refrain from recovering the levy in question and thereupon liability to the levy shall be deemed to be extinguished or abandoned.

(2) Where the Board has decided to refrain from recovery of the levy under paragraph (1), it shall report that decision in writing to the Cabinet Secretary within three months next following the decision for the information of the Cabinet Secretary.

PART III – APPOINTMENT OF AGENTS

Appointment of agents.

20. The Board may by written notice addressed to any person Appointment of agents identified as capable to serve as a tourism levy agent—

- (a) appoint such person to be an agent of the Board for the purposes of the collection and recovery of the levy due from a regulated tourism activity or service; and
- (b) specify the amount of levy to be collected and recovered by such agent.

Remittance of levy by agents.

21. An agent shall remit the levy specified in his appointment by notice out of any moneys which may, at any time following the date of the notice of his appointment, be held by him for, or due from him to the regulated tourism activity or service, or as levy collected from the regulated tourism activity or service.

Inability to remit levy by agent.

22. Where a person appointed under regulation 20 claims to be, or to have become unable to comply with regulation 21 by reason of the lack of moneys held by or due from him, he shall, within seven days from the date when the moneys are due notify the Board accordingly in writing setting out fully the reasons for his inability so to comply and the Board may—

- (a) accept the notification; or
- (b) reject the notification in writing, and pursue all such legal remedies as may be available in law.

Sufficiency of funds.

23. Unless and until a notification is given by an agent under regulation 22—
- (a) sufficient money for the payment of the levy specified in his appointment notice shall be presumed to be held by him for, or due from him to, the Board; and
 - (b) in any proceedings for the collection or recovery of that levy, he shall be estopped from asserting the lack of those moneys.

Notice to show monies held.

24. For the purposes of these Regulations, the Board may, by notice in writing, at any time require any person to furnish them within a reasonable time, not being more than thirty days from the date of service of the notice, with a return showing any moneys which may be held by that person for, or due from him to, regulated tourism activity or service from whom levy is due.

Persons paying levy.

25. A person who has paid the levy under these Regulations shall, for all purposes, be deemed to have acted with the authority of the regulated tourism activity or service, and shall be indemnified in respect of that payment against all proceedings, civil or criminal, and all process, judicial or extrajudicial, notwithstanding any provisions to the contrary in any written law, contract or agreement.

Failure to comply.

26. Any person who, without lawful cause or excuse—
- (a) fails to comply within thirty days, with a notice given by the Board under these Regulations; or
 - (b) discharges any liability to a licensee and or owner of business in disregard of such notice,

commits an offence, and shall remain liable to pay to the Board the amount of any liability discharged.

Registration as a tourism levy agent.

27. Notwithstanding the provisions of regulation 20 a person who wishes to become registered as a tourism levy agent may apply to the Board in Form No: TFR 4 specified under the Schedule.

PART IV – ACCESSING TOURISM FUND RECORDS

Charges for Accessing Records.

28. Pursuant to section 74 of the Act, any person may access audited accounts and records of the Tourism Fund provided for under section 69(1) of the Act upon payment to the Board of a statutory fee of two thousand shillings.

PART V – TOURISM TRAINING REVOLVING FUND

Establishment and management of fund.

29. There is established by the Board a Fund to be known as the Tourism Training Revolving Fund which shall be managed and administered by the Board.

object of revolving fund.

30. The object and purpose of the Revolving Fund shall be to provide funds to be used for granting loans to assist Kenyan students to pursue higher education and support capacity building efforts for the tourism industry.

[Subsidiary]

Revenue and expenditure of the revolving fund.

31. (1) There shall be credited to the Fund—
- (a) sums of money which may from time to time be voted by Board for that purpose;
 - (b) sums which represent the repayment of the principal sum and interest of any loan granted by the Board;
 - (c) income from any investment made by the Board from the Revolving Fund;
 - (d) any sums of money borrowed by the Board with the consent of the Cabinet Secretary; and
 - (e) any gifts, donations, grants and endowments made to the Revolving Fund.

(2) There shall be paid out of the Revolving Fund any expenditure approved by the Board and incurred in connection with the administration of the Revolving Fund.

Duration of revolving fund.

32. The Revolving Fund shall have perpetual succession unless dissolved by an amendment of the section 69(1)(g) of the Act empowering the Board to establish the Revolving Fund.

Functions of the Board.

33. The functions of the Board in management and administration of the Revolving Fund shall be—

- (a) to formulate sound policies for regulating the management of the Revolving Fund;
- (b) to solicit for funds and other assistance to promote the functions of the Revolving Fund;
- (c) to set the criteria and conditions governing the granting of loans including the rate of interest and recovery of loans;
- (d) to receive any gifts, donations, grants or endowments made to the Revolving Fund, and to make legitimate disbursements therefrom;
- (e) to establish and maintain links with other persons, bodies or organizations within or outside Kenya, as the Board may consider appropriate for the furtherance of the purposes for which the Revolving Fund is established;
- (f) to enter into contracts with institutions for the purpose of loans disbursement and recovery;
- (g) to grant loans out of the Revolving Fund either with or without security, as the Board may deem fit, to any eligible person to enable him, or assist any student, to meet the cost of higher education in tourism and hospitality industry;
- (h) to determine the maximum number of eligible persons or students to be granted loans in any one particular year;
- (i) to invest any surplus funds not currently required for the purpose of the Revolving Fund in any investment authorized by law for the investment of trust funds with power from time to time to vary or realize those investments;
- (j) to set up and expend such other funds as may from time to time be required;
- (k) to receive and consider all loan applications for eligible persons or students wishing to be considered for the award of higher education loans, and approve, withhold or reject such requests in accordance with the provisions of these regulations and such policies as it may issue from time to time;
- (l) to borrow such monies from such sources and in such amounts as may be approved by the Cabinet Secretary with the concurrence of the Treasury and to secure such loans in such manner as they deem fit;

- (m) to take out an insurance cover for risky loans arising from death, incapacity or inability to pay, as the Board deems fit;
- (n) to establish and award bursaries and scholarship which it may consider necessary for the promotion of the objectives and functions of the Revolving Fund;
- (o) to perform any other functions relating to the granting of students loans in accordance with the provisions of these regulations;
- (p) to determine the courses in tourism and hospitality sector to fund each financial year;
- (q) to promptly disburse funds directly to the training institutions in favour of successful applicants;
- (r) to recover borrowed loans from beneficiaries through their employers on check-off system or such other methods permitted by law;
- (s) to amend borrowing regulations from time to time in line with changing training policies;
- (t) to maintain proper accounting records for all monies held by the fund;
- (u) to confirm completion of repayment and issue clearance certificates to beneficiaries; and
- (v) to perform and exercise all other functions and power necessary for giving effect to the purpose for which the Revolving Fund is established.

Committees.

34. The Board may appoint such committees as the Board deems appropriate for purposes of management of the Revolving Fund.

Delegation of power.

35. (1) The Board may delegate to any of its Committee such of its powers and duties as it may deem necessary.

(2) Except with the written authority of the Board, no act of a Committee shall be binding on the Board.

(3) The Board may by a resolution either generally or in any particular case delegate to any member, officer, employee or agent of the Board the exercise of any of the powers or the performance of any of the functions or duties of the Board in respect of the Revolving Fund.

Loan application.

36. (1) Every student wishing to be considered for the grant of a higher education loan shall make an application to the Board in Form No: TFR 5 specified in the Schedule.

(2) Every student who has been awarded a higher education loan shall be issued with a Loanee Identification Personal Account Number by the Board.

(3) Any student who—

- (a) in filling a loan application form, knowingly makes any false statement, whether orally or in writing, relating to any matter affecting his request for a loan; or
- (b) being required under subparagraph (a) to answer any questions, furnish any information or particulars or produce any document or paper, neglects to do so without reasonable cause; or
- (c) is granted a loan based on false information, commits an offence and in the case of subparagraphs (a) and (b) be liable to a fine of not less than ten thousand shillings or to imprisonment for a term of not less than six months and in the

[Subsidiary]

case of paragraph (c) to a fine of not less than fifty thousand shillings or to imprisonment for a term of not less than three years.

Categories of loan applicants.

37. (1) The Revolving Fund shall be available to the following categories of applicants—
- (a) students pursuing the specified courses and seeking funding from the Revolving Fund for the first time; and
 - (b) students seeking to improve skills and who are already in employment in the tourism and hospitality industry.

(2) Notwithstanding provisions of paragraph (1) above, the Board may establish such categories of applicants as it may deem fit from time to time.

Loan to be available for specific training programmes.

38. The loans shall be available for purposes of training in specified examinable tourism and hospitality training programmes and which take more than one year to complete.

Conditions for grants of loans.

39. (1) The Board may—
- (a) accept or reject any application for a loan;
 - (b) grant a loan to any student and in so granting impose conditions, demand security and require repayment in instalments at such times and within such periods as the Board deems fit:

Provided that and subject to the provisions of this paragraph, the Board may upon the request by any student to whom a loan has been granted at any time vary—

- (i) the condition subject to which the loan was made;
- (ii) any security given in relation to the loan; or
- (iii) any of the terms of repayment of the loan.

(2) Where the Board has resolved to make a loan to any eligible student, the Board shall notify the applicant in writing, and require him within a specified period not exceeding six months to comply with any conditions and provide any security which the Board may have imposed or demanded.

(3) Where any applicant fails to comply with the requirement of the Board notified to him under paragraph (2) within the prescribed period, the application shall be deemed to have lapsed.

(4) Where in granting a higher education loan to any student the Board considers it prudent to request for a guarantor to guarantee any loan granted to a student, in case of any default by the loanee in the repayment of the loan any guarantor who has guaranteed any such loan, shall automatically and fully be liable to pay to the Board all or any loan together with interest accrued and outstanding owed to the Board by the loanee, as shall be notified to the guarantor by the Board.

(5) Where a guarantor who has been notified by the Board under paragraph (4) fails or refuses to repay such loan together with any interest accrued thereon, the guarantor shall be guilty of an offence and liable to criminal prosecution or civil proceedings or both in accordance with the provisions of this Act.

Eligibility criteria.

40. (1) The following criteria shall be used to determine eligibility for loans from the Revolving Fund—
- (a) applicants must be Kenyan citizens;
 - (b) applicants must be students holding admission letters to undertake eligible programmes in approved colleges;

- (c) applicants must demonstrate inability to independently finance their studies; and
- (d) such other criteria as the Board may establish.

(2) The Board may vary eligibility criteria from time to time as it deems fit.

Terms of loans.

41. (1) The Board shall determine the terms for grant of loans.

(2) Notwithstanding such terms as the Board may stipulate, the following minimum terms and conditions shall apply—

- (a) applicants shall commence their studies within the financial year when the loan was granted;
- (b) award of loans for the specified courses shall be restricted to costs related to tuition, examination, library, computer and research;
- (c) fees for accommodation and tuition on residential courses will be treated as one item (where applicable) for the purpose of funding;
- (d) applicants shall exercise utmost good faith and disclose all information in their knowledge for purposes of an application;
- (e) an applicant shall not qualify for an additional loan in the same financial year until the lapse of the financial year which the Board is presently funding; and
- (f) funding for all courses will be restricted to local training institutions approved by Tourism Regulatory Authority.

Criteria for vetting applications.

42. (1) Applications for higher education loans shall be vetted based on the following considerations—

- (a) submission of original letter of admission from a recognized training institution;
- (b) courses applied for must be relevant and be in the tourism and hospitality field;
- (c) demonstration of willingness to repay the loan immediately after completion of studies;
- (d) previous beneficiaries of academic loans should have completed repayment.

(2) The Board may determine such other selection and vetting criteria for applicants as it may deem fit.

Loan recovery.

43. (1) All outstanding loans and interests accrued thereon shall become due and payable not later than twelve months following grant of certificate or degree confirming completion of studies for which the loan was taken or within such period as the Board may decide to recall the loan, whichever is earlier.

(2) If in the opinion of the Board there has been or is likely to be any breach of or failure to comply with any condition or term of repayment respecting a loan the Board may forthwith—

- (a) recover from the person from whom the loan was made or his personal representative as a civil debt under the Debts (Summary Recovery) Act (Cap. 42) the amount of the loan or the amount thereof then remaining unpaid together with interest thereon;
- (b) enforce or realize any security relating thereto.

(3) The Board may, in exercise of the powers conferred by paragraph (2), engage the services of private legal practitioners.

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Obligations of loaners.

44. (1) A loanee shall be required, subject to and in accordance with the Act and these Regulations, within one year of completion of his studies or within such a period as the Board decides to recall its loan whichever is the earlier—

- (a) to inform the Board of his contact address;
- (b) to begin repayment of his loan together with any interest accrued thereon;
- (c) if he is in formal employment, to authorize his employer to deduct the loan repayment and to remit it to the Board in such manner as the Board may direct.

(2) Any loanee who fails or neglects to satisfy the requirements of paragraph (1) within the stipulated time, in addition to any other action that the Board may take against him, commits an offence and is liable to a fine of not less than five thousand shillings in respect of each loan deduction that remains unpaid in accordance with provisions of paragraph (1), and such fine shall be payable to the Board.

Responsibilities of an employer.

45. (1) Every employer shall be required, subject to and in accordance with the Act and these Regulations—

- (a) upon the employment of any loanee, to inform the Board in writing within a period of three months of such employment;
- (b) upon confirmation by the Board that such a person so employed is a loanee, to deduct from the wages or remuneration of the loanee, the amount of any loan as instructed by the Board.

(2) The employer shall pay every deduction from the loanee's wages or remuneration in the prescribed manner to the Board within fifteen days after the end of each month.

Penalty for delayed payment.

46. (1) Where an employer fails to deduct or after deducting any loan repayment from a loanee does not pay such loan deductions to the Board within the prescribed period, a sum equal to five percent of the total amount of the repayment shall be charged on the employer for each month or part of the month that the repayment remains unpaid.

(2) Where an employer fails, without reasonable excuse, to notify the Board that he has in his employment a loanee within the specified period that employer commits an offence and is liable to a fine of not less than three thousand shillings for each month or part of the month that he fails to notify the Board of such employment.

Loan deductions.

47. In making its deduction for loan recovery, the Board shall not require the deduction of more than one quarter of the loanee's basic monthly salary.

Board's discretion to waive loans.

48. Subject to the provisions of the Act and these regulations, where the Board is of the opinion that a loanee be exempt from repaying his loan by reason of—

- (a) death;
- (b) considerations of hardship or equity;
- (c) impossibility or undue difficulty, or the expenses incurred in the recovery of the loan being in excess of the amount sought to be recovered, the Board may waive such loans and thereupon the liability of the loan shall be extinguished or deemed to be abandoned.

Linkage and collaboration.

49. The Board may work with government and private organizations for efficient coordination of the Revolving Fund, including—

- (a) Higher Education Loans Board established under the Higher Education's Loans Board Act;
- (b) Kenya Revenue Authority established under the Kenya Revenue Authority Act;
- (c) Credit Reference Bureaus; or
- (d) such other organization as the Board may deem necessary from time to time.

Protection from personal liability.

50. No matter or thing done by any member of the Board or any officer, employee or agent of the Board in respect of the Revolving Fund shall, if the matter or thing is done bona fide for the purpose of executing any provision of the Act and these Regulations, render the member, officer, employee or agent or any person acting on directions of the Board personally liable to any action, claim or demand whatsoever.

PART VI – MANAGEMENT OF TOURISM FUND

Management of the Fund.

51. The Board shall exercise a fiduciary duty in management and administration of the Fund and in the best interests of intended beneficiaries and invest its excess funds to achieve the maximum rate of return, without incurring undue risks and while taking into account the factors that may affect the funding and ability of the

Guiding principles.

52. The following principles shall guide all aspects of governance, management and administration of the Fund—

- (a) there shall be transparency, accountability, ethical and results-oriented management of the Fund;
- (b) monies from the Fund shall be used in a prudent and responsible way; and
- (c) financial management of the Fund shall be responsible, and fiscal reporting shall be clear.

PART VII – TOURISM FUND DISBURSEMENTS

Power to disburse funds.

53. Whenever applications for funding are made to the Board for any purpose under section 68 of the Act, the Board shall consider such application including all relevant factors surrounding each particular application and finance each case to such extent as it deems fit.

Application and disbursement process.

54. (1) Any person, legal or natural, interested in obtaining funding from the Board may make application for financing of any matter for which the Fund is established as set out in section 68 of the Act.

(2) Application for funding from the Fund shall be in Form No: TFR 6 of the Schedule and shall be submitted within ninety days before the 1st October of each calendar year.

(3) The Board may on its own motion prepare proposals for financing of any objects and purposes for which the Fund is established.

(4) On receipt of applications, the Board shall consider such applications within ninety days from the date of receipt of an application, and shall communicate its decision in writing to the applicant—

- (a) approving the application with or without conditions;

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- (b) requesting for additional information in support of the application; or
- (c) rejecting the application.

(5) The Board may in granting funding from the Fund impose such conditions as it deems fit including submission of monitoring reports on use of funds from the Fund.

Disbursement policy.

55. The Board shall formulate sound policies for the disbursement of funds from the Fund and may revise such policies from time to time as it deems fit.

PART VIII – ESTABLISHMENT OF OTHER TOURISM COLLEGES

Established colleges to be body corporates.

56. A College established by the Board under section 69(1)(b) of the Act shall be a body corporate with perpetual succession, and common seal and shall in their corporate names, be capable of—

- (a) suing and being sued;
- (b) taking, purchasing and disposing of movable and immovable property;
- (c) borrowing money;
- (d) entering into contracts; and
- (e) doing or performing all other things as are necessary for the proper discharge of their functions under the Act and these regulations, which may be lawfully performed by a body corporate.

Object of colleges.

57. Colleges established by the Board under section 69(1)(b) shall undertake tourism and hospitality training, capacity building for the tourism sector, and perform any other function related or incidental to the foregoing as may be directed by the Board in consultation with the Cabinet Secretary.

Management.

58. (1) Colleges established under section 69(1)(b) of the Act shall be managed and controlled by an Academic Committee constituted by the Board.

(2) The Academic Committee of each College shall consist of—

- (a) a chairperson;
- (b) the Principal of the College, who shall be the secretary;
- (c) four other members, all of whom shall be persons who have knowledge or experience in matters relating to curriculum development or teaching in the tourism and hospitality industry.

(3) The members of any Academic Committee shall be appointed at different times so that the respective expiry dates of their terms of office shall fall at different times.

Functions of the academic committees.

59. (1) The Academic Committee shall—

- (a) manage, control and administer the assets of the College in such manner as best promotes the purpose for which the College is established;
- (b) receive, on behalf of the College, donations, endowments, gifts, grants or other monies and make disbursements to the College;
- (c) approve the appointment criteria and the terms and conditions of service of staff of the College;
- (d) provide for the staff superannuation scheme and students welfare;

- (e) keep and maintain audited accounts of the funds made available to it and publish the accounts in the manner approved by the Board in consultation with Treasury; and
- (f) cause to be kept all proper books and records of account of the income, expenditure, assets and liabilities of the College.

(2) In performance of its function under paragraph (1)(a), the Academic Committee shall not charge or dispose of immovable property of the College except on approval of the Board and in accordance with the procedures laid down by the Government.

(3) The Academic Committee may, by resolution either generally or in a particular case, delegate to a sub-committee of the Academic Committee or to a member, officer, employee or agent of the Academic Committee, the exercise of any of the powers or, the performance of a function or a duty of the Academic Committee under these regulations.

(4) Members of the Academic Committee shall be paid allowances determined by the Board.

Powers of the Academic Committee.

60. The Academic Committee of each College established by the Board shall, in consultation with and approval of the Board have power to—

- (a) establish, such campuses or centres for training and capacity building as are necessary and in furtherance of the objects for which such a college is established;
- (b) fix, demand and receive fees and other charges for services rendered;
- (c) regulate and supervise the discipline of students of the college;
- (d) enter into association with other institutions of learning, within or outside Kenya, as the college may consider necessary or appropriate and in furtherance of the objects for which the college is established;
- (e) make such regulations as may be necessary for regulating the affairs of the college; and
- (f) perform such other acts or things as the college may consider necessary, conducive or incidental to the objects for which the college is established.

Budget for colleges.

61. Every Academic Committee shall prepare and or cause to be prepared budget estimates in respect of each financial year for approval of the Board.

PART IX – REVOCATION, SAVINGS AND TRANSITION PROVISIONS

Revocation of L.N. 205/1972.

62. (1) The Hotels and Restaurants Regulations are revoked.
- (2) Despite provisions of paragraph (1)—
- (a) any authorization, charge, fee or certificate under force at the commencement of these Regulations shall, until expiry, have effect as if issued or paid under these Regulations; and
 - (b) any proceedings taken under the revoked Regulations or pending immediately before the commencement of these Regulations may be continued as if instituted under these Regulations.

Provided that criminal proceedings shall be regarded as pending if the person concerned had pleaded to the charge in question.

I certify that the Tourism Levy payable to the Fund is KSh..... for which a bank deposit/Banker's cheque/Electronic Money Transfer/Real Time Gross system No dated is enclosed.

Date..... Manager/Owner.....

FORM No: TFR 2

(r.15(2))

TOURISM ACTIVITY/SERVICE REGISTRATION FORM

(To be completed in duplicate by owners of Tourism Activity/Service Specified in the Ninth Schedule of the Tourism Act 2011 Laws of Kenya)

- 1. Name under which business is carried on
2. Registered Name
Postal Address..... Code..... Town
County
Telephone Number(s)
Email
3. Certificate of registration/incorporation (Attach copy) No.
4. Single Business Permit (attach Copy) No
Kenya Revenue Authority PIN No (Attach copy Pin registration).....
5. Locality (a) L.R. No. Plot No.
(b) Street/Road Town
6. State whether: Sole Proprietor, Partnership or Limited liability Company.....
7. Full name(s) of Proprietor, Partners or Directors:
(i)
(ii)
(iii)
(iv)
8. When did you start the business?
9. Class of Tourism Activity/Service (As Captured in the Ninth Schedule of the Tourism Act 2011)
State Specific Activity or Service?
If you offer accommodation, how many rooms do you have
How many Singles Doubles Suites No of Beds
Charges per night, Single KSh. Double KSh Suite KSh.
Do you serve Food, Drinks or Both?
8. Do you offer Other Services, if so which?

[Subsidiary]

.....
.....

I certify that the particulars given above are correct.

Name Owner/Directors/Authorised Persons

Signature

Date

FORM No: TFR 3

(r.16(1))

CLAIM FOR REFUND OF TOURISM LEVY

For Official Use only

Claim No.

Date Received

Part 1 - Instructions

Please read the notes below before completing this form

- (i) You are required to attach copies of any relevant documentation to the claim.
- (ii) Claims for amounts of one hundred thousand shillings or more (KSh. 100,000.00+) must be accompanied by an Auditor's certificate.
- (iii) The declaration under Part 5 must be signed by a person of sufficient rank not below the Company Director Level. Levy/Tax Agents, Accountant and Auditors are not eligible to sign the declaration.

Part 2 - Claimant's details

- (i) Name of Claimant/Registered Name of Business
- (ii) TF establishment account code
- (iii) Kenya Revenue Authority PIN
- (iv) Postal Address
- (v) Telephone Number(s)
- (vi) Email Address

Part 3 - Claim details

- (i) Claim Period: *From (Day, Month & Year) to

(If it applies to remittance of Levy, copy of TFR 1 form(s) pertaining to the period must be attached)

- (ii) Reason(s) Leading to claim (Select/Tick below)

A.	Amount Paid in Error	
B.	Other*	

(For "Other" reasons, please give details below)

.....
.....
.....
.....
.....

.....
(iii) Amounts Claimed

- 1. In words
- 2. In figures: KSh.

Part 4 - Bank Details

Account Name	
Account Number	
Bank Name	
Bank Branch	
City/Town	
Swift Code	

Part 5: Declaration

I certify that the levy refund claimed above is properly refundable as stated in this document and is in conformity with the law.

Name

ID No.

Company.....

Designation

Signature Date

Part 6: FOR OFFICIAL USE ONLY

Amount Approved

(a) In words

(b) In figures: KSh

Examined by: Signature Date

Examined by: Signature Date

Received by:Signature Date

Recommended by: Signature Date

Approved by: Signature Date

APPLICATION FOR REGISTRATION AS A TOURISM LEVY AGENT

(1) Name of Applicant

(2) Kenya Revenue Authority PIN

(3) Registered/Physical Address

(4) Street/Road

(5) Telephone No Email Address

For Professionals:

(6) Profession:

(7) Professional Body:

[Subsidiary]

(8) Registration No: Non Professionals:

Relevant Qualification

(Attach a brief two page Curriculum Vitae summarizing your work experience, academic and professional qualification if any)

Tax Compliance Certificate

Serial Number Date of Issue

I hereby declare that the above particulars are true and correct

Name

Signature Date

Note: Applicants should note that, for persons practicing as firms or other legal entities, the certificate of registration shall be issued in the individual names of the proprietors.

FORM No: TFR 5

(r. 36(1))

TRAINING LOAN APPLICATION FORM

Please ensure that you read and understand the instructions provided on this application form before you commence the loan application process.

NOTE TO APPLICANTS

Please read the attached administrative procedures and relative criteria applicable to the disbursement of Loan Funds. All aspects of the procedures must be followed and the relative criteria must be carefully noted.

In order to ensure processing of your Training Loan application and minimize delay in approval, all sections of the Loan Application Form must be properly completed

Each applicant should submit:

- (a) Evidence of employment, if applicable
- (b) A copy of a letter of Acceptance/Admission/Registration from the training Institution, or if already attending a course of training, a copy of the last academic report is required.
- (c) Academic qualifications gained to date
- (d) An official cost sheet from Training Institution
- (e) A course outline
- (f) Proof of income, if applicable
- (g) Signed Affidavits for two Sureties
- (h) Health certificate from Registered Medical Practitioner
- (i) Evidence of Kenyan citizenship (copy of identity card/Passport).
- (j) Copy of Tax PIN of both applicant and the two sureties.
- (k) Three (3) certified passport size photograph.

PERSONAL INFORMATION

Name

Address Code Town County

Telephone Mobile Phone No.

Date of Birth Country of Birth

Age ID No. Pin No.
 Gender Marital Status
 Alternative Contact Person & Address

EMPLOYMENT INFORMATION (If Applicable)

Current Employer
 Address Code Town
 County..... Telephone No.
 E-Mail
 Present Post Date Appointed
 Salary Per Annum Salary Scale
 Staff No.

EDUCATIONAL INFORMATION

Academic/ Professional Qualification	Examining Body	Date Received	Previous Training Course (quote title)	From	To	Award Earned (Diploma etc.)

STUDENT INFORMATION

Course of Study
 Name of College/Institution
 Address of College/Institution
 Qualification Sought
 Date of Commencement of Studies
 Expected Date of Completion
 Description of the Programme of Studies

[Subsidiary]

FINANCIAL INFORMATION

Annual Estimates of the Programme of Study	
(a) Tuition Fees	KSh.
(b) Accommodation	KSh.
(c) Meals	KSh.
(d) Books Supplies/Equipment	KSh.
(e) Transportation	KSh.
Total Amount of Loan Requested	KSh.
Personal Resources For Meeting These Costs: KSh.	

PROPOSED METHOD OF REPAYMENT

Employer Authorized

Monthly Deductions from Salary

Bank Draft/Cheque to Tourism Fund

Purpose of Loan

OTHER LOANS NEGOTIATED FOR TRAINING PURPOSES:

Lending Institution/ Organization:	Amount (KSh.)
.....

BANK DETAILS (For subsistence)

Bank Name	Branch
Account Name	Account Number

DECLARATION BY THE APPLICANTS:

1. Immediately on securing job, I undertake to inform Tourism Fund my employment details.
2. I undertake to meet any contingent expenses to continue the course of study.
3. To the best of my knowledge and belief, the foregoing information is true and correct. I also wish to state that I will abide by the decision of the Tourism Fund Board of trustee.

Yours faithfully,

Name:

Signature of Applicant Date:

FOR OFFICIAL USE ONLY

Commencement Date of Repayment

Proposed Period of Repayment:

From To

Monthly Installment

AFFIDAVIT FOR SURETY

Name of Borrower (in full)

Name of Surety (in full)

Address of Surety Code Town Tel.No.

PIN Nationality

ID No. Age

Employed by

Tel. No.

Employment Dates (s) Employment No.

Are you currently indebted to the Training Loan Fund? Yes No

Amount due (KSh.)..... Rate of Repayment

If so, state Name of borrower

NB: (a) The Board cannot accept, as sureties, persons who are currently indebted to the Training Loan Fund

(b) By the terms and conditions under which the borrower received the loan, I guarantee to repay the amount in full or any part there of which may become due and payable as a result of his/her failure to honour his/her obligation.

.....
 Signature of Surety Date

AFFIDAVIT FOR SURETY

Name of Borrower (in full)

Name of Surety (in full)

Address of Surety Code Town

Tel. No. PIN

Nationality IDNo Age

Employed By Tel. No.

Employment Dates(s) Employment No.

Are you currently indebted to the Training Loan Fund? Yes No

Amount due (KSh) Rate of Repayment

If so, state Name of Borrower

NB: (a) The Board cannot accept, as sureties, persons who are currently indebted to the Training Loan Fund.

(b) By the terms and conditions under which the borrower received the loan, I guarantee to repay the amount in full or any part there of which may become due and payable as a result of his/her failure to honour his/her obligation.

.....
 Signature of Surety Date

FORM No: TFR 6 (r. 54(2))

FUND DISBURSEMENT APPLICATION FORM

<p><i>For Official Use only</i></p> <p>Application No.</p> <p>Date Received</p>
--

[Subsidiary]

Please read the notes below before completing this form

- (a) Amounts applied for MUST be strictly for the purpose set out in Section 68 of the Tourism Act 2011
- (b) You are required to attach copies of the detailed proposal including related budget forecast, forecasted gains and any other relevant documentation to the application
- (c) The proposal should clearly reveal how the amount requested for shall be utilized and expected gain for when the requested for are applied
- (d) The declaration under Part 5 must be signed by a person of a rank not below the Managing Director/Chief Executive Officer Level.
- (e) The Board may approve with or without conditions, not approve with or without explanations.

Part 2 - Applicant details

- (i) Name of Applicant (Legal or Natural)
- (ii)
- (iii) TAX PIN
- (iv) Postal Address
- (v) Telephone Number(s)
- (vi) Email Address

Part 3 - Bank Details

Account Name	
Account Number	
Bank Name	
Bank Branch	
City/Town	

Part 4 - Declaration

I certify that the funds shall be applied for the purpose set out in the attached proposal and in conformity with the law.

Name

ID No.

Company

Designation

Signature Date

Part 5: FOR OFFICIAL USE ONLY

Amount Approved/Not Approved

- (a) In words
- (b) In figures: KSh.

Examined by: Signature Date

Examined by: Signature Date

Reviewed by: Signature Date

Recommended by: Signature Date

Approved by: Signature Date

Explanation for Application Approved/Not Approved

.....
.....
.....
.....

Note:—If approved the Fund shall invite the applicant to sign a Disbursement Agreement in the form drafted by the Board.
