



EAST AFRICAN COMMUNITY

Criteria For Standardization of Hotels, Restaurants & Other Other Tourist Accommodation Facilities of East Africa



Standards of Classification

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 Seventh Schedule.
- (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 a Two Star rating, as indicated in the Seventh Schedule.
- (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 Seventh 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 Seventh Schedule.
- (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 in the Seventh Schedule; and a minimum total of 70 percent out of a possible total of 3,695 points marked on the Criteria for attaining a Four Star rating, as indicated in the Seventh Schedule.
- (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 Seventh 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 Seventh Schedule.

Schedule 1: Definition

Tented Camps

A commercial establishment of permanent, semi -permanent and/or mobile tented facilities usually located close to or within popular areas such as beaches, rivers, lakes, protected areas, national parks, game reserves or forests.

STANDARDS OF CLASSIFICATION TENTED CAMPS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	Should be suitable for a Tented camp. 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 tranquillity 20	Same as for Three Star. 20	Same as for Three Star. 20	
1.2 Site and Environment	The establishment should be in harmony with the natural environment, and in conformity with the building and development regulations applicable to the locality. The site should be safe from rain water, floods and strong winds. 20	Same as for One Star 20	Same as One for Star but the location Should have added advantage in terms of scenery, and/or fauna and flora. 30	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and flora. 40	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and flora. 50	Environmental Impact Assessment should be done before construction The dominant feature being Tented Camp

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.6 Foreign Exchange Services	Foreign exchange services should be provided. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
3.7 Concierge Services	There should be an arrangement to assist guests. 10	Same as for One Star 10	Same as for One Star, but with designated personnel available. 15	Adequate number of bellboys should be available to assist guests during operating hours. 20	Same as for Four Star 20	
3.8 Languages	Guest contact staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but should also be able to communicate in at least one other internationally recognized language 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least a telephone 10	Same as for One Star 10	Same as for One Star but should include internet services. 20	Same as for Three Star. 20	Same as for Three Star 20	
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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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. 40	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						
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	

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

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.5.9 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	Same as for One Star	Same as for One Star	Same as for One Star	
1.5.10 Dining Facilities	30	30	30	30	30	
1.5.11 Recreational Facilities	A Dimming Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided. 30	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
1.5.11.1 'Courtesy of Choice'	Adequate recreational facilities should be provided. 10	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
16.0 GENERAL	Smoking and nonsmoking zones should be identified and clearly indicated. 20	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
16.1 'Courtesy of Choice'	15	15	15	15	15	
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/handi-capped should be provided. 15	Same as for One Star	Same as for One Star	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 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	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.