



EAST AFRICAN COMMUNITY

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



Standards of Classification

Town Hotels

Minimum Score For Town Hotels

- (a) To qualify for One Star grading, a Hotel must score 100 percent on Essential Items; and a minimum of 50 percent points out of a possible total of 2,135 points marked on the Criteria for attaining a One Star rating, as indicated in the Fourth Schedule.
- (b) To qualify for Two Star grading, a Hotel must score 100 percent on Essential Items; and a minimum of 60 percent out of a possible total of 2,400 points marked on the Criteria for attaining a Two Star rating, as indicated in the Fourth Schedule.
- (c) To qualify for Tree Star grading, a Hotel must score 100 percent on Essential Items; a minimum of 30 percent points under each main section of the Fourth Schedule and a total minimum of 60 percent out of a possible total of 4,135 points marked on the Criteria for attaining a Tree Star rating, as indicated in the Fourth Schedule.
- (d) To qualify for Four Star grading, a Hotel must score 100 percent on Essential Items; a minimum of 40 percent of the total points under each main section in the Fourth Schedule; and a minimum 80 percent out of a possible total of 4,975 points marked on the Criteria for attaining a Four Star rating, as indicated in the Fourth Schedule.
- (e) To qualify for a Five Star grading, a Hotel must score 100 percent on Essential Items; a minimum of 50 percent of the total points under each main section in the Fourth Schedule; and a minimum of 80 percent out of a possible total of 5,575 points marked on the Criteria for attaining a Five Star rating, as indicated in the Fourth Schedule.

Schedule 1: Definition

Town Hotel

A commercial establishment, located within or near a holiday attraction area, normally in sub urban areas and in which the majority of clients are holiday makers or leisure travellers.

STANDARDS OF CLASSIFICATION TOWN HOTELS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for a Town Hotel.	Same as for One Star	Same as for One Star, but offering easy accessibility, safety, comfort and tranquility	Same as for Three Star.	Same as for Three Star.	
	10	10	20	20	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 town.	Same as for One Star	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	Same as for Three Star	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	Appropriate authorities in member states should set aside sites suitable for hotel building/ development. Environmental assessment must be done
	20	20	40	40	60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.7 Concierge Services	A 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	Same as for Three Star, but with doorman available. 20	Same as for Four Star	
3.8 Languages	Front office staff should be able to communicate English/French and Kiswahili. 10	Same as for One Star	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	Same as for Three Star.	
3.9 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star	Same as for One Star but should include a Business Centre and Internet services. 30	Same as for Three Star but with fully equipped and spacious Business Centre. 40	Same as for Four Star	
4.0 LOBBY/LOUNGE/PUBLIC AREA(S)						
4.1 Lobby/Lounge/ Public Areas	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambience and beauty. 40	
4.2 Size of Lobby/Lounge	Should be proportionate to the capacity of the establishment. 10	Same as for One Star	Same as for One Star	Same as for One Star but should be more spacious. 20	Same as for Four Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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 of 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 attention to detail, comfort and elegance 60	
6.4 Floors, Walls and Ceilings	Woodwork and fittings should be of good quality materials and in good condition. 20	Same as One Star 20	Same as for One Star but with walls, floors, ceiling and fittings of very good quality materials and finish. 40	Same as for Three Star but of very high quality materials and finishing. If wall to wall carpeting is used, this should be very well fitted and maintained. 50	Same as for Four Star but should be of excellent quality, design and finish. 60	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/ftc 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	

SECTION-ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
9.1.4 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.	Same as for One Star	Same as for One Star, but with higher quality fittings	Same as for Three Star, but provision for double locking system and door lens.	Same as for Four Star, but with a functional electronic surveillance systems	
9.1.5 Supplies in Bedrooms	20 Approved and sealed bottled drinking water should be supplied daily. Bedside rig 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	
10.0 GUEST BATHROOM(S)						
10.1 Bathroom(s)	Should be ensuite to each guest room	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
10.2. Size	30 Bathroom/WC of not less than 3½ sq. m.	30 Same as for One Star	30 Same as for One Star, but should be of not less than 5 sq.m.	30 Same as for Three Star but of not less than 6 sq.m.	30 Same as for Four Star but should be more spacious.	
10.3. Fittings, Equipment, and Amenities	10 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	10 Same as for One Star but with a large mirror	20 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.	30 Same as for Three Star but all equipment should be of high quality, with Arabic shower provided	40 Same as for Four Star but with hair dryers and telephone extensions.	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
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	
16. 4 'Courtesy of Choice'	Smoking and nonsmoking zones should be identified and clearly indicated. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
16.5 Parking Space	Adequate parking space, in relation to the number of rooms and in close proximity of the hotel, should be provided. Special parking and access for the disabled/hand capped should be provided. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 30	Same as for Four Star. 30	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
16.6 Shopping Facilities	Not essential 20	Not essential 20	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	