



EAST AFRICA COMMUNITY

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



Standards of Classification

Vacation Hotels

Minimum Score For Vacation Hotels

- (a) To qualify for a 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 2,155 points marked on the Criteria for attaining a One Star rating, as indicated in the Fifth Schedule
- (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 in the Fifth Schedule.
- (c) To qualify for a Tree Star grading, a Hotel must score 100 percent on Essential Items; a minimum of 30 percent of the total points under each main section in the Fifth Schedule and a minimum of 60 percent points out of a possible total of 4,175 points marked on the Criteria for attaining a Tree Star rating, as indicated in the Fifth 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 Fifth Schedule and a minimum total of 80 percent points out of a possible total of 5,015 points marked on the Criteria for attaining a Four Star rating, as indicated in the Fifth Schedule.
- (e) To qualify for 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 Fifth Schedule and a minimum total of 80 percent points out of a possible total of 5,615 points marked on the Criteria for attaining a Five Star rating, as indicated in the Fifth Schedule.

Schedule 1: Definition

Vacation 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 VACATION 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 Vacation Hotel.	Same as for One star	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.	Same as for Three star	Same as for Three Star	
	10	10	20	20	20	
1.2 Site and Environment	Its entrance should be suitable, in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality.	Star as for One star	Same as for Four star but the locality and the environment including the outlook should be internationally recognizable standards	Star as for Three star	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.	Appropriate authorities in member states should set aside the 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. 8 Languages	Front office staff should be able to communicate English/French and Kiswahili.	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.	Same as for Three Star	Same as for Three Star.	
3.9 Communication Services	10 Should be available and include at least telephone and postal services.	10 Same as for One Star	20 Same as for One Star but should include internet services.	20 Same as for Three Star but with a fully equipped Business Centre.	20 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	Same as for One Star, but with better design.	Same as for Two Star but exclusively designed for and used by guests.	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury.	Same as for Four Star but with very high degree of luxury, ambiance and beauty.	
4.2 Size of Lobby/ lounge	10 Should be proportionate to the capacity of the establishment.	15 Same as for One Star	20 Same as for One Star	30 Same as for One Star but should be more spacious.	40 Same as for Four Star	
4.3 Amenities and Accessories	10 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.	15 Same as for Two Star, but in addition reading and writing facilities and materials should be available	20 Same as for Three Star but should be of greater range and higher quality	15 Same as for Two Star but should be of greater range and higher quality	
	10	20	30	40	50	

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	

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. 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	Same as for One Star	Same as for One Star but with high quality materials and finish.	Same as for Three Star	Same as for Three Star	
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.	Same as for One Star but with controllable temperature gauges	Same as for Two Star but should have separate compartments for various food stuff.	Same as for Three Star but should have distinctly separate compartments with labelling for various food stuff.	Same as for Four Star	
8.12 Lighting	Should be adequate, natural and/or artificial, with level of artificial illumination controllable.	Same as for One Star but light fittings should be of better quality	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambience	Same as for Three Star but with very high quality standard of fittings and finish	Same as for Four Star	
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	Acoustically sound interconnecting doors in 10% of available rooms will attract full marks.

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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 sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray.	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.
10.4 Floors, Walls and Ceilings	30 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 foot.	40 Same as for One Star but with better workmanship and finish.	60 Same as for Two Star, but with higher quality materials.	70 Same as for Three Star, but with superior quality materials.	90 Same as for Four Star.	
10.5 Towels and Bathrobes	10 Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided 10	20 Same as for One Star	30 Same as for One Star but of bigger size and better quality including a face towel and a bathrobe.	40 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	40 Same as for Four Star, but should be of much higher quality.	