



EAST AFRICAN COMMUNITY

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



Standards of Classification

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 Eighth 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 Eighth Schedule.
- c. To qualify for a Tree 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 Fourth Schedule and a minimum of 60 percent out of a possible total of 1,735 points marked on the Criteria for attaining a Tree Star rating, as indicated in the Eighth Schedule.
- 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 Eighth 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 Eighth Schedule.
- 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 Eighth 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 Eighth Schedule.

Schedule 1: Definition

Villas and Cottages

Refer to commercial establishments, located in sub-urban or country side areas and characterized by being autonomous, semi-detached or in a cluster of lettable units for holiday accommodation. They may or may not provide full hotel services and facilities. The establishments include residential premises used for holiday making by owners, friends or relatives.

STANDARDS OF CLASSIFICATION VILLAS, COTTAGE & SERVICED APARTMENTS

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 the development of villas or cottages or serviced apartments.	Same as for One Star	Same as for One Star but should 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	Should be in harmony with the natural and built-up environment and in conformity with the building and development regulations applicable to the locality	Same as for One Star	Same as for One Star	Same as for One Star but the environment including the out look should be suitable for a facility of internationally recognizable standards	Same as for Four Star	
	30	30	30	50	50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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 Star 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	
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 Internet services. 40	Same as for Four Star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.0 BEDROOMS						
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	
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 fixture 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 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,	Same as for One Star but of high quality. 20	Same as for Two Star but should include a Computer data point. 40	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provided, on request. 50	Same as for Four Star but offering a high degree of luxury. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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. 25	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	
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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	
10.3 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						
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	