



EAST AFRICAN COMMUNITY

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



Standards of Classification

Lodges

Preface

The Treaty for the Establishment of the East African Community was signed on 30th November 1999. It was the culmination of nearly three years of exhaustive negotiations and consultative processes among the people of East African, in the quest for reconstituting the system of cooperation that had prevailed in the region in the 1960's, and early 1970's before the collapse of the former East African Community in 1977.

The Treaty sets out a bold vision for the eventual unification of the EAC Partner States. Among the specific areas identified for cooperation is in the Tourism and Wildlife Management sector.

Articles 115 and 116 of the Treaty outline the principles for co-operation in Tourism and Wildlife Management. In order to promote the attainment of the objectives of the Community, as set out in Article 5 of the EAC Treaty, the Partner States are working together in co-coordinated manner, to develop the quality of accommodation and catering facilities for visitors within the region.

The development of Tourism and Wildlife within the community is thus undertaken through the EAC Sectoral Committee, the Coordination Committee and the Sectoral Council responsible for Tourism and Wildlife affairs.

The Sectoral Committee on Tourism and Wildlife Management is composed of various sub-committees that deal with various aspects of the sector among which has been the development of a quality assurance system in accommodation and catering facilities for tourists.

In 2000, the Sectoral Committee on Tourism and Wildlife Management, constituted the East African Panel of Experts (five (5) experts from each Partner State), in line with the provisions of Article 115(2) of the East African Treaty, which provides for the establishment of “a common code of conduct for private and public tour and travel operators, standardize hotel classification and harmonize the professional standards of agents in the tourism and travel industry within the Community”. The Project was set up in order to help establish regional guidelines and cooperation in the area of hospitality facilities classification and grading, and by so doing, facilitate Partner States' raising of quality standards in the accommodation and catering sector.

The recommendation to constitute the Panel was approved by the Council of Ministers, in 2001. The Panel of Experts held 16 regional consultative meetings rotating within the Partner States, which have culminated into this East African Community, Standards Criteria for Classification of Hotels, Restaurants and Other Tourist within the Community. The EAC



Standards Criteria for Classification of Hotels, Restaurants and Other Tourist Facilities will thus supercede all other Criteria existent in Partner States for the same purpose, once ratified by the East African Legislative Assembly.

Conscious of the different stages of development of EAC Partner States and their respective accommodation and catering facilities, the EAC Standards Criteria, provides for a wide range of options which investors may choose to aim at – from Guidelines for ‘Approved’ establishments to criteria for attaining five (5) star rating.

The classification system brings out different aspects of service delivery essential for customer satisfaction. It covers physical and tangible characteristics of accommodation establishments such as location, dimensions of rooms, supplies in bathrooms and frequency of change of linen, as well as non tangible elements such as style, elegance, comfort, finish and luxury. The system covers social contact in aspects such as staff grooming and communication skills.

If the region is to enjoy the benefits that tourism can bring, there is need to go for quality rather than quantity. Quality assurance indicators like the star rating system established in the developed criteria for accommodation and catering facilities is one of the ways of building confidence in potential customers who would like to patronize the region, and have the quality of our tourism product internationally recognized, East African Community Partner States can then compete on quality rather than cost. This is the only way in which the Community is going to be able to develop and maintain competitive tourism accommodation and catering facilities.

In this EAC Standards Criteria, the Tourism industry in East Africa has a tool that will facilitate the offering of products and services that will consistently meet the expectations of the tourists patronizing this great region. The Criteria covers various aspects of an establishment that contribute to the offering of various products and services whose sum total generates the grading and rating of the quality. Quality is a journey without an end and I therefore urge service providers in the accommodation and catering sector to constantly utilize the EAC Standards Criteria as their guide to encourage and maintain quality standards in products and services being delivered to tourists in East Africa.

*Amb. Juma Volter Mwapachu,
Secretary General,
East African Community,*

March, 2009



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 Sixth Schedule.
- (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 Sixth Schedule.
- (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 Sixth 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 Sixth Schedule.
- (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 Sixth 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 Sixth Schedule.
- (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 Sixth 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 Sixth Schedule.

Schedule 1: Definition

Lodges

A commercial establishment, located within or near natural habitat rich in fauna and flora, normally in or near conservation areas, in which the majority of clients are leisure or adventure seekers

STANDARDS OF CLASSIFICATION LODGES

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.	Same as for One	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	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 locality. The site should be safe from rain water foods and strong winds.	Same as for One Star	Same as One for Star but the location Should have added advantage in terms of scenery and/or, fauna and fora.	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, and/or fauna and fora.	Same as for Four Star but with greater appeal and vantage in terms of scenery, and/or fauna and fora	Environmental Impact Assessment should be done before construction
	20	20	30	40	50	

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, 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 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	
6.0 DINING ROOM/AREA						
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 distinctly luxurious and elegant. 80	

SECTION - ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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.	Same as for One Star.	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided.	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards.	Same as for Three Star but with a higher degree of creativity, ambiance and comfort.	
7.2. Floors, Walls, Ceilings and Decorations	20 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 finish and design.	30 Same as for Two Star but with very high quality finish.	40 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.	
7.3 Lighting and Ventilation	10 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	
7.4 Furniture and Equipment	20 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.	50 Same as for Four Star.	