



EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

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. 10	Same as for One 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 tranquility 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 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 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

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2.0 BUILDING						
2.1 Design and Architectural Features	In conformity with the Building Code and other existing building regulations, modest in style and beauty and structurally safe. Should be in harmony with the physical, natural and cultural environment. 20	Same as for One Star. 20	Same as for One Star but with a more attractive architectural design and finish. 30	Same as for Three Star but the architectural features, construction and finish of the building in relation to the environment should be of greater harmony and appeal. 40	Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment. 50	
2.2 Capacity	The establishment should have at least five (5) lettable accommodation units. 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	
2.3 Corridors, Hallways, Staircases and Walkways	Should be in accordance with the Buildings Code, allow easy passage and be well lit at all times. Where applicable, safe side railings should be provided and well maintained 20	Same as for One Star. 20	Same as for One Star but with better finish and some decoration, in harmony with the cultural environment. 30	Same as for Three Star but with higher quality finish, decoration and maintenance. 40	Same as for Four Star but all should be of much higher quality 50	
2.4 Site Signage and Notices	Proper and clear signs and notices should be provided indicating any restrictions and areas of interest. 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	
3.0 FRONT OFFICE						
3.1 Reception Area	An appropriate area suitably designed for receiving of guests should be available. 10	Same as One Star 10	Same as for One Star but a separate concierge service area should be provided. 30	Same as for Three Star but customer service/public relation table should be provided to assist guests. 40	Same as four star 40	

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3.2 Information Service	Appropriate and relevant guest information should be available, including:- <ul style="list-style-type: none"> • Tourism services providers; • Emergency and fire exit procedures etc. should be provided. • Literature covering services, internal telephone directory and menus should be provided. • Special notice regarding the hotel lien should be displayed. All information should be in English, Kiswahili, and at least one other internationally recognizable language. 20	Same as One Star 20	Same as for One Star. 20	Same as for One Star. 20	Same as One Star. 20	
3.3 Hours of Service	They should be at least twelve (12). 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	
3.4 Paging Systems	A simple functional paging system should be available 10	Same as for One Star 10	Professional discrete paging system should be used. 20	Same as for Three Star 20	Same as for Three star 20	
3.5 Safe Deposit Service	There should be arrangement to secure Guests' valuables. .20	Same as for One Star 20	Should be available, in the proportion of at least one Safe for every five rooms 30	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables.
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	

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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	Front office staff should be able to communicate in English/French and Kiswahili. 10	Same as for One Star 10	Same as for One Star but the head of department and some staff should be able to communicate in at least one foreign internationally recognized language in addition to English/French. 20	Same as for Three Star 20	Same as for Three Star. 20	
3.9 Communication Services	Should be available and include at least telephone 10	Same as for One Star 10	Same as for One Star but should include <i>internet</i> 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	

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4.3 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the Lodges and the needs of customers, including the disabled. 10	Same as for One Star, but should be of wider range and quality. 20	Same as for Two Star, but in addition reading and writing materials should be available. 30	Same as for Three Star but should be of greater range and higher quality. 40	Same as for Four Star but offering a distinctively greater range and quality. 50	
4.4 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 10	Same as for One Star but of better range and quality 20	Same as for Two Star but of wider range, higher quality and comfort. 30	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition. 40	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance. 50	
4.5 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	
4.6 Floors, Walls and Ceilings	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene. 20	Same as for One Star 20	Same as for One Star but showing a degree of creativity. 30	Same as for Three Star but showing higher degree of creativity. 30	Same as for Four Star but with distinctive creativity and impressive ambiance. 50	
4.7 Lighting	There should be adequate natural and/or artificial lighting. 10	Same as for One Star but light fittings should be of better quality. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance 30	Same as for Three Star but with very high quality standard of fittings. 40	Same as for Four Star. 40	

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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 multi-purpose room of not less than 1.5 sq m. per guest with good furniture to match the general standard of the establishment. 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 distinctively luxurious and elegant. 80	

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6.3 Interior Décor	Should be modest, of good quality with harmony of colours and blending with the natural and cultural environment and well maintained. 20	Same as for One Star but of better range and 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 generously furnished, with attention to detail, comfort and elegance 60	
6.4 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	
6.5 Floors, Walls and Ceilings	Should be structurally sound, well maintained to support good standards of cleanliness and hygiene 10	Same as for One Star but with high standards of cleanliness and hygiene. 20	Same as for One Star but with higher quality of design, workmanship and finish. 30	Same as for Three Star but with tasteful design, very high quality workmanship and finish. 40	Same as for Four Star but with excellent workmanship and finish. 50	Carpets where provided should have synthetic content not exceeding 20%. All other material to be flame/fire proof.
6.6 Menu	A Menu with a modest selection of local and international dishes with at least three courses and a beverage list. 10	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	
6.7 Service Stations	Should be well appointed and proportional to seating capacity. 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	
6.8 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	

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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. 20	Same as for One Star. 20	Same as for One Star but more spacious with better ambiance. Facilities to prepare non-stocked refreshments should be provided. 30	Same as for Three Star but will be elegant, spacious and provide facilities of internationally recognizable standards. 40	Same as for Three Star but with a higher degree of creativity, ambiance and comfort. 50	
7.2. Floors, Walls, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained. 10	Same as for One Star but with more attractive decoration, tasteful finish and design. 20	Same as for Two Star but with very high quality finish. 30	Same as for Three Star but with excellent design and finish offering a higher degree of comfort. 40	Same as for Four Star but with luxurious finish and décor. 50	
7.3 Lighting and Ventilation	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 50	
7.4 Furniture and Equipment	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. 20	Same as for One Star but should be of better quality. 30	Same as for Two Star but should be of distinctively higher quality, offering greater comfort. 40	Same as for Three Star, but with a touch of luxury. 50	Same as for Four Star. 50	

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7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally. 20	Same as for One Star 20	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements. 30	Same as for Three Star 30	Same as for Three Star 30	
7.6 Glassware	Stocks should be adequate and appropriate for service of different drinks. 10	Same as for One Star but should be of better quality. 20	Same as for Two Star but should be of high quality and design. 30	Same as for Three Star but should be of excellent quality in design and finish. 40	Same as for Four Star 40	
7.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, and snacks should be available. 10	Same as for One Star but with wide variety and choice. 20	Same as for Two Star but with a wider selection of beverage, wines, and snacks. 30	Same as for Three Star but with premium internationally reknown brands available. 40	Same as for Four Star but with an extensive selection of premium brands. 50	
8.0 KITCHEN						
8.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than 1/2 sq.m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star but area per guest bed should be ¾ sq. m. for hotels with more than 100 beds. 50	Same as for Four Star. 50	
8.2. Relation to Restaurant	Should be conveniently located in relation to the restaurant/dining area to facilitate service efficiency. 10	Same as for One Star. 10	Same as for One Star, but with added provision for enhancement of service efficiency. 20	Same as for Three Star. 20	Same as for Three Star. 20	
8.3. Flow of Food Service	There should be provision for safe conveyance of food between the preparation area and the restaurant/dining area. 30	Same as One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star 30	

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8.4 Organization of the Kitchen	There should be visible segregation in terms of working areas for cleaning, preparation of meats, vegetables, fish, poultry and pastries. 15	Same as One Star but with different and appropriate working areas for preparation of meats, vegetables, fish, poultry and pastries. 20	Same as for Two Star but highly organized and departmentalized 25	Same as for Three Star but with sections clearly labelled. 30	Same as for Four Star but labelled and screened off where applicable. 40	
8.5 Equipment of Kitchen	Work tops should none rusty impervious materials, and should include an adequate number of sinks, with hot and cold running water. Basic utensils, tools and cooking equipment should be provided. All should of good quality and be kept in good and clean condition. 40	Same as for One Star. 40	Same as for One Star, but each section should be provided with appropriate tools. 50	Same as for Three Star but with high quality tools. 60	As for Four Star but with very high quality tools. 70	
8.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying 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	
8.7. Ventilation	Adequate and efficient natural and/or mechanical ventilation/fume and hot air extraction should be provided. 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	Same as for One Star 40	

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	vertical and horizontal floor and walls and working surfaces should be coved 15	coved 20	25	25	30	
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. 10	Same as for One Star but with controllable temperature gauges 15	Same as for Two Star but should have separate compartments for various food stuffs. 25	Same as for Three Star but should have distinctly separate compartments with labeling for various food stuffs. 30	Same as Four Star 30	
8.12 Lighting	Should be adequate, natural and/or artificial, illumination. 10	Same as for One Star but light fittings should be of better quality 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	
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	
9.2. Regulation of Temperature	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 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	

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9.3. Balconies/ Terraces	Not essential	Not essential	At least 50% of the rooms should have balconies with appropriate furniture. 20	At least 75% of the rooms should have balconies with appropriate. 30	All rooms should have balconies Functional and comfortable furniture. 40	
9. 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. <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided. • Ashtrays, waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • Telephone should be available. 30	Same as for One Star but of high quality. 40	Same as for Two Star but should include a Computer data point. 50	Same as for Three Star but with valet services and coffee tray provided. Mini bar should provided, on request. 60	Same as for Four Star but offering a high degree of luxury. 70	
9. 5 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. 30	Same as for One Star but should be of high quality. 40	Same as for Two Star but of significantly Higher quality. 50	Same as for Three Star but should be of much higher quality. 60	Same as for four Star but with a higher degree of luxury. 70	

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	<ul style="list-style-type: none"> • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bedsheets, which can be tucked in. All beds should have under-blankets, Two bedsheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of good quality, finish and well maintained. 					
	30	40	50	60	70	
9.6 Change of Linen	Should be should be changed after every two nights of use or with every new guest.	Same as for One Star	Same as for One Star	Should be changed daily	Same as for Four Star	There should be a Par stock of at least Three pairs of sheets for each bed.
	20	20	20	30	30	
9.7. Décor	Should be good in quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but tastefully presented.	Same as for Two Star but with a wide range of decorations.	Same as for Two Star but with a higher degree of sophistication	Same as Four Star, but evidently more luxurious.	
	20	30	40	50	60	
9.8 Floors, Walls and 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	Same as for One Star	Same as for One Star but with high quality material used.	Same as for Three Star but with a luxury touch in material, workmanship and finish.	Same as for four Star but of exceptionally high quality material and finish.	

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	all times. Doors and windows should be of quality material 20					
9.9 Lighting	There should be adequate natural lighting, where openable window area should not be of less than 20% of floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and 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 fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Three Star but with much higher quality fittings. 50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests. 30	Same for One Star 30	Same as for One Star. 30	Same as for One Star. 30	Same as One Star. 30	
9.11 Information In Bedrooms	Literature covering services, internal telephone directory, Lodge Telephone tariffs, menus, emergency and fire exit procedures, etc, should be provided. <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities should be well displayed. • All information should be provided in Kiswahili, English/French and at least one other internationally recognizable language. 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	

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9.12 Bedroom Communication Systems	An electric bell, light signal or telephone should be provided in every room for internal communication 10	Same as for One Star 10	Same as for One Star but in addition, the following should be provided:- • Internal telephones which can be connected to external network, through the hotel switchboard, or direct dial. • Computer data points/hotspots 20	Same as for Three Star but with extensions provided in bathrooms. 30	Same as for Four Star. 30	
9.13 Room Designation	Should be numbered, lettered or otherwise designated with clear signage. 10	Same as for One Star 10	Same as for One Star but in good quality fittings. 20	Same as for Three Star but of better quality. 30	Same as for four Star but of excellent finish. 40	
9.14 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. 20	Same as for One Star 20	Same as for One Star, but with higher quality fittings 30	Same as for Three Star, but provision for double locking system and door lens. 40	Same as for Four Star, but with a functional electronic surveillance systems 50	
9.15 Supplies in Bedrooms	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies torch/lamp 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, assorted tissue paper and a selection of beverages, should be provided. 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 but with assorted chocolates and good selection of beverages and wines. 60	

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10.0 GUEST BATHROOM						
10.1 Bathroom	Should be ensuite to each guest room 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	
10.2. Size	Bathroom/WC of not less than 3½ sq. m. 10	Same as for One Star. 10	Same as for One Star, but should be of not less than 5 sq.m. 20	Same as for Three Star but of not less than 6 sq.m. 30	Same as for Four Star but should be more spacious. 40	
10.3 Fittings, Equipment, and Amenities	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. 30	Same as for One Star but with a large mirror. 40	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. 60	Same as for Three Star but all equipment should be of high quality, with Arabic shower provided. 70	Same as for Four Star but with hair dryers and telephone extensions. 90	More grab rails and facilities for disabled/handicapped and senior citizens, should be provided.
10.4 Floors, Walls and Ceilings	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 floor. 10	Same as for One Star but with better workmanship and finish. 20	Same as for Two Star, but with higher quality materials. 30	Same as for Three Star, but with superior quality materials. 40	Same as for Four Star. 40	
10.5 Towels and Bathrobes	Should be adequate, of good quality material in good condition, and changed daily. Bath mat of modest material should be provided. 20	Same as for One Star 20	Same as for One Star but of bigger size and better quality including a face towel. 30	Same as for Three Star but should be of higher quality material, and of not less than 80cm x 150cm. and should include a bathrobe. 40	Same as for Four Star. 40	

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10.6 Lighting and Ventilation	Should provide adequate illumination suitable for different bathroom uses. There should be effective natural and artificial ventilation 20	Same as for One Star but with improved materials, fittings, workmanship and finish. 30	Same as for Two Star but of better 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: Ashtray, 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	Minimum size should be not less than 24 sq. m. 30	Same as for Four Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	

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11.2 Regulation of Temperature	Not essential	Not essential	Not essential	Adequate natural ventilation, where openable window area is not of less than 20% of floor area and/or sufficient mechanical air conditioning should be provided, so as to maintain a temperature range for the comfort of the guests. 30	Same as for Four Star but with high quality air conditioning systems 40	
11.3 Facilities and Amenities	Not essential	Not essential	Not essential	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be well stocked. Room service should be provided on 24 hour basis. 40	Same as for Four Star. 50	
11.4 Balconies/Terraces	Not applicable	Not applicable	Not applicable	Should have a terrace or balcony with appropriate furniture. 30	Same as for Four Star 30	
11.5 Fittings and Furniture	Not applicable	Not applicable	Not applicable	Quality dining table with at least Four chairs; a dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 70	Same as for Four Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	
11.6 Décor	Not applicable	Not applicable	Not applicable	Good décor with quality decorations should be provided. They should be tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
11.7 Furnishings and Linen	Not applicable	Not applicable	Not applicable	<p>Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor.</p> <ul style="list-style-type: none"> • Should be well designed, in harmonized colour scheme. • Beddings should be of good cotton or linen fabric. Every bed should have appropriate size of bed sheets, which can be tucked in. All beds should have under-blankets, two bed sheets and top blanket or duvet with appropriate pillows. • Mosquito net covering the entire bed and long enough to reach the floor. • Appropriate curtains and upholstery should be of excellent quality, finish and well maintained. <p>60</p>	Same as for Four Star but materials and fittings should of excellent quality and luxurious.	
11.8 Lighting	Not applicable	Not applicable	Not applicable	<p>There should be adequate natural lighting whereby window area should not be less than 20% of the floor area. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting should be</p>	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				provided. Additional light fixtures over the dressing table, mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided. 40	40	
11.9 Sound Proofing	Not applicable	Not applicable	Not applicable	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Four Star 30	
11.10 Information in Suites	Not applicable	Not applicable	Not applicable	Literature covering services, internal telephone directory and Tariffs, menus, emergency and fire exist procedures, etc, should be provided. • Special notice regarding hotel lien and liabilities must be well displayed. All information should be provided in Kiswahili, English/French, and at least One other internationally recognizable language. 20	Same as for Three Star 20	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centre should be provided.
11.11 Communication Systems	Not applicable	Not applicable	Not applicable	An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:- • Internal telephone connected to external	Same as for Four Star but with <i>internet</i> facilities provided on request.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				<p>network through the hotel switchboard, or direct dial, telephone extensions provided in all rooms of the Suite.</p> <ul style="list-style-type: none"> • Computer data points/hotspots. <p>40</p>	50	
11.12 Supplies in Suites	Not applicable	Not applicable	Not applicable	<p>Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, laundry bags, air freshening supplies, water glasses, torch/lamp and match boxes, supplied. Tea/coffee tray together with good quality kitchen utensils, cutlery and crockery should be supplied, with a high quality assortment of supplies</p> <p>60</p>	<p>Same as for Four Star. In addition, all the utensils, tools and accessories should be of very high quality.</p> <p>70</p>	
11.13 Change of Linen	Not applicable	Not applicable	Not applicable	<p>Linen should be changed daily or at the convenience of the guests.</p> <p>40</p>	Same as for Four Star	
11.14 Room Security	Not applicable	Not applicable	Not applicable	<p>The main door and windows should be of good quality weather resistant material and</p>	Same as for Three Star but with functional electronic surveillance systems	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				fitted with secure locks/locking system, providing maximum privacy and security should be installed. 15	20	
11.15 Bathroom Size	Not applicable	Not applicable	Not applicable	Should be of at least 10 sq.m and spacious enough to accommodate a separate bath tub and shower cabin. 90	Same as for Four Star 90	
11.16 Bathroom Fittings and Equipment	Not applicable	Not applicable	Not applicable	Should have good quality shower mixers, W.C., bidet/ Arabic shower, hand wash basin with a wide top, wall to wall mirror, spacious bath tub, at least three towel rails, amenity tables, hair dryers and telephone, shaver magnifying mirror and a shower cubicle. All should be of very high quality. 60	Same as for Four Star but with palatial proportions. 80	
11.17 Bathroom Supplies	Not applicable	Not applicable	Not applicable	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided.	Same as for Four Star but luxurious amenity kit and toiletries should be provided	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				They should also have a shaver magnifying mirror and a shower cubicle. 30	40	
11.18 Bathroom Floors, Walls and Ceilings	Not applicable	Not applicable	Not applicable	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 40	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish. 50	
11.19 Towels and Bathrobes	Not applicable	Not applicable	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, face towels and bathrobes changed on a daily basis or at the convenience of the guests. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	Not applicable	Not applicable	Not applicable	Appropriate number of lights, One of them being above the mirror should be available for general illumination of the bathroom. Excellent and efficient natural ventilation and mechanical air extraction system should be installed. • Electrical lighting should be of sufficient wattage.	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				<ul style="list-style-type: none"> Adequate socket outlets, indicating voltage should be provided. Fittings and finish should be of superior quality. 50	60	
11.21 Shaver Outlets and Sockets	Not applicable	Not applicable	Not applicable	High quality sockets and shaver outlets, indicating voltage should be provided. 20	Same as for Four Star, but should be of superior quality and sufficient wattage. 30	
12.0 HYGIENE AND SANITATION						
12.1 Guest Cloakrooms	<p>Good impervious non-slip material should be used for floors and walls. The materials used to cover the wall should be up to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> Cloakrooms should be conveniently located to public areas, properly ventilated and well lit; Gender privacy should be assured and clearly indicated; All doors should be fitted with appropriate locks; All toilets should be clean and functional; The following should be provided and maintained:- <p>- Soap dispenser with soap,</p>	Same as for One Star	Same as for One Star but in addition fresh flowers or indoor plants should be provided.	Same as for Three Star.	Same as for three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> - Disposable tissue, and/or electric hand drier - A hand wash basin - Running hot and cold water. - Toilet paper - Sanitary bin with liner and lid. - Mother and child facilities - Coat hangers/hooks • Facilities for the Disabled/handicapped; • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code • The entrance to the cloakrooms from adjacent rooms should have air locks. <p>40</p>	<p>40</p>	<p>50</p>	<p>60</p>	<p>60</p>	
<p>12.2 Staff Changing/Wash Rooms</p>	<p>Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. Should be clean and well maintained at all times.</p> <ul style="list-style-type: none"> • Should be provided with sufficient toilets, showers and individual lockers. • Gender separation and privacy should be observed; • Facilities for the Disabled/handicapped should be provided. 	<p>Same as for One Star</p>	<p>Same as for One Star</p>	<p>Same as for One Star</p>	<p>Same as for One Star</p>	<p>Where the staff resides on “premises” appropriate changing room facilities should be provided.</p>

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	Amenities should be in keeping with standards of the establishment. 30	30	30	30	30	
12.3 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	
12.4 Sewerage	Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage disposal system, in line with the Building Code, health and environmental protection 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	
12.5 Vermin Proofing	All areas of the establishment should be fumigated regularly, in accordance with local health and environmental protection regulations, and be properly protected against rats, snakes, insects and any other vermin 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	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated appropriately certified by competent National Authority 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star. 50	Same as for One Star. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
12.7 Water Storage	Should be adequate to last at least one (1) day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least seven (7) days. 50	
13.0 SAFETY AND SECURITY						
13.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <ul style="list-style-type: none"> • Fire alarms should be installed; • All staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; • Every establishment should have an in-house core fire fighting team; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The Lodge must be insured against fire hazards. 20	Same as for One Star but fire detectors should be installed. 30	Same as for Three Star but with smoke detectors and sprinklers installed. 40	Same as for Three Star. 40	Same as for Three Start 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical safety laws. 10	Same as for One Star 10	Same as for One Star but with high quality materials, fittings and workmanship 15	Same as for Three Star 15	Same as for Three Star but with higher quality materials, fittings and workmanship 20	
13.3 Security	There should be adequate security arrangements including:- <ul style="list-style-type: none"> • Functional alarm system • Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; • Precaution Notices should be prominently displayed and legible at all times. 10	Same as for One Star 10	Same as for One Star, but with more elaborate rapid response arrangements 10	Same as for Three Star 15	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 20	
13.4 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply. Power should be available for at least 12 hours. 20	Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times. 30	Same as for Two Star, but power should be available for at least 18 hours. 40	Same as for Two Star but power should be available for at least 20 hours. 50	Power should be available for 24 hours. 60	
13.5 Medical Emergency	Properly equipped First Aid Kits, which should include anti-snake venom, serum should be provided, with some staff trained in First Aid techniques and a resident nurse, with proper arrangements for rapid evacuation. 20	Same as for One Star 20	Same as for One Star but with a Resident Clinical Officer and a well furnished clinic. 30	Same as for Three Star but with arrangements for a Doctor on call 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES						
14.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. 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	
14.2 Shoe Shine	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 Four Star 10	
14.3 Room Service	Should be available on request. 10	Same as for One Star 10	Same as for One Star but should be available for 18 hours. 20	Same as for One Star but should be available for 20 hours. 30	Same as for One Star but should be available for 24 hours. 40	
14.4 Laundry Services	Washing and ironing of guest clothes should be provided, with proper storage facilities for Hotel Linen and guest clothes 10	Same as for One Star but dry cleaning to be arranged, if not available. 20	Same as for Two Star 20	Same as for Two Star but with washing, dry cleaning, ironing and pressing services, available. 30	Same as for Four Star 30	There should be a Par stock of at least Three pairs of sheets for each bed.
15.0 HUMAN RESOURCE						
15.1 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	
15.2 Professional Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 20	Same as for One Star 20	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, 20	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional 20	Same as for Four Star but in addition should have a Human Resources Development Manager. 20	It is recommended that all managers of accommodation establishments be members of national and/or international

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	30	40	50	professional bodies.
15.3 Departmental Heads	Depending on the size and organizational structure of the establishment, there should be at least one suitably qualified and experienced person to assist in the day to day operations. For establishments of 50 rooms and above, each department should be supervised by an appropriately qualified person. 30	Same as for One Star 30	Same as for One Star but each department must be under the supervision of a person or persons of appropriate training from a recognized institution and experienced, to maintain very good service for guests, at all times. 40	Same as for Three Star but with duty manager available at all times. 50	Same as for Four Star 50	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
15.4 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 35	Same as for One Star but the proportion of professionally certified staff should be at least 70% 45	Same as for One Star but the proportion of professionally certified staff should be at least 80% 50	Same as for One Star but the proportion of professionally certified staff should be 90% 60	Appropriate on-job training programmes should be formulated and maintained.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.5 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English/French and Kiswahili. 20	Same as for One Star 20	Same as for One Star but the Manager, Assistant Manager and Guest Contact staff should have working knowledge of at least One of the widely recognized international languages in addition to English/French and Kiswahili. 30	Same as for Three Star but the Manager, Assistant Manager and Guest Contact staff should be able to speak at least One of the recognized international languages, in addition to English/French and Kiswahili. 40	Same as for Four Star. 40	
15.6 Health	Staff should be medically examined regularly, in line with statutory health regulations. 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	
15.7 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be provided. All staff should have name tags indicating designation. 20	Same as for One Star. 20	Same as for One Star, but should be of good quality. 30	Same as for One Star, but of very good quality. 40	Same as for One Star but of superior good quality. 50	
15.8 Personal Grooming	All staff should be well groomed, clean in body and attire, at all times. 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	
15.9 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 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
15.10 Dining Facilities	Dinning facilities of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, clean and well maintained 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	
15.11 Recreational Facilities	Adequate recreational facilities 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	
16.0 GENERAL						
16.1 'Courtesy of Choice'	Smoking and non-smoking 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	
16.2 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/hand-capped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	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 Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
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 30	Same as for One Star 30	Same as for One Star, but better organized, both in terms of goods segregation, layout and management 50	Same as for Three Stars 50	Same as for Three Stars 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.4 Service Station/ Garage	Functional 10	Functional 10	Should be provided and fully equipped 20	Same as for Three star 20	Same as for Three star 20	
16.5 Accommodation for Drivers	Depending on the location, adequate accommodation for drivers should be provided with all necessary amenities and in keeping with the general standards of the establishment. The facilities should be commensurate with the standards of the establishment. 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	
16.6 Shopping Facilities	There should be at least a small boutique or gift shop, selling basic travel requirements and souvenirs. 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	
16.7 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star 10	Same as for One Star but with properly organized and scheduled entertainment, and recreational facilities. 10	Same as for Three Star 10	Same as for Three Star 10	
16.8 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 15	Same as for One Star 15	Same as for One Star 15	Same as for Three Star but with very good landscaping with aesthetic appeal. 20	Same as for Four Star 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.9 Swimming Pool	Where applicable, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- <ul style="list-style-type: none"> • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be provided. • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres, with a separate pool for children 40	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated 50	Same as for Four Star. 50	
16.10 Insurance	The establishment should be covered by public liability insurance and other statutory insurance policies. 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	
16.11 Health Club	The establishment should be covered by public liability insurance and other statutory insurance policies. 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	

END