



CLASSIFICATION OF ACCOMMODATION FACILITIES IN UGANDA

1. INTRODUCTION

Hotel Classification is the process of assessing an accommodation facility for grading purposes using a basic set of standards covering the physical and intangible service expected from an accommodation facility in a specified category and level of classification.

To classify hotels in Uganda, being part of the East African Community, The EAC Hotel and restaurant classification Criteria is used.

The East African Criteria rating system is denoted by stars where one (1) star denotes the lowest and five (5) star the highest grade. Save for Motels and Restaurants whose star rating range from one to three and three to five respectively, all the other categories are graded from one to five stars. While a one star establishment has the basic facilities that provide functionality and comfort to the guest, the five star establishments provide a high degree of luxury and ambience that conform to any internationally recognizable standards.

2. MANDATE

The Uganda Tourism (Classification of Accommodation Facilities and Restaurants) Regulations (2014), Section 34 of the Uganda Tourism Act (2008), Act No 2 of 2008 mandates Uganda tourism Board (UTB) to classify hotels and stand-alone restaurants.

3. DEFINITION OF HOTELS

For purposes of classification, The EAC criterion has grouped hotels into five categories:-

- Town Hotels:
- Vacation Hotels
- Motels:
- Villas Cottages and Service Apartments:
- Lodges and Tented Camps

These categories defined as follows:

Town Hotels	Located within or near an urban center with the Majority of clientele being travelers
Vacation hotels	Located within or near a holiday resort and in which the majority of the clients are holidaymakers.
Lodges and tented Camps	Located within or near a natural habitat rich in fauna and flora. The majority of the clientele are leisure seekers.
Motels	Located along a highway or motorway and which caters mainly for the motorists.
Villas, Cottages & Service Apartment	Commercial establishment mainly located within holiday resort area but targeting clientele who may prefer self-catering services and privacy.

STAR RATING FEATURES

One star	An accommodation facility in this classification may be small and independently owned, with a family atmosphere. A service may be provided by the owner and his or her family on an informal basis. There may be a limited range of facilities and meals may be simple. The reception area, may be modest and functional. Some bedrooms may not have an en suite bathroom or shower room. Maintenance, cleanliness and comfort shall, always be of an acceptable standard.
Two star	An, accommodation facility will typically be small to medium size and offer more extensive facilities than at one star level. The facility may be comfortable, well equipped, overnight accommodation with an en suite bathroom or shower room. Reception and other staff shall be more professional than those at the one star level, and the facility shall offer a wider range of straight forward services, including food and drinks.
Three star	The, accommodation facility shall be of a size to support higher staffing levels, and a significantly greater quality and range of facilities than at a lower star classifications. All departments and sections expected in a hotel shall be functional i.e. front office, housekeeping, foods and beverage service and food production.
Four star	The accommodation facility at this level shall include luxury as well as quality in the furnishing, décor and equipment, in every area of the establishment. Bedrooms may offer more space than at the lower star levels, and well designed,

	coordinated furniture and décor. There shall be a high ratio of staff to guests to provide services like portering, twenty four hour room service, laundry and dry cleaning.
Five star	There shall be spacious and luxurious accommodation throughout the hotel, matching the best international standards. Interior design shall impress with its quality and attention to detail, comfort and elegance. Furnishing shall be immaculate. Services shall be formal, well supervised and flawless in attention to guests' needs, without being intrusive. The restaurant shall demonstrate a high level of technical skill, producing dishes to the highest international standards. Staff shall be knowledgeable, helpful, and well versed in all aspects of customer care, combining efficiency with courtesy.

4. LIST OF ESSENTIAL ITEMS

These are pre conditional items and provisions that the hotels must possess before the classification process is considered. It should also be noted that these essential items score highly in the process of star rating.

TOWN HOTELS	MOTELS	VACATION HOTELS	LODGES AND TENTED CAMPS	VILLAS, COTTAGES AND SERVICED APARTMENTS	RESTAURANTS
<ul style="list-style-type: none"> • Menu • Wash hand Basin • Fume Extraction • Waste Disposal • Drainage • Room Designation • Safe Deposit • Refuse Disposal • Sewage Disposal and Treatment • Vermin Proofing • Water Supply • Electrical Safety • First Aid • Qualification of Management Staff • Departmental Heads • Qualification of Operative Staff • Medical Examination(Health) • Hotel Insurance 	<ul style="list-style-type: none"> • Menu • Wash hand Basin • Fume Extraction • Waste Disposal • Drainage • Room Designation • Safe Deposit • Refuse Disposal • Sewage Disposal and Treatment • Vermin Proofing • Water Supply • Electrical safety • First Aid • Qualification of Management Staff • Departmental Heads • Qualification of Operative Staff • Medical Examination (Health) • Motel Insurance • Fuel Station • Drivers' Accommodation 	<ul style="list-style-type: none"> • Menu • Wash hand Basin • Fume Extraction • Waste Disposal • Drainage • Room Designation • Safe Deposit • Refuse Disposal • Sewage Disposal and Treatment • Vermin Proofing • Water Supply • Electrical Safety • First Aid • Qualification of Management Staff • Departmental Heads • Qualification of Operative Staff • Medical Examination (Health) • Hotel Insurance 	<ul style="list-style-type: none"> • Menu • Wash hand Basin • Fume Extraction • Waste Disposal • Drainage • Room Designation • Safe Deposit • Refuse Disposal • Sewage Disposal and Treatment • Vermin Proofing • Water Supply • Electrical Safety • First Aid • Qualification of Management • Departmental Heads • Qualification of Operative Staff • Medical Examination (Health) • Lodge/Camp Insurance • Drivers' Accommodation • Staff Accommodation 	<ul style="list-style-type: none"> • Menu • Wash hand Basin • Fume Extraction • Waste Disposal • Drainage • Room Designation • Safe Deposit • Refuse Disposal • Sewage Disposal and Treatment • Vermin Proofing • Water Supply • Electrical Safety • First Aid • Qualification of Management Staff • Departmental Heads • Qualification of Operative Staff • Medical Examination(Health) • Property Insurance 	<ul style="list-style-type: none"> • Menu • Wash hand Basin • Fume Extraction • Waste Disposal • Drainage • Refuse Disposal • Sewage Disposal and Treatment • Vermin Proofing • Water Supply • Electrical Safety • First Aid • Qualification of Management Staff • Qualification of Operative Staff • Medical Examination(Health) • Restaurant Insurance

5. MINIMUM SCORE REQUIRED FOR AWARD OF STAR

<p>Vacation Hotels</p>	<p>(a) To qualify for a one star classification, a hotel shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,250 points marked on the criteria for classification for a one star hotel, in Schedule 5</p> <p>(b) To qualify for a two star classification, a hotel shall score 100 percent on essential items and a minimum of 60 percent points out of a possible total of 2,440 points marked on the criteria for classification for a two star hotel, in Schedule 5.</p> <p>(c) To qualify for a three star classification, a hotel shall score 100 percent on essential items; a minimum of 30 percent of the total points under each main section in Schedule 4 and a minimum of 60 percent points out of a possible total of 4,180 points marked on the criteria for classification for a three star hotel, in Schedule 5.</p> <p>(d) To qualify for four star classification, a hotel shall score 100 percent on essential items; a minimum of 40 percent of the total points under each main section in Schedule 4 and a minimum total of 80 percent points out of a possible total of 4,980 marked on the criteria for classification for a four star hotel, in Schedule 5.</p> <p>(e) To qualify for five star classification, a hotel shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in Schedule 4 and a minimum total of 80 percent points out of a possible total of 5,560 points marked on the criteria for classification for a five star hotel in Schedule 5.</p>
<p>Lodge or Tented Camp</p>	<p>(a) To qualify for a one star classification, a lodge or rented camp shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,080 points marked on the criteria for classification for a one star Lodge or tented camp, in Schedule 7.</p> <p>(b) To qualify for a two star classification, a Lodge or tented camp shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 2,290 points marked on the criteria for classification for a two star Lodge or tented camp, in Schedule 7.</p> <p>(c) To qualify for a three star classification, a lodge or tented camp shall score 100 percent on essential items; a minimum of 30 percent of the total points under each main section in Schedule 7 and a minimum of 60 percent out of a possible total of 3,680 points marked on the criteria for classification for a three star lodge or tented camp, in Schedule 7.</p> <p>(d) To qualify for a four star classification, a lodge or tented camp shall score 100 percent on essential items; a minimum of 40 percent of total points under each main section in Schedule 7; and a minimum total of 70 percent out of a possible total of 4,350</p>

	<p>points marked on the criteria for classification for a four star lodge or tented camp, in Schedule 7.</p> <p>(e) To qualify for five star classification, a lodge or tented camp shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in Schedule 7; and a minimum total of 80 percent points out of a possible total of 4,830 points marked on the criteria for classification for a five star lodge or tented camp, in Schedule 7.</p>
<p>Villas, Cottages or Serviced Apartments</p>	<p>(a) To qualify for one star classification, a villa, cottage or serviced apartment shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 1,140 points marked on the criteria for classification for a one star villa, cottage or serviced apartment in Schedule 8.</p> <p>(b) To qualify for a two star classification, a villa, cottage or serviced apartment shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 1,260 points marked on the criteria for classification for a two star villa, cottage or serviced apartment in Schedule 8.</p> <p>(c) To qualify for a three star classification, a villas, cottages or serviced apartment shall score 100 percent on essential items; a minimum of 30 percent of the total points under each main section in Schedule 8 and a minimum of 60 percent out of a possible total of 1,630 points marked on the criteria for classification for a three star villa, cottage or serviced apartments in Schedule 8.</p> <p>(d) To qualify for a four star classification, a villas, cottages or serviced apartment shall score 100 percent on essential items; a minimum of 40 percent of total points under each main section in Schedule 8; and a minimum total of 70 percent out of a possible total of 1,900 points marked on the criteria for classification for a four star villas, cottages or serviced apartment in Schedule 8.</p> <p>(e) To qualify for five star classification, villas, cottages or serviced apartments shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in Schedule 8; and a minimum total of 80 percent points out of a possible total of 2,130 points marked on the criteria for classification for a five star villa, cottage or serviced apartment in Schedule 8.</p>
<p>Motel</p>	<p>(a) To qualify for one star classification, a motel shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,200 points marked on the criteria for classification for a one star motel in Schedule 9.</p> <p>(b) To qualify for two star classification, a motel shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 2,440 points marked on</p>

	<p>the criteria for classification for a two star motel in Schedule 9.</p> <p>(c) To qualify for three a star classification, a motel shall score 100 percent on essential items; a minimum of 30 percent points under each main section of schedule 9 and a total minimum of 60 percent out of a possible total of 3,050 points marked on the criteria for classification for three star Motel in Schedule 9.</p>
Town hotel	<p>(a) To qualify for one star classification, a hotel shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,150 points marked on the criteria for classification for a one star hotel in Schedule 6.</p> <p>(b) To qualify for a two star classification, a hotel shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 2,390 points marked on the criteria for classification for a two star hotel in Schedule 6.</p> <p>(c) To qualify for three star classification, a hotel shall score 100 percent on essential items; a minimum of 30 percent points under each main section of schedule 6 and a total minimum of 60 percent out of a possible total of 4,140 points marked on the criteria for classification for three star Hotel in Schedule 6.</p> <p>(d) To qualify for four star classification, a hotel shall score 100 percent on essential items; a minimum of 40 percent of the total points under each main section in Schedule 6; and a minimum 80 percent out of a possible total of 4,970 points marked on the criteria for classification for a four star hotel in Schedule 6.</p> <p>(e) To qualify for a five star classification, a hotel shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in the Schedule 6; and a minimum of 80 percent out of a possible total of 5,530 points marked on the criteria for classification for a five star hotel in Schedule 6.</p>

Schedule 5, reg.12 (a)

STANDARDS FOR CLASSIFICATION OF A VACATION HOTEL

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION 1.1 location	<p>The location of the establishment should be suitable for a Vacation Hotel.</p> <p>10</p>	<p>Same as for One Star</p> <p>10</p>	<p>Same as for One Star, but should be in close proximity to the main attraction to the area and offer easier accessibility, safety, comfort and tranquility.</p> <p>20</p>	<p>Same as for Three Star</p> <p>20</p>	<p>Same as for Three Star</p> <p>20</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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.	Same as for One Star	Same as One Star but the locality and the environment including the outlook should be suitable for a hotel of internationally recognizable standards	Same 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 shall be done.
	20	20	40	40	60	
2.0 BUILDING 2.1 Autonomy of Building	There should be separate and independent access for the hotel guests and for deliveries.	Same as for One Star	Same as for One Star but all rooms should be approached through a corridor except for cottages.	Same as for Three Star, but in addition should be semi-detached from other buildings.	The whole building should be completely detached	
	20	20	50	60	90	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.2 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 built-up, natural, social 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	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units. 10	Same as One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.4 Corridors, Staircases and Hallways	Corridors and staircases should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for staircases. Should be well maintained and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and some decoration. 20	Same as for One Star but with high quality finishes, decoration and maintenance. 30	Same as for Four Star but of very high quality 40	
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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.2 Information Service	<p>Appropriate and relevant guest information should be available, including:-</p> <ul style="list-style-type: none"> • Tourism service providers • Emergency and fire exit procedures etc. • Literature covering services, internal telephone directory;. • Special notice regarding the hotel lien should be displayed. All information should be in English, Kiswahili, and at least one other internationally recognizable language. <p>20</p>					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.3 Hours of Service	At least eighteen hours. 10	Same as for One Star 10	Twenty four hours. 20	Same as for Three Star 20	Same as for Three Star 20	
3.4 Paging System	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	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star 20	Individual safe deposit box should be provided in the guest rooms 40	Same as for Three Star 40	Same as for Three Star 40	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Service	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.7 Concierge Services	Adequate number of bellboys should be available for eighteen (18) hours. 10	Same as for One Star 10	Bellboys available for 24 hours. 20	Same as for Three Star, but with doorman available. 30	Same as for Four Star 30	
3.8 Languages	Front office staff should be able to communicate English 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 at least one foreign internationally recognized language in addition to English. 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 and postal services. 20	Same as for One Star 20	Same as for One Star but should include <i>internet</i> services. 30	Same as for Three Star but with a fully equipped Business Center. 40	Same as for Four Star 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.0 LOBBY/ LOUNGE AND OTHER PUBLIC AREAS	Should be of proportionate size in relation to the capacity of the establishment, well-furnished to offer basic comfort. 10	Same as for One Star but with better design and more spacious 20	Same as for Two Star but of better ambiance and furnishings 30	Same as for Three Star but with excellent design, material, workmanship, elegant finish and a higher degree of luxury 40	Same as for Four Star but offering a very high degree of luxury, ambiance and beauty 60	
4.1 Amenities and Accessories	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. 20	Same as for Two Star, but in addition reading and writing facilities and materials should be available 30	Same as for Three Star but should be of greater range and higher quality 40	Same as for Two Star but should be of greater range and higher quality 50	
4.2 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained	Same as for One Star but of better range and quality	Same as for Two Star but of wider range, higher quality and comfort	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	20	30	40	50	
4.3 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided. The facility should be maintained to an average temperature range of 15-29° C, where applicable. 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	
4.4 Floors and Walls	Should be of good quality, of permanent and impervious material and well maintained. High standards of cleanliness with proper attention to hygiene.	Same as for One Star but all materials and finish should be of better quality.	Same as for One Star. Floors/walls should be of high quality material, excellent finish and well maintained at all times.	Same as for Three Star but with a degree of luxury in the quality, material, designs, workmanship and finish.	Same as for Four Star but with highest standard of palatial elegance and quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	30	40	50	60	
4.5 Lighting	Should be adequate natural and/or artificial.	Same as for One Star but with better quality light fittings.	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance.	Same as for Three Star but with very high quality standard of fittings.	Same as for Four Star.	
	10	20	30	40	40	
4.6 Telephone Facilities	Public telephone services should be available.	Same as for One Star but with adequate public telephone booth and telephone facilities for internal communication availed.	Same as for Two Star.	Same as for Two Star.	Same as for Two Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	20	20	20	20	
4.7 Refreshments	Should be available and easily accessible for at least 16 hours a day. 10	Same as for One Star. 10	Same as for One Star but should be, available in a wider range. 20	Same as for Three Star 20	Same as for Three Star 20	
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 but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
5.0 FUNCTION ROOMS: 5.1 Conferences, banquet etc.	<p>At least One multi-purpose room with good furniture to match the general standard of the hotel.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed and well maintained.</p> <p>40</p>	<p>Same as for Three Star but with at least One large room of not less 75 sq. m. and at least two smaller ones, both carpeted, well lit and maintained. High quality furniture furnishings and fittings. Acoustically sound decoration in addition, fully equipped with public address system.</p> <p>60</p>	<p>Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities.</p> <p>70</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.0 RESTAURANT 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 with a coffee shop and/or a snack bar. Total 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 bed capacity. 60	Same as for Four Star but with a minimum of two restaurants offering different cuisines and services. Rich a la carté service should be available 70	
6.2 Furniture and Equipment	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 30	Same as for One Star but all of better quality. 40	Same as for two Star but all should be of superior quality. 50	Same as for Three Star but luxurious and more elegant. 60	Same as for Four Star but distinctively luxurious and elegant. 70	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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 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 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, then 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/fire proof.
6.5 Lighting and Ventilation	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 and fittings should be tasteful to provide a pleasant	Same as for Three Star but with very high quality standard of fittings and finish.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	30	ambiance. 40	50	50	
6.6 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	
6.7 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning provided. The facility should be maintained to an average temperature range of 15° – 29°C, where applicable. 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	
7.0 BARS 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.	Same as for One Star.	Same as for One Star but more spacious and with a better ambience and facilities to	Same as for Three Star but with at least two bars, all elegant and spacious.	Same as for Four Star but with a higher degree of creativity, ambience and comfort.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	prepare non-stocked refreshments. Where the bar is for residents only, a public bar should be provided. 30	50	60	
7.2 Walls, Floors, 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 and Ventilation	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 and fittings should be tasteful to provide a pleasant	Same as for Three Star but with very high quality standard of fittings and finish.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	30	ambiance. 40	50	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. 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. 70	Same as for Four Star. 70	
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally.	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20					
7.6 Glassware	Stock 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, snacks and cigarettes 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, snacks, cigarette, and cigars. 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	Same as for One Star.	Same as for One Star.	Same as for One Star but area per guest bed should be ¼ sq. m. for hotels with more than 100 beds.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	shall not be less than half sq. m. per guest bed. 40					
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3. Flow of Food Handling	There should be two independent access ways to facilitate one way movement between kitchen and restaurant/dining room. 30	Same as 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
8.4 Organization of the Kitchen	<p>There should be different and appropriate work-tops for preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas.</p> <p>30</p>	<p>Same as One Star.</p> <p>30</p>	<p>Same as for One Star but highly organized and departmentalized .</p> <p>50</p>	<p>Same as for Three Star.</p> <p>50</p>	<p>Same as for Three Star.</p> <p>50</p>	
8.5 Kitchen Equipment	<p>Work tops should be of stainless steel or other 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 be of good quality and be kept in good and clean condition.</p>	<p>Same as for One Star.</p>	<p>Same as for One Star, but each section should be provided with the appropriate specialized tools.</p>	<p>Same as for Three Star but with high quality tools.</p>	<p>As for Four Star but with very high quality tools.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	40	40	60	70	80	
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. Fume Extraction	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
8.8 Waste Collection and Storage	<p>There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals.</p> <ul style="list-style-type: none"> All bins should be lined with appropriate waste bags. Waste shall be collected from the kitchen, on a regular basis. 	Same as One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	30	30	30	30	30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>sewage system, it should be connected to the soakage. All to be maintained in good working condition, at all times.</p> <p>30</p>	30	30	30	30	
8.10 Floors and Walls	<p>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.</p>	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.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	40	40	40	
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.	Same as for One Star but should have separate compartments for various food stuffs.	Same as for Three Star.	Same as Three Star.	
	40	40	60	60	60	
9.0 GUEST ROOMS						
9.1 Minimum Size	Minimum size of bedrooms should be 12 sq. m.	Minimum size to be 12 sq.m.	Minimum size to be 15 sq.m.	Minimum size to be 20 sq.m.	Minimum size to be 25 sq.m.	Acoustically sound interconnecting doors in 10% of available rooms will attract full marks.
	20	20	30	40	50	
9.2. Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	as to maintain an average temperature range of 15°- 29°C, where applicable. 40	40	40	40	40	
9.3. Balconies/ Terraces	Not essential. 40	Not essential. 40	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 50	
9.4. 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	Same as for One Star but of high quality.	Same as for Two Star but should include a computer data point.	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request.	Same as for Four Star but offering a high degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided.</p> <ul style="list-style-type: none"> • Ashtrays, waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. <p>30</p>	40	50	60	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 in width and length commencing at 5 cm. above the floor.	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<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 					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	be of good quality, finish and well maintained. 30	40	50	60	70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star. 20	Same as for One Star. 20	Should be changed daily. 30	Same as for Four Star. 30	There should be a per stock of at least three pairs of sheets for each bed.
9.7 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	Same as for Two Star but with adequate loose pictures and flowers. 50	Same as Four Star, but evidently more luxurious. 60	Oil paint where used on walls should not be glossy
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. <ul style="list-style-type: none"> • Carpets where applicable, should be 	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.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>professionally fitted, with a good under lay and should be clean at all the times.</p> <ul style="list-style-type: none"> Doors and windows should be of quality material. <p>20</p>	20	40	50	60	
9.9 Lighting and Ventilation	<p>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. Bedside switch and emergency lighting, should be provided.</p> <p>20</p>	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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, 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 and at least one other internationally 	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	recognizable language. 20	20	20	20	20	
9.12 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:- <ul style="list-style-type: none"> • Internal telephone which can be connected to external network, through the hotel switch Board, or direct dial. • Telephone tariffs. • Computer data points. 30	Same as for Three Star but with extensions provided in bathrooms. 40	Same as for Four Star. 40	
9.13 Door	Should be numbered,	Same as for	Same as for One	Same as for Three	Same as for Four	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Designation	lettered or otherwise designated with clear signage. 10	One Star. 10	Star but in good quality fittings. 20	Star but of better quality. 30	Star but of excellent finish. 40	
9.14 Door Security	Good quality and secure locks/locking system on each door, 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 with provision for double locking system and door lense. 40	Same as for Four Star, but with a higher degree of sophistication. 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, ashtrays, laundry bags, air-freshening supplies and water glasses should be provided.	Same as for One Star but all items should be of good quality.	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	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season.	Same as for Four Star but with assorted chocolates and good selection of beverages and wines.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	30	shining pads, sewing kits and bedroom slippers, should be provided. 40	50	60	
10.0 GUEST BATHROOM 10.1. Size of Bathroom	Bathroom/WC of not less than 3½ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, should be en-suite to each guest room. 30	Same as for One Star. 30	Same as for One Star, but should be of not less than 5 sq., with better quality material and fittings. 40	Same as for Three Star but of not less than 6 sq.m. 60	Same as for Four Star but should be more spacious and evidently superior fittings. 80	
10.2. Equipment and Fittings	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a	Same as for One Star but with a large mirror.	Same as for One Star but should include an efficient mechanical air extraction system and a larger	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage.	Same as for Four Star but with hair dryers and telephone extensions.	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
	reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray. 20		mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 50			
10.3. 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. 20	Same as for One Star. 20	Same as for One Star, but with better quality material. 30	Same as for Three Star, but with superior quality material. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
10.4 Towels and Bathrobes	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition should be provided for each guest and changed daily. Bath mat of modest material should be provided. 10	Same as for One Star. 10	Same as for One Star but of bigger size and better quality including a face towel. 20	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. 30	Same as for Four Star, but should be more luxurious. 40	
10.5 Lighting and Ventilation	Two light fixtures, One of them being above the mirror for general illumination of the room should be provided. <ul style="list-style-type: none"> There should be effective natural and artificial ventilation. 	Same as for One Star but with improved materials, fittings, workmanship and finish.	Same as for Two Star but of better quality.	Same as for Three Star but with superior quality fittings.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Electrical lighting should be of sufficient wattage. <p>20</p>	30	40	50	50	
10.6 Shaver Outlet and Sockets	Should be provided in every bathroom. The voltage supply, whether in DC or AC, should be indicated.	Same as for One Star.	Same as for One Star, but should be of superior quality.	Same as for Three Star.	Same as for Three Star.	
	10	10	20	20	20	
10.7 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.	Same as for One Star.	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads.	Same as for Three Star.	Same as for Three Four Star the quality and range should reflect a degree of luxury.	
	10	10	20	20	30	
10.8 Sanitation	Bins, WC, sinks, bath tab and shower tray should be sanitized with appropriate	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	detergents and chemicals daily. 20	20	20	20	20	
11. SUITES 11.1 Minimum Size	Not essential.	Not essential.	Where Suites are provided, the minimum size should be 24 sq. m. 30	Same as for Three Star 30	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite internationally recognizable standards. 40	
11.2 Regulation of Temperature	Not essential.	Not essential.	Adequate natural ventilation, and/or sufficient mechanical air conditioning provided so as to maintain an average temperature	Same as for Three Star.	Same for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			range of 15° – 29° C, where applicable. 40	40	40	
11.3 Facilities and Amenities	Not essential.	Not essential.	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis. 40	Same as Three Star but minibar should well stocked. 50	Same as for Four Star. 50	
11.4 Balcony/ Terrace	Not necessary.	Not necessary.	Should have a terrace or balcony. 30	Same as for Three Star. 30	Same as for Three Star. 30	
11.5 Furniture and Fittings	Not applicable.	Not applicable.	Quality dining table with at least Four chairs; a	Same as for Three Star but with appropriate study	Same as for Four Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			dressing table, full length mirror, a lounge, a coffee and study tables, and computer data points should be provided. 50	facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	70	
11.6 Décor	Not applicable.	Not applicable.	Good décor with quality pictures and paintings. Fresh flowers and indoor plants should be provided. 40	Same as for Three Star but more tasteful and elegant. 50	Same as for Four Star but with a touch of luxury. 60	
11.7 Furnishings and Linen	Not applicable.	Not applicable.	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ in width and length starting from 5	Same as for Three Star but should be of excellent quality materials and fittings.	Same as for Four Star but materials and fittings should more luxurious.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>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 			

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>appropriate pillows.</p> <ul style="list-style-type: none"> • 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. <p>50</p>	60	70	
11.8 Ventilation and Lighting	Not applicable.	Not applicable.	Openable window area should not be of less than 20% of floor area. There should be	Same as for Three Star.	Same as for Three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			adequate natural lighting. One light fixture for each bed, in addition to the general illumination. Bedside switch and emergency lighting, should be 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	40	
11.9 Sound Proofing	Not applicable.	Not applicable.	Well sound proofed room for comfort and privacy of the guest.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			30	30	30	
11.10 Information In Suite	Not applicable.	Not applicable.	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc., should be provided.</p> <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities shall be well displayed. <p>All information should be provided in Kiswahili, English, and at least one other</p>	Same as for Three Star.	Same as for Three Star.	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			internationally recognizable language. 20	20	20	
11.11 Communication System	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:- <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switch Board, or direct dial. 	Same as for Three Star but with telephone extensions provided in all rooms of the Suite.	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
			<ul style="list-style-type: none"> • Telephone tariffs. • Computer data points. <p>30</p>	40	50	
11.12 Supplies in Suites	Not applicable.	Not applicable.	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, 'Do Not Disturb' sign stationery, waste bin, appropriate insect repellent, ash trays, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality	Same as for Three Star but with a high quality assortment of supplies.	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			kitchenette utensils, cutlery and crockery should be supplied. 50	60	70	
11.13 Change of Linen	Not applicable.	Not applicable.	Linen should be changed daily. 30	Same as for Three Star but done at the convenience of the guest. 40	Same as for Four Star. 40	
11.14 Door Security	Not applicable.	Not applicable.	Good quality and secure locks/locking system on each door providing maximum privacy should be installed. 20	Same as for Three Star. 20	Same as for Three Star. 20	
11.15 Bathroom Size	Not applicable.	Not applicable.	Should be of at least 10 sq.m.	Same as for Three Star but be spacious enough to accommodate	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			70	separate bath tub and shower. 90	90	
11.16 Bathroom Equipment and Fittings	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. All should be of high quality. 50	Same as for Three Star but should also have a 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	There should be good quality assorted and well stocked toiletry	Same as for Three Star but should also have a shaver magnifying mirror	Same as for Four Star but luxurious amenity kit and toiletries should be	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>kit. Good quality toilet paper tissues, ashtray, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided.</p> <p>20</p>	<p>and a shower cubicle.</p> <p>30</p>	<p>provided</p> <p>40</p>	
11.18 Bathroom Floors, Wall and Ceilings.	Not applicable.	Not applicable.	<p>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</p>	<p>Same as for Three Star but of very high quality material, design, workmanship and finish.</p>	<p>Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			finish. 30	40	50	
11.19 Towels and Bathrobes	Not applicable.	Not applicable	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	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	Same as for Three Star but with superior quality fittings and finish. 40	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of luxury. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> • Electrical lighting should be of sufficient wattage. • Adequate socket outlets, indicating voltage should be provided. 	50	60	
11.21 Shaver Outlet	Not applicable.	Not applicable.	<p>Quality socket and shaver outlets, with D.C. or A.C voltage indication should be provided.</p>	Same as for Three Star, but should be of superior quality and sufficient wattage.	Same as for Four Star.	
			40			
12.0 HYGIENE	Good impervious	Same as for	Same as for One	Same as for Three	Same as for Four	
			20	30	30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
<p>AND SANITATION</p> <p>12.1 Guest Cloakrooms</p>	<p>non-slip material should be used for floors and walls. The materials used to cover the wall should be to a height of not less than 1½ metres from the floor.</p> <ul style="list-style-type: none"> • Cloakrooms should be properly ventilated; • 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>One Star.</p>	<p>Star but in addition fresh flowers or indoor plants should be provided.</p>	<p>Star but in addition a well-equipped powder room should be provided.</p>	<p>Star.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> - Soap dispenser with soap, - 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 <ul style="list-style-type: none"> • Facilities for the Disabled/ handi-capped; • Individual urinals with running water and 					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>drainage should be available;</p> <ul style="list-style-type: none"> Toilets should follow the township buildings code; The entrance to the cloakrooms from adjacent rooms should have air locks. <p>30</p>	30	50	60	60	
12.2 Staff Changing Rooms	<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 	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>individual lockers.</p> <ul style="list-style-type: none"> • Gender separation and privacy should be observed; • Facilities for the Disabled/handicapped should be provided. <p>Amenities should be in keeping with standards of the establishment.</p>					
	30	30	30	30	30	
12.3 Refuse Storage and Disposal	Facilities should meet the local health and environmental protection standards.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	30	30	30	30	30	
12.4 Sewage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	should be in line with the Building Code and health regulations. 30	30	30	30	30	
12.5 Vermin Proofing	The premises should fumigated regularly in accordance with health regulations and properly protected against other vermin. 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	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be appropriately treated. 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	
12.7 Water Storage	Should be adequate to last for at least one (1) day, in case of supply breakdown. 20	Should be adequate to last for at least three (3) days. 20	Should be adequate to last for at least five (5) days. 20	Should be adequate to last for at least seven (7) days. 20	Same as for Four Star. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	30	40	50	50	
13.0 SAFETY AND SECURITY 13.1 Fire Protection	Adequate and appropriate firefighting 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 	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>carried out regularly;</p> <ul style="list-style-type: none"> • 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 hotel shall be insured against fire hazards. 					
	20	30	40	40	40	
13.2 Electrical Safety	All electrical installations should be well maintained, in accordance with applicable electrical	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	safety laws. 20	20	20	20	20	
13.3 Security	There should be adequate security arrangements including the following:- <ul style="list-style-type: none"> • a functional alarm system connected to external rapid response system; • adequate, properly trained and equipped security personnel. 20	Same as for One Star. 20	Same as for One Star, but with more elaborate rapid response arrangements 30	Same as for Three Star. 30	Same as for Three Star, but in addition there should be a functional electronic surveillance system in place. 40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply.	Same as for One Star.	Same as for One Star but with standby generator providing basic lighting in essential and	Same as for Three Star but with standby generator sufficient to provide lighting in all areas of the hotel.	Same as for Four Star but with cold rooms, water pumps and air conditioners connected to emergency power	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	public areas. 30	50	back up system. 60	
13.5 First Aid	Adequate aid kit should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star. 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star. 20	Same as for Three Star. 20	Where necessary a Clinical Officer/Nurse should be available.
13.6 Safety of Swimmers	Adequate precaution should be taken in hotels with swimming pools. These should include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped attendants or life guards, at all times. 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES 14.1 Luggage Room	There should be a separate room for storage of luggage and lost property. 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 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	
14.4 Room Service	Should be available on request. 10	Same as for One Star. 10	Same as for One Star but should be available for 24 hours. 20	Same as for Three Star. 20	Same as for Three Star. 20	
14.5 Laundry and Dry	Washing and ironing of guest clothes provided. 10	Same as for One Star but dry cleaning to 10	Same as for Two Star. 20	Same as for Two Star but with washing, dry 20	Same as for Four Star. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Cleaning Services	10	be arranged, if not available. 20	20	cleaning, ironing and pressing services, available. 30	30	
15.0 HUMAN RESOURCES 15.1 Qualifications Of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities.	Same as for One Star.	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available.	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place.	Same as for Four Star but in addition should have a Human Resources Development Manager.	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	40	40	50	60	70	
15.2 Departmental Heads	<p>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.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star but each department shall 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.</p> <p>40</p>	<p>Same as for Three Star but with duty manager available at all times.</p> <p>50</p>	<p>Same as for Four Star.</p> <p>50</p>	<p>It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.</p>
15.3 Qualifications of Operative Staff	<p>Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff</p>	<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>Appropriate on-job training programmes should be formulated and maintained.</p>

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	the hotel. 40	40	40	40	40	
15. 4 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English 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 internationally recognized languages, in addition to English 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 internationally recognized languages, in addition to English and Kiswahili. 40	Same as for Four Star. 40	
15.5 Health	Staff should be medically examined regularly, in line with statutory health regulations.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	10.	10	10	
15.6 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. 20	Same as for One Star, but of very good quality. 30	Same as for One Star but of superior good quality. 40	
15.7 Personal Grooming	All staff should be well groomed, at all times. 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	
15.8 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well	Same as for One Star.	Same as for One Star but in addition other indoor and outdoor entertainment facilities 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
	maintained should be provided. 20		30	30	30	
16.0 GENERAL 16.1. Audio	Soft background or piped music/radio should be available at public areas. 10	Same as for One Star. 10	Same as for One Star but with multi channel TV. 20	Same as for One Star. 20	Same as for One Star. 20	
16.2 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	
16.3 Lifts	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16. 4 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/handicapped should be provided.	Same as for One Star.	Same as for One Star.	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.	Same as for Four Star.	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
	20	20	20	30	30	
16. 5 Shopping Facilities	Adequate shopping facilities should be available for purchase of toiletries, sports, wear, post cards etc.	Same as for One Star.	Same as for One Star but with more varied items such as books, clothes, magazines etc. A gift shop and beauty saloon is recommended. Drug store/pharmacy will be an added advantage.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	20	20	20	
16.6 Taxi Service	Should be available on call. 10	Same as for One Star. 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.7 Guest Transport	Recommended. 10	Same as for One Star. 10	Depending on the location transport services to: <ul style="list-style-type: none"> - the nearest commercial or business center - airport - railway station; should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Entertainment	Some form of entertainment should	Same as for One Star.	Same as for One Star but with	Same as for Three Star but with a	Same as for Four Star but with	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
and Recreation	be provided. 10		properly organized and scheduled entertainment and recreational facilities. 20	variety of entertainment and recreational facilities, which should include sports and live band. 30	excellent recreational facilities. 40	
16. 9 Outdoor Areas	Some landscaping should be done and well maintained. 20	Same as for One Star but with adequate landscaping. 30	Same as for Two Star but with good landscaping should be done, where space allows and be well maintained. 40	Same as for Three Star but with very good landscaping with aesthetic appeal should be done. 50	Same as for Four Star. 50	
16. 10 Swimming Pool	Not essential, but where swimming pool is available, there should be:- <ul style="list-style-type: none"> • Treatment room and filtration plant; • A separate pool/area for 	Same as for One Star.	A swimming pool of adequate size should be provided and well maintained. The pool should have: <ul style="list-style-type: none"> • Treatment room and filtration 	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.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	children; <ul style="list-style-type: none"> • Beds and mattresses; • Life Guard, at all times. 20	20	plant; <ul style="list-style-type: none"> • A separate pool/area for children; • Beds and mattresses • Life Guard, at all times. 40	50	50	
16.11 Hotel Insurance	Should be covered by a 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	
16.12 Health Club	Optional. 	Optional. 	A well equipped sauna and gymnasium with a suitably trained instructor. Steam bath, whirlpool	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			and massage parlour should be provided. 40	40	40	

STANDARDS FOR CLASSIFICATION OF A TOWN HOTEL

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

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2. BUILDING 2.1 Autonomy of Building	<p>There should be separate and independent access for the hotel guests and for deliveries.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star but all rooms should be approached through a corridor or private passages.</p> <p>50</p>	<p>Same as for Three Star but in addition it should be semi-detached from other buildings.</p> <p>60</p>	<p>Same as for Four Star but in addition the whole building should be completely detached from other buildings.</p> <p>90</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.2 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, social and cultural environment. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but the architectural features and general construction of the building and its finish should be of better standards. 40	Same as for Three Star but the façade, architectural features, construction and finish of the building in relation to the environment should be of high standard, durable, safe and well maintained. 50	Same as for Four Star but should have elegant and distinctive features of a hotel of very high internationally recognizable standards and should have added functionality, safety, security and conducive to relaxation. 60	
2.3 Capacity	The hotel should have at least ten (10) lettable accommodation units 10	Same as One Star. 10	Same as for One Star. 10	Same as for One Star. 10	Same as for One Star. 10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.4 Corridors, Staircases and Hallways	Corridors and stair cases should allow easy passage and be well lit. Side railings should be provided and there should be a gentle slope for stair cases. Should be well maintained, and protected from rain. 10	Same as for One Star. 10	Same as for One Star but good finish and with decoration. 20	Same as for Three Star but with high quality finishes, decoration and good maintenance. 30	Same as for Four Star but elegantly made with very high quality finish. 40	
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 area should be provided to assist guests. 40	Same as Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.2 Information Service	<p>Appropriate and relevant guest information should be available, including:-</p> <ul style="list-style-type: none"> • Tourism service 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. 	Same as One Star.	Same as for One Star but with wider and varied information which include health and social religious gatherings.	Same as for Three Star.	Same as Three Star.	
	20	20	30	30	30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.3 Hours of Service	Should be twenty four (24). 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 Paging System	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	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star. 20	Individual safe deposit box should be provided in the guest rooms. 40	Same as for Three Star. 40	Same as for Three Star. 40	There should be sufficient arrangement for the safe keeping of large valuables.
3.6 Foreign Exchange Service	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.7 Concierge Services	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. 10	Same as for Three Star, but with doorman available. 20	Same as for Four Star. 20	
3.8 Languages	Front office staff should be able to communicate English 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 at least one foreign internationally recognized language in addition to English and Kiswahili. 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 and postal services. 20	Same as for One Star. 20	Same as for One Star but should include <i>internet</i> services. 30	Same as for Three Star but with a fully equipped Business Center. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
4.0 LOBBY/ LOUNGE AND OTHER PUBLIC AREAS	Should be of reasonable size, well furnished and maintained. 10	Same as for One Star but with better design, size and beauty. 20	Same as for Two Star but with deluxe design. 30	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 40	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 60	
4.1 Amenities and Accessories	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. 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	
4.2 Furniture and Decor.	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained	Same as for One Star but of better range and quality	Same as for Two Star but of wider range, higher quality and better comfort	Same as for Three Star but of very high quality and in excellent condition, very comfortable and well upholstered.	Same as for Four Star but generously furnished with highest standards in quality and attention to detail, comfort and elegance.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	20	30	40	50	
4.3 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning provided. The facility should be maintained to an average temperature range of 15-27 degree C, where applicable.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	40	40	40	40	40	
4.4 Floors and Walls	Should be of good quality, permanent and impervious material and well maintained, reflecting high standards of cleanliness with proper attention to hygiene.	Same as for One Star but all materials and finish should be of better quality.	Same as for One Star, but should be of high quality materials and excellent finish.	Same as for Three Star but with a degree of luxury in the quality, materials, design, workmanship and finish.	Same as for Four Star but with highest standard of palatial elegance and quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	30	40	50	60	
4.5 Lighting	Should be adequate natural and/or artificial.	Same as for One Star but with better quality fittings.	Same as for Two Star but the fittings should be tasteful to provide a pleasant ambiance.	Same as for Three Star but with very high quality standards of fittings and finish.	Same as for Four Star.	
	10	20	30	40	40	
4.6 Telephone Facilities	Public telephone services should be available and ideally complemented by discrete paging.	Same as for One Star but with adequate and functional internal communication system.	Same as for Two Star, but should include direct dialing.	Same as for Three Star.	Same as for Three Star.	
	10	20	30	30	30	
4.7 Refreshments	Should be available and easily accessible for at least 16 hours a day.	Same as for One Star.	Same as for One Star but should be available for 24 hours.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	20	20	20	
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 but minimum size should not be less than an aggregate of 2 sq. m. per guest bedroom. 60	
5.0 FUNCTION ROOMS 5.1 Conferences, Banquets etc.	At least One multi-purpose room with good furniture to match the general standard of the hotel.	Same as for One Star.	At least One large room of not less than 75 sq. m. comfortably furnished, sound proofed, and well maintained.	Same as for Three Star but with at least One large room of not less 75 sq. m. and at least Two smaller Ones, both carpeted, well lit and maintained. High quality furniture furnishings and	Same as for Four Star but of very high quality audiovisual and <i>internet</i> facilities.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	40	fittings. Acoustically sound decoration in addition, fully equipped with public address system. 60	70	
6.0 RESTAURANTS 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 One 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 cuisines and services. Rich a la carte service should be available. 70	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.2 Furniture and Equipment	Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped persons. 30	Same as for One Star but all of better quality. 40	Same as for two Star but all should be of superior quality. 50	Same as for Three Star but luxurious and more elegant. 60	Same as for Four Star but distinctively luxurious and elegant. 70	
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 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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, then 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/fire 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
6.6 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	
6.7 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	Adequate natural ventilation, and/or sufficient mechanical air conditioning provided. The facility should be maintained to an average temperature range of 15° – 27°C, where applicable. 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	
7.0 BAR 7.1 General Features and Facilities	At least One bar should be conveniently located near the dining room and /or lounge, or may be	Same as for One Star.	Same as for One Star but more spacious with better ambiance. Facilities	Same as for Three Star but will be elegant, spacious and provide	Same as for Three Star but with a higher degree of creativity,	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	part of the restaurant. 20	20	to prepare non-stocked refreshments should be provided. 30	facilities of internationally recognizable standards. 50	ambiance and comfort. 60	
7.2 Walls, Floors, 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 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. 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 Furniture and Equipment	Should be adequate, modest, comfortable and of good quality. An ice-making machine of adequate capacity and a	Same as for One Star but should be of better quality.	Same as for Two Star but should be of distinctively higher quality, offering greater	Same as for Three Star, but with a touch of luxury.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	double bowl sink with bottle brush, hot and cold running water are essential. 30	40	comfort. 50	70	70	
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	Stock 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, snacks, 10	Same as for One Star but with wide 20	Same as for Two Star but with a wider selection of 30	Same as for Three Star but with premium 40	Same as for Four Star but with an extensive selection 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	and cigarettes should be available. 10	variety and choice. 20	beverage, wines, snacks, cigarette, and cigars. 30	internationally reknown brands available. 40	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 half 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. 60	Same as for Four Star. 60	
8.2 Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 20	Same as for One Star. 20	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 40	Same as for Three Star. 40	Same as for Three Star. 40	
8.3 Flow of Food Handling	There should be two independent access ways to facilitate one way movement between kitchen and restaurant or 20	Same as One Star. 20	Same as for One Star. 40	Same as for One Star. 40	Same as for One Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	dining room. 30	30	30	30	30	
8.4 Organization of the Kitchen	There should be different and appropriate work-tops for preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 30	Same as One Star. 30	Same as for One Star but highly organized and departmentalized. 50	Same as for Three Star. 50	Same as for Three Star. 50	
8.5 Equipment of Kitchen	Work tops should be of stainless steel or other 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 be 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. 60	Same as for Three Star but with high quality tools. 70	As for Four Star but with very high quality tools. 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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. Fume Extraction	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	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals.	Same as One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> All bins should be lined with appropriate waste bags. Waste shall be collected from the kitchen, on a regular basis. 					
	30	30	30	30	30	
8.9. Drainage	All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all times.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	30	30	30	30	30	
8.10 Kitchen Floors and Walls	Should be of impervious materials, non-corrosive and non-slip, conducive to easy cleaning. All should	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.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	be of good workmanship and finish. Excellent levels of hygiene should be observed. Floors should have a gentle slope towards the drainage point and the junction between all vertical and horizontal surfaces should be covered. 20	20	40	40	40	
8.11 Kitchen 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. 40	Same as for One Star. 40	Same as for One Star but should have separate compartments for various foodstuffs. 60	Same as for Three Star. 60	Same as Three Star. 60	
9.0 GUEST ROOMS						
9.1 Minimum	Minimum size of	Minimum size	Minimum size to be	Minimum size to	Minimum size to be	Acoustically

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Size	bedrooms should be 12 sq. m. 20	to be 12 sq.m. 20	15 sq.m. 30	be 20 sq.m. 40	25 sq.m. 50	sound interconnecting doors in 10% of available rooms will attract full marks.
9.2 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided, so as to maintain an average temperature range of 15°- 27°C , where applicable. 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	
9.3 Balconies/ Terraces	Not essential.	Not essential.	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 40	
9.4 Furniture and	Every room should be fitted with a clean and	Same as for One Star but of	Same as for Two Star but should	Same as for Three Star but with valet	Same as for Four Star but offering a	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Equipment	<p>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.</p> <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. • TV and telephone should be available. <p>30</p>	high quality.	include a computer data point.	services and coffee tray provided. Mini bar should be provided, on request.	high degree of luxury.	
		40	50		70	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				60		
9. 5 Furnishings and Linen	<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. 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	Same as for Three Star but should be of much higher quality.	Same as for four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Appropriate curtains and upholstery should be of good quality, finish and well maintained. <p>30</p>	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 stock of at least Three pairs of sheets for each bed.
	20	20	20	30	30	
9.7 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained.	Same as for One Star but of superior quality.	Same as for Two Star.	Same as for Two Star but with adequate loose pictures and flowers.	Same as four Star, but evidently more luxurious.	Oil paint where used on walls should not be glossy.
	20	40	40	50	60	
9.8 Floors, Walls and Ceilings	Should be of good finish and well maintained. <ul style="list-style-type: none"> Carpets where applicable, should be 	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,	Same as for four Star but of exceptionally high quality material	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>professionally fitted, with a good under lay and should be clean at all the times.</p> <ul style="list-style-type: none"> Doors and windows should be of quality material. <p>20</p>			workmanship and finish.	and finish.	
		20	30	40	50	
9.9 Lighting and Ventilation	<p>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. Bedside switch and emergency lighting, should be provided.</p> <p>20</p>	Same as for One Star.	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.	Same as for Three Star but with high quality fittings.	Same as for Three Star but with much higher quality fittings.	
		20	30	40	50	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy of guests.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	30	30	30	30	30	
9.11 Information in Bedrooms	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc., should be provided.</p> <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 and at least one other internationally recognizable language. 	Same as for One Star.	Same as for One Star.	Same as for One Star	Same as for One Star	
	20	20	20	20	20	
9.12 Bedroom Communication System	An electric bell, light signal or telephone should be provided in every room for internal	Same as for One Star.	Same as for One Star but in addition, the following should be provided:-	Same as for Three Star but with extensions provided in	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	communication. 10	10	<ul style="list-style-type: none"> Internal telephone which can be connected to external network, through the hotel switch Board, or direct dial; Telephone tariffs; Computer data points. 30	bathrooms. 40	40	
9.13 Door 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 Door Security	Good quality and secure locks/locking system on each door, providing maximum privacy and security, should be	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 higher degree of sophistication.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	installed. 20	20	30	40	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, ashtrays, 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, 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	
10.0 GUEST BATHROOM 10.1 Size of Bathroom	Bathroom/WC of not less than 3½ sq. m., with a shower or bath tub and	Same as for One Star.	Same as for One Star, but should be of not less than 5	Same as for Three Star but of not less than 6 sq.m.	Same as for Four Star but should be more spacious and	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	splash guard, hanging naturally into the shower tray, should be ensuite to each guest room. 30		sq.m with better quality material and fittings. 40		evidently superior fittings. 80	
10.2 Equipment and Fittings	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray. 20	Same as for One Star but with a large mirror. 30	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. 50	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage. 60	Same as for Four Star but with hair dryers and telephone extensions. 80	Grab rails and facilities for disabled/ handicapped and senior citizens, should be provided.
10.3 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. <ul style="list-style-type: none"> The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 	Same as for One Star. 30	Same as for One Star, but with better quality material. 50	Same as for Three Star, but with superior quality material. 60	Same as for Four Star. 80	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	30	40	40	
10.4 Towels and Bathrobes	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition should be provided for each guest and changed daily. Bath mat of modest material should be provided. 10	Same as for One Star. 10	Same as for One Star but of bigger size and better quality including a face towel. In addition a reasonably sized face towel should be provided. 20	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. 30	Same as for Four Star, but should be more luxurious. 40	
10.5 Lighting and Ventilation	Two light fixtures, One of them being above the mirror for general illumination of the room should be provided. <ul style="list-style-type: none"> • There should be effective natural and artificial ventilation. • Electrical lighting should be of sufficient wattage. 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	
10.6 Shaver	Should be provided in	Same as for	Same as for One	Same as for Three	Same as for Three	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Outlet and Sockets	every bathroom. The voltage supply, whether in DC or AC, should be indicated. 10	One Star. 10	Star, but should be of superior quality. 20	Star. 20	Star. 20	
10.7 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	
10.8 Sanitation	Bins, WC, sinks, 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.	Where Suites are provided, the minimum size should be 24 sq. m.	Same as for Three Star.	Same as for Three Star, but with more spacious rooms of palatial proportions	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			30	30	with all prerequisite internationally recognizable standards. 40	
11.2 Regulation Of Temperature	Not essential.	Not essential.	Adequate natural ventilation, and/or sufficient mechanical air conditioning provided so as to maintain an average temperature range of 15° – 27° C, where applicable. 40	Same as for Three Star. 40	Same for Three Star. 40	
11.3 Facilities and Amenities	Not essential.	Not essential.	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour	Same as Three Star but mini bar should well stocked.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			basis. 40	50	50	
11.4 Balcony/ Terrace	Not necessary.	Not necessary.	Should have a terrace or balcony. 30	Same as for Three Star. 30	Same as for Three Star. 30	
11.5 Furniture and Fittings	Not applicable.	Not applicable.	Quality dinning 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. 50	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality. 70	Same as for Four Star. 70	
11.6 Décor	Not applicable.	Not applicable.	Good décor with quality pictures and paintings. Fresh flowers and indoor plants should be provided.	Same as for Three Star but more tasteful and elegant.	Same as for Four Star but with a touch of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			40	50	60	
11.7 Furnishings and Linen	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 	Same as for Three Star but should be of excellent quality materials and fittings.	Same as for Four Star but materials and fittings should more luxurious.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			duvet with appropriate pillows. <ul style="list-style-type: none"> • 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. 50	60	70	
11.8 Ventilation and Lighting	Not applicable.	Not applicable.	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	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			illumination. Bedside switch and emergency lighting, should be 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	40	
11.9 Sound Proofing	Not applicable.	Not applicable.	Well sound proofed for comfort and privacy of the guest. 30	Same as for Three Star. 30	Same as for Three Star. 30	
11.10 Information in Suite	Not applicable.	Not applicable.	Literature covering services, internal telephone directory, menus, emergency and fire exist procedures, etc., should be provided. • Special	Same as for Three Star.	Same as for Three Star.	Information concerning travel services directory covering such aspects as excursion tours, postal

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>notice regarding hotel lien and liabilities shall be well displayed.</p> <p>All information should be provided in Kiswahili, English, and at least One other internationally recognizable language.</p> <p>20</p>	20	20	services, business centres should be provided.
11.11 Communication System	Not applicable.	Not applicable.	<p>An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:-</p> <ul style="list-style-type: none"> • Internal 	Same as for Three Star but with telephone extensions provided in all rooms of the Suite.	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
			telephone connected to external network through the hotel switchBoard, or direct dial; <ul style="list-style-type: none"> • Telephone tariffs; • Computer data points. 			
			30	40	50	
11.12 Supplies in Suites	Not applicable.	Not applicable.	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, ash trays, laundry bags, air freshening	Same as for Three Star but with a high quality assortment of supplies.	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			supplies, water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. 50	60	70	
11.13 Change of Linen	Not applicable.	Not applicable.	Linen should be changed daily. 30	Same as for Three Star but done at the convenience of the guest. 40	Same as for Four Star. 40	
11.14 Door Security	Not applicable.	Not applicable.	Good quality and secure locks/locking system on each door providing maximum privacy should be installed. 20	Same as for Three Star. 20	Same as for Three Star. 20	
11.15 Bathroom	Not applicable.	Not applicable.	Should be of at least	Same as for Three	Same as for Four	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Size			10 sq.m. 70	Star but be spacious enough to accommodate separate bath tub and shower. 90	Star. 90	
11.16 Bathroom Equipment and Fittings	Not applicable.	Not applicable.	Should have good quality shower mixers, W.C, bidet or 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. All should be of high quality. 50	Same as for Three Star but should also have a 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.	There should be good quality	Same as for Three Star but should	Same as for Four Star but luxurious	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			assorted and well stocked toiletry kit. Good quality toilet paper tissues, ashtray, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. 20	also have a shaver magnifying mirror and a shower cubicle. 30	amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Wall and Ceilings.	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.	Same as for Three Star but of very high quality material, design, workmanship and finish.	Same as for Four Star, but with luxurious interior design, excellent materials, workmanship and finish.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			30	40	50	
11.19 Towels and Bathrobes	Not applicable.	Not applicable.	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality and a bathrobe provided. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	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. <ul style="list-style-type: none"> Electrical lighting should be of sufficient 	Same as for Three Star but with superior quality fittings and finish.	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
			<p>wattage.</p> <ul style="list-style-type: none"> Adequate socket outlets, indicating voltage should be provided. <p>40</p>	50	60	
11.21 Shaver Outlet	Not applicable.	Not applicable.	<p>Quality socket and shaver outlets, with D.C. or A.C voltage indication should be provided.</p> <p>20</p>	<p>Same as for Three Star, but should be of superior quality and sufficient wattage.</p> <p>30</p>	<p>Same as for Four Star.</p> <p>30</p>	
<p>12.0 HYGIENE AND SANITATION</p> <p>12.1 Guest Cloakrooms</p>	<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 properly ventilated; 	Same as for One Star.	<p>Same as for One Star but in addition fresh flowers or indoor plants should be provided.</p>	<p>Same as for Three Star but in addition a well equipped powder room should be provided.</p>	<p>Same as for Four Star.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> • 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:- <ul style="list-style-type: none"> - Soap dispenser with soap; - 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. 					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Facilities for the Disabled/handi-capped; Individual urinals with running water and drainage should be available; Toilets should follow the township buildings code; <ul style="list-style-type: none"> The entrance to the cloakrooms from adjacent rooms should have air locks. 					
	30	30	50	60	60	
12.2 Staff Changing Rooms	<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, 	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>showers and individual lockers.</p> <ul style="list-style-type: none"> • Gender separation and privacy should be observed. • Facilities for the Disabled/handicapped should be provided. <p>Amenities should be in keeping with standards of the establishment.</p> <p>30</p>	30	30	30	30	
12.3 Refuse Storage and Disposal	<p>Facilities should meet the local health standards.</p> <p>30</p>	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
12.4 Sewage	<p>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.</p>	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	30	30	30	30	30	
12.5 Vermin Proofing	The premises should fumigated regularly in accordance with health regulations and properly protected against vermin. 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	
12.6 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be appropriately treated. 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	
12.7 Water Storage	Should be adequate to last for at least one (1) day in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last for at least three (3) days. 30	Should be adequate to last at least five (5) days. 40	Should be adequate to last at least one week. 50	
13.0 SAFETY AND SECURITY						

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.1 Fire Protection	<p>Adequate and appropriate firefighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws.</p> <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 	<p>Same as for One Star but fire detectors should be installed.</p>	<p>Same as for Three Star but with smoke detectors and sprinklers installed.</p>	<p>Same as for Three Star.</p>	<p>Same as for Three Star.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>prominently displayed in guest room and public areas;</p> <ul style="list-style-type: none"> The hotel shall be insured against fire hazards. 					
	20	30	40	40	40	
13.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p>	<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>	
	20	20	20	20	20	
13.3 Security	<p>There should be adequate security arrangements including the following:-</p> <ul style="list-style-type: none"> a functional alarm system connected to external rapid response system; adequate, properly trained and equipped security 	<p>Same as for One Star.</p>	<p>Same as for One Star, but with more elaborate rapid response arrangements.</p>	<p>Same as for Three Star.</p>	<p>Same as for Three Star, but in addition there should be a functional electronic surveillance system in place.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	personnel. 20	20	30	30	40	
13.4 Emergency Power	There should be appropriate alternative sources of power, in case of failure of main supply. 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	
13.5 First Aid	Adequate aid kit should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star. 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star. 20	Same as for Three Star. 20	Where necessary a Clinical Officer/Nurse should be available.
13.6 Safety of Swimmers	Adequate precaution should be taken in hotels with swimming pools. These should include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants/Life Guards at all times.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	20	20	20	
14.0 SUNDRY SERVICES						
14.1 Luggage Room	There should be a separate room for storage of luggage and lost property. 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 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	
14.4 Room Service	Should be available on request. 10	Same as for One Star. 10	Should be available for 24 hours. 20	Same as for Three Star. 20	Same as for Three Star. 20	
14.5 Laundry and Dry Cleaning	Washing and ironing of guest clothes provided.	Same as for One Star but dry cleaning to be arranged, if	Same as for Two Star.	Same as for Two Star but with washing, dry cleaning, ironing	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Service	10	not available. 20	20	and pressing services, available. 30	30	
15.0 HUMAN RESOURCES 15.1 Qualifications of Management Staff	General management of the establishment should be under a qualified person, certified by appropriate national authorities. 40	Same as for One Star. 40	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by one or more persons with similar training. Continuous training, including in-house programmes should be available. 50	The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place. 60	Same as for Four Star but in addition should have a Human Resources Development Manager. 70	It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.
15.2 Departmental Heads	Depending on the size and organizational structure of the establishment, there	Same as for One Star.	Same as for One Star but each department shall be under the	Same as for Three Star but with duty manager available at all times.	Same as for Four Star.	It is recommended that all heads of

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	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, an appropriately qualified person should supervise each department. 30	30	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	50	50	departments from Three Star and above be members of national and/or international professional bodies.
15.3 Qualifications of Operative Staff	Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel. 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	Appropriate on-job training programmes should be formulated and maintained.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15. 4 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English 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 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 and Kiswahili. 40	Same as for Four Star. 40	
15.5 Medical Examination	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	
15.6 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, should be	Same as for One Star.	Same as for One Star.	Same as for One Star, but of very good quality.	Same as for One Star but of superior good quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	provided. All staff should have name tags indicating designation. 20	20	20	30	40	
15.7 Cleanliness of Staff	All staff should be well groomed, at all times. 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	
15.8 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star but additional in door and out door entertainment facilities should be provided. 30	Same as for Three Star. 30	Same as for Three Star. 30	
16.0 GENERAL 16.1 Audio	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. 10	Same as for Three Star. 20	Same as for Three Star. 20	
16.2 Lifts	Guest lifts should be	Same as for	Same as for One	Same as for Three	Same as for Four	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	provided for buildings of four or more storeys, including the ground floor. The local building code should be applied. 30	One Star. 30	Star but with service lift/passage provided for all floors. 40	Star but Guest lift should have luxurious décor and features. 50	Star. 50	
16.3 '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	
16.4 Parking Space	Adequate parking space for picking and dropping guests should be available within close proximity of the hotel. 20	Same as for One Star. 20	Parking space should be provided by the hotel for residents. Disabled /handicapped guests should be catered for. 30	Same as for Three Star. 30	Same as for Three Star. 30	
16.5 Shopping Facilities	Not essential. 	Not essential. 	A boutique stocking items convenient for travelers should be available. 	Same as for Three Star but with wider variety of gifts and souvenir 	Same as for Four Star. 	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			20	items. 30	30	
16.6 Taxi Services	Should be available on call. 10	Same as for One Star. 10	Same as for One Star but an appointed taxi service should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.7 Guest Transport Service	Not essential, but recommended.	Same as for One Star.	Depending on the location transport services to: <ul style="list-style-type: none"> - the nearest commercial or business center; - airport; - railway station; should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
16.8 Entertainment and Recreation	Not essential.	Same as for One Star.	Some form of entertainment should be provided.	Same as for Three Star but with a variety of	Same as for Four Star but with excellent	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				entertainment and recreational facilities, which could include sports and live band.	recreational facilities.	
			20	30	40	
16.9 Outdoor Areas	Not essential.	Not essential.	Where land is available, landscaping should be done and be well maintained.	Same as for Three Star but with very good landscaping with aesthetic appeal.	Same as for Four Star.	
			30	40	40	
16.10 Swimming Pool	Not essential.	Not essential.	A swimming pool of adequate size should be provided and well maintained. The pool should have- <ul style="list-style-type: none"> • Treatment room and filtration plant; • A separate 	Same as for Three Star but with a provision for heating of the pool where necessary.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			pool/area for children; <ul style="list-style-type: none"> • Beds and mattresses; • Separate changing rooms for men and women should be provided. 			
			40	50	50	
16.11 Hotel Insurance	Hotel should be covered by a public liability insurance and other statutory insurance policies.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	30	30	30	30	30	
16.12 Health Club	Optional.	Optional.	Optional.	Well equipped sauna, gymnasium, with a suitably trained instructor, steam bath, whirlpool and massage	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
				parlour, should be provided. 40	40	

STANDARDS FOR CLASSIFICATION OF LODGES AND TENTED CAMPS

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION	Should be suitable for a Lodge or Tented Camp. 10	Same as for One. 10	Same as for One Star, but should be in close proximity to the main attraction of the area and offer easier accessibility, safety, comfort and tranquility 20	Same as for Three Star. 20	Same as for Three Star. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
1.1 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 sitting should be on a solid base, 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, fauna and flora. 30	Same as for Three Star but with an impressive site offering greater vantage in terms of scenery, fauna and flora. 40	Same as for Four Star but with greater appeal and vantage in terms of scenery, fauna and flora. 50	Environmental Impact Assessment should be done before construction.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.0 BUILDING 2.1 Design and Architectural Features	<p>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.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star but with a more attractive architectural design and finish.</p> <p>30</p>	<p>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.</p> <p>40</p>	<p>Same as for Four Star but should have unique, elegant and distinctive features in complete harmony with the environment .</p> <p>50</p>	
2.2 Capacity	<p>The establishment should have at least five lettable accommodation units.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
2.3 Corridors, Walkways, Hallways and Staircases	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.	Same as One Star.	Same as for One Star but a separate concierge service area should be provided.	Same as for Three Star but customer service/public relation table should be	Same as four star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	30	provided to assist guests. 40	40	
3.2 Information Service	<p>Appropriate and relevant guest information should be available, including:-</p> <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 	Same as One Star.	Same as for One Star.	Same as for One Star.	Same as One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	information should be in English, Kiswahili, and at least One other internationally recognizable language. 20	20	20	20	20	
3.3 Hours of Service	They should be at least eighteen. 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 System	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	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star. 20	Individual safe deposit box should be provided in the guest rooms. 40	Same as for Three Star. 40	Same as for Three Star. 40	There should be sufficient arrangement for the safe keeping of large valuables.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.6 Foreign Exchange Service	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	
3.7 Concierge Services	Adequate number of bellboys should be available 18 hours a day. 10	Same as for One Star. 10	Bellboys available for 24 hours. 10	Same as for Three Star. 10	Same as for Three Star. 10	
3.8 Languages	Front office staff should be able to communicate in English 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 at least one foreign internationally recognized language in addition to English. 20	Same as for Three Star. 20	Same as for Three Star. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
3.9 Communication Services	Should be available and include at least telephone and postal services. 10	Same as for One Star. 10	Same as for One Star but should include internet services. 10	Same as for Three Star. 20	Same as for Three Star. 20	
4.0 LOBBY/ LOUNGE AND OTHER PUBLIC AREAS	Should be of proportionate size in relation to the capacity of the establishment, well equipped and furnished to offer basic comfort. 10	Same as for One Star but with better design and more spacious. 20	Same as for Two Star but of better ambiance and furnishings. 30	Same as for Three Star but with excellent design, material, workmanship, elegant finish and a higher degree of luxury. 40	Same as for Four Star but offering a very high degree of luxury, ambiance and beauty. 50	
4.1 Furniture and Decor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained.	Same as for One Star but of better range and quality.	Same as for Two Star but of wider range, higher quality and comfort.	Same as for Three Star but should be more comfortable, of very high quality and in excellent condition.	Same as for Four Star but generously furnished, with attention to detail, comfort and elegance.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	20	30	40	50	
4.2 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided, where applicable.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	10	10	10	10	10	
4.3 Floors and Walls	Should be of good, safe and secure material, and well maintained to enable high standards of cleanliness and hygiene.	Same as for One Star.	Same as for One Star but showing a degree of creativity.	Same as for Three Star but showing higher degree of creativity.	Same as for Four Star but with distinctive creativity and impressive ambiance.	
	20	20	30	30	50	
4.4 Lighting	There should be adequate natural and/or artificial lighting.	Same as for One Star but light fittings should be of better quality.	Same as for Two Star but lighting and fittings should be tasteful to provide a	Same as for Three Star but with very high quality standard of	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	10	20	pleasant ambiance. 30	fittings. 40	40	
4.5 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 ROOMS: (Conferences, Banquets etc.)	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.0 DINING ROOM 6.1 Features and Facilities	<p>At least One room, commensurate to the number of beds. Should be well furnished, ventilated, lit and maintained.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star, but offering greater degree of comfort.</p> <p>30</p>	<p>Same as for Three Star, but offering considerable luxury and convenience.</p> <p>40</p>	<p>Same as for Four Star, but featuring more than one room and distinctively luxurious. A separate lounge should be available for extra comfort.</p> <p>50</p>	
6.2 Furniture and Equipment	<p>Should be adequate, functional, comfortable and appropriate. All should be clean and of good quality, taking into consideration the needs of disabled/ handicapped</p>	<p>Same as for One Star but all of better quality.</p>	<p>Same as for Two Star but all should be of superior quality.</p>	<p>Same as for Three Star but luxurious and more elegant.</p>	<p>Same as for Four Star but distinctively luxurious and elegant.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	persons. 30	40	50	60	70	
6.3 Interior Décor	Should be modest, of good quality and functional, 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.5 Floors and walls	Should be structurally sound, well maintained to support high standard of cleanliness and hygiene 20	Same as for One Star. 20	Same as for One Star but with high 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	
6.6. 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. 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
6.8 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided, where applicable. 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	
7.0 BAR 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. Walls, Floors, 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
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 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	
7.5 Beverage Cooling Systems	Adequate refrigeration /cooling should be available and storage of wines should be done professionally.	Same as for One Star.	Same as for One Star but with extensive and varied cooling systems to meet demand of various storage and cooling requirements.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	30	30	30	
7.6 Glassware	Stock 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, snacks and cigarettes 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, snacks, cigarette, and cigars. 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	Same as for One Star.	Same as for One Star.	Same as for One Star but area per guest bed should be ¼ sq. m. for hotels with more	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	establishment, but shall not be less than 1/2 sq.m. per guest bed. 40	40	40	than 100 beds. 50	50	
8.2. Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 10	Same as for One Star. 10	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 20	Same as for Three Star. 20	Same as for Three Star. 20	
8.3. Flow of Food Handling	There should be two independent access ways to facilitate one way movement between kitchen and restaurant/dining room. 30	Same as One Star. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star. 30	
8.4 Organization of the Kitchen	There should be different and appropriate work-tops for preparation	Same as One Star.	Same as for One Star but highly organized and departmentalized.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 30	30	40	40	40	
8.5 Equipment of Kitchen	Work tops should be of stainless steel or other 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 be 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	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	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	20	20	20	20	
8.7. Fume Extraction	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	
8.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with	Same as One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>tight fitting covers, protected from weather and animals.</p> <ul style="list-style-type: none"> All bins should be lined with appropriate waste bags. Waste shall be collected from the kitchen, on a regular basis. <p>30</p>	30	30	30	30	
8.9 Drainage	<p>All drains in and around the kitchen should be covered and connected to the drainage system of the building via a grease trap. In areas where there is no sewage system, it should be connected to the soakage pit. All to be maintained in good working condition, at all</p>	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	times. 30	30	30	30	30	
8.10 Kitchen Floors and Walls	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 towards the drainage point and the junction between all vertical and horizontal floor and walls and working surfaces should be covered. 20	Same as for One Star. 20	Same as for One Star but with high quality materials and finish. 30	Same as for Three Star. 30	Same as for Three Star. 30	
8.11 Kitchen Food Storage	Should be adequate, providing for separation of	Same as for One Star.	Same as for One Star but should have separate	Same as for Three Star.	Same as Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	perishables and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 40	40	compartments for various food stuffs. 50	50	50	
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.
9.2 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided,	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	so as to maintain an average temperature range of 15°- 29°C , where applicable. 20	20	20	20	20	
9.3 Balconies/ Terraces	Not essential.	Not essential.	At least 50% of the rooms should have balconies. 20	At least 75% of the rooms should have balconies. 30	All rooms should have balconies. 40	
9.4 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 	Same as for One Star but of high quality.	Same as for Two Star but should include a Computer data point.	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request.	Same as for Four Star but offering a high degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>each room with at least six hangers, two chairs, one table, bedside mat/rug should be provided.</p> <ul style="list-style-type: none"> • Ashtrays, waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. <p>30</p>	40	50	60	70	
9.5 Furnishings and Linen	<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 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly Higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>harmonized colour scheme.</p> <ul style="list-style-type: none"> • 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 good 					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	quality, finish and well maintained. 30	40	50	60	70	
9.6 Change of Linen	Should be changed after every two nights of use or with every new guest. 20	Same as for One Star. 20	Same as for One Star 20	Should be changed daily. 30	Same as for Four Star. 30	There should be a stock of at least three pairs of sheets for each bed.
9.7 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	Same as for Two Star but with adequate loose pictures and flowers. 50	Same as Four Star, but evidently more luxurious. 60	Oil paint where used on walls should not be glossy.
9.8 Floors, Walls and Ceilings	<ul style="list-style-type: none"> Should be of good finish and well maintained. Carpets where applicable, should be professionally fitted, with a 	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.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>good under lay and should be clean at all the times.</p> <ul style="list-style-type: none"> Doors and windows should be of quality material <p>20</p>	20	30	40	50	
9.9 Lighting and Ventilation	<p>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. Bedside switch and emergency lighting should be provided.</p> <p>20</p>	Same as for One Star.	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.	Same as for Three Star but with high quality fittings.	Same as for Three Star but with much higher quality fittings.	
9.10 Sound Proofing	Well sound proofed rooms, for the comfort and privacy	Same for One Star.	Same as for One Star.	Same as for One Star.	Same as One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	of guests. 30	30	30	30	30	
9.11 Information in Bedrooms	<p>Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided.</p> <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 and at least one other internationally recognizable language. 	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	20	20	20	20	20	
9.12 Bedroom	An electric bell, light	Same as for One	Same as for One Star	Same as for Three	Same as for	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Communication System	signal or telephone should be provided in every room for internal communication.	Star.	but in addition, the following should be provided:- <ul style="list-style-type: none"> • Internal telephone which can be connected to external network, through the hotel switch Board, or direct dial; • Telephone tariffs; • Computer data points. 	Star but with extensions provided in bathrooms.	Four Star.	
	10	10	20	30	30	
9.13 Door Designation	Should be numbered, lettered or otherwise designated with clear signage.	Same as for One Star.	Same as for One Star but in good quality fittings.	Same as for Three Star but of better quality.	Same as for four Star but of excellent finish.	
	10	10	20	30	40	
9.14 Door Security	Good quality and secure locks/locking	Same as for One Star.	Same as for One Star, but with higher	Same as for Three Star, but provision	Same as for Four Star,	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	system on each door, providing maximum privacy and security, should be installed. 20	20	quality fittings. 30	for double locking system and door lens. 40	but with a higher degree of sophistication 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, ashtrays, 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, 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	
10.0 GUEST BATHROOM 10.1 Size of	Bathroom/WC of not	Same as for One	Same as for One Star,	Same as for Three	Same as for	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
Bathroom	less than 3½ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, should be ensuite to each guest room. 30	Star. 30	but should be of not less than 5 sq.m, with better quality material and fittings. 40	Star but of not less than 6 sq.m. 60	Four Star but should be more spacious and evidently superior fittings. 80	
10.2 Equipment and Fittings	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook or hanger, and non-slip shower tray. 20	Same as for One Star but with a large mirror. 30	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. 50	Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage.. 60	Same as for Four Star but with hair dryers and telephone extensions. 80	Grab rails and facilities for disabled/ handicapped and senior citizens, should be provided.
10.3 Floors, Walls and Ceilings	Good impervious non-slip materials should be used.	Same as for One Star.	Same as for One Star, but with better quality material.	Same as for Three Star, but with superior quality	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. <p>20</p>	20	30	40	40	
10.4 Towels and Bathrobes	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition should be provided for each guest and changed daily. Bath mat of modest material should be provided.	Same as for One Star.	Same as for One Star but of bigger size and better quality including a face towel.	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.	Same as for Four Star.	
	10	10	20	30	30	
10.5 Lighting and Ventilation	Two light fixtures, One of them being	Same as for One Star but with	Same as for Two Star but of better quality.	Same as for Three Star but with	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>above the mirror for general illumination of the room should be provided.</p> <ul style="list-style-type: none"> • There should be effective natural and artificial ventilation. • Electrical lighting should be of sufficient wattage. <p>20</p>	<p>improved materials, fittings, workmanship and finish.</p> <p>30</p>	<p>40</p>	<p>superior quality fittings.</p> <p>50</p>	<p>50</p>	
10.6 Shaver Outlet and Sockets	<p>Should be provided in every bathroom. The voltage supply, whether in DC or AC, should be indicated.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star, but should be of superior quality.</p> <p>20</p>	<p>Same as for Three Star</p> <p>20</p>	<p>Same as for Three Star.</p> <p>20</p>	
10.7 Supplies in Bathrooms	<p>The following should be supplied in each bathroom: Ashtray, sanitary bin, soap</p>	<p>Same as for One Star</p>	<p>Same as for One Star but with addition of sanitary bags, paper tissues and cotton</p>	<p>Same as for Three Star.</p>	<p>Same as for Three Four Star the quality and</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	10	pads. 20	20	range should reflect a degree of luxury. 30	
10.8 Sanitation	Bins, WC, sinks, bath tab 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. SUITES 11.1 Minimum Size	Not essential.	Not essential.	Where Suites are provided, the minimum size should be 24 sq. m.	Same as for Three Star.	Same as for Three Star, but with more spacious rooms of palatial proportions with all prerequisite international ly recognizable standards.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			30	30	40	
11.2 Regulation Of Temperature	Not essential.	Not essential.	Adequate natural ventilation, and/or sufficient mechanical air conditioning provided so as to maintain an average temperature range of 15° – 29° C, where applicable.	Same as for Three Star.	Same for Three Star.	
			40	40	40	
11.3 Facilities and Amenities	Not essential.	Not essential.	Room service menu, valet services and coffee/tea maker should be provided. Mini bar should be available. Room service should be provided on 24 hour basis.	Same as Three Star but mini-bar should well stocked.	Same as for Four Star.	
			40	50	50	
11.4 Balcony/ Terrace	Not necessary.	Not necessary.	Should have a terrace or balcony.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			30	30	30	
11.5 Furniture and Fittings	Not applicable.	Not applicable.	Quality dinning 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.	Same as for Three Star but with appropriate study facilities, and an easy chair. All the furniture and fittings should be of internationally recognizable quality.	Same as for Four Star	
			50	70	70	
11.6 Décor	Not applicable.	Not applicable.	Good décor with quality pictures and paintings. Fresh flowers and indoor plants should be provided.	Same as for Three Star but more tasteful and elegant.	Same as for Four Star but with a touch of luxury.	
			40	50	60	
11.7 Furnishings and Linen	Not applicable.	Not applicable.	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.	Same as for Three Star but should be of excellent quality materials and fittings.	Same as for Four Star but materials and fittings should more luxurious.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<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 			

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>be of good quality, finish and well maintained.</p> <p>50</p>	60	70	
11.8 Ventilation and Lighting	Not applicable.	Not applicable.	<p>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. Bedside switch and emergency lighting, should be provided. Additional light fixtures over the dressing table mirror and portable or other light fixtures suitable for reading, writing, etc. should be provided.</p>	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			40	40	40	
11.9 Sound Proofing	Not applicable.	Not applicable.	Well sound proofed room for comfort and privacy of the guest. 30	Same as for Three Star. 30	Same as for Three Star. 30	
11.10 Information in Suite	Not applicable.	Not applicable.	Literature covering services, internal telephone directory, menus, emergency and fire exist procedures, etc, should be provided. <ul style="list-style-type: none"> • Special notice regarding hotel lien and liabilities shall be well 	Same as for Three Star.	Same as for Three Star.	Information concerning travel services directory covering such aspects as excursion tours, postal services, business centres should be provided.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>displayed. All information should be provided in Kiswahili, English, and at least One other internationally recognized language.</p> <p>20</p>	20	20	
11.11 Communication System	Not applicable.	Not applicable.	<p>An electric bell, light signal or telephone should be provided in every room for internal communication. In addition, the following should be provided:-</p> <ul style="list-style-type: none"> • Internal telephone connected to external network through the hotel switch Board, or direct dial. • Telephone tariffs. • Computer data 	Same as for Three Star but with telephone extensions provided in all rooms of the Suite.	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
			points. 30	40	50	
11.12 Supplies in Suites	Not applicable.	Not applicable.	Approved and sealed bottled drinking water supplied daily, bedside rug per guest, Do Not Disturb sign stationery, waste bin, appropriate insect repellent, ash trays, laundry bags, air freshening supplies, water glasses, match boxes, and flowers supplied. Tea/coffee tray together with good quality kitchenette utensils, cutlery and crockery should be supplied. 50	Same as for Three Star but with a high quality assortment of supplies. 60	Same as for Three Star. In addition, all the utensils, tools and accessories should be of very high quality. 70	
11.13 Change of Linen	Not applicable.	Not applicable.	Linen should be changed daily. 50	Same as for Three Star but done at the convenience	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			30	40	40	of the guest.
11.14 Door Security	Not applicable.	Not applicable.	Good quality and secure locks / locking system on each door providing maximum privacy should be installed.	Same as for Three Star.	Same as for Three Star.	
			20	20	20	
11.15 Bathroom Size	Not applicable.	Not applicable.	Should be of at least 10 sq.m.	Same as for Three Star but be spacious enough to accommodate separate bath tub and shower.	Same as for Four Star.	
			70	90	90	
11.16 Bathroom Equipment and Fittings	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	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. All should be of very high quality.	Same as for Four Star but with palatial proportions.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			towel rails, amenity tables, hair dryers and telephone. All should be of high quality. 50	60	80	
11.17 Bathroom Supplies	Not applicable.	Not applicable.	There should be good quality assorted and well stocked toiletry kit. Good quality toilet paper tissues, ashtray, sanitary bin, two water glasses, bathroom rug, shower caps, non-slip rug, slippers and robes, should be provided. 20	Same as for Three Star but should also have a shaver magnifying mirror and a shower cubicle. 30	Same as for Four Star but luxurious amenity kit and toiletries should be provided 40	
11.18 Bathroom Floors, Wall and Ceilings.	Not applicable.	Not applicable.	Good impervious non-slip materials should be used for floors and walls. The materials used to cover the walls should	Same as for Three Star but of very high quality material, design, workmanship and finish.	Same as for Four Star, but with luxurious interior design,	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			be of at least 2.5 metres from the floor, and should be of good quality, design, workmanship and finish. 30	40	excellent materials, workmanship and finish. 50	
11.19 Towels	Not applicable.	Not applicable.	A minimum of two sets of high quality towels, comprised of bath, hand, and face towels, changed on a daily basis, should be provided. 30	Same as for Three Star but of much higher quality. 40	Same as for Four Star but of superior quality. 50	
11.20 Lighting and Ventilation	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	Same as for Three Star but with superior quality fittings and finish.	Same as for Four Star but the design and finish of fittings should reflect a much higher degree of	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
			<p>mechanical air extraction system should be installed.</p> <ul style="list-style-type: none"> • Electrical lighting should be of sufficient wattage. • Adequate socket outlets, indicating voltage should be provided. 	50	luxury. 60	
11.21 Shaver Outlet	Not applicable.	Not applicable.	<p>Quality socket and shaver outlets, with D.C. or A.C voltage indication and an extra socket should be provided.</p> <p>20</p>	<p>Same as for Three Star, but should be of superior quality and sufficient wattage.</p> <p>30</p>	<p>Same as for Four Star</p> <p>30</p>	
12.0 HYGIENE AND SANITATION 12.1 Guest Cloakrooms	Good impervious non-slip material should be used for floors and walls. The	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
	<p>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 properly ventilated; • 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:- <ul style="list-style-type: none"> - Soap dispenser with soap; 					

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 					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	township buildings code; <ul style="list-style-type: none"> The entrance to the cloakrooms from adjacent rooms should have air locks. 30	30	40	40	40	
12.2 Staff Changing Rooms	Should be sufficient in relation to the number of staff, in line with the Building Code and health regulations. <ul style="list-style-type: none"> Should be clean and well maintained at all times. Should be provided with sufficient toilets, showers and individual lockers. 	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Where the staff reside on premises, changing rooms facilities should appropriately be limited.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<ul style="list-style-type: none"> Gender separation and privacy should be observed. Facilities for the Disabled/handicapped should be provided. <p>Amenities should be in keeping with standards of the establishment.</p> <p>30</p>	30	30	30	30	
12.3 Refuse Storage and Disposal	<p>Facilities should meet the local health and environmental protection standards.</p> <p>30</p>	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
12.4 Sewage	<p>Drainage should be connected to septic tank of an approved size and soakage pit or any other approved sewage</p>	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	disposal system, in line with the Building Code, health and environmental protection regulations. 30	30	30	30	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	The storage capacity should be for at least three days.	The storage capacity should be for at least five days.	The storage capacity should be for at least one week.	Same as for Four Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	and WHO standards. Water from private sources should be appropriately treated. 20	30	40	50	50	
12.7 Water Storage	Should be adequate to last at least one day, in case of supply breakdown. 20	Same as for One Star. 20	Should be adequate to last at least three days. 30	Should be adequate to last at least five days. 40	Should be adequate to last at least seven days. 50	
13.0 SAFETY AND SECURITY 13.1 Fire Protection	Adequate and appropriate firefighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Star	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>prevention by-laws.</p> <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 					

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>guest room and public areas;</p> <ul style="list-style-type: none"> The hotel shall be insured against fire hazards. <p>20</p>	30	40	40	40	
13.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>20</p>	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
13.3 Security	<p>There should be adequate security arrangements including:-</p> <ul style="list-style-type: none"> Functional alarm system; Professionally trained and 	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	<p>properly equipped personnel, to escort guests to their rooms, where necessary;</p> <ul style="list-style-type: none"> • Precaution Notices should be prominently displayed and legible at all times. 	20	20	20	20	
13.4 Emergency Power	<p>There should be appropriate alternative sources of power in case of failure of main supply. Power should be available for at least 12 hours.</p>	<p>Same as for One Star, but power should be available for at least 14 hours, with supply to sensitive areas maintained at all times.</p>	<p>Same as for Two Star, but power should be available for at least 18 hours.</p>	<p>Same as for Two Star but power should be available for at least 20 hours.</p>	<p>Power should be available for 24 hours.</p>	
	20	30	40	50	60	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
13.5 Medical Emergency	A properly equipped first aid kit, which should include anti-snake venom, serum should be provided, with some staff trained in first aid techniques and a resident nurse. 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 proper arrangements for rapid evacuation. 40	Same as for Three Star. 40	
13.6 Safety of Swimmers	Adequate precaution should be taken in hotels with swimming pools. These should include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants/Life Guards 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
14.0 SUNDRY SERVICES						
14.1 Luggage Room	There should be a separate room for storage of luggage and lost property. 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 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.0 HUMAN RESOURCES 15.1 Qualifications of Management Staff	<p>General management of the establishment should be under a qualified person, certified by appropriate national authorities.</p> <p>40</p>	<p>Same as for One Star.</p> <p>40</p>	<p>Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by One or more persons with similar training. Continuous training, including in-house programmes should be available.</p> <p>50</p>	<p>The hotel should be supervised by a highly trained and experienced person, assisted by several persons with relevant professional qualifications in their respective fields. Comprehensive in-house training programmes should be in place.</p> <p>60</p>	<p>Same as for Four Star but in addition should have a Human Resources Development Manager.</p> <p>70</p>	<p>It is recommended that all managers of accommodation establishments be members of national and/or international professional bodies.</p>

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.2 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 shall 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.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.3 Qualifications of Operative Staff	The hotel should be staffed by persons with appropriate training and/or experience to maintain satisfactory services for guests, at all times. 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	Appropriate on-job training programmes should be formulated and maintained.
15.4 Languages	The Manager should have a working knowledge of other internationally recognized languages, in addition to English 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 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 and Kiswahili. 40	Same as for Four Star. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
15.5 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	
15.6 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	
15.7 Cleanliness of Staff	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
16.0 STAFF WELFARE 16.1 Staff Accommodation	<p>Adequate accommodation with proper sanitary facilities should be provided to all staff.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	
16.2 Dining Facilities	<p>A dining room of adequate size in relation to the number of staff, well ventilated, lit and functionally furnished, clean and well maintained should be provided.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	
16.3 Recreational Facilities	<p>Adequate recreational facilities should be provided.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
17 GENERAL 17.1 '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	
17.2 Parking Facilities	Adequate parking facilities with good security should be provided within 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	
17.3 Service Station / Garage	Recommended. 10	Recommended. 10	Should be provided and fully equipped. 20	Same as for Three Star. 20	Same as for Three Star. 20	
17.4 Drivers Accommodation	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.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	20	20	20	
17.5 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	
17.6 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	
17.7 Outdoor Areas	Some landscaping should be done and well maintained, in conformity with local and environmental regulations. 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
17.8 Swimming Pool	<p>Not essential, but where swimming pool is available, there should be:-</p> <ul style="list-style-type: none"> • Treatment room and filtration plant; • AA separate pool for children; • Beds and mattresses; • Life Guard, at all times. <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>A swimming pool of adequate size should be provided and well maintained. The pool should have:</p> <ul style="list-style-type: none"> • Treatment room and filtration plant • A separate pool/area for children • Beds and mattresses • Life Guard, at all times. <p>40</p>	<p>Same as for Three Star but with a pool of not less than One hundred (100) sq.ms and high standard of design and finish.</p> <p>50</p>	<p>Same as for Four Star.</p> <p>50</p>	
17.9 Insurance	<p>The establishment should be covered by public liability insurance and other statutory insurance policies.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	FOUR STAR	FIVE STAR	REMARKS
17.10 Health Club	A modest health club with appropriate facilities is recommended. 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	

SCHEDULE 8

Reg. 12(d)

STANDARDS FOR CLASSIFICATION OF A VILLA, COTTAGE OR A SERVICED APARTMENT

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
1.2 LOCATION 1.3 Site and Environment	The location of the building and its entrance should be suitable for the type of establishment, and should be in harmony with the natural and built up environment and in conformity with the building and development regulations applicable to the locality. 30	Same as for One Star. 30	Same as for One Star. 30	Same as for One Star but the location and the environment including the outlook should be suitable for a facility of internationally recognizable standards. 50	Same as for Four Star. 50	
2.0 BUILDING 2.1 Autonomy of building	Depending on the design and lay out of the establishment, there should be	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	separation of traffic flow between guests and services. 20	20	20	20	20	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing regulations, modest in style and beauty, and structurally safe. Should be well maintained and in harmony with the physical, natural and cultural environment. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star. 30	Same as for Two Star but architectural features and general construction of the building (s) and its finish should be of high standards. 40	Same as for Four Star but the façade, architectural features, construction and finish of the building (s) in relation to the environment should be of very high internationally recognizable standards and should have added functionality, safety, security and luxury. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
2.3 Signage	All public spaces and guest rooms should be indicated in clearly numbered, lettered or other appropriate designation. 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	
2.4 Capacity	May not have more than five lettable rooms. 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	
2.5 Corridors, Staircases and Hallways	Where applicable, should allow easy passage, be well lit, and have side railings, with gentle slope for staircases. Should be well maintained and protected from the weather. 20	Same as for One Star. 20	Same as for One Star, but should be of good finish, and well decorated. 30	Same as for Three Star, but reflecting high internationally recognized standards of style. 40	Same as for Four Star, but reflecting some degree of luxury and opulence. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
2.6 Lighting and Ventilation	Should be effective natural and/or artificial. 10	Same as for One Star. 10	Same as for One Star but fixtures should be more aesthetic. 20	Same as for Three Star. 20	Same as for Three Star. 20	
2.7 Sound Proofing	Should be simple and functional. 20	Same as for One Star. 20	Same as for One Star. 30	Same as for One star but with added aesthetic features. 30	Same as for Four Star. 30	
2.8 Temperature Regulation	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation or air conditioning 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	
3.0 LOBBY/ RECEPTION AREA 3.1 Size	Should be as per the Building Code, in relation to the size of the establishment, and	Same as for One Star.	Same as for One star but should be more spacious.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	appropriately appointed. 10	10	20	20	20	
3.2 Furniture, Furnishings and Equipment	Should be simple and functionally. 20	Same as for One Star. 20	Well furnished and equipped. Porter services should be available. 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, with fresh floral arrangements. 50	
3.3 Information	Relevant information should 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	An electric bell, a light signal or telephone should be provided, in every unit for internal communication.	Same as for One Star.	Same as for One Star but should include external connectivity through a main switch or direct dial and tariffs for different	Same as for Three Star but should include <i>internet services</i> .	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	destinations. 30	40	40	
4.0 LIVING ROOM 4.1 Size	Minimum size for each lettable unit should be 12 sq.m. 20	Same as for One Star. 20	Minimum size for each lettable unit should be 15 sq. m. 30	Minimum size for each lettable unit should be 18 sq.m. 40	Minimum size for each lettable unit should be 24 sq.m. 50	
4.2 Furniture and Equipment	A dinning table, with at least four chairs, a sofa set, coffee table, a study table, and a bookshelf. 10	Same as for One Star, but in addition a magazine racks a TV and side Board should be provided. 20	Same as for Two Star, but all should be of good quality and a mini bar provided. 30	Same as for Three Star but in addition should have a video/CD player, an easy chair and a wall unit. 40	Same as for Four Star, but the range should more luxurious. 50	
4.3 Furnishings and Fittings	Should be of simple, functional and good quality material.	Same as for One Star but should be of better quality, good	Same as for Two Star, but with a safe deposit facility provided.	Same as for Three but with a computer data point provided.	Same as for Four Star, but all should be of very high	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	10	workmanship and finish. 20	30	40	luxurious quality. 50	
4.4 Décor	Should be of modest quality, with harmony of colours and well maintained. 10	Same as for One Star, but of superior quality. 20	Same as for Two Star but with quality pictures and decorations. 30	Same as for Three Star but with fresh flowers and indoor plants provided. 40	Same as for Four Star but should be more tasteful and elegant, with more attention to detail. 50	
4.5 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. 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
5.0 KITCHENETTE 5.1 Size	Should be at least 7½ sq.m, for every lettable unit. 30	Same as for One Star. 30	Same as for size Star. 30	Same as for One Star 30	Same as for One Star 30	
5.2 Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate cooking equipment and utensils should be provided. All should be kept in good and clean condition. 20	Same as for One Star. 20	Same as for One Star, but more tastefully deigned, with better quality materials, utensils and equipment. 30	Same as for Three Star. 30	Same as for Three Star. 30	
5.3 Floors & walls	Should be of non-slip impervious materials and conducive to easy cleaning. 20	Same as for One Star but should be of better quality materials and finish. 30	Same as for Two Star but of superior quality materials and finish. 40	Same as for Three Star. 40	Same as for Three but more luxurious. 50	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
6.0 BEDROOMS 6.1 Size	<p>Minimum size should be 12 sq.m, excluding the bathroom.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Minimum size to be 15 sq.m, excluding the bathroom.</p> <p>30</p>	<p>Minimum size to be 20 sq.m., excluding the bathroom.</p> <p>40</p>	<p>Minimum size to be 25 sq.m., excluding the bathroom.</p> <p>50</p>	
6.2 Furniture and Equipment	<p>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.</p> <ul style="list-style-type: none"> • A wardrobe in each room with at least six hangers, two chairs, one table, and bedside mat/rug should be 	<p>Same as for One Star but of high quality.</p>	<p>Same as for Two Star but should include a Computer data point.</p>	<p>Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request.</p>	<p>Same as for Four Star but offering a high degree of luxury.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	<p>provided.</p> <ul style="list-style-type: none"> • Ashtrays, waste paper baskets, luggage and shoe rack should be provided. • All lamps should be shaded • TV and telephone should be available. <p>30</p>	40	50	60	70	
6.3 Furnishings & Linen	<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. • Bedding should be of good cotton or linen fabric. Every bed should have appropriate size of 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	Same as for Three Star but should be of much higher quality.	Same as for Four Star but with a higher degree of luxury.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	<p>bed sheets, which can be tucked in. All beds should have under-blankets, Two-bed sheets and top blanket or duvet with appropriate pillows.</p> <ul style="list-style-type: none"> • 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. <p>30</p>	40	50	60	70	
6.4 Change of Linen	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 stock of at least Three pairs of sheets

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	20	30	30	for each bed.
6.5 Décor	Should be modest in quality, conforming to the social and cultural environment with harmony of colours and well maintained. 20	Same as for One Star but of superior quality. 40	Same as for Two Star. 40	Same as for Two Star but with adequate loose pictures and flowers. 50	Same as Four Star, but evidently more luxurious. 60	Oil paint where used on walls should not be glossy
6.6 Floors, Walls and Ceilings	Should be of good finish and well maintained. <ul style="list-style-type: none"> • 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.	Same as for Four Star but of exceptionally high quality material and finish. 60	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
				50		
6.7 Door Security	The main door to the unit should be of good quality weather resistant material and fitted with secure locks/locking system. 10	Same as for One Star. 10	Same as for One Star but with better quality materials. 20	Same as for Three Star. 20	Same as for One Star. 20	
7.0 BATHROOMS 7.1 Size	Bathroom/WC of not less than 3½ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, should be ensuite to each	Same as for One Star.	Same as for One Star, but should be of not less than 5 sq., with better quality material and fittings.	Same as for Three Star but of not less than 6 sq.m.	Same as for Four Star but should be more spacious and evidently superior fittings.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	<p>guest room.</p> <p>30</p>	30	40	60	80	
7.2 Lighting and Ventilation	<p>Two light fixtures, One of them being above the mirror for general illumination of the room should be provided.</p> <ul style="list-style-type: none"> • There should be effective natural and artificial ventilation. • Electrical lighting should be of sufficient wattage. <p>10</p>	<p>Same as for One Star but with improved materials, fittings, workmanship and finish.</p> <p>20</p>	<p>Same as for Two Star but of better quality.</p> <p>30</p>	<p>Same as for Three Star but with superior quality fittings.</p> <p>40</p>	<p>Same as for Four Star</p> <p>40</p>	
7.3 Equipment and Fittings	<p>Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail,</p>	<p>Same as for One Star but with a large mirror.</p>	<p>Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are</p>	<p>Same as for Three Star but all equipment should be of high quality. Arabic shower is an added advantage.</p>	<p>Same as for Four Star but with hair dryers and telephone extensions.</p>	<p>Grab rails and facilities for disabled / handicapped and senior citizens, should be provided.</p>

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	clothes hook or hanger, and non-slip shower tray. 20	30	recommended. Built-in bath tubs should be at least 160 cm. long. 50	60	70	
7.4 Floors and Walls	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. 20	Same as for One Star. 20	Same as for One Star, but with better quality material. 30	Same as for Three Star, but with superior quality material. 40	Same as for Four Star. 40	
7.5 Towels	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition should be provided for each guest and changed daily. Bath mat of modest material should be	Same as for One Star.	Same as for One Star but of bigger size and better quality including a face towel.	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.	Same as for Four Star, but should be more luxurious.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	provided. 10	10	20	30	40	
7. 6 Supplies	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	
7. 7 Bathroom Sanitation	Bins, WC, sinks, bath tab 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
8.0 HYGIENE AND SANITATION 8.1 Refuse Storage and Disposal	<p>Facilities should meet the local health standards and environmental protection regulations.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	
8.2 Sewage	<p>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.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	<p>Same as for One Star.</p> <p>30</p>	
8.4 Water Supply	<p>There should be consistent supply of safe water conforming to local and WHO standards.</p>	<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>	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	Water from private sources should be appropriately treated. 20	20	20	20	20	
8.5 Water Storage	Should be adequate to last for at least three days in case of supply breakdown. 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	
9.0 SAFETY AND SECURITY 9.1 Fire Protection	Adequate and appropriate firefighting 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; • Staff should be 	Same as for One Star but fire detectors should be installed.	Same as for Three Star but with smoke detectors and sprinklers installed.	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	<p>familiar with available fire fighting equipment and their use;</p> <ul style="list-style-type: none"> • Fire drill exercises should be carried out regularly; • Statutory fire safety notices should be prominently displayed in guest room and public areas; • The establishment should be insured against fire hazards. 					
	20	30	40	40	40	
9.2 Electrical Safety	All electrical installations should be well maintained in accordance with applicable electrical safety laws.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	
	20	20	20	20	20	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
9.3 Emergency Power	There should be appropriate alternative sources of power in case of failure of main supply 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	
9.4 Security	There should be adequate security arrangements including: <ul style="list-style-type: none"> • Functional alarm system; • Adequate and properly trained security personnel. 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	
9.5 First Aid	Adequate kit should be available on premises, with at least one member of staff on duty, trained in its application techniques. 10	Same as for One Star. 10	Same as for One Star but with a Doctor on call. 20	Same as for Three Star. 20	Same as for Three Star. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
9.6 Safety of Swimmers	Adequate precaution should be taken in establishments with swimming pools. These should include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants / Life Guards during pool operating hours. 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	
10.0 SUNDRY SERVICES 10.1 Luggage Room	Facilities should be available for luggage storage and lost and found items. 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
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 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
11.2 Qualifications of Operative Staff	The establishment should be manned by persons with appropriate training and/or experience to maintain good services for guests. 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	
11.3 Languages	The Manager should have a working knowledge of English and Kiswahili. 20	Same as for One Star. 20	Same as for One Star but in addition, the Manager should have a working knowledge of at least one other internationally recognized language. 30	Same as for Three Star. 30	Same as for Three Star but other Guest Contact staff should be able to communicate in more than one internationally recognized language. 40	
11.4 Health	Staff should be medically examined, regularly, in line with statutory health regulations.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	10	10	10	10	10	
11.5 Staff Grooming	Should be well groomed in body and attire, with different uniforms for each functional area. Uniforms should be kept in good clean condition and in conformity with safety requirements, should be provided. All staff should have name tags, indicating designation.	Same as for One Star.	Same as for One Star but should be of good quality.	Same of for Three Star but should be of very good quality.	Same as for Four Star.	
	30	30	40	50	50	
12.0 GENERAL 12.1 Parking Facilities	Adequate and secure parking space, in proportion of the capacity for the establishment should be provided. Disabled / handicapped guests should be catered for.	Same as for One Star.	Same as for One Star.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
	20	20	20	20	20	
12.2 Taxi Service	Should be available on call. 10	Same as for One Star. 10	An appointed taxi service should be available. 20	Same as for Three Star. 20	Same as for Three Star 20	
12.3 Shopping Facilities	A grocery shop stocking items essential for guests' convenience should be within the premises of the establishment. 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	
12.4 Outdoor Areas	Where land is available, landscaping should be done and be well maintained. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star but landscaping should have an aesthetic appeal. 30	Same as for Four Star. 30	
12.5 Swimming Pool	Not essential.	Not essential.	A swimming pool of adequate size should be provided	Same as for Three Star.	Same as for Three Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
			and be well maintained. should have- <ul style="list-style-type: none"> • Treatment room and filtration plant; • A separate pool/area for children Beds and mattresses. 40	40	40	
12.6 Insurance	A public liability insurance and other statutory insurance policy should cover 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	

SCHEDULE 9

Regulation 12(e)

STANDARDS FOR CLASSIFICATION OF A MOTEL

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
1.0 LOCATION	The establishment should be located along a highway, and its access should be suitable for a Motel. 10	Same as for One Star. 10	Same as for One Star. 10	
1.1 Site and Environment	It 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. 20	Same as for One Star. 20	Same as One Star. 20	Appropriate authorities in member states should set aside the sites suitable for Motel building/ development. Environmental Impact Assessment studies should be undertaken.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
1.2 Filling Station	A filling station and associated services should be provided on the premises, except where one exists within a radius of two kilometres. 30	Same as for One Star. 30	Same as for One Star. 30	This includes provision for garage and fuel services.
2.0 BUILDING 2.1 Autonomy of Building	There should be separate and independent access for motel guests and for deliveries. 20	Same as for One Star 20	Same as for One Star. 20	.
2.2 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, and approach to the rooms should ideally be through motorable access ways. 20	Same as for One Star but with some claim to beauty and style. 30	Same as for Two Star but architectural features and general construction of the building and its finish should be of high quality. 40	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
2.3 Capacity	The motel should have at least ten lettable accommodation units. 10	Same as for One Star. 10	Same as for One Star. 10	
2.4 Corridors, Staircases and Hallways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from the weather. 20	Same as for One Star. 20	Same as for One Star but with good finish and high quality materials used. 30	
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	
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 	Same as One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>provided;</p> <ul style="list-style-type: none"> 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. <p>20</p>	20	20	
3.3 Hours of Service	<p>There should be a 24 hours' service.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	
3.4 Paging System	<p>A simple functional paging system should be available.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	<p>Same as for One Star.</p> <p>10</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
3.5 Safe Deposit Service	Should be available, in the proportion of at least one box for every five rooms. 20	Same as for One Star. 20	Individual safe deposit box should be provided in the guest rooms. 40	
3.6 Foreign Exchange Service	Foreign exchange service should be provided. 10	Same as for One Star. 10	Same as for One Star. 10	
3.7 Languages	Front office staff should be able to communicate English 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 at least one foreign internationally recognized language in addition to English. 20	
3.8 Communication Services	Should be available and include at least telephone and postal services. 20	Same as for One Star. 20	Same as for One Star but should include <i>internet</i> services. 30	
4.0 LOBBY / LOUNGE AND OTHER PUBLIC AREAS	Should be of proportionate size in relation to the capacity of the establishment, well equipped and furnished to	Same as for One Star but with better design and more spacious.	Same as for Two Star but of better ambiance and furnishings.	.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	offer basic comfort. 20	30	40	
4.1 Amenities and Accessories	The size and range of accessories should be proportionate to the size of the motel and the needs of Customers, including the disabled. 30	Same as for One Star but of better range and quality 40	Same as Two Star, but with greater range and higher quality. 50	.
4.2 Furniture and Décor	Should be simple, blending with the natural and cultural environment, adequate, of good quality, functional and well maintained. 40	Same as for One Star, but should be better furnished and more comfortable. 40	Same as for Two Star, but of higher quality, and distinctively richer décor. 50	
4.3 Regulation of Temperature	Adequate natural ventilation, and/or sufficient mechanical air conditioning should be provided. The facility should be maintained to an average temperature range of 15-29° C, where applicable.	Same as for One Star.	Same as for One Star.	.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	40	40	40	
4.4 Floors and Walls	Should be of good quality, clean and well maintained. 20	Same as for One Star but all materials and finish should be of better quality. 30	Same as for Two Star, but of higher quality materials and finish. 40	
4.5 Lighting	Should be adequate natural and/or artificial 10	Same as for One Star but with better quality light fittings. 20	Same as for Two Star but lighting and fittings should be tasteful to provide a pleasant ambiance. 30	
4.6 Telephone Facilities	Depending on telecommunication services coverage, public telephone services should be available. 10	Same as for One Star. 10	Same as for One Star. 10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
4.7 Information	Relevant information should be available for guests. 20	Same as for One Star. 20	Same as for One Star. 20	
4.8 Refreshments	Should be available and easily accessible for 24 hours a day. 20	Same as for One Star. 20	Same as for One Star. 20	
4.9 Minimum Size of Public Rooms	Minimum size of lobby / lounge, restaurant, 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	
5.0 RESTAURANTS 5.1 Features and Facilities	At least one food service outlet, well furnished, ventilated, lit and maintained. 20	Same as for One Star. 20	Same as for One Star, but with a section providing proper and adequate full service seating facilities. 30	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
5.2 Furniture and Equipment	Should be functional, comfortable and appropriate and taking into account the needs of children and disabled/ handicapped persons. 30	Same as for One Star but of better quality. 40	Same as for Two Star but all should be of higher quality. 50	
5.3 Interior Décor	Modest decoration with harmony of colours. 20	Same as for One Star. 20	Same as for One Star but aesthetically more pleasant and of superior quality materials. 30	
5.4 Floors, Walls and Ceilings	Should be structurally sound, and well maintained to support high standards of cleanliness and hygiene. 20	Same as One Star. 20	Same as for One Star but with high quality design, workmanship and finish. 30	
5.5 Menu	Priced menu and beverage list, with a selection of local and international dishes, should be appropriately displayed. 10	Same as for One Star but with better quality presentation and wider choice. 20	Same as for Two Star but with higher quality cuisine and more comprehensive beverage and wine lists. 30	.
5.6 Lighting	Should be adequate, natural and/or artificial, with level of	Same as for One Star but light fittings should be of	Same as for Two Star but lighting and fittings should	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	artificial illumination controllable. 20	better quality. 30	be tasteful to provide a pleasant ambiance. 40	
5.7 Service Stations	Not essential.	Not essential.	Should be well appointed and proportional to seating capacity. 20	
5.8 Regulation of Temperature	Adequate natural and or mechanical ventilation should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
6.0 BAR 6.1 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 restaurant. 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	
6.2 Walls, Floors, Ceilings and Decorations	Woodwork and fittings should be modestly decorated, of fine finish, functional and well maintained.	Same as for One Star but with more attractive decoration, tasteful finishes and designs.	Same as for Two Star but with very high quality finishes.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	10	20	30	
6.3 Lighting	Should be adequate, natural and or artificial, with level of artificial illumination controllable. 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	
6.4 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	
6.5 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	
6.6 Glassware	Stock should be adequate and appropriate for service of different drinks.	Same as for One Star but should be of better quality.	Same as for Two Star but should be of high quality and design.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	10	20	30	
6.7 Selection of Drinks and Snacks	Adequate variety of local and international beverages, wines, snacks and cigarettes 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, snacks, cigarette, and cigars. 30	
7.0 KITCHEN 7.1 Size	Area including food stores and pantry should be in proportion to the capacity of the establishment, but shall not be less than half sq. m. per guest bed. 40	Same as for One Star. 40	Same as for One Star. 40	
7.2 Relation to Restaurant	Should be on the same floor as the restaurant/dining room and open directly into the same via airlocks. 10	Same as for One Star. 10	Same as for One Star, but if the kitchen is on another floor, separate food lift(s) should be provided. 20	
7.3. Flow of Food Handling	There should be two independent access ways to facilitate one way movement between kitchen and restaurant/dining room.	Same as One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	30	30	30	
7.4 Organization of the Kitchen	There should be different and appropriate work-tops for preparation of meats, vegetables, fish, poultry and pastries. Work should be carried out in separate areas. 30	Same as One Star. 30	Same as for One Star but highly organized and departmentalized. 50	
7.5 Equipment of Kitchen	Work tops should be of stainless steel or other 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. 40	
7.6. Hand Wash Basins	Adequate and separate hand wash basins, with at least one located at the entrance, all hygienically controlled, with	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	hot and cold running water, and soap dispensers should be provided. Hygienic means of hand drying should be provided. 20	20	20	
7.7 Fume Extraction	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	
7.8 Waste Collection and Storage	There should be sufficient number of separate waste bins preferably for glass, organic and non-organic material with tight fitting covers, protected from weather and animals. <ul style="list-style-type: none"> • All bins should be lined with appropriate waste bags. • Waste shall be collected from the kitchen, on a regular basis. 30	Same as One Star. 30	Same as for One Star. 30	Same as for One Star.
7.9 Drainage	All drains in and around the	Same as for One Star.	Same as for One Star.	Same as for One Star.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>kitchen should be covered and connected to the drainage system of the building. In areas where there is no sewage system, it should be connected to the soakage pit via grease trap. All to be maintained in good working condition, at all times.</p> <p>30</p>	30	30	
7.10 Kitchen Floors and Walls	<p>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 slit slope towards the drainage point and the junction between all vertical and horizontal surfaces should be covered.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star but with high quality materials and finish.</p> <p>40</p>	
7.11 Kitchen Food	<p>Should be adequate, providing for separation of perishables</p>	<p>Same as for One Star.</p>	<p>Same as for One Star but should have separate</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
Storage	and non-perishables, well ventilated and maintained in hygienic condition. Built in facilities for refrigeration, shelving, pallets and cabinets should be available. 40	40	compartments for various food stuffs. 40	
8.0 GUEST ROOMS 8.1 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	An acoustically sound interconnecting door, in some rooms, is recommended. The indicative size is exclusive of the ensuite bathroom.
8.2 Regulation of Temperature	Adequate natural ventilation, and or sufficient mechanical air conditioning should be provided, so as to maintain an average temperature range of 15°- 29°C, where applicable. 40	Same as for One Star 40	Same as for One Star. 40	
8.3 Furniture, Fittings and Equipment	Every room should be fitted with a clean and comfortable bed of not less	Same as for One Star but of high quality.	Same as for Two Star but should include a Computer data point.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>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.</p> <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 • TV and telephone should be available. <p>30</p>	40	50	
8.4 Furnishings and Linen	<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 	Same as for One Star but should be of high quality.	Same as for Two Star but of significantly higher quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>scheme.</p> <ul style="list-style-type: none"> • 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 good quality, finish and well maintained. <p>30</p>	40	50	
8.5 Change of Linen	<p>Should be should be changed after every two nights of use or with every new guest.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>There should be a Par Stock of at least three pairs of sheets for each bed.</p>
8.6 Décor	<p>Should be modest in quality, conforming to the social and</p>	<p>Same as for One Star but of superior quality.</p>	<p>Same as for Two Star.</p>	<p>Oil paint where used on walls should not be</p>

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>cultural environment with harmony of colours and well maintained.</p> <p>20</p>	40	40	glossy.
8.7 Floors, Walls And Ceilings	<ul style="list-style-type: none"> • 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. <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star but with high quality material used.</p> <p>30</p>	
8.8 Lighting and Ventilation	<p>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. Bedside switch and emergency lighting, should be provided.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>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.</p> <p>30</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
8.9 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	
8.10 Information in Bedrooms	Literature covering services, internal telephone directory, 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 and at least one other internationally recognizable language. 20	Same as for One Star. 20	Same as for One Star. 20	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
8.11 Bedroom Communication System	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:- <ul style="list-style-type: none"> • Internal telephone which can be connected to external network; through the hotel switch Board, or direct dial; • Telephone tariffs; • Computer data points. 20	
8.12 Door 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	
8.13 Door Security	Good quality and secure locks / locking system on each door, 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	
8.14 Supplies in Bedrooms	Approved and sealed bottled drinking water should be	Same as for One Star but all items should be of good	Same as for Two Star. In addition, hot water bottle,	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	supplied daily. Bedside rug for each guest, “Do Not Disturb” sign, stationery, waste bin, appropriate insect repellent, ashtrays, laundry bags, air-freshening supplies and water glasses should be provided. 20	quality. 30	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	
9.0 GUEST BATHROOM				
9.1 Size	Bathroom/WC of not less than 3½ sq. m., with a shower or bath tub and splash guard, hanging naturally into the shower tray, should be ensuite to each guest room. 30	Same as for One Star. 30	Same as for One Star, but should be of not less than 5 sq.m., with better quality material and fittings. 40	
9.2 Equipment and Fittings	Should be modest, functional and include a shower with mixer, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, clothes hook	Same as for One Star but with a large mirror.	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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	or hanger, and non-slip shower tray. 20	30	tubs should be at least 160 cm. long. 40	
9.3 Floors, Walls and Ceilings	Good impervious non-slip materials should be used. <ul style="list-style-type: none"> The materials used to cover the walls should be at least up to a height of 2.5 meters from the floor. 20	Same as for One Star. 20	Same as for One Star, but with better quality material. 30	
9.4 Towels	Reasonably sized hand and bath towels of not less than 60 cms x 120 cms, of good quality material and in good condition should be provided for each guest and changed daily. Bath mat of modest material should be provided. 10	Same as for One Star. 10	Same as for One Star but of bigger size and better quality including a face towel. 20	
9.5 Lighting and Ventilation	Two light fixtures, One of them being above the mirror for general illumination of the room should be provided.	Same as for One Star but with improved materials, fittings, workmanship and finish.	Same as for Two Star but of better quality.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<ul style="list-style-type: none"> There should be effective natural and artificial ventilation. Electrical lighting should be of sufficient wattage. <p>20</p>	30	40	
9.6 Shaver Outlet and Sockets	<p>Should be provided in every bathroom. The voltage supply, whether in DC or AC, should be indicated.</p> <p>10</p>	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	
9.7 Supplies in the Bathroom.	<p>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.</p> <p>10</p>	Same as for One Star. 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	
9.8 Sanitation	<p>Bins, WC, sinks, bath tabs and shower trays should be sanitized with appropriate detergents and chemicals daily.</p>	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	20	20	20	
10.0 HYGIENE & SANITATION 10.1 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 properly ventilated; • 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- <ul style="list-style-type: none"> - Soap dispenser with soap; - Disposable tissue, and/or electric hand drier; - A hand wash basin; - Running hot and cold 	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>water;</p> <ul style="list-style-type: none"> - Toilet paper; - Sanitary bin with liner and lid; - Mother and child facilities; - Coat hangers/hooks. <ul style="list-style-type: none"> • Facilities for the Disabled/handicapped. • Individual urinals with running water and drainage should be available. • Toilets should follow the township buildings code. <ul style="list-style-type: none"> • The entrance to the cloakrooms from adjacent rooms should have air locks. <p>30</p>	30	30	
10.2 Staff Changing Rooms	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	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>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>Amenities should be in keeping with the standards of the establishment</p> <p>30</p>	30	30	
10.3 Refuse Disposal	<p>Should meet the local health standards and environmental protection regulations.</p> <p>30</p>	Same as for One Star. 30	Same as for One Star. 30	
10.4 Sewage	<p>Drainage shall be connected to the sewage disposal of the town, where applicable. Where there is no sewage system it should be connected to septic tank of an approved size and soakage pit or any</p>	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>other approved sewage disposal system, in line with the Building Code and health as well as environmental protection regulations.</p> <p>30</p>	30	30	
10.5 Vermin Proofing	<p>The premises should fumigated regularly in accordance with health regulations and properly protected against other vermin.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	
10.6 Water supply	<p>There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be appropriately treated.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	<p>Same as for One Star.</p> <p>20</p>	
10.7 Water Storage	<p>There should be enough storage capacity to last at least one day, in case of supply breakdown.</p>	<p>The storage capacity should be for at least three days.</p> <p>30</p>	<p>The storage capacity should be for at least five days.</p> <p>40</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	20			
11.0 SAFETY AND SECURITY 11.1 Fire Protection	<p>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.</p> <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 	<p>Same as for One Star but fire detectors should be installed.</p>	<p>Same as for Three Star but with smoke detectors and sprinklers installed.</p>	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	<p>prominently displayed in guest room and public areas.</p> <ul style="list-style-type: none"> The hotel shall be insured against fire hazards. <p>20</p>	30	40	
11.2 Electrical Safety	<p>All electrical installations should be well maintained, in accordance with applicable electrical safety laws.</p> <p>20</p>	Same as for One Star. 20	Same as for One Star. 20	
11.3 Security	<p>Adequate arrangements, including a functional alarm system, connected to external rapid response system as well as properly trained and equipped personnel should be in place.</p> <p>20</p>	Same as for One Star. 20	Same as for One Star. 20	
11.4 Emergency Power	<p>There should be appropriate alternative sources of power in case of failure of the main supply.</p>	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	30	30	30	
11.5 First Aid	Adequate kit should be provided, with some of the staff on duty trained in its application techniques. 10	Same as for One Star. 20	Same as for One Star but with a Doctor on call. 30	
11.6 Safety of Swimmers	Adequate precaution should be taken in motels with swimming pools. These should include clearly marking the pool to indicate its depth at different points and availability of suitably trained and equipped Attendants/Life Guards at all times. 20	Same as for One Star. 20	Same as for One Star. 20	
12.0 SUNDRY SERVICES 12.1 Luggage Room	Separate facilities should be available for luggage storage and lost and found items. 10	Same as for One Star. 10	Same as for One Star. 10	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
12.2 Shoe Shine	Services should be available. 10	Same as for One Star. 10	Same as for One Star. 10	
12.3 Room Service	Room service available on request. 10	Same as for One Star. 10	Same as for One Star but should be available for 24 hours. 20	
12.4 Laundry and Dry Cleaning Services	Washing and ironing services provided. 10	Same as for One Star. 10	Same as for One Star but dry cleaning should be arranged if not available. 20	
13.0 HUMAN RESOURCE 13.1 Management	General management of the establishment should be under a qualified person, certified by appropriate national authorities.	Same as for One Star.	Same as for One Star but should be under the supervision of a person suitably trained and experienced in hotel management, assisted by one or more persons with similar training. Continuous training, including in-house	It is recommended that all heads of departments from Three Star and above be members of national and or international professional bodies.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	40	40	programmes should be available. 50	
13.2 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, an appropriately qualified person should supervise each department. 30	Same as for One Star. 30	Same as for One Star but each department shall 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	It is recommended that all heads of departments from Three Star and above be members of national and/or international professional bodies.
13.3 Qualifications of Operative Staff	Persons with appropriate training and/or experience should man the hostel and maintain satisfactory services for guests at all time.	Same as for One Star.	Same as for One Star.	Appropriate on-job training programmes should be formulated and maintained.

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	40	40	40	
13.4 Languages	<p>Persons with appropriate training and/or experience to maintain good services for guests, at all times should staff the hotel.</p> <p>The Manager should have a working knowledge of other internationally recognized languages, in addition to English and Kiswahili.</p>	Same as for One Star.	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 and Kiswahili.	
	20	20	30	
13.5 Health	Staff should be medically examined regularly, in line with statutory health regulations.	Same as for One Star.	Same as for One Star.	
	10	10	10	
13.6 Staff Uniforms	Different uniforms for each department kept in good, clean condition, in conformity with safety requirements, and should be provided. All staff should have name tags indicating designation.	Same as for One Star.	Same as for One Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
	20	20	20	
13.7 Dining and Recreation Facilities for Staff	A Dining Room of adequate size in relation to the number of staff,, well ventilated, lit and functionally furnished, including basic recreational facilities; clean and well maintained should be provided. 20	Same as for One Star. 20	Same as for One Star. 20	
13.8 Cleanliness of Staff	All staff should be well groomed, clean in body and attire, at all times. 10	Same as for One Star. 10	Same as for One Star. 10	
14.0 GENERAL 14.1 Audio	Soft background or piped music should be available. 10	Same as for One Star. 10	Same as for One Star but with a multi channel TV. 20	
14.2 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	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
14.3 Lifts	Guest lifts should be provided for buildings of four or more storeys, including ground floor, as per the Building Code. 30	Same as for One Star. 30	Same as for One Star but with service lift/passage provided for all floors. 40	
14.4 Parking Facilities	Adequate and secure parking facility should be provided for guests. Disabled persons should be catered for. 20	Same as for One Star. 20	Same as for One Star. 20	The number of parking spaces should be proportional to the size of the motel and in conformity with local/national building code. Covered parking will be an added advantage.
14.5 Shopping Facilities	A boutique or shop stocking items convenient for travelers should be available. 10	Same as for One Star. 10	Same as for One Star. 10	
14.6 Entertainment and Recreation	Some form of entertainment should be provided. 10	Same as for One Star. 10	Same as for One Star. 10	
14.7 Outdoor	Some landscaping should be	Same as for One Star, but	Same as for Two Star.	

SECTION- ITEM	ONE STAR	TWO STAR	THREE STAR	REMARKS
Areas	done and well maintained. 20	with adequate landscaping. 30	30	
14.8 Swimming Pool	Not essential, but where swimming pool is available, there should be- <ul style="list-style-type: none"> • Treatment room and filtration plant; • A separate pool/area for children; • Beds and mattress; • Life Guard at all times. 20	Same as for One Star. 20	Same as for One Star. 20	
14.9 Motel Insurance	Public liability insurance and other statutory insurance policies should cover motel. 20	Same as for One Star 20	Same as for One Star 20	