



EAST AFRICAN COMMUNITY

CRITERIA FOR CLASSIFICATION OF HOTELS AND RESTAURANTS

VILLAS, COTTAGES AND SERVICED APARTMENTS

SECTION- ITEM	ONE STAR	TWO STAR	THREESTAR	FOUR STAR	FIVE STAR	REMARKS
1.0 LOCATION						
1.1 Location	The location of the establishment should be suitable for the development of villas or cottages or serviced apartments..	Same as for One Star	Same as for One Star, but should offer easy accessibility, safety, comfort and tranquility.	Same as for Three Star	Same as for Three Star	
	10	10	20	20	20	
1.2 Site and Environment	Should be in harmony with the natural and built-up environment and in conformity with the building and development regulations applicable to the locality	Same as for One Star	Same as for One Star	Same as for One Star but the environment including the outlook should be suitable for a facility of internationally recognizable standards	Same as for Four Star	
	30	30	30	50	50	

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2.0 BUILDING						
2.1 Autonomy of Building	Depending on the design and lay out of the establishment, there should be separation of traffic flow between guests and services. 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	
2.2 Design and Architectural Features	In conformity with the Building Code and other existing regulations, modest in style and beauty, and structurally sound. 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	
2.3 Signage	All public areas and guest rooms should be indicated in clearly numbered, lettered or other appropriate designation. 10	Same as for One Star but with quality materials, fittings and finish 15	Same as for Two Star but higher in quality of quality materials, fittings and finish 25	Same as for Three Star but of excellent quality. 35	Same as for Four Star but of luxurious finish. 40	
2.4 Capacity	May not have less than three (3) lettable rooms/units 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
2.5 Corridors, Staircases Hallways and Walkways	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	

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2.6 Lighting	Should be effective natural and/or artificial. 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but fixtures should be of high quality 20	Same as for Three 20	Same as for Three Star but fixtures should be more aesthetic 25	
2.7 Sound Proofing	Should be simple and functional. 20	Same as for One Star 20	Same as for One Star. 20	Same as for One star but with added aesthetic features. 25	Same as for Four Star 25	
2.8 Regulation of Temperature	Where applicable, adequate natural ventilation, and/or sufficient mechanical ventilation should be provided 10	Same as for One Star 10	Same as for One Star but with quality fixtures and fittings 15	Same as for Two Star but with high quality air conditioning systems 20	Same as for One Star 20	
3.0 RECEPTION AREA						
3.1 Size	Should be as per the Building Code, in relation to the size of the establishment, and appropriately appointed. 10	Same as for One star 10	Same as for One star but should be more spacious. 20	Same as for Three Star 20	Same as for Three Star 20	
3.2 Furniture, Equipment and Furnishings	Should be simple and functional 20	Same as for One star 20	Same as for One Star but should be well furnished and equipped 30	Same as for Three Star but with excellent design, workmanship elegant finish and high degree of luxury 40	Same as for Four Star but with very high degree of luxury, ambiance and beauty 50	
3.3 Information	Relevant information should be available for guests. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
3.4 Communication Facilities	A bell, a light signal or telephone should be provided, in every unit for internal communication 20	Same as for One Star 20	Same as for One Star but should include external connectivity through a main switch or direct dial and tariffs for different destinations. 30	Same as for Three Star but should include <i>Internet</i> services. 40	Same as for Four Star 40	

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4.0 LIVING ROOM/OBBY/LOUNGE						
4.1 Living Room/Lobby/Lounge	Should be available, modest in design, functional and in line with applicable Building Code 10	Same as for One Star, but with better design. 15	Same as for Two Star but exclusively designed for and used by guests. 20	Same as for Three Star but with excellent design, material, workmanship, elegant finish and high degree of luxury. 30	Same as for Four Star but with very high degree of luxury, ambiance and beauty. 40	
4.2 Size	Should be proportionate to the capacity of the establishment. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star but should be more spacious. 20	Same as for Four Star 20	
4.3 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 sideboard 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	
4.4 Fittings and Furnishings	Should be of simple, functional and good quality material. 10	Same as for One Star but should be of better quality, good workmanship and finish. 20	Same as for Two Star, but with a safe deposit facility provided. 30	Same as for Three but with a computer data point provided. 40	Same as for Four Star, but all should be a very high luxurious quality. 50	
4.5 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	

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4.6 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 at the door in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional 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 Four Star but with much higher quality fittings. 50	
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 Furniture and Equipment	Tabletops to be stainless steel or other impervious material, and a sink, with hot and cold running water provided. Adequate furniture, cooking equipment and utensils should be provided. All should be kept in good and clean condition. 15	Same as for One Star but should be of good quality 20	Same as for Two Star, but of higher quality materials and fixtures 25	Same as for Three star but more tastefully designed, with better quality materials and fixtures 30	Same as for Four Star 30	
5.3 Floors, Walls and Ceilings	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	
5.4 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 15	Same as for Two Star but lighting fittings should be tasteful to provide a pleasant ambiance 20	Same as for Three Star but with very high quality standard of fittings and finish 25	Same as for Four Star 25	

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6.0 BED ROOMS						
6.1 Size	Minimum size should be 12 sq.m, excluding the bathroom 20	Same as for One Star 20	Minimum size to be 15 sq.m, excluding the bathroom 30	Minimum size to be 20 sq.m., excluding the bathroom 40	Minimum size to be 25 sq.m., excluding the bathroom. 50	
6.2 Lighting and Ventilation	Openable window area should not be of less than 20% of floor area. There should be adequate natural lighting. One light fixture for each bed in addition to the general illumination. Emergency lighting should be provided. 20	Same as for One Star. 20	Same as for One Star but with additional light fixtures over the dressing table mirror. Portable or other light fixtures suitable for reading, writing, etc. should be provided. 30	Same as for Three Star but with high quality fittings. 40	Same as for Four Star but with much higher quality fittings. 50	
6.3 Floors, Walls 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. 50	Same as for Four Star but of exceptionally high quality material and finish. 60	
6.4 Fittings, Furniture and Equipment	Every room should be fitted with a clean and comfortable bed of not less than 190 cms x 90 cms. Mattress should not be less than 15 cms thick with two matching pillows. Foam rubber or cotton material of high quality is recommended. <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. • Waste paper baskets, 20	Same as for One Star but of high quality. 20	Same as for Two Star but should include a Computer data point. 30	Same as for Three Star but with valet services and coffee tray provided. Mini bar should be provided, on request. 40	Same as for Four Star but offering a high degree of luxury. 50	

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	luggage and shoe rack should be provided. <ul style="list-style-type: none"> All lamps should be shaded TV and telephone should be available. Mini bar 					
	30	40	50	60	70	
6.5 Supplies	Approved and sealed bottled drinking water should be supplied daily. Bedside rug for each guest, "Do Not Disturb" sign, stationery, waste bin, appropriate insect repellent, laundry bags, air-freshening supplies 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 and assorted tissue paper should be provided. Shoe bags, shoe shining pads, sewing kits and bedroom slippers, should be provided	Same as for Three Star, but with flowers, chocolates, sweets and fruits in season.	Same as for Four Star but with assorted chocolates	
	20	30	40	50	60	
6.6 Furnishings and Linen	Soft furnishing and curtains should be at least of the ratio of a window to curtain of 1:2 ½ with length of 5 cm. above the floor. <ul style="list-style-type: none"> Should be well designed, in harmonized colour scheme. Bedding 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.	

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	<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	
6.7 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 or at the request of the guest	Same as for Four Star	There should be a Par stock of at least Three pairs of sheets for each bed.
	20	20	20	30	30	
6.8 Room Security	The main door and windows should be of good quality weather resistant material and fitted with secure locks/locking system, providing maximum privacy and security should be installed.	Same as for One Star	Same as for One Star but with better quality materials.	Same as for Three Star but with functional electronic surveillance systems	Same as for Four Star	
	10	10	15	20	20	
6.9 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 decorations	Same as Four Star, but evidently more luxurious.	
	20	40	40	50	60	
7.0 BATHROOM(S)						
7.1 Bathroom(s)	Should be ensuite to each guest room	Same as for One Star	Same as for One Star	Same as for One Star	Same as for One Star	
	30	30	30	30	30	
7.2 Size	Bathroom/WC of not less than 3½ sq. m.	Same as for One Star.	Same as for One Star, but should be of not less than 5 sq.m.	Same as for Three Star but of not less than 6 sq.m.	Same as for Four Star but should be more spacious.	
	10	10	20	30	40	

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7.3 Lighting and Ventilation	Should provide adequate illumination suitable for the different bathroom uses. There should be effective natural and artificial ventilation 10	Same as for One Star but with improved materials, fittings, workmanship and finish. 20	Same as for Two Star but should be of better quality and include an efficient mechanical air extraction system 30	Same as for Three Star but with superior quality fittings. 40	Same as for Four Star 40	
7.4 Fittings, Equipment, and Amenities	Should be modest, functional and include a shower and/or bath tub with mixer and splash guard hanging naturally into the shower tray, WC, toilet paper holder, hand wash basin with hot and cold water, a reasonably sized mirror, towel rail, grab rail, clothes hook or hanger, and non-slip shower tray. 30	Same as for One Star but with high quality materials, fittings, workmanship and finish 40	Same as for One Star but should include an efficient mechanical air extraction system and a larger mirror. Indirect light fittings are recommended. Built-in bath tubs should be at least 160 cm. long. 60	Same as for Three Star but all equipment should be of higher quality, with Arabic shower provided 70	Same as for Four Star but with hair dryers and telephone extensions. 80	More grab rails and facilities for disabled/handicapped and senior citizens should be provided.
7.5 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	
7.6 Towels and Bathrobes	Should be adequate, of good quality material in good condition, 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 and a bathrobe. 20	Same as for Three Star but the bath towel should not be of less than 80cm x 150cm and should be of higher quality material, 30	Same as for Four Star, but should be of a much higher quality. 40	

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7.7 Shaver Outlets and Sockets	Shaver outlets should be provided in every bathroom, indicating the voltage supply. Appropriate sockets should be provided. 10	Same as for One Star. 10	Same as for One Star, but should be of superior quality. 20	Same as for Three Star 20	Same as for Three Star. 20	
7.8 Supplies	The following should be supplied in each bathroom: Sanitary bin, soap and toilet paper, a water glass per guest and toiletry tray or basket provided. 10	Same as for One Star 10	Same as for One Star but with addition of sanitary bags, paper tissues and cotton pads. 20	Same as for Three Star but with a weighing scale provided 25	Same as for Three Four Star the quality and range should reflect a degree of luxury. 30	
7.9 Sanitization	Bins, WC, hand wash basin, bath tub and shower tray should be sanitized with appropriate detergents and chemicals daily. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	Same as for One Star. 20	
8.0 HYGIENE AND SANITATION						
8.1 Refuse Storage and Disposal	Facilities should meet the local health standards and environmental protection regulations. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star but with evidence for professional handling 25	Same as for Four Star but with a higher display of professionalism 30	
8.2 Sewerage	Drainage should be connected to the sewage disposal of the town, where applicable; where there is no sewerage system, the disposal should be in line with the Building Code and health regulations. 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	Same as for One Star 30	

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8.3 Vermin Proofing	The premises should be 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	
8.4 Water Supply	There should be consistent supply of safe water conforming to local and WHO standards. Water from private sources should be regularly treated and appropriately certified by competent National Authority 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	
8.5 Water Storage	Should be adequate to last for at least two (2) day, in case of supply breakdown. 15	Same as for One Star 15	Should be adequate to last for at least three (3) days. 20	Should be adequate to last for at least five (5) days. 25	Should be adequate to last for at least seven (7) days. 30	
9.0 SAFETY AND SECURITY						
9.1 Fire Protection	All material in the establishment should be of fire resistant or retardant material. Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition at all times, in accordance with local fire fighting and prevention by-laws. <ul style="list-style-type: none"> • Fire alarms should be installed; • Staff should be familiar with available fire fighting equipment and their use; • Fire drill exercises should be carried out regularly; 	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 Start	

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	<ul style="list-style-type: none"> 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. 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	
9.3 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 Professionally trained and properly equipped personnel, to escort guests to their rooms, where necessary; Precaution Notices should be prominently displayed and legible at all times. 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	
9.5 First Aid	Adequate Kits 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	

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10.0 SUNDRY SERVICES						
10.1 Luggage, Lost and Found Room	There should be a room for storage of luggage. All lost and found property should be appropriately kept. Porter services should be provided. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
10.2 Shoe Shine	Service should be available. 10	Same as for One Star 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	
10.3 Baby Sitter	Experienced baby sitter should be available with prior arrangement. 10	Same as for One Star. 10	Same as for One Star 10	Same as for One Star 10	Same as for One Star 10	
10.4 Laundry and Dry Cleaning Services	Should be provided 20	Same as for One Star. 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
11.0 HUMAN RESOURCE						
11.1 Human Resource Policy	There should be a documented Human Resource Management Policy specifying:- Terms and conditions of service; Schemes of service; Employee reward/incentive scheme(s); In-house and External training programmes 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	
11.2 Professional Qualifications of Management Staff	The establishment should be under the supervision of a qualified person, certified by appropriate national authorities. 40	Same as for One Star 40	Same as for One Star but the Manager should be assisted by qualified and/or experienced personnel. 50	Same as for Three Star 50	Same as for Three Star 50	

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11.3 Professional Qualifications of Operative Staff	All operative staff should possess professional qualifications and appropriate experience to maintain satisfactory services for guests, at all times. At least 40% of the staff should possess certified qualifications from recognized institutions. 20	Same as for One Star but the proportion of professionally certified staff should be at least 50% 25	Same as for One Star but the proportion of professionally certified staff should be at least 70% 30	Same as for One Star but the proportion of professionally certified staff should be at least 80% 35	Same as for One Star but the proportion of professionally certified staff should be 90% 40	
11.4 Languages	The Manager should have a working knowledge of English/French 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	
11.5 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	
11.6 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. 30	Same as for One Star. 30	Same as for One Star but should be of good quality 40	Same of for Three Star but should be of very good quality. 50	Same as for Four Star 50	

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12.0 GENERAL						
12.1 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/handi-capped should be provided. 15	Same as for One Star 15	Same as for One Star. 15	Same as for One Star but in addition the surface of the parking space should be well paved, marked and secured. Sufficient and marked walkways should be designated. 20	Same as for Four Star. 20	The number of parking spaces should be in conformity with local/national building code. Covered parking will be an added advantage.
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' should be within easy reach 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	Where applicable, and depending on the size of the establishment, a swimming pool of adequate size should be provided and well maintained to ensure safety of swimmers. The pool should have as minimum:- • Treatment room and filtration plant • Beds and mattresses • Separate changing rooms for men and women should be 20	Same as for One Star but the design, facilities, amenities, and quality of materials, structures, fixtures and equipment, should be of good. 20	Same as for Two Star but should not be of less than seventy five (75) square metres. 20	Same as for Three Star but with a pool of not less than One hundred (100) square metres and high standard of design and finish. The water temperature should be regulated. 30	Same as for Four Star. 30	

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	<p>provided.</p> <ul style="list-style-type: none"> • A separate pool/area for children • Clear markings to indicate depth at different points • Suitably trained and equipped attendants/Life Guards <p>20</p>	25	30	40	40	
12.6 Insurance	<p>A public liability insurance and other statutory insurance policies should cover the establishment.</p> <p>20</p>	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	Same as for One Star 20	

END