

GUIDELINES & STANDARDS FOR HOSTEL ACCOMMODATION

SRI LANKA TOURISM DEVELOPMENT AUTHORITY

Definition

“A **Hostel Accommodation** is a budget-oriented, shared-rooms or "dormitory" accommodation for individual travelers (commonly backpackers) or groups for short-term stays with common areas and facilities.”

The word "dormitory" refers to a room where travelers independently book individual beds in a shared room as opposed to booking entire rooms like in a hotel or guesthouse.

1. Minimum Requirements

1.1 Location

The general character, the type of accommodation, facilities and services provided in respect of any premises as follows:

- 1.1.1 The premises shall be under the direct management /supervision of a proprietor or limited company.
- 1.1.2 The premises shall be located in dedicated area/site and be of substantial, durable construction, structurally safe and in good order of maintenance.
- 1.1.3 The premises shall be constructed or converted, furnished and fully equipped for hostel purposes.
- 1.1.4 The premises shall consist of facilities such as lobby , common rooms, bathrooms and toilets, dormitory , storage areas, adequate corridors and stairways to ensure proper air circulation and access.
- 1.1.5 The premises shall be used primarily for the lodging or sleeping of guests presenting themselves with or without prior reservation.
- 1.1.6 The premises shall be in good condition and very high standard of cleanliness .
- 1.1.7 The premises shall contain effective means of natural lighting and ventilation.
- 1.1.8 Sufficient general internal and external lighting / illumination shall be provided in all areas.

- 1.1.9 The premises shall have a fixed telephone or mobile to contact relevant authorities in case of emergency.
- 1.1.10 All electrical equipment must be safely maintained and serviced regularly.
- 1.1.11 Fire protection equipment shall be in accordance with the guidance provided by necessary authorities.
- 1.1.12 Provision to be made to ensure security of guest and belongings.
- 1.1.13 Provide CCTV Cameras to cover main points of the hostel for the safety of guests.

2. Entrance and Exist

- 2.1 The entrance area shall be of adequate size to cater for the volume of traffic using the premises:
 - a. Entrance should be suitably located, laid out and equipped for the proper reception and control of arriving and departing guests
 - b. A guest register/ record with adequate information such a Name, Country of Residence, Passport Number, date of arrival ect., should be maintained

3. DINING AREA

- 3.1 If food is provided, a well maintained dining area with adequate furniture and table wear shall be provided.

4. SERVICED KITCHEN

- 4.1 If the facilities is provided a basic cooking appliance and facilities to prepare tea/coffee must be provided.

5. COMMON AREA

The premises shall contain at least one common area.

- 5.1 Adequate Seating facility in the common area/areas shall be provided in relation to the no of guest of the premises.
- 5.3 Common area shall contain furniture, fittings and equipment of good quality and be capable of easy and flexible handling to cater for individuals and various groups.

6 SHOWER ROOM/TOILET/WC

- 6.1 The premises shall contain a minimum of one bath room for every six persons. Toilet facilities and showers should be designed to give complete privacy to the individual user.
- 6.2 There must be privacy between male and female for washing/showers and toilet facilities.
- 6.3 Showers and toilets shall have an effective means of ventilation and shall be equipped with sink, mirror, towel rail, clothes hook, a soap tray or dispenser and commode with seat cover .
- 6.4 The premises shall contain one WC for every six persons .

7. BEDROOMS/DORMITORIES

- 7.1 A minimum of 20 guests shall be accommodated on the premises to be considered as a hostel.
- 7.2 Sleeping accommodation shall be provided in separate bedrooms or dormitories or combination of both.
 - a. All properties should have the capability of providing separate male and female sleeping accommodation areas. If not guests should be informed at the time of booking.
 - b. It is not permitted for unaccompanied minors to share mixed dormitory facilities. Guests should be informed of same.
- 7.3 Each bedroom/dormitory shall have:
 - a. A floor area of not less than 5 square metres should be available per person in bed rooms / dormitory accommodation.
 - b. A room should have ceiling height of not less than 2.4 metres;
 - c. Provide at least one window for adequate natural lighting and ventilation,
 - d. Minimum of two electrical outlet suitable for the use of electrical appliances should be available.
 - e. Each bedroom/dormitory door must be identified by number, letter or name.
- 7.4 The layout of the bedrooms or dormitories shall allow freedom of movement and contain furniture, fittings and equipment of good quality and condition.

Generally, such furniture, fittings and equipment shall include:

- a. Bed(s) complete with interior sprung filled mattress(es) or suitable equivalent;
- b. Loose covers for mattresses and pillows so that they can be removed and washed regularly;
- c. Non flammable waste basket(s);
- d. Carpet or bedside rugs
- e. Window curtains or blinds to ensure privacy;
- f. Adequate space and equipment to hang cloths.
- g. Printed notice should be displayed in English and preferably in two other major languages regarding information of any emergency assistance.

8. RESIDENT SUPERVISOR

The premises shall be managed and supervised by a resident manager. Experienced and qualified in hostel management and fully capable of operating the premises as per standards guide lines.

9. GENERAL

- 9.1 Facilities shall be provided for the storage of cleaning materials
- 9.2 Suitable laundry facility / washing machines to be provided within the premises or outsource the facilities.
- 9.3 Suitable facilities for hanging wash/wet clothing to be provided.
- 9.4 Basic first-aid equipment shall be made available for guests and employees

10. OPERATION

- 10.1 Residents shall be subject to adhere the operational rules and regulations which should be prominently displays in common area.
- 10.2 The premises shall comply with and be operated in accordance with all statutory requirements of local and other authorities in relation to Building, Bye-Laws, food hygiene, water supply, sewage disposal, fire precautions and general safety.
- 11.2 All premises must have adequate public liability insurance.