

DRAFT

**PROPOSED AMENDMENT TO HOTELS' CLASSIFICATION CRITERIA
WITH CHANGES TO GAZETTE NOTIFICATION NO. 1963/28 DATED 20TH APRIL 2016**

NOTE: THIS IS AN AMENDED DRAFT VERSION OF THE GAZETTE AND IN EVOLUTION. SRI LANKA TOURISM DEVELOPMENT AUTHORITY IS IN PROCESS OF GAZETTING AS AMENDED TO THE GAZETTE NOTIFICATION NO. 1963/28 DATED 20TH APRIL 2020. HENCE, PLEASE BE TREATED THIS AS A DRAFT DEVELOPMENT GUIDELINE UNTIL GAZETTING AND THIS MAY POTENTIALLY BE FUTURE LAW.”

SCHEDULE II

DRAFT

(Regulation 10)

<i>Mandatory requirements for 1 & 2 star categories of tourist hotels</i>		
	<i>Column I Item</i>	<i>Column II Facilities</i>
1.	Bed Rooms	Centrally located safe deposit facilities or individual safe deposit lockers shall be available
2.	Restaurants and Bars	Suitable glass washing facilities with running hot and cold water with a mixer tap shall be available in the bar
3.	Kitchen	There shall be an automatic dishwashing machine and a separate Glass Washing machine

SCHEDULE III

(Regulation 11)

<i>Mandatory requirements for 3,4 & 5 star categories of tourist hotels</i>		
<i>No.</i>	<i>Column I Item</i>	<i>Column II Facilities</i>
1.	Hotel Building	1. 5 star Hotels shall have a minimum of 30 rooms including 3 suites. The minimum area of the suite shall be not less than 65 m ² Each suite shall consist of a bed room with attached toilet, living and dining area.
		2. 4 star Hotels shall have a minimum of 30 rooms including 2 suites. The minimum area of the suite shall be not less than 45 m ² . Each suite shall consist of a bed room with attached toilet, living and dining area
		3. 3 star Hotels shall have a minimum of 30 rooms including I suite. The minimum area of the suite shall be not less than 45 m ² Each suite shall consist of a bed room with attached toilet, living and dining area.
2.	Main Services	1. A generator capable of providing 100% back up power supply shall be available in case of failure of main power supply
		2. Adequate number of service elevator/s shall be available for hotels/buildings with more than three floors including the ground floor.
3.	Bed Rooms	1. The main door lock shall be on a master key/card system and shall have a double locking facility from within, which shall open from outside only with an emergency master key/card.
		2. Key less safety deposit locker of adequate size shall be provided in each bed room.

<i>Mandatory requirements for 3,4 & 5 star categories of tourist hotels</i>		
<i>No.</i>	<i>Column I Item</i>	<i>Column II Facilities</i>
4	Restaurants and Bars	1. A glass washing machine shall be available in the bar.
		2. An ice cube-making machine connected to a sterilized potable water supply shall be available in the bar.
		3. A room service facility with a wide variety of food and beverage shall be available
		4. Five and Four star hotels shall have a coffee shop or in-room dining facility operating for 24 hours.
5	Kitchen	1. Kitchen walls at least up to 1500mm and floor shall be of impervious materials conducive for easy cleaning and kitchen floor shall not be slippery. Lighting shall be with diffusers to prevent ingress of insects.
		2. There shall be a dish washing machine with a pre-wash sink and dish washer cater for all items of cutlery, crockery.
		3. There shall be a separate Glass Washing machine.
		4. All cooking appliances shall be provided with an Exhaust Hood equipped with Grease Filters to extract hot air and odours effectively.
6.	Sanitary Requirements	1. Wet garbage shall be stored in a temperature controlled space, with finishes conducive for easy cleaning until disposed of.
		2. Kitchen wastewater shall be directed to a Grease Trap where accumulated grease is removed and disposed of regularly
7.	Facilities for Drivers	Separate adequate toilet facilities shall be available for the use of drivers.
8.	Staff	Adequate number of staff in all guest contact areas, including the front office staff and the Guest Relations officers, shall have a good knowledge of English.

SCHEDULE IV

DRAFT

(Regulation 12)

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
1	Location	1. The Approach, entrance, vicinity and the environment shall befit a deluxe hotel	40
		2. The number of guest rooms per hectare and the number of floors shall be in keeping with the purpose of the hotel. High density area ; 120 rooms per hectare, Medium density area - 60 rooms per hectare, Low density area - 24 rooms per hectare	25
		3. Landscaped and green area shall enhance the general ambience of the property.	40
		4. There shall also be adequate areas such as designated activity garden / deck area, for relaxation of guests in keeping with the purpose of the hotel with adequate quantities of good quality furniture.	25
		5. There shall be adequate well laid out and lit car parks integrated in to the landscaping plan of the hotel.	25
		6. Valet parking and efficient car call-up system for chauffer driven cars shall be available.	25
2	Hotel Building	1. The design of the building, the architectural features and the type of construction shall project the distinctive qualities of a deluxe hotel in the tropics.	50
		2. Special care shall be taken to ensure that a Sri Lankan architectural character enhanced with area specific features is maintained to suit the environment and the location	50
		3. The main entrance shall befit a deluxe hotel	25
3	Common Areas	1. Reception area shall consist of reception proper, concierge and cashiering, in combination or separately, in keeping with the concept of the hotel. The reception shall be adequately staffed. The staff shall be well trained to assist guests and answer their enquiries. All major currency conversion rates shall be prominently displayed at the reception area for guests on request. The processing of bills shall be fast and efficient facilitating an efficient check out.	50
		2. The public areas may be air-conditioned or ventilated to make the room comfortable to the users. In the case of an air-conditioned area the temperature shall be adjustable to comfortable levels (as per international standards). In an establishment where the average monthly temperature for any month falls below 20°C a thermostat controlled heating system capable of adjusting the space temperature to a comfortable level shall be available in public areas as per international standards.	40

SCHEDULE IV (Contd)

DRAFT

(Regulation 12)

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
4	Lobby	1. The Lobby/Lounge shall portray the image and the ambience in relation to the location and the environment of the hotel. It shall be well appointed and air-conditioned, centrally heated or well ventilated with adequate seating facilities commensurate with the size of the hotel. The furniture, fittings, finishes and decorations in the Lobby / Lounge shall be of good quality. The seating shall be functional, comfortable and of very high quality.	75
		2. The Lobby of the hotel shall celebrate the sense of arrival at a special place and be in keeping with a deluxe hotel.	50
		3. The Lobby Lounge shall have a combination of direct and indirect lighting with a pleasant level of general illumination. Activity based lighting for reading and writing shall be made available in the lobby area.	25
		4. There shall be sufficient telephone facilities, Wi-Fi facilities and charging facilities for mobile devices in public areas for use by guests and visitors.	25
		5. The guest corridors shall be sufficiently wide, airy, safe and adequately lit and shall be consistent with the standards of the hotel.	25
5	Guest Services	1. The following services shall be available for guests befitting a deluxe hotel. Postal service, Left Luggage service, provision for storage of lost & found items with a register, Acceptance of major credit cards, Travel Desk, Taxi and Rent - a Car service, Shops for sale of books, news papers, post cards, stamps, Stationery, tobacco, photographic accessories, local handicraft and souvenirs, sundry items and non-prescription drugs.	60
		2. The concept of 'Smart Hotel' powered by the 'Internet of Things' is used in the hotel guest rooms and for all other guest services. This may include, but not be limited to, Check In, Check Out, Unlock the Room, Order Room Service, Check the bills, Make Bookings for amenities such as SPA, Massage etc, Control of all Services and Facilities in the Guest Room etc.	100
6	Bed Rooms	1. The size of a single bed shall be minimum of 1.07 m x 2m and double bed shall be minimum of 1.83 m x 2m. Mattresses shall be comfortable and very high quality acceptable for a deluxe hotel. Thickness of mattresses shall be minimum of 150 mm.	30
		2. Internationally accepted comfort range of temperature shall be maintained in all guest rooms. In the case of air- conditioned bed rooms there shall be a variable speed air Circulation arrangement and a thermostat control which will facilitate the adjustment of temperatures in the range of 24°C ± 4°C. There shall be provision to allow sufficient fresh air in to the room. In the case of establishments where the average temperature in any month falls below 20°C, Thermostat controlled heating system capable of adjusting the room temperature up to 24°C shall be available. Refer ASHRAE Guidelines	50

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
		3. The following items suitable for, a deluxe hotel shall be available: (1). 02 arm chairs with a coffee table (2). Dressing table with Mirror and stool/chair; (3).Writing table with chair (4).Television with international programs (5).Radio or music system preferably through the television. (6). In-room telephone with International Direct Dialing (IDD) Facilities (7).Service Directory, Room Service Menu and Mini-bar tariff. (8).Adequate supply of stationery, local and air mail envelopes and a pen. (9). wardrobe or wall cupboard with adequate racks and hangers. (10).Facilities to connect computers and other IT appliances. (11). Well stocked silent Mini bar with adequate quantity of appropriate glassware. (12).Cot on request (13). Protection against mosquitoes or a mosquito net (14). Facility for charging mobile phones and computers near the bed bypassing the key tag switch	150
		4. The floor, wall and ceiling finishes shall be of a very high quality	75
		5. Every bed room shall have following electrical lighting. (1). General room illumination controlled by a master switch located close to the entrance door. (2).All lighting shall have the facility of being controlled from the bedside in addition to the individual controls. (3) Adjustable lamps of good quality and sufficient illumination for reading in the arm chair and in bed. (4).On the face lighting over mirrors (5). Door activated lighting for the wardrobes. Bed room lighting levels recommended to be maintained are as follows. Bed room general lighting 75 Lux. Reading (Bedside and arm chair) 300 Lux. On the face lighting at the mirrors 300 Lux.	125
		6. A door viewer and a safety latch	20
		7. Adequate supply of very good quality bed linen with a high percentage of cotton, blankets and mattress protectors shall be available.	50
		8. Pillows of very good quality shall be available	20
		9. A selection of pillows including anti-allergy pillow with a pillow menu shall be available on request.	20
		10. Adequate supply of good quality and absorbent bath, face and hand towels, preferably white, and bath mats shall be available. Bed linen and towels shall be changed daily or as requested by guests. Bath robes and slippers of good quality shall be available.	50
		11. A full length mirror with adequate lighting shall be available.	20
		12.Desired background sound level inside the guest room shall be less than 50 dBA during the day and 45 dBA at night	25

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
7	Bathrooms	1. Bathroom shall have very high quality floor, wall and ceiling finishes.	15
		2. Bathroom fittings and fixtures shall be of very high quality	25
		3. The following items suitable for a deluxe hotel shall be available. (1). Wash basin with a vanity counter with adequate space. (2). Water closet (W.C) (3). A shower with adequate water pressure. (4). Hand bidet, hair dryer, magnifying mirror with light, universal shaver socket, toilet paper holders, towel rail and covered sanitary bin. (5). Telephone (6). Adequate paper tissues (7). Toiletries consisting of soap, shampoo, conditioner, gel, body lotion, shaving kit, shower cap, shoe shine and a retractable clothes line.	75
		4. Where shower cubicles are provided the area shall not be less than 1.14 m ² . with the smaller dimension not less than 1.0 m. Shower cubicle is recommended to be of tempered or laminated glass. The floor shall be of an anti-slip finish. A grab bar to be provided.	25
		5. It is recommended that water saving type fixtures and fittings are used in all bathrooms. Supporting documents must be available.	25
		6. Hot and cold water with suitable mixing facility shall be available for the shower and the wash basin	20
		7. Bathrooms shall have good level of general illumination and effective on-the-face lighting for the mirrors. The lighting levels to be as follows: bathroom (general lighting) 120 Lux, On-the-face lighting (mirror) 300 Lux. The light switch shall be located outside the bathroom.	25
8	House Keeping	1. A mechanized laundry with dry cleaning facilities capable of processing all hotel linen and guest linen or a facility to handle such items using suitable outside sources shall be available	50
		2. A well ventilated linen room with adequate storage facilities for new linen and linen in use shall be available	15
9	Restaurant and Bar	1. The walls, floors ceiling, doors, windows, woodwork, and fittings in restaurants be very well maintained.	40
		2. The furniture shall be comfortable, functional and of superior quality and maintained in good condition.	25

SCHEDULE IV (Contd)

(Regulation 12)

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
		3. The furnishing and decor shall complement the theme of the hotel and / or the restaurant	25
		4. The dining area floor finish shall be of very high standard and shall be maintained in a very good condition.	25
		5. The serviettes shall be of absorbent quality cloth and shall be of minimum size of 48 x 48 cm.	10
		6. Very high quality Cutlery, crockery, glassware, other tableware and table linen in adequate quantities shall be available.	65
		7. A well-presented menu/s with accurate description having a wide selection of food items consisting of local and international cuisine with an adequate selection of vegetarian and vegan items must be available. The use of authentic indigenous food items in the menus is strongly recommended. The use of Organic Food items must be encouraged. Customized menus must be available to cater to special dietary requirements and allergies.	75
		8. The staff shall demonstrate outstanding levels of product knowledge and service skills to provide quick and efficient service.	50
		9. Hot and cold food shall be served at proper temperature. All food & Beverage display units shall maintain proper temperature.	25
		10. Beverage and wine list shall reflect attention to detail. The description must be clear and well presented.	25
		11. A specialty restaurant is available	25
		12. There shall be a separate service / dispense bar	25
		13. The bar / bars shall be well equipped and furnished with exceptionally good quality counters, tables, chairs and fittings. There shall be soft lighting. Adequate lighting shall be available for work behind the counter.	25
		14. In the absence of an ice cube making machine inside the bar, a hygienic facility for storage of ice cubes shall be available	25
		15. The bar/bars shall have all types of glassware necessary for serving wines, spirits and all other beverages	40
		16. A wide variety of local and foreign brands of wines, spirits and liquors shall be available in sufficient quantities.	45
		16. Soft background music in the dining/bar area	25
10	Kitchen	1. The main kitchen / satellite kitchens shall be strategically located in close proximity to the food outlets	25
		2. The kitchen shall be professionally designed and equipped to ensure efficient operation. Areas of different activities such as butchery, vegetable-prep, fish prep, cold kitchen, pastry etc shall be physically separated and proper temperature, humidity, ventilation and exhaust conditions shall be maintained.	75
		3. Floors, ceilings, doors, windows, window panes and woodwork shall be very clean and in good condition. All kitchen walls shall be conducive for easy cleaning and be of impervious finish to 150 cm- from the floor.	25
		4. Lighting shall be of adequate luminance. Lamps shall be provided with shatter proof, easily cleanable diffusers.	25
		5. Kitchen tabletops and shelves shall be of stainless steel or other impervious nonmetallic materials and maintained in good condition.	25
		6. Kitchen utensils shall be made of food grade stainless steel of very good quality or superior material very good quality, clean and adequate.	25

SCHEDULE IV (Contd)

(Regulation 12)

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
		7. The kitchen shall consist of a range of equipment required for production of local and international cuisine.	50
		8. All cooked and uncooked food shall be covered and well protected at all times.	25
		9. Adequate hot and cold food holding units with proper temperature control is available. Temperature indicators or measuring devices must be available.	75
		10. Kitchen area shall be free of insects and rodents. Fly screens shall be fitted to all kitchen doors and windows as necessary. Electrical insectocutors shall be provided at strategic locations.	25
		11. All cupboards for food storage inside the kitchen shall be made of stainless steel or non-metallic impervious material.	25
		12. Adequate stainless steel racks shall be provided for storage.	25
		13. Adequate racks of stainless steel or other suitable materials shall be available for storage of cutlery, crockery and glassware.	25
		14. High degree of cleanliness and hygiene conforming to accepted international standards shall be maintained in the preparation, display and service of food.	50
		15. All drain outlets in and around the kitchen shall be trapped and connected to a sealed pipe network leading to a fat separator. Adequate and proper cleaning facilities shall be available for the wastewater piping network. No open drains shall be present inside the kitchen. (Drain outlets with traps for equipment are permitted).	40
		16. A Good quality cleanable strainer shall be available for all kitchen sinks.	25
		17. Adequate walk-In and Reach-In cold rooms, deep freezers and thawing facilities conforming to accepted international standards shall be provided.	75
		18. There shall be sufficient number foot operated industrial type waste bins with covers. Each different type of waste material shall have a separate color coded bin.	50
		19. Hand sanitizing or Separate hand wash sinks with hot and cold water, soap and disposable towels or hand dryers shall be available for each area of activity inside the kitchen.	50
11	Sanitary Requirements	1. Quality, functionality and maintenance of all sanitary installations shall be of a very high standard. Strict standards shall be imposed governing sanitation, cleanliness and hygiene throughout the hotel building and its environs.	50
		2. Functional arrangements shall be made for separation of fat from kitchen waste water. Separated kitchen wastewater, sewage, and laundry wastewater shall be treated in accordance with the environmental regulations	25
		3. A separate dedicated receiving area with adequate facilities having finishes conducive for easy cleaning and maintaining a high standard of hygiene shall be available. Area for cleaning of fish, meat, fruits and vegetables shall be available to maintain high hygienic standards. A stainless steel sink with hot and cold water and a stainless steel table must be available. The receiving area must be protected from weather.	40
		4. Effective insect and vermin protection shall be carried out throughout the building and the immediate environment. All possible steps shall be taken to keep the surrounding clean and prevent breeding of flies and mosquitoes.	25
		5. Detergents and chemicals used shall be Bio-degradable. Documents in support must be available.	25

SCHEDULE IV (Contd)

(Regulation 12)

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
12	Safety and Security	1. When designing the Hotel, internationally accepted safety standards shall be adhered to.	50
		2. Hotel shall ensure adequate safety and security of the guests and their belongings. Necessary surveillance measures to achieve the above shall be in place.	25
		3. All gas and electrical equipment and installations shall be safe and conform to safe regulations. The gas supply to each area shall have automatic shut off system operated by gas leak detectors.	40
		4. Wheel chairs and stretchers shall be available for use in case of an emergency	25
13	Entertainment Recreational and other facilities	1. The hotel shall provide entertainment for guests with a- strong emphasis on traditional Sri Lankan culture, dance and music	25
		2. There shall be sufficient recreational activities and facilities in keeping with the concept/purpose of the hotel. Activities and facilities may be selected from the following: Animation programmes, Aerobics, indoor and outdoor activities and indoor and outdoor games. Efforts must be made to provide locality specific activity providing an unusual guest experience.	40
		3. Facility for physical and spiritual well-being consisting of, but not limited to, SPA, Authentic Ayurvedic Treatment, Meditation, Yoga shall be available	80
		3. A properly designed, comfortable conference room with modern equipment and facilities shall be available.	25
		4. Banqueting area shall have a separate entrance and adequate independent casual toilets. Banqueting facilities shall be in keeping with the standards of the Hotel.	40
		5. It is desirable to have a separate satellite kitchen with wash- up and storage facilities adjacent to the banquet area.	25
14	Swimming Pools	1. A swimming pool of reasonable size in proportion to the size of the hotel shall be available. The concept, design and construction of the pool shall conform to internationally accepted safety standards. Features that could pose a safety threat to the pool users shall not be built in to the pool. Adequate safety equipment shall be available at easily visible and accessible locations.	50
		2. Suitably qualified life guards shall be available when the swimming pool is in operation. Certification in 'Life Saving' from recognized authorities must be available in support.	25
		3. Adequate number of showers shall be located in the vicinity of the pool. Separate pool changing rooms for males and females with shower enclosures having running hot and cold water shall be available. An adequate number of lockers shall be available	25
		4. The swimming pool and the vicinity shall be adequately lit	25
		5. Adequate pool deck furniture of excellent quality shall be available.	25
		6. Food and beverage service shall be available at the pool side. High quality unbreakable glassware shall be used in the pool service.	25

SCHEDULE IV (Contd)

DRAFT

(Regulation 12)

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
15	Public Toilets	1. There shall be adequate toilet facilities for ladies and gents separately in keeping with the capacity and activities of the hotel and shall be conveniently located	30
		2. Installations and equipment shall include Water closet with hand bidet, toilet paper holder, wash basin with running hot and cold water with a mixer tap, vanity counter space, mirrors, soap or soap dispenser, disposable towels or a hot air hand dryer and covered sanitary bins and sanitary bags waste bins etc.	25
		3. Toilet shall be adequately ventilated	25
16	Staff	1. The General Manager shall be professionally qualified and experienced preferably in the Hospitality industry	25
		2. All Departmental Heads shall be professionally qualified and/ or experienced in the specific field.	35
		3. The executives and supervisory staff shall either be professionally qualified or shall have a minimum of 5 years experience in a recognized hotel. At least 50% of the permanent staff shall have some certification in their related field. The certification shall be approved by the Department of Tertiary and Vocational Training of the relevant Ministry.	65
		4. The hotel shall be adequately staffed and all operational/ service staff shall possess a very high standard of service skills to provide satisfactory guest service. Regular in-house training programs and on-the-job training shall be carried out to develop service skills. Records of all training programs carried out must be available. Every effort must be taken to employ a minimum of 15% female staff.	50
		5. The hotel shall arrange for training classes in English and other Foreign Languages for the staff.	50
		6. All staff shall be in uniformed attire. The uniforms shall be formal or in keeping with the theme of the hotel.	25
		7. Where staff accommodation is provided the building shall be well ventilated and have maximum possible natural lighting. The floor shall be made of impervious materials to facilitate cleaning. The floor area provided per person shall be not less than 5 m ² . Comfortable beds with suitable mattresses shall be provided. The walls shall be smooth and treated with a finish conducive for cleaning.	75
		8. For non-resident staff locker space of 0.13 m ³ . per person shall be provided where the height of the locker shall be not less than 90 cm. and the depth not less than 45 cm. The lockers shall be well ventilated.	50
		9. For resident staff locker space of 0.3 m ³ per person shall be provided where the height of the locker shall be not less than 90 cm. and the depth not less than 45 cm. The lockers shall be well ventilated.	50
		10. Adequate good quality comfortable furniture shall be available in staff locker rooms / dormitories for the convenience of the staff.	10

SCHEDULE IV (Contd)

(Regulation 12)

Non mandatory requirements for any star categories of tourist hotels

<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
		11. An appropriate area, not visible to guests, shall be provided for washing and drying of the clothes of the resident staff or arrangements to wash and dry personal clothing of the staff by the hotel must be in place as an alternative.	25
		12. Meals must be provided to the staff while on duty, Where staff meals are provided and prepared separately, an adequately equipped and clean staff kitchen shall be available. Running hot and cold water with mixing facilities shall be available for washing of kitchen utensils. The staff kitchen shall be free of insects and rodents. .	75
		13. The hotel shall ensure that the facilities provided for the staff is properly used and well maintained.	35
		14. Staff dining room shall be well ventilated and adequately lit. The floor shall be made of impervious material. Walls shall be covered up to 150 cm with impervious material to facilitate cleaning. The dining area shall be such that a minimum of 1.5 m ² is available per person. The total number of covers shall be adequate to serve 30% of the total staff in one sitting. The table shall be covered with impervious material conducive for easy cleaning. At least two sinks with running hot and cold water with mixing facilities for washing of cutlery, crockery and glassware. Adequate number of hand washing stations with soap and hand drying facilities shall be available.	50
		15. All new recruits shall be provided with training in acclimatization to a hotel environment, personal grooming, hygiene and the use of common amenities. A written general instructions, guidelines, and code of conduct shall be issued to all staff.	25
		16. The hotel shall conduct regular training for the staff. The training shall be conducted by suitably qualified trainers and training records shall be maintained.	50
		17. Adequate recreational facilities, including television for staff, shall be made available. Minimum of 02 Indoor Games and facilities for 02 Outdoor Games shall be available. A separate Library or a Reading Room with newspapers and adequate reading material shall be made available. A separate in-house computer room for the use of the staff is recommended. A staff shop shall be made available for the convenience of the staff.	50
		18. The hotel shall have a fully equipped training department operating under a qualified trainer. A separate room for training with adequate facilities shall be available. All hotels shall have a separate training manual from which training shall be conducted. Training manual shall have different curriculum for different levels of staff. The training manager shall compile a training schedule and indicate training conducted for the period with names of participants. Periodic assessment of staff shall be carried out accordingly.	50

<i>Non mandatory requirements for any star categories of tourist hotels</i>			
<i>No.</i>	<i>Column I Area</i>	<i>Column II Facilities</i>	<i>Column III Marks</i>
17	Environment, Community and Sustainability	1. The hotel shall be equipped with a Sewer & Wastewater treatment plant/system approved by the CEA and maintained in good working order. The treated effluent shall be recycled to effectively reduce the consumption of water. Performance test certificates for the plant shall be available.	25
		2. Effective, energy efficient methods of hot water production such as Solar Hot water heating, air to water heat exchangers from air cooled AC systems, heat pump systems etc. shall be used.	30
		3. Alternative, renewable fuel and / or energy shall be used. (Ex. Bio mass as a fuel, Wind Energy, Solar energy for electricity generation etc.	35
		4. Effective energy conservation measures shall be implemented. The effectiveness of the measures shall be supported with historical data.	35
		5. Efforts must be made to reduce the food waste. Records of daily food waste must be maintained, evaluated and corrective action taken as necessary. Documentary evidence must be available to support the claims.	30
		6. A system shall be in place for recycling of waste. Food waste shall be composted or used as animal fodder. Solid waste shall be separated for recycling. A very clear arrangement shall be in place for disposing of separated solid waste for re-cycling. (exception - where unsorted garbage is used in waste to energy plants)	25
		7. The use of plastic, polythene and PVC shall be discouraged. A policy to minimize the use of the above items shall be in place. The use of recyclable containers such as glass bottles, glass jars etc. shall be encouraged.	25
		8. The use of indigenous species for landscaping and avoiding the use of invasive and alien plants is recommended. Steps must be taken to preserve natural landscapes and bio diversity.	25
		9. Efforts must be made to procure locally produced food items as far as possible. The use of organic fruits vegetables must be encouraged.	25
		10. A system shall be in place to pass on benefits to the neighborhood and the area. Policy on recruitment and procurement shall have built in mechanisms to make the above process meaningful.	25
18	Guest Satisfaction Rating	1. Achieve very good on line guest satisfaction feedback and in-house guest satisfaction survey feedback. Documentary evidence must be available	100
		2. Overall service standards of the hotel in all departments maintained at a high level to achieve very good guest satisfaction ratings.	50
		Total marks	5,000

SCHEDULE

DRAFT

MINIMUM REQUIREMENTS FOR ALL CATEGORIES OF TOURIST HOTELS		
No	Column I Identified area	Column II Minimum Capacities and Facilities
1	Hotel Building	<ol style="list-style-type: none"> 1. The hotel shall have a minimum of 10 bed rooms with attached bathrooms. 2. The hotel shall have a separate service entrance.
2	Main Services	<ol style="list-style-type: none"> 1. There shall be adequate supply of good quality water. 2. Water used for all guest purposes and human consumption shall conform to government of Sri Lanka standards for Potable Water. Testing certificate from government approved organization shall be available 3. Wi-Fi facilities with adequate signal strength and band width shall be available for use by the guests in the bed rooms as well as in public areas of the hotel. 4. Hotel or building with more than three floors including the ground floor shall have a guest elevator/s adequate to meet the requirements of the guests.
3	Bed Rooms	<p>The size of the bed room (excluding attached balcony and toilet shall be as follows;</p> <ol style="list-style-type: none"> 1. For five, four and three star categories - minimum of 22.0m² 2. For two and one star categories - minimum of 17.0m² 3. The width of the room shall not be less than 3.0 m. (excluding attached balcony and toilet).
4	Door lock	The main entrance door of the bed room shall lock automatically, when pulled shut.
5	Emergency exits	A plan of the building clearly indicating the emergency exit path and the location shall be prominently displayed on the inner surface of the entrance door.
6	Bathrooms	<ol style="list-style-type: none"> 1. Every bathroom shall be at least 3.7 m² in area. 2. Natural or mechanical means shall be in place to remove stale air effectively from bathrooms.
7	House Keeping	<ol style="list-style-type: none"> 1. Adequate number of spacious housekeeping pantries with running hot and cold water via a mixer tap shall be provided for smooth and efficient guest service. 2. Hotels having space restrictions to provide these facilities must make alternate arrangements in close proximity to the bed rooms to carry out the relevant functions. Arrangements shall be made wash the glasses at a central glass washer. 3. Housekeeping staff shall use separate color coded cloths for different cleaning activities.
8	Restaurants and Bars	Restaurant and Bar facilities for resident guests shall be available
9	Menu	There shall be an A-la carte menu
10	Refrigeration	Adequate refrigeration facilities shall be available in the bar
11	Kitchen	<ol style="list-style-type: none"> 1. There shall be adequate provisions for ventilation and removal of hot air and odours. 2. A separate facility for washing hands with soap and disposable paper tissues or towels or hot air hand dryer shall be provided at the staff entrance to the kitchen. The water supply shall be either motion sensor controlled or knee operated. Hand sanitizing facilities will be acceptable as an alternative. 3. There shall be a separate dedicated area, located away from the cooking area, with a stainless steel sink, with running hot and cold water via a mixer tap and a 'pre rinse spray' unit for the washing of pots and pans.

SCHEDULE (Contd)

DRAFT

MINIMUM REQUIREMENTS FOR ALL CATEGORIES OF TOURIST HOTELS		
No	Column I Identified area	Column II Minimum Capacities and Facilities
12	Stores	1. All deep freezers and cold rooms shall be maintained at correct temperatures. Temperature records shall be maintained at regular intervals.
		2. Dairy products and processed foods shall be stored separately from meat and seafood.
		3. Food stores shall be physically separated from other storage areas.
		4. Perishables shall be stored in temperature controlled areas.
		5. Grocery and dry foods shall be stored to avoid cross contamination of smells and flavors.
		6. All shelving used inside freezer rooms and cold rooms shall be made of stainless steel or suitable nonmetallic materials.
		7. A cellar or facility for storage of liquor and wines with correct storage temperatures shall be available.
		8. Different materials such as stationery, engineering items shall be stored in physically separated areas.
		9. Paints and volatile substances shall be stored in a separate well-ventilated area of the building with at least one external wall.
		10. Chemicals must be stored well ventilated separate area.
		11. Material Safety Data Sheets (MSDS) shall be available for all chemicals used/ stored in the Hotel
13	Sanitary Requirements	1. Dry garbage shall be stored in a covered and ventilated condition until disposed.
		2. Re-cycle able garbage shall be sorted at source, stored and disposed off separately.
14	Safety and Security	1. The hotel building and fire detection & protection systems shall conform to local regulations.
		2. A fire certificate shall be obtained annually from a nationally recognized/approved fire authority Registered with CIDA.
		3. At least 75 % of the staff shall be trained in first aid firefighting by persons registered with CIDA and a certificate obtained.
		4. Signage conforming to local/ international standards for emergency exit together with emergency lighting shall be provided in all areas of the hotel to clearly indicate the emergency exit paths.
		5. Precautions shall be taken in sea-side hotels and hotels with swimming pools for the safety of the users.
		6. Cautionary and warning signs conforming to international standards shall be displayed prominently.
		7. Protective measures shall be taken to Protect the building and the Hotel premises from direct lighting in all operation areas.
		8. First-aid facilities shall be available in key areas such as the Front Office, Kitchen and Housekeeping.
		9. Doctors /government registered medical practitioners shall be available 24 hours on-call in case of emergencies.
		10. The hotel shall be covered by Comprehensive Hoteliers' Insurance Policy including public liability and workmen's compensation

SCHEDULE (Contd)

DRAFT

MINIMUM REQUIREMENTS FOR ALL CATEGORIES OF TOURIST HOTELS		
No	Column I Identified area	Column II Minimum Capacities and Facilities
15	Swimming Pools	1. Depth markings and internationally accepted safety signs shall be permanently displayed at the swimming pool.
		2. Where a swimming pool is available the water quality shall be maintained according to internationally accepted standards within the following parameters. PH 7.4 to- 7.6 Residual Chlorine minimum 0.5 ppm (1.0 ppm is recommended).
		3. The quality of water shall be checked and recorded at least twice a day.
16	Facilities for guests with restricted ability	Compliance with the Design Standards of the Accessibility Regulations No. 1 of 2006 published in the Gazette No. 1,467/15 of October 17, 2006 made under section 25 of the Protection of the Rights of Persons with Disabilities Act, No. 28 of 1996.
17	Public Toilets	At least one toilet with facilities for differently able or wheel chair users shall be available in the lobby area.
18	Staff	1. All staff shall be medically examined once a year and medical reports certified by a government registered medical practitioner shall be submitted.
		2. Adequate number of separate clean toilets with water closets in good working order and well maintained showers shall be available for the staff
		3. Walls of toilet including the shower area shall be covered with impervious material and the minimum height of cover for the wash basin and WC area shall be 150 cm. and shower area to be 210 cm.
		4. Floor inside the toilet including the shower area must be covered with non-slippery material.

DRAFT