

GUIDELINES
TOURIST GUEST HOUSE OPERATION
SRI LANKA TOURISM DEVELOPMENT AUTHORITY

DEFINITION

A Tourist Guest House is an accommodation establishment offering five or more beds, catering primarily to travelers seeking a less formal lodging experience than hotels. Typically, Tourist Guest Houses provide overnight stays along with optional food & beverage services, emphasizing a cozy and welcoming atmosphere for guests.

Every Tourist Guest House shall obtain following marks from the non-mandatory requirements to qualify categories stipulated below.

No	Category	Marks	Minimum Marks	Maximum Marks
1	A Grade	75%	750	1000
2	B Grade	60%	600	749
3	C Grade	50%	500	599
4	B&B	50%	500	1000

1. LOCATION

- 1.1. The Locality and environment shall be suitable for a Tourist Guest House. **(20 Marks)**
- 1.2. The B&B Tourist Guest House category should be situated within city limits or equipped with adequate food and beverage facilities either outsourced or available within the vicinity.

2. BUILDING

- 2.1. Building shall be purpose built and suitable for the operation of a Tourist Guest House. **(30 Marks)**

3. COMPOUND

- 3.1. The compound shall be well landscaped, laid out and maintained in a manner befitting a Tourist Guest House. **(10 Marks)**

4. MAINTENANCE

- 4.1. Maintenance of all areas of the Tourist Guest House (interior and exterior) furniture, equipment, furnishing & fittings, fixtures etc. shall be of a standard befitting a Tourist Guest House. **(40 Marks)**

5. PARKING

- 5.1. There shall be adequate parking space for vehicles with adequate security. **(5 Marks)**

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5.2. Records shall be maintained of vehicles parked in the designated areas. **(5 Marks)**

6. LOUNGE/LOBBY

6.1. The lounge/lobby area of the Tourist Guest House shall be adequately lit. **(5 Marks)**

6.2. If lounge/lobby is not air-conditioned shall have sufficient electric fans or heating system where applicable. **(10 Marks)**

6.3. Adequate and well-maintained good quality furniture, furnishing & fittings in the lounge/lobby shall be provided with reading materials. **(20 Marks)**

6.4. Interior design shall be of a standard befitting a Tourist Guest House. **(10 Marks)**

6.5. The floor/ walls/ ceiling shall be well maintained and befitting a Tourist Guest House. **(15 Marks)**

7. RECEPTION

7.1. A reception counter or a desk to be made available. **(10 Marks)** The reception shall be adequately staffed & well trained to assist guests' requirements. **(10 Marks)**

8. HOUSEKEEPING

8.1. Laundry facility shall be available or out- sourced for cleaning of Guest House linen & staff uniforms. **(10 Marks)**

8.2. A well-ventilated linen room with adequate storage facilities shall be available, providing sufficient stocks of bedroom linen, restaurant linen, and staff uniforms. **(20 Marks)**

9. BEDROOMS

9.1. The Tourist Guest House shall have at least 05 bedrooms.

9.2. The size of the bedroom shall be as follows;

- A single bedroom shall not be less than 120 sq.ft. (11.15 Sqm)
- A double bedroom shall not be less than 140 sq.ft. (13 Sqm)

A Heritage property declared under the antiquity ordinance documents have to be produced from the department of Archaeology for exemptions.

9.3. Every bedroom shall be equipped with clean, comfortable beds and the size of a single bed shall not be less than 3' x 6'6" and double bed – 6' x 6' 6".

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- 9.4.** Each guest room shall be equipped with a communication system for contacting hotel staff. This may a caller bell system/ internal guest room phones system/ Mobile app integration system/ Voice-activated assistance system, etc.
- 9.5.** Every bedroom shall be provided with good mattresses, clean mattress covers/ pillows/ pillow cases (thickness of the mattress preferably of 8 inches or above) **(30 Marks)**
- 9.6.** Every bedroom shall be provided with the following; **(120 Marks)**
- 9.6.1.** High quality fresh linen of adequate quantity
 - 9.6.2.** Wardrobe with hangers
 - 9.6.3.** Dressing table with mirror and chair
 - 9.6.4.** Luggage stand
 - 9.6.5.** Bedside table and lamp
 - 9.6.6.** Waste paper basket
 - 9.6.7.** Drinking water and glasses
 - 9.6.8.** Tea/Coffee making facility
 - 9.6.9.** Mosquito repellent/ net
 - 9.6.10.** Coffee table & two chairs
- 9.7.** Well ventilated rooms (natural/mechanical) with Air conditioning/ fans or heating system (where applicable) shall be provided in good working order.
- 9.8.** The floor, walls, ceiling, doors, windows, curtains, furniture, furnishing & fittings shall ensure cleanliness and proper maintenance. Room lighting levels shall adhere to a standard suitable for a Tourist Guest House. **(50 Marks)**
- 9.9.** Doors shall be lockable from inside and outside and windows from inside.

10. BATHROOMS

- 10.1.** The ratio of Tourist Guest House bedrooms to attached bathrooms;

- A Grade - 100%
- B Grade – 75%
- C Grade – 50%
- B&B Grade – 100%

Adequate common washroom facilities shall be available for the remaining 25% and 50% of the units without attached bathrooms for B and C categories respectively.

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- 10.2.** All attached bathrooms shall be provided with water closet, wash basin with mirror. Running hot and cold water with a mixer tap shall be available for the shower in every bathroom at all times.
- 10.3.** Every bathroom shall have a minimum floor area of 30 sq. ft (2.79 sqm).
- 10.4.** All bathrooms shall have following accessories; **(60 Marks)**
- 10.4.1.** An electrical shaver sockets
 - 10.4.2.** Towel rail
 - 10.4.3.** Adequate face and bath towels
 - 10.4.4.** On the face mirror light
 - 10.4.5.** Sanitary bin (paddle operated) with paper bags,
 - 10.4.6.** High-quality complimentary toiletries including soap, shampoo, conditioner, body lotion etc.
 - 10.4.7.** Soap holder
 - 10.4.8.** toilet paper with a holder
 - 10.4.9.** hand bidet
- 10.5.** Showers in good working condition shall be available in every bathroom; shower area shall be enclosed with water proof partitions or curtains. **(10 Marks)**
- 10.6.** Bathroom fixtures and fittings shall be well maintained. **(20 Marks)**
- 10.7.** Every bathroom shall be adequately lit. **(10 Marks)**
- 10.8.** All bathrooms shall be equipped with effective natural or mechanical ventilation system.
- 10.9.** The bathroom floors shall be clean and non-skid, and walls up to 5 feet high shall be constructed using impervious materials such as tiles, titanium, cement etc.

11. CASUAL WASHROOM

- 11.1.** Washroom facility with proper signage and adequate water closet/s in good working order shall be provided. Tourist Guest Houses with over 10 rooms shall have separate washrooms for females and males. the preferred minimum area of the washroom shall be 30sqm.
- 11.2.** Washroom/ s shall be easily accessible and equipped with wash basin, mirror, sanitary bin with paper bags, disposable paper towels/ hand dryer, soap holder, toilet paper with holder and hand bidet. **(20 Marks)**
- 11.3.** Running hot and cold water with a mixer tap shall be available in every bathroom at all times. **(10 Marks)**
- 11.4.** Toilet shall be adequately lit and well ventilated naturally or mechanically. **(10 Marks)**

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11.5. The bathroom floors shall be clean and non-skid, and walls up to 5 feet high shall be constructed using impervious materials such as tiles, titanium, cement etc.

12. DINING AREA & BAR

12.1. The dining room shall be spacious enough to accommodate in-house guests, equipped with an ample number of comfortable, clean, and high-quality chairs and tables. (Not applicable for B&B category)

12.2. If not air-conditioned, fans or heating system (where applicable) shall be provided in good working order. **(10 Marks)**

12.3. The floor, walls, ceiling, doors, woodwork, furniture and fittings shall be maintained in good condition. **(15 Marks)**

12.4. Furnishings and décor shall be in keeping with the theme of the Tourist Guest House. **(10 Marks)**

12.5. Cutlery, crockery, glassware, tableware and table linen/mats shall be clean, adequate and of good quality. **(10 Marks)**

12.6. Updated food & beverage menus (printed/digital) with pricing shall be available. (Not applicable for B&B category)

12.7. A variety of high-quality cuisine with food presented to acceptable standards shall be offered. **(15 Marks)**

12.8. The B&B category shall offer dining facilities either in-room or in any other designated area.

12.9. Printed or digital menus shall be available in the room & lobby area with the name and contact details of the food service providers.

12.10. Adequate refrigeration facilities shall be available for the bar. **(5 Marks)**

12.11. Ice cubing machine shall be available with sterilized water supply or ice cubes in the bar. **(5 Marks)**

12.12. Suitable glass washing facilities with running hot and cold water with a mixer tap shall be available in the bar. **(5 Marks)**

12.13. Bar shall have all types of glassware necessary for serving wines, spirits and all other beverages. **(5 Marks)**

13. KITCHEN

13.1. If a fully equipped kitchen is available, it shall have the following requirements; (Not applicable for B&B category)

13.1.1. Suitably located for easy and quick service. **(10 Marks)**

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- 13.1.2.** There shall be adequate provision for ventilation and efficient removal of hot air through canopy or exhaust fan.
- 13.1.3.** Lighting in the kitchen shall be adequate and suitable. (Minimum -500 lux is recommended) **(10 Marks)**
- 13.1.4.** kitchen floors and Walls up to 5 feet shall be of impervious material. The impervious material would be of tiles, titanium, cement etc.
- 13.1.5.** Kitchen table tops shall be of stainless steel or similar material and be in good condition.
- 13.1.6.** Kitchen utensils shall be clean and adequate and well maintained. **(10 Marks)**
- 13.1.7.** Separate facilities for washing hands with soap and paper towels shall be provided at the staff entrance to the kitchen.
- 13.1.8.** All drains in and around the kitchen shall be covered and clean and lead to a grease trap and sealed masonry soakage pit. The Environmental Authority approved alternative arrangement can be considered. **(10 Marks)**
- 13.1.9.** Adequate refrigeration (deep freezer/fridges) facilities shall be provided.
- 13.1.10.** A high standard of cleanliness shall be maintained in the preparation of food. **(10 Marks)**
- 13.1.11.** All food in the kitchen shall be well protected. **(10 Marks)**
- 13.1.12.** An adequate size of sub-stores facility shall be available. **(5 Marks)**
- 13.1.13.** The kitchen capacity shall be large enough to cater to the number of in-house guests.
- 13.1.14.** The kitchen shall be equipped with suitable gas or electric cooking equipment. **(10 Marks)**
- 13.1.15.** Gas cylinders to be stored in well ventilated area outside the kitchen.
- 13.1.16.** A fire blanket shall be available at the hot range of the kitchen.
- 13.1.17.** Insectocutors shall be available & open windows shall be covered with mesh to prevent the entry of insects. **(5 Marks)**
- 13.2.** Wash-up area shall be provided with either dish washer / two bowl stainless steel sink with hot & cold water with a mixer tap. **(10 Marks)**
- 13.3.** Two bowl stainless steel sink with hot & cold water with a mixer tap shall be available for the preparation area. **(10 Marks)**
- 13.4.** There shall be a sufficient number of foot operated waste bins with lids. **(10 Marks)**
- 13.5.** Pot wash area shall be adequately lit and well ventilated. **(10 Marks)**

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14. STORES

- 14.1.** Adequate stocks of dry rations, meat, fish, vegetable etc. shall be made available and stored separately under correct temperature. **(10 Marks)**
- 14.2.** Adequate refrigerator facilities/ cold room shall be provided maintaining very high hygiene standards. **(10 Marks)**
- 14.3.** Chemicals, stationery, paints and inflammable materials shall be stored in well ventilated separate area. **(5 Marks)**
- 14.4.** Bins/containers with lids to be provided for items such as rice, sugar, flour etc. **(5 Marks)**
- 14.5.** Adequate racks (stainless steel/ powder coated) to be provided to store provisions. **(5 Marks)**
- 14.6.** There shall be adequate light and ventilation. **(5 Marks)**
- 14.7.** Adequate area/ space for storing of food, linen, maintenance items shall be available.

15. STAFF

- 15.1.** Adequate qualified/ trained and experienced, efficient, and courteous staff shall be available.
- 15.2.** The Manager and kitchen in charge shall have at least 03 years of experience in the relevant capacity. **(5 Marks)**
- 15.3.** Staff shall always be in smart and clean uniforms. **(10 Marks)**
- 15.4.** Adequate number of staff shall be able to communicate in English or any other foreign language as necessary. **(5 Marks)**
- 15.5.** All staff shall be medically examined at regular intervals (blood, urine, stools and swob) and records shall be available. **(5 Marks)**
- 15.6.** Training for all staff shall be provided and records shall be maintained. **(10 Marks)**

16. STAFF FACILITIES

- 16.1.** Separate and clean toilets with water closets in good working order shall be available for the use of the staff. **(10 Marks)**
- 16.2.** A staff changing/rest room equipped with sufficient lockers and necessary furniture shall be available. **(10 Marks)**
- 16.3.** A proper mechanism shall be available to maintain the detailed records of all belongings that individuals have been issued (e.g., electronic devices or access to them, keys/key cards, radios, uniforms) and ensure these items are returned upon leaving the organization. **(5 marks)**
- 16.4.** Adequate and proper facilities for staff dining & recreational activities shall be available. **(10 Marks)**

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17. SAFETY & SECURITY

- 17.1.** Adequate fire precautions firefighting equipment such as fire extinguishers shall be available.
- 17.2.** Safety deposit lockers in rooms or centrally located locker facility shall be available.
- 17.3.** A guest register shall be maintained with name, address, nationality, passport No/NIC No (scanned/ soft/ hard copies) date and time of arrival/departure, room number and signature of the guest etc. for references.
- 17.4.** Doctor on call facilities shall be provided at all times
- 17.5.** Well, stocked first-aid box shall be available in the reception and kitchen.
- 17.6.** Pre- employment screening checks on all staff should be conducted. This should include the provision of physical proof of identification, reference checks from previous employers and criminal record checks to include police and grama niladari certificates. **(10 Marks)**
- 17.7.** Security shall be handled by well-trained in-house or out sourced security personnel. **(5 Marks)**
- 17.8.** The security arrangements shall be adequate and operational 24 hours a day. Tourist Guest Houses with banquet facilities should take additional precautions. (Allocate additional security personnel/ maintain invitees list with ID numbers etc.) **(10 Marks)**
- 17.9.** Signage and emergency exit together with emergency lighting shall be available. **(5 Marks)**
- 17.10.** CCTV at the venue shall be in good working order with sufficient image quality to detect potential incidents. **(5 Marks)**
- 17.11.** The venue shall have adequate CCTV coverage of key points, coverage of entry and exits and publicly accessible areas at a minimum. **(5 Marks)**
- 17.12.** All staff (not only security staff) shall complete the counter terrorism awareness training made available online through SLTDA.

18. SWIMMING POOL/S

- 18.1.** Where a swimming pool is available, Depth markings and internationally accepted safety signs shall be permanently displayed at the swimming pool.
- 18.2.** 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). The quality of water shall be checked and recorded at least twice a day.

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18.3. Adequate shower facilities shall be provided in order to keeping with the high standard of the Guest House. **(5 Marks)**

19. ENTERTAINMENT & RECREATIONAL FACILITIES

19.1. There shall be recreational activities and facilities provided in keeping with the concept/purpose of the Tourist Guest House. Such as: Yoga, Meditation, Bird Watching, Nature Trails, Water Sports, Volleyball, Table Tennis, Games for Children, Billiard, Snooker, Spa, Massage, Ayurvedic / Medic Spa, Jacuzzi, Gymnasium, Bikes for hire, Library. **(10 Marks)**

19.2. A properly designed, comfortable Meeting room with modern equipment and facilities shall be available. **(5 Marks)**

19.3. The Banquete area shall have a separate entrance and adequate independent casual toilets. Banqueting facilities shall be in keeping with the standards of the Tourist Guest House. **(5 Marks)**

20. ENVIRONMENTAL, COMMUNITY & SUSTAINABILITY PRACTICES

20.1. Every effort must be taken to avoid the usage of single use plastic. **(5 Marks)**

20.2. Usage of Renewable energy resources. **(5 Marks)**

20.3. Efforts must be made to procure locally produced food items and organic fruits and vegetables. **(5 Marks)**

20.4. Efforts must be made to recycling for solid waste and composting/animal feed for food scraps. **(5 Marks)**

21. GENERAL

21.1. Potable water shall be available for consumption. **(5 Marks)**

21.2. Proper storage and disposal mechanisms for waste shall be available. **(5 Marks)**

21.3. 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. **(5 Marks)**

21.4. Proper periodical pest control procedures Shall be in place and records shall be maintained. **(5 Marks)**

21.5. At least 50% of the staff shall be trained in provision of first-aid. **(5 Marks)**

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22. GUEST SATISFACTION RATING

- 22.1.** Achieve very good on-line guest satisfaction feedback and in-house guest satisfaction survey feedback. Documentary evidence must be available. **(10 Marks)**
- 22.2.** Overall service standards of the Tourist Guest House shall be maintained at a high level to achieve very good guest satisfaction ratings. **(10 Marks)**

❖ **REGULATORY REQUIREMENT**

Under the section 48 (4) of Tourism Act No 38 of 2005 all Tourist services shall be registered with the Sri Lanka Tourism Development Authority.

It shall be an offence to provide any tourist services which has not been registered of Sri Lanka Tourism Development Authority. According to the section 48 (10) and section 63 (2) of the said Act any enterprise or tourist service with no proper registration and license will become a punishable offence.