

GUIDELINES & STANDARDS FOR BOUTIQUE HOTELS

SRI LANKA TOURISM DEVELOPMENT AUTHORITY

Definition

"A Boutique Hotel is an establishment providing unique facilities and highly personalized services to guests in a luxurious, private and intimate Environment"

1. Location

- 1.1 The hotel should portray a sense of spaciousness in the building to land ratio. Adequate space must be available for guests to rest and relax. Suitable furniture of superior quality must be available.
- 1.2 The Approach, entrance, vicinity and the environment should befit a deluxe hotel.
- 1.3 Desired background sound level at the location should be less than 50 dBA during the day and 45 dBA at night
- 1.4 The architecture should blend with the environment and landscape. Landscaped and green area should enhance the general ambience of the property.

2. Hotel Building

- 2.1 The Boutique Hotel should have a minimum of 10 bed rooms with attached bath rooms.
- 2.2 Boutique Hotel / building should not have more than two floors including the ground floor.
- 2.3 A generator capable of providing 100% back up power supply should be available in case of failure of main power supply.
- 2.4 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. A well ventilated linen room with adequate storage facilities for new linen and linen in use must be available.
- 2.5 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
- 2.6 Effective insect and vermin protection should be carried out throughout the building and the immediate environment. Every possible steps must be taken to keep the surrounding clean and prevent breeding of flies and mosquitoes,
- 2.7 Detergents and chemicals used should be Bio-degradable

- 2.8 When designing the Hotel, internationally accepted safety standards should be adhered to.
- 2.9 Hotel should ensure adequate safety and security of the guests and their belongings. Necessary surveillance measures to achieve the above must be in place.
- 2.10 There should be adequate toilet facilities for non residents.

3. Main Services

- 3.1 There should be adequate supply of good quality water. Water used for all guest purposes and human consumption should conform to government of Sri Lanka standards for Potable Water.
- 3.2 All gas and electrical equipment and installations should be safe and conform to safety regulations

4. Bed Rooms

- 4.1 The size of the bed room (excluding attached balcony and toilet) should be minimum of 30.0 sq.m- in the absence of separate dedicated sitting and dressing areas. The width of the room should not be less than 3.0 m.
- 4.2 Adequate supply of very good quality bed linen with a high percentage of cotton, blankets and mattress covers. A selection of pillows including anti-allergy pillow should be available on request. Adequate supply of good quality and absorbent bath, face and hand towels, preferably white, and bath mats should be available. Bed linen and towels should be changed daily or as requested by guests. Bath robes and slippers of good quality should be available.
- 4.3 The main entrance door must lock automatically, when pulled shut.
- 4.4 Internationally accepted comfort range of temperature must be maintained in all guest rooms. In the case of air-conditioned bed rooms there should 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 should be provision to allow sufficient fresh air in to the room.
- 4.5 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 should be available. Refer ASHRAE (American Society for Heating, Refrigeration and Air conditioning Engineers) Guidelines.
- 4.6 A keyless safe deposit locker must be available in the room
- 4.7 Access to communication facilities such as Internet/ E:mail must be available if required by the guests
- 4.8 A plan of the building indicating the emergency exit path / s must be prominently displayed on the inner surface of the entrance door.
- 4.9 The main door lock must be on a master key / card system and should have a double locking facility from within, which should open from outside only with an emergency master key/card

5. Bathrooms

- 5.1. The bathroom of every guest room should be a minimum of 4.5 sq.m in area.
- 5.2. Natural or mechanical means to remove stale air effectively from bathrooms must be provided.
It is recommended that water saving type fixtures and fittings are used in all bathrooms. Hot and cold water with suitable mixing facility should be available for the bath, shower and the wash basin.
- 5.3. Bathrooms should 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-faces lighting (minor) 300 Lux. The light switch should be located outside the bathroom.
- 5.4. Quality, functionality and maintenance of all sanitary installations should be of a very high standard. Strict standards should be imposed governing sanitation, cleanliness and hygiene throughout the hotel building and its environs

6. House Keeping

- 6.1 Adequate number of spacious housekeeping pantries with running hot and cold water must be provided for smooth and efficient guest service.

7. Restaurant & Bar

- 7.1 Dining facilities for residents and their guests must be available. Food and Beverage services provided should be of the highest standards with highly personalized service and with the variety meeting the guests' individual needs.
- 7.2 Very high quality Cutlery, crockery, glassware, other tableware and table linen in adequate quantities
- 7.3 Where a bar is in operation, suitable glass washing facilities with running hot and cold water with a mixer tap should be available. The bar should have all types of glassware necessary for serving wines, spirits and all other beverages.
- 7.4 An ice cube-making machine connected to a sterilized potable water supply should be available in the bar

8. Kitchen

- 8.1 Provision of a dish washing machine is recommended and where not available, three sinks with hot & cold water with mixer taps must be available exclusively to be used for dish washing purposes.
- 8.2 Kitchen Staff must be well trained and knowledgeable to provide excellent and personalized service.
- 8.3 A well planned and equipped Kitchen must be available. Segregation of different activities within the kitchen is recommended as far as practically possible.
- 8.4 There should be adequate provisions for ventilation and removal of hot air and odours from the kitchen. There should be a separate dedicated area, located away from the cooking area, preferably with a stainless steel sink, with running hot and cold water

- with a mixer tap for the washing of pots and pans. A separate facility for washing hands with soap and disposable paper tissues/roller towels or hot air hand dryer should be provided at the staff entrance to the kitchen.
- 8.5 Kitchen tabletops and shelves should be of stainless steel or other impervious non metallic materials and maintained in good condition. Kitchen utensils should be of very good quality, clean and adequate.
- 8.6 The kitchen should consist of a range of equipment required for production of international cuisine.
- 8.7 All cooked and uncooked food must be covered and well protected at all times
- 8.8 A very high standard of hygiene must be maintained in the preparation and storage of food.
- 8.9 There should be sufficient number waste bins with covers. Each different type of waste material should have a separate bin
- 8.10 All deep freezers and cold rooms must be maintained at correct temperatures. Dairy products and processed foods shall be stored separately from meat and sea food. Food stores must be physically separated from other storage areas. Perishables must be stored at controlled temperatures. Grocery and Dry foods should be stored in a manner so as to avoid cross contamination of smells and flavours.
- 8.11 All shelving used inside freezer and cold storage shall be made of stainless steel or suitable non metallic materials. A cellar or facility for storage of liquors and wines with correct storage temperatures must be available. Different materials such as stationery, engineering items should be stored in physically separated areas. Paints and volatile substances shall be stored in a separate well ventilated area of the building Chemicals stores must be separated.
- 8.12 Kitchen area should be free of insects and rodents. Fly screens must be fitted to all kitchen doors and windows as necessary.
- 8.13 Electrical insectocuters must be provided at strategic locations.
- 8.14 All drain outlets in and around the kitchen should be trapped and connected to a sealed pipe network leading to a fat separator. Adequate and proper cleaning facilities should be available for the wastewater piping network. No open drains should be present inside the kitchen.
- 8.15 Functional arrangements should be made for separation of fat from kitchen waste water. Separated kitchen wastewater, sewage, and laundry wastewater should be treated in accordance with the environmental regulations

9. Stores

- 9.1 Adequate good quality racks should be provided for storage (Timber shall not be used for racks).

10. Sanitary and safety requirements

- 10.1 For sanitary requirements dry garbage should be stored in a covered and ventilated condition until disposed. Re-cycleable garbage must be sorted at source, stored and disposed off separately.

- 10.2 Wet garbage should be stored separately in an enclosed area.
- 10.3 Signage conforming to international standards for emergency exit together with emergency lighting must be provided in all areas of the hotel. Precautions should be taken in sea-side hotels and hotels with swimming pools for the safety of the users. Cautionary and warning signs conforming to international standards must be displayed prominently.
- 10.4 Protective measures must be taken to prevent lightning strikes. First-aid facilities must be available.
- 10.5 Doctor / s should be available 24 hours on-call in case of emergencies.
- 10.6 The hotel should be covered by Comprehensive Hoteliers' Insurance Policy including public liability and workmen's compensation.

11. Swimming pools

- 11.1 Where a swimming pool is available depth markings and internationally accepted safety signs should be permanently displayed. The water quality should be maintained according to internationally accepted standards. The quality of water should be checked and recorded at least twice a day. In the case of swimming pool with fresh water the water quality shall be maintained within the following parameters. PH 7.4 to 7.6 Residual Chlorine minimum 0.5 ppm (1.0 ppm is recommended)
- 11.2 Suitably qualified life guards should be available when the swimming pool is in operation
- 11.3 Adequate number of showers should be located in the vicinity of the pool.
- 11.4 The swimming pool should be adequately lit. Adequate pool deck furniture of excellent quality should be available.

12. Facilities for differently abled guests

- 12.1 The hotel must comply with the regulations stipulated in "Protection of the Rights of Persons with disabilities" Act (gazette notification no. 1, 467/15 of 17th October 2006)

13. Staff

- 13.1 All staff should be medically tested once a year and medical reports certified by a government registered medical practitioner should be submitted.
- 13.2 Separate changing facilities with clean toilets having water closets in good working order and well maintained showers should be available for the staff.
- 13.4 The management and staff should have adequately qualified and experienced personnel to ensure a very high standard of service.
- 13.5 All staff should be in uniformed attire. The uniforms should be formal or in keeping with the theme of the hotel.
- 13.6 Where staff accommodation is provided the building should 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 sq. m. Comfortable beds with suitable mattresses should be provided. The walls shall be smooth and treated with a finish conducive for cleaning.
- 13.7 For non-resident staff locker space of 0.13 cu.m. 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 should be well ventilated.

13.8 For resident staff locker space of 0.3 cu.m. 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 should be well ventilated.

13.9 Where staff meals are provided: Staff dining room shall be well ventilated. 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 sq.m. is available per person. The total number of covers shall be adequate to serve 30% of the total staff in one sitting. The table should 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 should be available.

14. Environment, Community & sustainability

14.1 The hotel should be equipped with a Sewer & Wastewater treatment plant/system approved by the CEA and maintained in good working order. The treated effluent should be recycled to effectively reduce the consumption of water. Performance test certificates for the plant must be available.

14.2 Effective energy conservation measures should be implemented. The effectiveness of the measures must be supported with historical data.

14.3 A system should be in place for recycling of waste. Food waste should be composted or used as animal fodder. Solid waste must be separated for re-cycling. A very clear arrangement must be in place for disposing of separated solid waste for re-cycling

14.4 The use of plastic, polythene and PVC should be discouraged. A policy to minimize the use of the above items must be in place. The use of re-cyclable containers such as glass bottles, glass jars etc. should be encouraged.

14.5 A system must be in place to pass on benefits to the neighborhood and the area. Policy on recruitment and procurement should have built in mechanisms to make the above process meaningful.

15. Common Area

15.1 A designated area to welcome and receive the guests must be available.

5.3 The guest corridors, where available, should be sufficiently wide, airy, safe and adequately lit and should be consistent with the standards of the hotel.

5.4 Boutique Hotel should have a separate service access independent of the guest entrance.

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.

<u>No.</u>	<u>Present</u>	<u>Absent</u>
01	Mr.Anura Lokuhetty President THASAL -	Mr. Chandra Wickramasinghe SLAITO
02	Mr.Eraj Abeywardana Consultant	Mr. J.Dobbs Sun House Hotel, Galle
03	Mr.Wijitha Perera Consultant	
04	Mr.Mahinda Ratnayake ASMET	
05	Ms.Dinushka Senanayake Kulu Safaris	
06	Ms.Avanthi Moonesinghe Kulu Safaris	
07	Mr. Ramli Mohmad Kulu Safaris	