

TOURIST APARTMENT / CONDOMINIUM HOTEL - GUIDELINES

For Registration with Sri Lanka Tourism Development Authority

1.0 Definition

A Tourist Apartment Hotel is a purpose-built facility consisting of a number of individual apartments, individually or wholly owned and including all hotel services operated by a single entity, with luxury star class facilities.

2.0 Mandatory Requirements

- 2.0.1 * Written explicit consent shall be obtained from the respective management corporation together with the concurrence of the Condominium Management Authority for operating the property as an Apartment / Condominium Hotel
- 2.0.2 * Where there are multiple owners of the Condominium Apartment, written explicit consent for operating of Tourist Hotel in the same premises shall be obtain from the respective management corporation in the condominium property together with the concurrence of the Condominium Management Authority.
- 2.0.3 * The common services such as the Restaurant and the bar shall be located in such a manner that would not cause any disturbance to the Residencies which may be injurious to the reputation of the building.
- 2.0.4 * The location shall be suitable for an apartment hotel
- 2.0.5 * There shall be an easy and unobstructed vehicular access
- 2.0.6 * The building shall be purpose built new building or a conversion of an existing building to provide the required facilities
- 2.0.7 * When designing the Hotel, internationally accepted safety standards shall be adhered to
- 2.0.8 * The total number of apartments shall not be less than ten
- 2.0.9 * Fire detection and protection systems shall be provided as per the latest local Fire Regulations and the building shall comply with the local Fire Regulations
- 2.0.10 * The building shall be provided with adequate protection against direct lightning as per the Sri Lankan Standards
- 2.0.11 * A common entrance, a reception lobby and a reception shall be available
- 2.0.12 * A separate service entrance shall be available
- 2.0.13 * Water used for all guest and staff purposes and human consumption shall conform to Sri Lanka Standards for potable water as stipulated by the SLSI
- 2.0.14 * Hotel buildings with more than 3 floors including the Ground Floor shall have guest elevator/s adequate to meet the requirements of the guests and separate service elevator/s to provide an efficient service shall be available
- 2.0.15 * Hotel shall ensure adequate safety and security of the guests and their belongings. Necessary surveillance measures to achieve the above shall be in place.
- 2.0.16 * The apartments shall only be let as whole units and not as individual rooms
- 2.0.17 * Each apartment shall have a minimum of one bed room, an adequately sized sitting area, a dining area, and a kitchen
- 2.0.18 * The following minimum sizes shall be applicable to the apartments. 1 Bed Room – 50 m², 2 Bed Room – 70 m², 3 Bed Room – 95m²
- 2.0.19 * Bathrooms shall be very spacious with a minimum floor area of 3.7 sqm. Natural or mechanical ventilation shall be provided for each bathroom
- 2.0.20 * A plan of the building clearly indicating the emergency fire exit path shall be provided on the inner face of the main entrance door of each apartment
- 2.0.21 * A restaurant with an A' La Carte menu and a bar for use by the resident guests shall be available

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- 2.0.22 * A glass washing machine shall be available in the bar.
- 2.0.23 * An ice cube-making machine connected to a sterilized potable water supply shall be available in the bar.
- 2.0.24 * A designated facility to provide in room dining with all necessary equipment and facility for service with a wide variety of food shall be available 24 hrs. There shall be a facility to identify the specific location requesting room service by telephone
- 2.0.25 * The hotel shall 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)
- 2.0.26 * Adequate refrigeration facilities shall be available to store perishable goods
- 2.0.27 * A separate facility for washing hands with soap and disposable paper tissues/towels or a hot air hand dryer shall be provided at the staff entrance to the kitchen. A hand sanitizing system shall be acceptable as an alternative
- 2.0.28 * Kitchen floor shall be of impervious materials conducive for easy cleaning and shall not be slippery
- 2.0.29 * There shall be a dishwashing machine with a pre-wash sink and dishwasher crates for all items of cutlery and crockery
- 2.0.30 * There shall be a separate Glass Washing machine in the wash up.
- 2.0.31 * There shall be a separate dedicated area, located away from the cooking area in the kitchen, with at least one stainless steel sink, with running hot and cold water with a mixer tap for the washing of pots and pans. The area shall be well ventilated
- 2.0.32 * Meat, seafood, processed food and dairy products shall be stored separately at correct temperatures suitable for the intended period of storage
- 2.0.33 * Food stores shall be physically separated from other storage areas
- 2.0.34 * Grocery and Dry foods shall be stored to avoid cross-contamination of smells and flavours.
- 2.0.35 * All shelving used inside freezer rooms and cold rooms shall be made of stainless steel or suitable non-metallic materials.
- 2.0.36 * A cellar or facility for storage of liquors and wines with correct storage temperatures shall be available.
- 2.0.37 * If the food supply is outsourced for the restaurant and other facilities, the foodservice supplier shall ensure that the kitchen and service areas shall be complied with the specification given in the document and shall be inspected by the inspectorates to ensure the compliance stipulated.
- 2.0.38 * Inflammable and hazardous chemicals shall be stored in a separate room located either outside the hotel or in a well-ventilated space with an external wall
- 2.0.39 * Paints with volatile solvents and other volatile substances shall be stored in a well-ventilated space either outside the building or in a location with one external wall
- 2.0.40 * Garbage must be sorted at source
- 2.0.41 * Wet garbage shall be stored in a temperature-controlled enclosed area, with impervious interior finishes, until disposed of
- 2.0.42 * Dry garbage sorted and separated shall be stored in separate enclosed ventilated areas with impervious interior finishes until disposed of
- 2.0.43 * Where garbage to power system is available for disposal of garbage, separation of garbage is not required, provided documentary evidence is available to confirm same.
- 2.0.44 * All possible measures shall be taken to effectively dispose of the garbage on a regular basis
- 2.0.45 * Precautions shall be taken in sea-side hotels and hotels with swimming pools for the safety of the users

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- 2.0.46 * First-aid facilities shall be available.
- 2.0.47 * A Doctor shall be available 24 hours on-call in case of emergencies
- 2.0.48 A wheelchair and a stretcher shall be available
- 2.0.49 * A generator capable of providing 100% backup power supply shall be available
- 2.0.50 * A toilet for the use of casual drivers must be available in a convenient location
- 2.0.51 * An effective rodent and pest control measures shall be in place
- 2.0.52 * 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. If city sewer mains or a central effluent treatment facility is available the effluent can be suitably discharged to the mains as an alternative
- 2.0.53 * A fire certificate shall be obtained annually from a nationally recognized fire authority.
- 2.0.54 * At least 75 % of the staff shall be trained in first aid firefighting.
- 2.0.55 * All staff shall be medically tested once a year and medical reports certified by a government registered medical practitioner shall be submitted.
- 2.0.56 * The hotel shall be covered by the Comprehensive Hoteliers' Insurance Policy including public liability and workmen's compensation.
- 2.0.57 * The necessary clearances shall be obtained from the Central Environmental Authority, Local Authority, Water Board, Relevant Fire Authority, Coast Conservation Department, Forest Department, Wild Life Department, Urban Development Authority and the Condominium Management Authority and all other relevant authorities

2.1 Non-Mandatory Items

2.2 Reception and Front office

- 2.2.1 The Approach, entrance, vicinity and the environment shall befit a deluxe hotel
- 2.2.2 Landscaped and green areas shall enhance the general ambiance of the property.
- 2.2.3 The desired background sound level at the location should be less than 50 dBA during the day and 45 dBA at night
- 2.2.4 Adequate secure and well-lit vehicle parking facilities shall be available
- 2.2.5 Valet parking and an efficient car call-up system for chauffeur-driven cars should be available.
- 2.2.6 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.
- 2.2.7 The main entrance should befit a deluxe hotel.
- 2.2.8 The reception area shall consist of reception proper, concierge and cashiering, in combination or separately, with a counter or equivalent facility 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. Facilities to encash all major currencies shall be available. The applicable conversion rates must be available on request. The processing of bills shall be fast and efficient facilitating an efficient checkout.
- 2.2.9 There shall be a reception lobby with comfortable and adequate seating
- 2.2.10 The public areas may be air-conditioned or ventilated to make the room comfortable for 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

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where the average monthly temperature for any month falls below 20 °C a thermostat-controlled heating system capable of adjusting the room temperature to a comfortable level shall be available in public spaces.

- 2.2.11 Toilets, separate for Male and Females, shall be available in the lobby for use by guests and visitors. One Toilet with facilities for disabled persons as specified in the relevant gazette must be available in the lobby
- 2.2.12 Information about the locality, area, places of interest and religious places shall be available at the reception for the benefit of the guests
- 2.2.13 A Travel desk or a facility to assist guests on travel requirements shall be available
- 2.2.14 A Taxi service shall be available
- 2.2.15 The staff shall be in uniform attire
- 2.2.16 The staff shall be well trained and conversant in English and other foreign languages
- 2.2.17 The following services shall be available for guests befitting a deluxe hotel. Postal service, E-mail, Wi-Fi, Left Luggage service, provision for storage of lost & found items with a register, Shops for sale of books, newspapers, postcards, stamps, Stationery, tobacco, photographic accessories, sundry items and non-prescription drugs.

2.3 Apartments

- 2.3.1 The size of a double bedroom shall not be less than 17.0 m² and a single bedroom shall not be less than 15.0 m²
- 2.3.2 The main entrance door to the apartment shall automatically lock when pulled shut. The lock shall be on a master key/card system and shall be with double locking facility from inside. Only the Emergency master key/card should be able to open a double-locked room from outside. The Emergency master key/card shall be kept in a very safe place with access restricted only to authorized personnel
- 2.3.3 Each apartment shall have an adequate number of bathrooms, preferably one for each room, for the number of rooms in the apartment.
- 2.3.4 All bedrooms and common areas of all apartments shall be air-conditioned having suitable controls to maintain comfort conditions (24 ± 2°C). In locations where the ambient temperature is below 20°C, a thermostat-controlled heating system capable of adjusting the space temperature up to 24°C shall be available.
- 2.3.5 The size of a single bed shall be a minimum of 1.07 m x 2m and a double bed shall be a minimum of 1.83 m x 2m. Mattresses shall be comfortable and very high quality suitable for a deluxe hotel. The thickness of the mattresses shall be a minimum of 150 mm.
- 2.3.6 A dressing table cum writing table with mirror, wardrobe or wall cupboard with sufficient user-friendly coat and dress hangers, luggage stand, a full-length mirror with adequate lighting, waste paper baskets, 2 comfortable lounge chairs per room, all of which should be of very high quality and suitable for a luxury hotel shall be available in every bedroom or in the unit. The waste paper basket should be made of fire retardant material or provided with a fire protective liner.
- 2.3.7 The sitting area and the bedroom should have audio-visual facilities located in a vantage position and secured Wi-Fi access points.
- 2.3.8 An adequate level of lighting must be maintained in the bedroom. Suitably located reading lamps providing a light level of 300 Lux must be available for reading in bed and a reading lamp should be available in the balcony where applicable.

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- 2.3.9 A universal socket outlet must be made available at the bedside and at the writing-table.
- 2.3.10 An adequate supply of very good quality bed linen with a high percentage of cotton, blankets and mattress covers and a selection of pillows including anti-allergy pillow should be available on request. An 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. Bathrobes and slippers of good quality should be available.
- 2.3.11 A keyless safe deposit locker must be available in the apartment.
- 2.3.12 A door viewer and a safety latch shall be available for the main door
- 2.3.13 A kitchen with a cooking hob with an exhaust canopy, a microwave oven, a kitchen sink with hot and cold water via a mixer tap, 'tea and coffee making facility', a clothes washing machine with a dryer and a dishwashing machine shall be available.
- 2.3.14 Adequate stocks of good quality cutlery, crockery, glassware, tableware and kitchen utensils shall be available. Suitable kitchen dusters and wipes and table linen shall be available.
- 2.3.15 A fire blanket shall be available in the kitchen
- 2.3.16 The kitchen shall be provided with foot-operated color-coded dustbins for food waste and other waste.
- 2.3.17 A refrigerator or a 'mini bar' shall be available in the apartment.
- 2.3.18 The bathrooms shall have a good level of general illumination and effective on the face lighting. The general lighting shall be at least 150 Lux and on the face lighting (Mirror) 300 Lux.
- 2.3.19 All light switches and socket outlets except for the shaver socket-outlet shall be located outside the bathroom
- 2.3.20 A universal shaver socket-outlet shall be available in the bathroom close to the mirror.
- 2.3.21 The following items suitable for a deluxe hotel shall be available in the bathroom. 1. Washbasin with a large vanity counter and/or shelves with adequate space. 2. Water closet (W.C) with a hand shower or seat-mounted bidet 3. The bathtub (if provided) shall be of minimum length 160cm with a non-slip surface or a non-slip device, grab bar and a hand shower. 4. A fixed shower and a hand shower with a mixing facility in an adequately sized shower cubicle 5. Hairdryer, magnifying mirror with light, universal shaver socket, toilet paper holders, towel rail and covered sanitary bin. 6. Telephone 7. Adequate quantity of paper tissues 8. Toiletries consisting of soap, shampoo, conditioner, gel, body lotion, shaving kit, shower cap, shoe shine 9. Retractable clothesline.
- 2.3.22 Where shower cubicles are provided the area shall not be less than 1.14m² with the smaller dimension not less than 1.0 m. The shower cubicle is recommended to be of tempered or laminated glass. The floor shall be of an anti-slip finish. A grab shall be provided.
- 2.3.23 Hot and cold water with a suitable mixing facility shall be available for the bath, shower and the washbasin
- 2.3.24 The use of water-saving type fixtures is recommended

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- 2.3.25 Bathroom floors shall be of very high quality impervious and non-slip material. Walls shall be finished with very high-quality impervious materials.
- 2.3.26 The bathroom shall have an effective exhaust system to remove polluted air
- 2.3.27 A smoothing iron with a suitable iron stand shall be available
- 2.3.28 A sitting and dining area with adequate facilities for the size of the apartment shall be available

2.4 Housekeeping

- 2.4.1 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
- 2.4.2 A well-ventilated linen room with adequate storage facilities for new linen and linen in use shall be available
- 2.4.3 A uniform room of adequate size and located close to the staff changing rooms shall be available
- 2.4.4 Adequate number of Housekeeping Pantries with hot and cold water supplies shall be available.

2.5 Restaurants and Bar

- 2.5.1 The restaurant must be spacious, luxurious and with an ambiance suitable for a luxury hotel which is complemented with good quality lighting, furniture, fittings and fixtures. An adequate number of covers to meet the requirements of the guests shall be available
- 2.5.2 The hotel shall provide Sri Lankan and international cuisine of high quality.
- 2.5.3 High-quality cutlery, crockery, glassware, tableware and linen, and appropriate accessories for the different types of food served shall be available in adequate quantities.
- 2.5.4 The menu and Beverage /wine list presentation shall reflect great attention to detail and style.
- 2.5.5 The bar shall be well equipped and furnished with exceptionally good quality counters, tables, chairs and fittings. There shall be soft lighting. Adequate lighting should be available for work behind the counter.
- 2.5.6 Adequate refrigerated facilities must be available for the storage of beverages.
- 2.5.7 A variety of good quality local and international spirits, beer and wines must be available.

2.6 Kitchen and stores

- 2.6.1 The kitchen shall be strategically located in close proximity to the food outlets
- 2.6.2 The kitchen shall be professionally designed and equipped to ensure efficient operation. Areas of different activities shall be physically separated.
- 2.6.3 Handwash sink with hot and cold water shall be provided for each separate area of the kitchen
- 2.6.4 Floors, ceilings, doors, windows, window panes and woodwork shall be very clean

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- and in good condition. All kitchen walls shall be conducive for easy cleaning and be of impervious finish up to 150 cm. from the floor.
- 2.6.5 Lighting shall be of adequate illuminance. Lamps shall be provided with shatterproof, easily cleanable diffusers.
 - 2.6.6 The kitchen shall consist of a range of equipment required for the production of local and international cuisine.
 - 2.6.7 Kitchen table tops and shelves shall be of stainless steel and be in good condition.
 - 2.6.8 Kitchen utensils shall be of very good quality, preferably Stainless Steel and be clean and adequate
 - 2.6.9 The kitchen area shall be free of insects and rodents. Flyscreens shall be fitted to all kitchen doors and windows as necessary. Electrical insectocuters shall be provided at strategic locations
 - 2.6.10 All cupboards for food storage inside the kitchen shall be made of stainless steel or nonmetallic impervious material
 - 2.6.11 Adequate stainless steel racks shall be provided for storage
 - 2.6.12 Adequate racks of stainless steel or other suitable materials shall be available for storage of cutlery, crockery and glassware
 - 2.6.13 A high degree of cleanliness and hygiene conforming to accepted international standards shall be maintained in the preparation, display and service of food
 - 2.6.14 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
 - 2.6.15 All cooked and uncooked food shall be covered and well-protected at all times
 - 2.6.16 Adequate hot and cold food holding units with proper temperature control shall be available
 - 2.6.17 Adequate racks/shelving made of Stainless Steel or any suitable impervious material shall be available for storage of washed cooking utensils
 - 2.6.18 There shall be a sufficient number of foot-operated, colour-coded waste bins with covers in good condition or waste disposal units.
 - 2.6.19 Kitchen wastewater must be directed through a closed piping system with floor drains, having removable traps, provided where necessary.
 - 2.6.20 Functional arrangements shall be made for the separation of fat from kitchen wastewater. Separated kitchen wastewater shall be treated and disposed of together with the other effluents in accordance with the environmental regulations
 - 2.6.21 The kitchen shall be designed so as not to permeate odours from the main kitchen to other areas.
 - 2.6.22 A correctly designed exhaust canopy with grease filters shall be provided for all hot range equipment
 - 2.6.23 All Gas and Electrical equipment and installations shall always be well maintained, safe and conform to safety regulations. The use of a gas leak detection system with automatic shut down for the gas supply is very strongly recommended

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- 2.6.24 A separate dedicated receiving area with adequate facilities and finishes conducive for easy cleaning and maintaining a high standard of hygiene shall be available. Area for cleaning of fish, meat, fruits and vegetables with a Stainless Steel table and a sink with hot and cold water via a mixing tap shall be available to maintain high hygienic standards.
- 2.6.25 Adequate number of foot-operated colour-coded bins shall be available at the receiving area

2.7 Swimming Pool

- 2.7.1 A swimming pool of adequate size shall be available for use by the guests.
- 2.7.2 The water quality must be regularly checked, maintained at pH of 7.4 – 7.6 and a residual chlorine level of 1.0 – 1.5 ppm and recorded.
- 2.7.3 Adequate safety equipment shall be available and located to be clearly visible and easily accessible at the poolside
- 2.7.4 Adequate showers must be available at the swimming pool
- 2.7.5 Adequate number of toilets for gents and ladies separately with changing rooms and lockers shall be available
- 2.7.6 A pool deck, sufficiently illuminated and with adequate deck furniture must be available
- 2.7.7 Food and beverage services must be available at the pool
- 2.7.8 Only unbreakable good quality glassware shall be used at the poolside
- 2.7.9 A qualified Life Guard shall be available on duty while the pool is in operation

2.8 Entertainment and Recreation

- 2.8.1 The hotel shall provide entertainment for guests with a strong emphasis on traditional Sri Lankan culture, dance and music
- 2.8.2 There shall be sufficient recreational activities and facilities in keeping with the concept/purpose of the hotel.
This shall consist of both indoor and outdoor activities

2.9 Staff

- 2.9.1 The General Manager shall be professionally qualified and experienced preferably in the Hospitality industry
- 2.9.2 All Departmental Heads shall be professionally qualified and/or experienced in the specific field.
- 2.9.3 The executives/management 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.
- 2.9.4 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

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- service skills. Every effort must be taken to employ a minimum of 15% female staff.
- 2.9.5 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 instruction, guidelines, and code of conduct shall be issued to all staff.
- 2.9.6 The hotel shall arrange for training classes in English and other Foreign Languages for the staff.
- 2.9.7 All staff shall be in uniformed attire. The uniforms shall be formal or in keeping with the theme of the hotel.
- 2.9.8 The hotel shall conduct regular training for the staff. The training shall be conducted by suitably qualified trainers and training records must be maintained.
- 2.9.9 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 the names of participants. Periodic assessment of staff shall be carried out accordingly.
- 2.9.10 Measures complying with Occupational Health and Safety and accident prevention and safety of staff shall be implemented

2.10 Staff Facilities

- 2.10.1 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 sq. m. Comfortable beds with suitable mattresses shall be provided. The walls shall be smooth and treated with a finish conducive to cleaning. Adequate clean toilets with W C with flushing system in good working order and well-maintained showers and washbasins shall be available. Separate facilities must be provided for Male and Female resident staff
- 2.10.2 For resident staff, locker space of 0.3 m³ 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
- 2.10.3 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
- 2.10.4 Staff changing rooms for non-resident staff, for males and females separately, equipped with an adequate number of lockers and necessary furniture shall be provided. For non-resident staff, locker space of 0.3 m³ 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
- 2.10.5 Adequate good quality comfortable furniture shall be available in staff locker rooms/dormitories for the convenience of the staff

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- 2.10.6 The hotel shall ensure that the facilities provided for the staff is properly used and well maintained
- 2.10.7 Where staff meals are provided, an adequately equipped and clean staff kitchen shall be available. A separate staff kitchen is not required if the food is prepared in the main kitchen.
- 2.10.8 Running hot and cold water via a mixer tap shall be available for washing kitchen utensils and for the use of the staff.
- 2.10.9 The staff kitchen shall be free of insects and rodents. There shall be fly screens for all kitchen doors and windows where necessary.
- 2.10.10 Where staff meals are provided, the Staff dining room shall be well ventilated. The floor shall be made of impervious material. Walls shall be covered up to 150 cm with an 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 shall be covered with impervious material conducive for easy cleaning. A dishwasher is recommended to be provided to wash the cutlery and crockery in the staff dining room. If it is not available at least two sinks with running hot and cold water with mixing facilities for washing of cutlery, crockery and glassware. An adequate number of handwashing stations with soap and hand drying facilities shall be available.
- 2.10.11 Separate foot-operated colour-coded waste bins shall be provided for food waste and other waste.
- 2.10.12 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.

2.11 Environment, Community and Sustainability

- 2.11.1 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
- 2.11.2 Alternative, renewable fuel and/or energy shall be used. (eg. Biomass as fuel, Wind Energy, Solar energy for electricity generation etc.)
- 2.11.3 Effective energy conservation measures shall be implemented. The effectiveness of the measures shall be supported with historical data.
- 2.11.4 Efforts must be made to reduce food waste. Documentary evidence must be available to support the claims.
- 2.11.5 A system shall be in place for the 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 recycling.
- 2.11.6 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.

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- 2.11.7 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 biodiversity.
- 2.11.8 A system shall be in place to pass on benefits to the neighbourhood and the area. Policy on recruitment and procurement shall have built-in mechanisms to make the above process meaningful.

2.12 Guest Satisfaction Ratings

- 2.12.1 Achieve very good online guest satisfaction feedback and in-house guest satisfaction survey feedback. Documentary evidence must be available
- 2.12.2 Overall service standards of the hotel in all departments shall be maintained at a high level

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