

GUIDELINES
GUEST HOUSE OPERATION
 SRI LANKA TOURISM DEVELOPMENT AUTHORITY

SCHEDULE

1. "A" Grade Tourist Guest House
 To qualify for an "A" grade, a Tourist Guest House shall fulfill the following minimum requirements:
 - (a) Obtain 90% of the points allotted to essential items marked with asterisk (*) against the criteria for approval of Tourist Guest Houses.
 - (b) Obtain a minimum of 80% of the total marks given in the criteria for approval of Tourist Guest Houses.

2. "B" Grade Tourist Guest House
 To qualify for a "B" grade, a Tourist Guest House shall fulfill the following minimum requirements:
 - (a) Obtain 70% of the points allotted to essential items marked with asterisk (*) against the criteria for approval of Tourist Guest Houses.
 - (b) Obtain a minimum of 60% of the total marks given in the Criteria for approval of Tourist Guest Houses.

3. "C" Grade Tourist Guest House
 To qualify for a "C" grade, a Tourist Guest House shall fulfill the following minimum requirements:
 - (a) Obtain 60% of the points allotted to essential items marked with asterisk (*) against the criteria for approval of Tourist Guest Houses.
 - (b) Obtain a minimum of 50% of the total marks given in the Criteria for approval of Tourist Guest Houses

1. LOCATION

- 1.1. The Locality and environment should be suitable for a Tourist Guest House.

2. ACCESS/APPROACH

- 2.1 Access/Approach should be suitable for a Tourist Guest House.

3. BUILDING

- 3.1 Building should be purpose built for a tourist guest house. It should be geared for the operation of a tourist guest house.

4. COMPOUND

- 4.1 The compound should be well laid out and maintained in a manner befitting a tourist guest house.

5. MAINTENANCE

- 5.1 Maintenance of all areas of the guest house that is building (inside and outside) furniture, equipment, furnishing, fixtures, fittings, etc. should be of a standard befitting a tourist guest house.

6. PARKING

- 6.1 There should be adequate parking space for vehicles(with adequate security) –(No. of parking facilities)

7. LOUNGE/LOBBY

- 7.1 The lounge/lobby area of the guest house should be adequately lit and ventilated.
- 7.2 If lounge/lobby is not air-conditioned should have sufficient electric fans. This does not apply to establishments where average monthly temperature falls below 65F where a heating system should be available.
- 7.3 Adequate lounge chairs, center tables of suitable standards and ashtrays and reading materials to be provided.
- 7.4 Décor should be of a standard befitting a tourist guest house.
- 7.5 The furniture, fittings in the lounge/lobby should be of good quality and should be in good condition.
- 7.6 The floor, walls and ceiling should be well maintained.

8. RECEPTION

- 8.1 A reception counter or a desk to be made available.

9. BEDROOMS

- * 9.1 The guest house should have at least 05 letting bedrooms. The size of the bedroom should be as follows.

A single bedroom should not be less than 120 sq.ft.

A double bedroom should not be less than 140 sq.ft.

- * 9.2 Every bedroom should be fitted with clean and comfortable beds.

- * 9.3 The size of a single bed should not less than 3' x 6'.3" (Size of the double bed – 6' X 6' 6")

- 9.4 Every bedroom should be provided with good mattresses, clean mattress covers, clean pillows, pillow cases (minimum 4 inches mattress)

- *9.5 Fresh linen should be provided. (should be provided on every arrival and change every other day)

- 9.6 Suitable and blackout curtains should be made available.

- 9.7 Blankets should be provided in guest houses where the average temperature falls below 65F (change to C) or in air-conditioned rooms.

- 9.8 Every bedroom should be provided with a cupboard with hangers, dressing table, luggage stand, table chairs, bedside table and lamp, waste paper basket, carpets/rugs, flask with boiled water, drinking glasses (Tumblers), mosquito net,.

- 9.9 *A call bell/internal telephone or any other communication system should be installed.

- *9.10 Air conditioned or fans in good working order should be provided.

- 9.11 The walls, ceiling, wood work, furniture fittings should be cleaned and maintained in a manner befitting a tourist guest house.

9.12 The floor should be polished / waxed and cleaned at all times.

*9.13 All bedrooms should have sufficient natural light/window and should be well ventilated.

9.14. The décor should be of a standard befitting a tourist guest house.

*9.15 Doors and windows should be closable and fitted with a safe lock and inside bolt and door viewer.

10. BATHROOMS

* 10.1 To qualify for an A grade guest house all bedrooms should have 100% attached bathrooms with W.C and showers For B grade 75% of the bedrooms should have attached toilets.

- For C grade 50% of the bedrooms should have attached toilets.

*10.2 Every bathroom should have a minimum floor area of 35.sq.ft.

10.3 An electrical two – pin shaver plug socket or base suitably located should be available in every bathrooms or bedroom. The voltage available and whether the supply is AC or DC should be indicated for the information of guests using electric shavers.

10.4 Every toilet be provided with wash basin , mirror, towel rail clean ,minimum two towels , light over mirror sanitary bin with paper bags , soap , soap tray toilet paper with holder and /hand bidet , tooth brush holder .

10.05 Showers in good working condition should be available in every bathroom; showers should be enclosed with water proof partitions or curtains.

*10.06 Running water (hot/cold) should be available in every bathroom at all times.

10.07 Bathroom/Wc fixtures and fittings should be well maintained.

10.8Every bathroom/WC should be adequately lit and should have an effective system of natural or artificial ventilation.

*10.09 Toilet bowls should be sanitatised.

*10.10 There should be a sufficient stock of face towels and/bath towels one face towel for each guest should be provided.

10.11 Bathroom/W.C floors should be clean non-skid and be of impervious material. Walls unto 5 feet should be of impervious material.

11.0 CASUAL TOILETS

11.1 Separate toilet facilities should be provided for casual visitors.

11.2 Casual toilet should have a W.C with modern sanitation in good working order.

11.3 Casual toilets to be provided with wash basin, mirror, towel rail, clean towels, sanitary bin with paper bags, soap tray, toilet paper with holders and /hand bidet.

*11.4 Running water (hot/cold) should be available in every bathroom at all times.

11.5 Toilets to be very well maintained and all fittings to be in good working order.

11.6 Toilet should be adequately lit and ventilated.

11.7 Floor and walls up to 5 feet should be of impervious material.

*11.8 Toilet should have a minimum floor area of 30sq.ft.

12. DINING ROOM

12.1 Dining room should be suitably lit and ventilated.

12.2 If not air-conditioned, it should be provided with sufficient electric fans. This does not apply to guest houses where the average monthly temperature falls below 65F or where heating system should be available.

12.3 The walls, ceiling, doors, floor woodwork and fittings should be maintained in good condition.

12.4 There should be a sufficient number of comfortable, clean good quality chairs and tables for guests.

12.5 Furnishings and décor should be of a good standard.

12.6 Cutlery, crockery, glassware, other, tableware and table linen should be clean, adequate and of good quality.

12.7 Quality menu cards should be available. Tariff to be displayed prominently.

12.8 There should be a variety of quality cuisine and presentation of food should be of acceptable standards.

12.9 Should be clean and free of insects and rodents.

13. PANTRY-WASH UP

13.1 The pantry area should be clean, well equipped, adequately lit and well ventilated.

13.2 Floor should be of impervious material.

13.3 Walls, Ceiling, doors, windows and woodwork should be clean.

13.4 Table tops should be of impervious material.

13.5 The pantry should be free of insects and rodents and all door and windows should have fly screens, where necessary.

13.6 All equipment and utensils used in the pantry should be clean and be of good quality.

13.7 At least one sink should be available with running (hot/cold) water and drainage system for washing utensils.

14. KITCHEN

14.1 The kitchen should be suitably located for easy and quick service.

14.2 There should be adequate provision for ventilation and efficient removal of hot air and odors.

14.3 Lighting in the kitchen should be adequate and suitable.

14.4 Kitchen floor should be of impervious material conducive to easy cleaning.

14.5 Kitchen walls should be conducive to easy cleaning and should be of impervious material up to 5ft.

14.6 Kitchen walls, ceiling, doors, windows, wood work should be clean and well maintained.

- 14.7 Kitchen area should be free of insects and rodents. There should be fly screen/mesh for all kitchen doors and windows where necessary.
- 14.8 Kitchen table tops should be of stainless steel or similar material and be in good condition.
- 14.9 Kitchen cupboards with mesh doors and shelves should be provided.
- 14.10 Kitchen utensils should be clean and adequate and well maintained.
- 14.11 At least two sinks with running (hot/cold) water should be available.
- 14.12 Separate facilities for washing hands with soap and clean cloth or paper towels should be provided at the entrance to the kitchen.
- 14.13 There should be a sufficient number of waste bins with bags and lids which should be clean and in good condition.
- 14.14 All drains in and around the kitchen should be covered and clean and lead to a sealed masonry soakage pit.
- 14.15 Adequate refrigeration (deep freezer/fridges) facilities should be provided.
- *14.16 A high standard of cleanliness should be maintained in the preparation of food.
- 14.17 All food in the kitchen should be well protected.
- 14.18 The kitchen should be sufficiently large to cater to the number of guests in rooms.
- 14.19 Containers with lids to be made available for spices.
- 14.20 The kitchen should be equipped with suitable gas or electric stores/cookers.

15. STORES

- 15.1 Adequate stocks of dry rations, meat, fish, vegetable etc. should be made available.
- 15.2 Bins/containers with lids to be provided for items such as rice, sugar, flour etc.
- 15.3 Racks to be provided to store provisions.
- 15.4 There should be adequate light and ventilation and proper protective facilities for insects and rodents.
- 15.5 Cupboards for storage of food should have fine mesh doors.
- 15.6 Adequate refrigerator facilities should be provided

16. STAFF

- 16.1 Adequate qualified/ trained and experienced, efficient, and courteous staff should be available.
- 16.2 The Manager and the Chef should have at least 03 years of experience in the relevant capacity.
- 16.3 Staff should always be in smart and clean uniforms.
- 16.4 Staff coming into contact with guests should be able to speak in English and or in any other foreign language where necessary.
- *16.5 All staff should be medically examined at regular intervals (blood,urine,stools and teeth).

17. STAFF FACILITIES

- 17.1 Separate and clean toilets with water closets in good working order should be available for the use of the staff.
- 17.2 A staff changing/rest room equipped with lockers and necessary furniture should be available.
- 17.3 First-aid facilities should be available for the use of the staff (25% of staff to be trained).

18. GENERAL

- 18.1 Live or recorded music/piped in music to be provided.
- *18.2 Adequate fire precautions firefighting equipment should be available.
- *18.3 Electrical safety devices such as trip switches, and separate main switches should be provided.
- *18.4 Ensure proper storage of garbage and proper disposal of garbage and waste water.
- *18.5 Water should be boiled, filtered or otherwise treated and fit for human consumption.
- 18.6 Recreation/entertainment facilities should be provided.
- 18.7 Security arrangements should be adequate and 24hrs.
- 18.8 *Doctor on call facilities should be provided at all times
- 18.9 Clearance from the relevant Government/State authorities , UDA/Local Authority and Wild Life Department etc. (If required) should be obtained prior to the construction/operation of any guest house.
- 18.10 Cordless/cellular telephone to be provided for use in an emergency.

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.T.M.F Packeer	SLAITO	Mr.S.Mittapala
02	Mr.Siri De Silva	ASMET-President	
03	Mr.Mervyn Fernandopulle	ASMET	
04	Mr.A.Mahawaduge	THASL	
05	Mr.D.Fernando	Consultant	
06	Mr.U.C Jayasinghe	Consultant	
07	Mr.Sri Lal Mendis	Consultant	
08	Mr.Danne Bolier	Consultant	