

DISCOVER DOMINICA AUTHORITY

TOURISM STANDARDS

SPECIFICATIONS

FOR

ACCOMMODATION FACILITIES

DISCOVER DOMINICA AUTHORITY
P.O. Box 293
1st Floor Financial Center
Commonwealth of Dominica, W.I.
Tel.: 767-448-2045, Fax 767-448-5840
Email: tourism@dominica.dm
Website: www.discoverdominica.com

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Discover Dominica Authority
P.O. Box 293
1st Floor Financial Center
Roseau
Commonwealth of Dominica, W.I.
Email: tourism@dominica.dm

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Committee Representation

The preparation of this standard was carried out under the supervision of the **Accommodation Technical Committee**, which at the time comprised of the following members -

Chairperson

Mr. Atherton Martin

Representing

Dominica Hotel and Tourism Association

Members

Ms. Jean Finucane

Eco-Inns

Ms. Juliette Tongue

Chief Physical Planner

Ms. Josephine Dechausay

Agricultural, Industrial & Development
Bank

Ms. Tassie Thomas

Environmental Health Officer

Mrs. Sharon Pascal

National Development Corporation

Dawn Symes

National Development Corporation

Technical Secretary

Mr. Kent E. Coipel

Dominica Bureau of Standards

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CONTENTS

	Page
0.0 Foreword	2
1.0 Scope.....	3
2.0 Definitions/Terminology.....	3
3.0 General Requirements.....	5
4.0 Requirements for Fire Safety.....	8
5.0 Requirements of Disaster Preparedness.....	10
6.0 Requirements for Guest Facilities and Services.....	10
7.0 Requirements for Public Areas.....	15
8.0 Requirements for Children's Facilities.....	20
9.0 Requirements for Electrical Operations.....	21
10.0 Requirements for Administrative Operations.....	22

0.0 FOREWORD

The content of this document sets out the minimum requirements for the registration of hotels, guesthouses, apartments, villas, cottages, auxiliary accommodation, inns, bed and breakfast, lodges, resorts and camping grounds.

The minimum standards are intended to enhance the tourism accommodation sector, provide high visitor satisfaction and ensure the continual protection and promotion of the tourism industry in the Commonwealth of Dominica.

An establishment shall not be registered unless the licensing body is satisfied that it conforms to the requirements of these minimum standards.

Once registered, paid accommodation facilities will be closely monitored to ensure that all services provided for guests are in keeping with these minimum requirements.

In preparing this standard assistance was derived from;

- a) St. Lucia Standards for the Accommodation Sector;
- b) Grenada National Standards – Requirements for the Assessment, Licensing and Registration of the Accommodation Sector;
- c) Antigua and Barbuda Standard – Code of Practice for The Assessing, Licensing and Classification of Hotel Accommodation;
- d) Tanzania Standards for Accommodation;
- e) Trinidad and Tobago Minimum Requirements for Registration of Hotels.

1.0 SCOPE

1.1 This standard sets out the minimum requirements for accommodation facilities.

1.2 The minimum requirements do not extend to:

- a) apartments let for residential purposes for periods exceeding one month;
- b) premises used exclusively for the accommodation of persons in religious, education or charitable institutions.

2.0 DEFINITIONS/TERMINOLOGY

2.1 For the purposes of the Standards, these definitions apply -

2.1.1 "**Establishment**" means a hotel, motel, guesthouse apartment building, villa, inn, resort, bed and breakfast, lodge and cottage facility or camping ground offering accommodation to guests at a fee.

2.1.2 "**Accommodation**" means sleeping facilities and related services and the provision of food and beverage services to guests for a fee.

2.1.3 "**Restaurant**" means a place where meals are prepared, sold and eaten.

2.1.4 "**License**" means a certificate to operate an accommodation establishment.

2.1.5 "**Authorized Officer**" means any officer authorized by the regulatory agency (ies).

2.1.6 "**Apartment**" means a building with units providing a full kitchen, living room and one or more bedrooms.

2.1.7 "**Hotel**" means a building or groups of buildings that offers food and beverage, providing breakfast, lunch and dinner, a bar/lounge, room service, banquet and meeting facilities, laundry service and parking and retail merchandise. The premises shall contain a minimum of five (5) rooms.

2.1.8 "**Operator**" means a person who conducts the business of an establishment (i.e. hotel or restaurant or similar premises).

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- 2.1.9 **"Management"** means person or persons responsible for the operation of the business of an establishment.
- 2.1.10 **"Quality Assurance"** means all those planned and systematic actions necessary to provide adequate confidence that the product or service will satisfy the stated requirements.
- 2.1.11 **"Quality Management"** means the aspect of overall management functions that determines and implements the quality policies.
- 2.1.12 **"Energy Efficiency"** means measures designed to optimise an establishment's energy use, resulting in a reduction of costs and environmental impacts.
- 2.1.13 **"Environmental Policy"** means a public statement of the establishment's intentions and principles of action with respect to its overall environmental performance, including its objectives and giving rise to targets.
- 2.1.14 **"Guest House"** means an establishment emphasizing personal attention and usually owner operated with a common area. It should offer breakfast and dinner. The premises shall contain a minimum of four (4) rooms with ensuite bathrooms.
- 2.1.15 **"Resort"** means an establishment having a vacation atmosphere offering more than one recreational facility for specific interests, such as, golf, tennis, spa and exercise facilities. Rates may include meals under various plans. The property shall provide retail merchandise with bar service available to resident and non-resident guests. The premises shall contain a minimum of ten (10) rooms.
- 2.1.16 **"Inn"** means an establishment designed to house rooms, food and beverage outlets under one roof, with single-family residence approach to architectural design. Dinner, breakfast and lounge/bar service must be provided to resident guests. The premises shall contain a minimum of two (2) separate bedrooms.
- 2.1.17 **"Cottage/Villa"** means an establishment with individual villa, cabin, house or bungalow that may have a separate living room and bedroom. The premises shall contain a minimum for two (2) cottages/villas.
- 2.1.18 **"Lodge"** means an establishment located in a special interest area, such as a forested area with food and beverage service.

- 2.1.19 **“Bed and Breakfast”** means an establishment designed as a single-family residence providing breakfast with cost included as part of the overnight room rate. Host is usually available to eat with guest. The premise shall contain a minimum of two (2) separate rentable bedrooms and may have shared bathrooms.
- 2.1.20 **“Campgrounds”** means an establishment that offers a designated flat and well maintained area for tents providing washroom and kitchen facilities which may be shared.
- 2.1.21 **“Primary lock”** allows the door to be locked while the unit is occupied and when the guest leaves the unit permits a guest to enter a unit using some form of key;
- 2.1.22 **“Secondary lock”** is defined as a locking device with a throw that extends at least one inch from the edge of the door.

3.0 GENERAL REQUIREMENTS

The clauses established under this section must be read in conjunction with existing laws governing the respective areas.

- 3.1 The establishment shall have obtained full permission from the national planning authority before the commencement of any development. This also applies to any new development or extensions of existing facilities.
- 3.2 All establishments along the coastal or beach area shall allow for unencumbered access to a minimum of ten (10) feet (3.3.m) wide to serve as public access to the beach.
- 3.3 Every interior part of the structure of the establishment and all fittings, fixtures, furniture and equipment and all articles and utensils used shall be kept clean and in good condition and repair and to the satisfaction of the relevant authorities.
- 3.4 Every exterior part of the structure of the establishment shall be kept clean and in good conditions and repair.
- 3.5 Parking space shall be provided, and shall be maintained in good condition.

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- 3.6 The following shall be adhered to:
- a) no building is allowed to deteriorate into or remain in a ruinous, unsafe or dilapidated condition;
 - b) no deposit of refuse, spoil or derelict vehicles on the property.
- 3.7 Emergency lighting shall be provided by auxiliary means (e.g. standby generator, battery or solar power), and shall illuminate all directional signs and vital areas such as stair wells, corridors, lobbies and kitchen.
- 3.8 Prompt and courteous service shall be provided to guests at all times. Notices must be published informing guests of where to lodge complaints.
- 3.9 Telephones and/or other communication devices shall be in good working condition and shall be made available for use by guests.
- 3.10 Adequate water storage shall be provided to service all rooms over a period of (2) two days. Water pressure must be adequate to the satisfaction of the relevant authority.
- 3.11 There shall be a commitment to an Environment Management System (EMS), which will include water consumption, solid waste management, and purchasing and energy management. A commitment to the identification of and compliance to all relevant energy and environmental management legislation, regulation and other requirements shall be noted.
- 3.12 All establishments shall provide in printed form, the current rack rates to be charged for all categories of guestrooms or suite of rooms. This information shall be readily available at the reception area of the hotel.
- 3.14 'No smoking' signs shall be put up in non-smoking areas. Where smoking is permitted rooms shall be provided with at least one ashtray.
- 3.14 Security**
- 3.14.1 Security shall be provided, especially between the period of sunset and sunrise.
- 3.14.2 Security personnel shall be equipped with communication devices such as radio and/or telephone, baton and a logbook for recording.

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- 3.14.3 Security personnel shall be readily identifiable.
 - 3.14.4 Lighting shall be adequate in all public and external areas of the establishment.
 - 3.14.5 Trees or shrubbery shall not hinder or impede the level of security.
 - 3.14.6 Each guest unit door must be equipped with both a primary lock and a secondary security lock. Passkeys for primary lock assigned to appropriate staff members shall function to operate only these locks.

NOTE: *This permits a guest an extra measure of security against any unwanted intrusions. Unlike the primary lock, deadbolt master keys will not be provided to guests or to staff*

- 3.14.7 Some form of safety deposit boxes shall be made available for guests use.

3.15 Garbage Disposal

- 3.15.1 All establishments shall provide adequate outside storage, conveniently located, rodent and insect proofed, for refuse storage prior to disposal at an authorized location.
- 3.15.2 Garbage and solid waste shall be disposed of at locations specified by the national health authority (ies) and the national solid waste management authority.
- 3.15.3 All garbage shall be removed with sufficient frequency to prevent the occurrence of nuisance from odour, flies and vermin and to discourage breeding.

3.16 Sewage

- 3.16.1 All sewage shall be disposed of in a public sewage system or in a manner approved by public health authorities to prevent contamination of food or water sources.
- 3.16.2 To avoid the danger of creating a nuisance or contaminating the potable water supply and water resources, the installation and location of individual sewage disposable systems shall be approved by national health authorities.

3.17 Physically Challenged (Disabled)

- 3.17.1 If an establishment advertises services to accommodate physically challenged guests, the following shall apply -
- 3.17.1.1 Disabled guests shall be allocated rooms on lower floors preferably near to exits.
- 3.17.1.2 Reception staff shall keep a running log of the room allocation for physically challenged guests to enable them to render or organize assistance in the case of an evacuation.
- 3.17.1.3 Consideration shall be given to guests with hearing disability for example strobe lighting in rooms and corridors and/or vibrating devices to alert guests in the event of fire.
- 3.17.1.4 Guests in wheelchairs shall be able to gain access to rooms and all common areas with the use of ramps. Ramps must have an acceptable slope approved by the national planning authorities.
- 3.17.1.5 Stairways shall have adequate handrails to assist physically challenged guests when using stairways.
- 3.17.1.6 The minimum clear width for single wheelchair passage shall be thirty-six (36) inches (1 meter) continuously.
- 3.17.1.7 Ground and floor surfaces along accessible routes and in accessible rooms and spaces shall be stable, firm, and shall have a slip resistant finish.
- 3.17.1.8 Guest rooms shall conform to the following -
- a) the width of the doorway that allows access to a guest in a wheelchair;
 - b) bathroom to allow wheelchair access;
 - c) handrails to be placed along the bath-side and toilet;
 - d) A copy of emergency instructions and guest information available in Braille.

4.0 REQUIREMENTS FOR FIRE SAFETY

- 4.1 The establishment shall be in possession of a current and valid Fire Certificate and documentary evidence that all fire fighting equipment, fire alarms, extinguishers and or hoses, emergency lighting systems are in good working order and that they have been regularly serviced, tested and maintained.
- 4.2 The record of servicing/maintenance and periodic tests etc. shall be kept in a Fire Log held available for inspection upon request.
- 4.3 The establishment shall be in possession of adequate public liability and building fire insurance.
- 4.4 Every operator shall publish rules approved by the Commonwealth of Dominica Fire Service indicating action to be taken in the event of a fire in the establishment and shall ensure that employees are aware and instructed to do so.
- 4.5 The establishment shall provide instructions for residents. Such instructions shall contain details of action in the event of a fire; a drawing or sketch showing exact location of guest room and access to exit discharge and assembly point shall be placed in each room.
- 4.6 The width of corridors, stairwells and exit doors shall not be reduced by the placement of furniture, equipment or any other object.
- 4.7 Passages, stairwells and exits shall remain free of obstruction at all times.
- 4.8 All exit doors shall be distinctly highlighted and identifiable.
- 4.9 There shall be clear demarcation of exit signs, particularly at the end of corridors where doors may lead into closets.
- 4.10 In every establishment the emergency telephone number of the Commonwealth of Dominica Fire Service shall be constantly displayed at the telephone switchboard.
- 4.11 Doors leading to stairwells and exit discharges shall open outward.
- 4.12 Emergency fire fighting equipment shall be located close to access points, to stairways or corridors and close to areas of particular risk.

NOTE: *It is recommended that a 1 Kg dry powder extinguisher or a fire blanket be provided for kitchen area.*

- 4.13 It shall be possible to alert emergency services easily either by public telephone or via a direct line, or by other suitable and reliable means. It must be ensured that in the event the fire alarm is being activated due to fire, a designated "*Fire Assembly Point*" exists where everyone can be accounted for.
- 4.14 Emergency fire safety training for staff shall be based upon an agreed plan of action to be taken in the event of a fire. The action plan for safety must be approved by the relevant authority and the written staff procedures shall include -
- a) action to be taken upon discovering a fire;
 - b) action to be taken upon hearing the fire alarm;
 - c) raising the alarm, including the location of the alarm call points and alarm indicator panels;
 - d) correct method of calling the fire brigades;
 - e) location and use of fire fighting equipment;
 - f) knowledge of escape routes, including any stairway not in regular use;
 - g) knowledge of the method of operation of any special escape door fastenings;
 - h) appreciation of the importance of fire doors and the need to close all doors at the time of a fire and on hearing the fire alarm;
 - i) stoppage of all machines and isolation of power supplies where appropriate, e.g. gas or electric ovens in the kitchens;
 - j) operations of all escape doors, not in regular use, to ensure that they function effectively;

- k) evacuation procedure for the building. This will include avoiding the use of lifts, any special arrangements for physically disabled and sensory- impaired staff and guests, the checking of public areas, informing and reassuring members of the public; directing or escorting them to exits and checking the register (if appropriate) of guests and staff at any assembly point;
- l) general fire precautions.

4.15 All staff must be trained in emergency fire safety and must be familiar with the plan of action to be taken in the event of a fire.

4.16 Fire drills must be done as stipulated by the relevant authority.

4.17 The appropriate fire detection system must be installed as recommended by the relevant authority.

5.0 REQUIREMENTS FOR DISASTER PREPAREDNESS

5.1 The establishment shall have a documented disaster preparedness plan. This document shall be developed on acceptable guidelines outlined by the relevant authority.

5.2 Evacuation procedures shall be in place. If guests are not evacuated and they remain on site, special arrangements shall be made to ensure the guests' safety.

5.3 There shall be adequate storage of food and water for use after the disaster.

5.4 All establishments shall inform the relevant authority of their damage assessment (physical and human) after a disaster has occurred.

6.0 REQUIREMENTS FOR GUEST FACILITIES AND SERVICES

6.1 Bedrooms

6.1.1 Bedrooms provided for guests shall be numbered, lettered or otherwise designated so as to identify them and their positions in relation to other bedrooms in the establishment.

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- 6.1.2 Bedrooms shall be kept clean, well ventilated and free of objectionable odours.
- 6.1.3 Each bedroom shall contain the following furniture and equipment -
- a) clothes closet or concept alternative to include adequate full length hanging space for not less than 1 '6" width per person;
 - b) at least six (6) hangers per person; only non-corrosive hangers shall be used;
 - c) dressing table or adequate counter space;
 - d) bed side table or concept alternative providing bedside surface;
 - e) at least one (1) chair;
 - f) lined waste paper basket - at least one (1) per room;
 - g) flashlight or battery operated lighting systems must be made available where alternative lighting does not exist;
 - h) a comfortable supportive bed with minimum size as follows:
 - (i) Twin 42 in. x 75 in. minimum size (106.7 cm x 190.5 cm);
 - (ii) Double 54 in. x 75 in. (137.1 cm x 190.5 cm);
 - (iii) Queen 60 in. x 80 in. (152.4 cm x 203.2 cm);
 - (iv) King 80 in. x 80 in. (203.2 cm x 203.2 cm)
 - i) bedding shall -
 - (i) be clean;
 - (ii) free from stains;
 - (iii) must not be torn;
 - (iv) free from stitches;
 - (v) free from odour;

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- (vi) color must not be faded; and
 - (vii) adequately sized.
- j) each bed shall have -
- (i) a mattress protector for each bed with vinyl backing for added mattress protection or vinyl middle barrier. Plastic or rubber mattress protectors are not acceptable (except for use on children's beds)
 - (ii) white or solid pastel colour linen;
 - (iii) linen shall have a minimum thread count of 250;
 - (iv) at least two (2) pillows per bed with pillow case and pillow protector (one (1) extra pillow stored in room); and
 - (v) blanket.
- k) mattress shall be -
- (i) adequately sized;
 - (ii) free of odour;
 - (iii) free from stains;
 - (iv) adequately comfortable and firm; and
 - (v) must not be torn.
- l) bed linens shall be changed frequently and daily if guests require; and changed for every new guest;
- m) shade and privacy commercial drapes;
- n) means of securing all doors from the inside;
- o) adequate lighting for reading and security upon entering the room;
- p) air conditions or fans which shall be in good working condition;

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- q) adequate protection against flying insects;
 - r) Mirror;
 - s) “*Do Not Disturb*” signs;
 - t) local and guest information kit, including important phone numbers;
 - u) daily housekeeping services;
 - v) The following items shall also be included:
 - (i) bedside lamps – when provided controllable from the bed;
 - (ii) active light switch upon entry to room;
 - (iii) writing surface in room;
 - (iv) drinking tumbler with glasses for guests;
 - (v) wake up facility;
 - (vi) access to laundry and ironing services.

6.1.4 The letting facilities of an apartment or villa shall have the following:

- a) each living room shall have:
 - (i) dining facilities with chairs;
 - (ii) settee or armchair;
 - (iii) reading lamp.
- b) a kitchen or kitchenette furnished with the following:
 - (i) sink;
 - (ii) draining board;
 - (iii) running water;

- (iv) gas or electric cooker;
- (v) refrigerator;
- (vi) cutlery;
- (vii) glassware
- (viii) table-ware;
- (ix) functional cooking utensils.
- (x) crockery

6.2 Bathrooms

6.2.1 All bathrooms shall be equipped with fixtures and fittings of good quality and condition, clean and secure.

6.2.2 Fixtures and accessories shall include -

- a) a shower and/or bath;
- b) one (1) washbasin;
- c) a lidded water closet/toilet;
- d) a mirror;
- e) a bath mat and commercially lined shower curtain or concept alternative;
- f) hook for clothes;
- g) covered, lined waste bin;
- h) all towels shall be white or solid pastel and there shall be two per person;
- i) adequate ventilation;
- j) toilet paper spares;

- k) toilet paper holder or concept alternative;
- l) bar or liquid soap;
- m) reliable supply of hot and cold running water;
- n) adequate pressure of running water;
- o) adequate access to light.

6.2.3 Bathrooms shall be cleaned daily and kept free of objectionable odours.

6.2.4 Bathrooms shall be well ventilated and all plumbing fixtures shall be kept in a clean and sanitary condition and maintained in good working order at all times.

6.2.4 No bathroom shall be allocated for the use of a guest at the establishment if access to it is obtained through a room, which accommodates some other person, unless both the guest and the other person consent to the arrangement.

6.3 Balconies

6.3.1 The balcony shall be kept clean with functional furniture.

6.3.2 Adequate lighting shall be available on the balcony.

6.3.3 Any vertical or horizontal gaps between the balcony railings should be no more than ten (10) cm. In cases where the gaps are greater netting or perspex must be placed.

6.3.4 There must be no climbing or step up allurements at the base of the balcony.

6.3.5 Railings should have a minimum height of one meter (1m).

6.4 Restaurant and Dining Areas

6.4.1 The dining area shall provide adequate space for the number of diners who can reasonably be expected to use it as well as for easy passage of staff carrying out their duties.

6.4.2 Menus of all meals served shall be provided to diners.

- 6.4.3 All eating areas and furniture shall be kept clean, tidy and in good condition.
- 6.4.4 All linen, cutlery and condiments shall be coordinated and shall be clean and in good condition.
- 6.4.5 All crockery and glassware must be clean, well maintained and free of cracks.
- 6.4.6 The area shall be well ventilated and adequately lit.
- 6.4.7 Hours of operation should be posted at the entrance of the room.
- 6.4.8 The minimum size of washrooms must be thirty-six square feet (36 sq ft) (min floor area).

6.5 Recreational Facilities and Equipment

- 6.5.1 All recreational facilities shall be kept clean, regularly checked and maintained in good working order.
- 6.5.2 Safety warning signs regarding the facilities and equipment shall be posted, sited in prominent locations.

6.6 Medical Services

- 6.6.1 Easily accessible fully stock first aid kits shall be available on the premises. (See Appendix on materials for kits)
- 6.6.2 Personnel employed at the establishment shall be trained in first aid and emergency procedures.
- 6.6.3 Information on the doctor(s) on call, nearest hospital, medical facility and ambulance service shall be readily available.

7.0 REQUIREMENTS FOR PUBLIC AREA

7.1 Reception, Public and Guest Services

7.1.1 Common public rooms appropriate to the size of the establishment shall be provided for the use of guests.

7.1.2 The establishment shall provide a suitably appointed reception area of adequate size for the type of business operated.

7.1.3 Signs demarcating wet floors shall be used.

7.1.4 Up to date printed material on Dominica must be on display and available.

7.1.5 Reception staff shall be available between the hours of 7.00a.m. – 7.00 p.m., after which a call-bell shall be available for use by the public and guests.

7.1.6 Assistance with luggage shall be made available when needed.

7.1.7 The following services shall be available for all paying guests:

- a) mail and message;
- b) telephone.

7.1.8 The reception area must have adequate sitting, must be suitably laid out and shall contain appropriate furnishings, fittings and equipment of good quality and condition and shall be kept clean.

7.2 Washrooms

7.2.1 Where provided there shall be separate male and female toilets clearly demarcated in writing and conveniently located for public use. The quality of the water must meet specified requirements and pH levels must be acceptable as determined by the relevant authority. The minimum size of washrooms shall be 3 sq. metres or 32¼ sq ft. The public washrooms shall have -

- a) mirror;
- b) water closet/toilet;
- c) toilet paper;

- d) toilet paper holder or concept alternative;
- e) lined bin fitted with lid located near the toilet and sink;
- f) liquid anti-bacterial soap;
- g) adequate lighting;
- h) well ventilated;
- i) plumbing fixtures fully operational;
- j) adequate supply of running water;
- k) toilet doors fitted with secure locks;
- l) hand drying facility.

7.2.2 Washrooms shall be thoroughly cleaned at least once per day and inspected, serviced and supplies shall be replenished at several intervals throughout the hours of operation of the establishment.

7.3 Grounds

7.3.1 Every exterior part of the structure shall be kept clean and in good condition and repair.

7.3.2 All roads, footpaths and steps shall be kept in good order and free from obstruction including that, which is caused by overhanging trees and excessive growth of nearby bushes.

7.3.3 All lawns, trees and shrubbery shall be kept properly trimmed.

7.3.4 Roads, footpaths and parking area shall be adequately lit and illuminated for use by guests at night.

7.3.5 A well-lit sign at the entrance of the property shall be of good quality and maintained in good condition. Approval from Planning must be received for its erection (location and placement). Directional signs must also be evident.

7.4 Swimming Pools

- 7.4.1 All swimming pools provided for the use of guests shall be maintained in a clean and hygienic condition. The quality of the water must meet specified requirements and pH levels must be acceptable as determined by the relevant authority.
- 7.4.2 Life saving equipment shall be easily accessible.
- 7.4.3 The pool shall be provided with warning signs, notice boards, and safety rails and depth markings shall be placed at regular intervals around the pool and shall be in a conspicuous colour and maintained in a good state of repair.
- 7.4.4 '**NO DIVING**' signs shall be displayed in prominent locations, particularly in areas with depths of less than 1.5m.
- 7.4.5 The pool area shall be illuminated at night for reasons of overall safety and it shall always be possible to see the bottom of the pool in still water.
- 7.4.6 Children's pool should be adequately separated from adult's pool.
- 7.4.7 All surrounding pool surfaces must be non-slip, even and well maintained with no loose chips or tiles.
- 7.4.8 Conspicuous signage shall be placed near the pool containing guidelines for use of the pool. Information shall include but not limited to -
- a) children must be supervised;
 - b) pool opening hours;
 - c) emergency action information;
 - d) availability of a lifeguard.
- 7.4.9 The pool shall be closed for use while being cleaned.
- 7.4.10 Adequate furniture, in good condition shall be available in the pool area.

- 7.4.11 The pool shall be provided with life saving equipment to include rescue pole(s) and any other two of the following -
- a) at least two (2) life rings;
 - b) at least two (2) kick boards;
 - c) at least two (2) rescue cans;
 - d) at least three (3) lengths of throw ropes.

- 7.4.12 There shall be adequate security to present free access to the pool by minors and unsupervised personnel.

7.5 Beaches

- 7.5.1 Beach front establishments shall maintain the beach in a clean and safe condition.
- 7.5.2 Safety warning signs regarding the beach rules and regulations must be sited in prominent locations.
- 7.5.3 A flag warning system shall be practiced.
- 7.5.4 Public rescue equipment shall be provided on beach locations.
- 7.5.5 If water sports activities are under the direct control of the establishment or, in conjunction with a third party supplier, public liability insurance must be provided to cover all activities available.
- 7.5.6 For establishments that offer water sports activities, the beach shall be zoned with a clearly demarcated area that distinguishes a swimming area from the water sports activities.
- 7.5.7 All furniture on the beach and water sports equipment provided for the convenience of guests shall be maintained in good condition.

7.6 Lifeguards

- 7.6.1 Appropriate arrangements shall be made to ensure safety and security of bathers.
- 7.6.2 At least one member of staff must be trained in the use of resuscitation equipment and skills.

7.6.3 One member of staff must be available and prepared to provide assistance on a daily basis.

7.7 Guest Laundry Facilities

7.7.1 Guest laundry facilities may be provided on an individual or communal basis. Where laundry facilities are provided they shall -

- a) be of adequate size;
- b) have impervious floors;
- c) have adequate washing machines in good working condition, and sufficient tub(s) with hot and cold potable water;
- d) provide an adequate number of commercial dryers, irons and boards;
- e) make available machine manuals to staff;
- f) equip laundry rooms with fans;
- g) have employees trained on methods of operating the equipment.

8.0 REQUIREMENTS FOR CHILDREN'S FACILITIES WHERE AVAILABLE

8.1 Playground and Equipment

8.1.1 The playground shall be located safely away from dangers such as cliffs, roads and water; or fenced off where appropriate.

8.1.2 Impact-absorbing surfaces are required under swings and structures used for climbing.

8.1.3 All play equipment shall be adequately spaced to allow for free movement.

8.1.4 Play equipment shall be well constructed, sturdy, secure and free from sharp objects and protrusions.

8.1.5 The area shall be regularly maintained and free from litter and debris.

8.1.6 The staff on duty shall be trained in Cardio-Pulmonary Resuscitation (CPR).

8.1.7 Attendants shall be made available at all times.

8.2 Indoor Facilities

8.2.1 The area should be closed off providing no access to unauthorised people.

8.2.2 The indoor facility shall be supervised at all times by employees who are qualified in childcare.

8.2.3 Any low-lying electric sockets shall be covered with safety plugs.

8.2.4 All tables and chairs shall be well maintained and have no sharp edges or protrusions which could cause injury to a child.

8.2.5 All full-length glass doors and partitions shall be identified with warning strips or stickers to avoid accidental collision.

8.2.6 There shall be written procedures for the operations of the children's facility.

8.2.7 All materials and equipment must be stored safely and securely (e.g. scissors).

8.2.8 There shall be some form of telecommunications in the room.

9.0 REQUIREMENTS FOR ELECTRICAL OPERATIONS

9.1 Regulations

9.1.1 The electrical installation shall comply with the "*Commonwealth of Dominica Electrical Regulations*".

9.2 Electricity Supply Intake

This refers to any electrical switch room, main distribution panel and other distribution boards, depending on the size of the installation.

9.2.1 The location shall be easily identifiable by means of appropriate notices and labels.

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- 9.2.2 Each switchgear or piece of equipment shall be readily accessible to authorized personnel for the purpose of isolation, switching, maintenance and inspection.
- 9.2.3 Each switch or isolator, the purpose of which is not obvious, shall be clearly labelled to indicate its intended purpose.
- 9.2.4 All fuses, or circuit breakers controlling sub-circuits in distribution boards/panels, shall be clearly labelled.

9.3 Lighting Levels

- 9.3.1 Adequate lighting levels shall be maintained at all areas with special attention to the following areas -
- a) kitchen and food preparation areas (lighting fixtures in food preparation areas shall be provided with protective shields);
 - b) counter tops and work surfaces;
 - c) walkways, halls and stairways;
 - d) external areas, for security.

- 9.3.2 Recommended minimum levels of lighting for some areas are listed below -

- a) Kitchen 500 lux
- b) Walkways, etc. 100 lux
- c) Bedrooms 100 lux

NOTE: Extra lighting for writing tables, bed and mirrors

- d) Restaurants and dining rooms 150 lux

10.0 REQUIREMENTS FOR ADMINISTRATIVE OPERATIONS

10.1 Hotel Records

10.1.1 All establishments shall keep a register or other form of record of all persons provided with sleeping accommodation. Such information shall include -

- a) full name and contact details of guest;
- b) room number allocated;
- c) arrival and departure dates;
- d) passport or identification number;
- e) nationality;
- f) number of guests per party;
- g) signature of the guest;
- h) records must be kept for a minimum period specified by the relevant authority.

NOTE: *Such register should be produced upon request for inspection by a duly authorized officer of the Ministry of Tourism, the Commonwealth of Dominica Police Force and/or the Commonwealth of Dominica Fire Service.*

10.1.2 It is the duty of the establishment to provide all guests with all such information as shall be pertinent to their stay at the hotel to include -

- a) information on the establishment's policies;
- b) all services offered and respective charges;
- c) daily foreign exchange rates;
- d) cancellation of bookings;
- e) check-out charges and times;

- f) telecommunication charges;
- g) dress codes and related policies, emergency access to medical facilities;
- h) late evening guest access.

10.1.3 Such information shall be provided at the Reception area and/or be placed in each room. It shall also be legibly and neatly printed and where necessary in language(s) appropriate to the nationality of expected clients.

10.1.4 A certificate of licence shall be displayed in the reception area specifying the name and year for which the appropriate licence is issued.

10.2 Management and Staff

10.2.1 The operator shall ensure that there is a person in charge of and in attendance at the premises at all times to whom guests may be referred to for the purposes of obtaining information and making any complaints and who is authorized to give instructions to employees of the hotel.

10.2.2 Separate facilities shall be provided for all staff, the size of which should be adequate to the number of employees. These facilities should include:

- a) washrooms;
- b) changing facilities;
- c) appropriate dining areas.

10.2.3 Furniture, fixtures and accessories in staff facilities shall be in good condition.

10.2.4 The establishment shall be staffed by persons adequate in number and trained to maintain the appropriate standards of service to visitors.

10.2.5 Staff must be uniformed or have some other form of identification.

10.2.6 Staff shall be well groomed, knowledgeable about property and surrounding areas, polite and professional.

10.2.7 Insurance policies shall be provided to cover the following -

- a) building Insurance;
- b) public liability.

Quality Assurance

A system should be put in place to assure customer satisfaction by providing services that meet customer expectations and budgetary limitations. Such services should be supplied in the most consistent, efficient and cost effective manner. It is therefore recommended that a quality management system be introduced.

It is also recommended that a quality management representative be appointed to develop and implement a quality management system. For a small establishment, the senior operator may be the ideal person to co-ordinate the activity while for a larger establishment, it is necessary to appoint someone in an executive position to be responsible for this co-ordination.

The person so appointed would be given the responsibility and authority to represent the company on all matters pertinent to the quality management system.

The primary responsibilities of a quality management representative would be to:

- a) Co-ordinate the structure of the quality management system that involves all departments of the establishment;
- b) Determine the establishment's quality policy;
- c) Determine the establishment's quality objectives;
- d) Review the establishment relationships as they affect quality;
- e) Monitor the implementation and effectiveness of the system;
- f) Determine and report the principal causes of quality losses and non-conformance;
- g) Develop proposals for improvement.

Annex B**Star Classification Requirements**

All requirements reflect the minimum acceptable levels. It is expected that in some cases, additional facilities/services may be provided. This will not automatically lead to any increase in classification.

The classes are designated by number of stars as follows

- **One Star** is an average establishment with modest accommodation and offering a minimum of services.
- **Two Star** establishments offer a better quality of accommodation than the minimum, offering basic services.
- **Three Star** establishments offer a higher quality of accommodation and good range of facilities, offering a good quality of service;
- **Four Star** establishments offer a high level of comfort, wide range of facilities, and very good service;
- **Five Star** establishments reflect the characteristics of the ultimate in luxury and sophistication. Accommodations are first class. The physical attributes are extraordinary in every manner. The fundamental hallmarks at this level are to meticulously serve and exceed all guest expectations while maintaining an impeccable standard of excellence. Many personalized services and amenities enhance an unmatched level of comfort.