

LEGAL NOTICE NO. 77 OF 2011

THE TOURISM AUTHORITY ACT, 2001 (Act No. 2 of 2001)

THE REGISTRATION OF ACCOMODATION ESTABLISHMENTS (AMENDMENT) REGULATIONS, 2011 (under section 27)

In exercise of the powers conferred by section 27 of the Swaziland Tourism Authority Act, 2001, the Minister for Tourism, Environmental Affairs issues the following Regulations –

Citation and commencement

1. (1) These Regulations may be cited as the Registration of Accommodation Establishments (Amendment) Regulations, 2011.

(2) These Regulations shall come into force on the date of publication in the gazette.

Amendment of regulation 2

2. Regulation 2 is amended by deleting the word “filed” and replacing it with the word “file”.

Amendment of regulation 5

3. Regulation 5 amended by adding a new sub regulation 3 as follows –

“5.(3) A person who contravenes sub regulation (1) and (2) commits an offence and shall on conviction be liable to a fine not exceeding ten thousand Emalangeneni or to imprisonment for a period not exceeding two years.”

Amendment of regulation 10

4. (a) Regulation 10 is amended in sub regulation (2) by a new sub paragraph (i), (j) and (j) as follows –

- “(i) eco – lodge;
 - (j) nature lodge;
 - (k) lodge; and
- (b) by renumbering paragraph “(k)” as paragraph “(l)”

Amendment of regulation 11

5. Regulation 11 is amended by deleting the regulation and replacing it with a new regulation as follows -

“11. (1) An inspector shall have power to carry out inspections at all reasonable times and shall ensure that an establishment complies with the minimum requirements set out in these regulations.

(2) A person in charge of an accommodation establishment shall allow an inspector free and unhindered access to every part of the premises for purposes of conducting an inspection.”

Amendment of regulation 14

6. Regulation 14 is amended by deleting the regulation and replacing it with a new regulation as follows –

“11 A person who contravenes regulation 13 commits an offence and shall be liable on conviction to a fine not exceeding five thousand Emalangeneni or to imprisonment for a term not exceeding eighteen months or both.”

Amendment of regulation 28

7. Regulation 28 is amended by inserting after regulation 28, a new regulation 28bis, 28ter and 28quat as follows –

Nature Lodge

“28bis An accommodation establishment may be registered as a nature lodge, if the establishment –

- (a) has free standing units;
- (b) is located in a proclaimed conservation land, registered botanic garden, declared nature conservancy or declared protected worthy area;
- (c) comprises at least five bedrooms to accommodate guests;
- (d) has a dining room or restaurant to serve meals to guests;
- (e) meets the minimum requirements set out in

Schedule 10."

Lodge

"28ter An accommodation establishment may be registered as a lodge, if the establishment –

- (a) has free standing units;
- (b) is located in a natural environment/setting or gardens;
- (c) comprises at least five bedrooms for the accommodation of guests;
- (d) has a dining room or restaurant for the service of meals to guests;
- (e) meets the other minimum requirements set out in Schedule 11.

Eco-lodge

"28quat An accommodation establishment may be registered as aneco lodge, if the establishment

- (a) has free standing units-
- (a) is located in a rural area, natural environment or nature conservancy and declared protected worthy area;
- (b) comprises at least five free standing units for the accommodation of guests;
- (c) has a dining room or restaurant for the service of meals to guests;
- (d) meets the following criteria –
 - (i) protects natural and cultural components of its surrounding;
 - (ii) has low impact on environment during construction and operation;
 - (iii) is in harmony with a specific environment context;
 - (iv) uses alternative, sustainable means in water consumption and natural resources;
 - (v) has an excellent cooperation and interaction with local population that is mutually beneficial; and

- (vi) offers interpretive programmes to educate the visitors and employee about local environment and culture.
- (e) meets the other minimum requirements set out in Schedule 12.

Amendment of regulation 29

8. Regulation 29 is amended by inserting after regulation 29 a new regulation 29bis as follows –

Requirements for registration as nature lodge

“29bis (1) An accommodation establishment may be registered as a nature lodge, if the owner of the establishment ensures that the lodge –

- (a) has free standing units;
- (b) is located in a rural area, natural environment, nature conservancy or declared protected worthy area;
- (c) comprises at least five free standing units for accommodating guests;
- (d) has a dining room or restaurant to serve of meals to guests;
- (e) protects natural and cultural components of its surrounding;
- (f) has low impact on the environment during construction and operation;
- (g) is in harmony with a specific environment context;
- (h) uses alternative, sustainable means in water consumption and natural resources
- (i) has an excellent cooperation and interaction with local population that is mutually beneficial
- (j) offer interpretive programmes to educate the visitors and employee about local environment and culture

(k) meets the minimum requirements set out in Schedule 11.”

Amendment of regulation 31

9. Regulation 31 is amended by deleting sub regulation (1) and replacing it with a new sub regulation (1) one as follows –

“1. (1) A person in charge of an accommodation establishment shall within 30 days of the date on which a change has occurred in the establishment notify the Registration Authority.

(2) A notification under sub regulation (1) shall be made if there is any change in the following –

- (a) ownership or name of establishment;
- (b) address of the owner of the establishment;
- (c) person appointed as manager in terms of regulation 26;
- (d) any addition or reduction in the number of bedrooms of the establishment; or
- (e) the structure of the establishment; or

Amendment of regulation 32

10. Regulation 32 is amended by deleting sub regulation (1) it and replacing it with a new sub regulation (1) one as follows –

“32 (1) Where a certificate issued under the Act is damaged, destroyed or lost, the owner of the accommodation establishment shall apply in writing to the Registration Authority for the replacement of that certificate.”

Amendment of regulation 36

11. Regulation 36 is amended by deleting sub regulation (2) and replacing it with a new sub regulation (2) one as follows –

“(2) A person who contravenes sub regulation (1) commits an offence and shall be liable on conviction to a fine not exceeding ten thousand Emalangeni or imprisonment for a term not exceeding two years or both.”

Amendment of schedule 1

12. Schedule 1 to the Regulations is amended by deleting the schedule and replacing it with a new schedule as follows –

REGULATIONS

Fees

1. Registration and Grading Fees for –

1. Hotel,
2. Lodges,
3. Self-catering,
4. Guest Houses,
5. Bed & Breakfast

Number of rooms	Room rate							
	1-300	301-600	601-900	901-1200	1201-1500	1501-1800	1801-2100	> 2400
1 to 5	1000	1400	1800	2200	2600	3000	3400	3800
6 to 10	1400	1800	2200	2600	3000	3400	3800	4200
11 to 20	1800	2200	2600	3000	3400	3800	4200	4600
21 to 50	2200	2600	3000	3400	3800	4200	4600	5000
51 to 100	2600	3000	3400	3800	4200	4600	5000	5400
101 to 150	3000	3400	3800	4200	4600	5000	5400	5800
151 to 200	3400	3800	4200	4600	5000	5400	5800	6200
>201	3800	4200	4600	5000	5400	5800	6200	6600

Notes:

(a) Room rate definition: The average published daily accommodation rate inclusive of GST for the year of assessment, excluding any special or promotional offers subject to audit at the discretion of the Swaziland Tourism Authority.

(b) a non-refundable fee is payable with applications for registration of accommodation establishments and before the issue of a certificate of registration.

(c) the registration fee will be 40 percent of the reflected amount, and the 60 percent will be the grading fee.

(d) the registration fees of other accommodation facilities are as follows –

Backpackers Hostels, Camping and Caravan Park	E500
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Campsite	E250
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2. Multiple Registration Fee

If an application relates to a business comprising a combination of different categories of regulated businesses or classes of

accommodation, the application fee must be calculated as follows

–

- (a) 100% of the application fee prescribed in item 1 for any other type of the core business as determined by the designated agency;
- (b) 50% of the application fee prescribed in item 1 for any other type of the second main business as determined by the designated agency;
- (c) 25% of the application fee prescribed in item 1 for any other type of the business conducted in addition to business activities mentioned in paragraphs (a) and (b); and
- (d) The above principle apply with the grading of accommodation establishments

Amendment of the schedule

13. These Regulations are amended by inserting after schedule 9 new schedules 10,11 and 12 as follows –

Schedule 10

NATURE LODGE:

MINIMUM REQUIREMENTS FOR REGISTRATION OF LODGES

1. GUEST ROOMS

1.1 Size and floor covering

(a) Minimum floor area, inclusive of vestibule and built-in furniture, if any:

Single room: 11m² or 30 m²;

Double room: 17m² or 46 m²

(b) If not carpeted wall to wall, the floor shall be tiled or covered with other impervious material and be provided with one floor mat, tanned skin or similar floor covering shall be provided, equivalent in size to 1m² for each bed or one floor mat at least 2.4m² to serve all beds.

1.2 Lighting, heating and ventilation

(a) All bedrooms shall have adequate natural light and if there are windows, it shall be furnished with curtains, shutters or blinds for privacy and exclusion of light. If the windows cannot be opened or provided, a ventilation system shall be provided for.

(b) In establishments with electricity supply, the following shall be provided:

(i) adequate electric lighting by means of electric bulbs of sufficient wattage to allow for reading;

(ii) at least one electric power plug in each bedroom;

(c) In establishments with no electricity supply, adequate lighting shall be provided by means of gaslight, paraffin lamps, candles or other similar amenities.

1.3 Furniture and fixtures

(a) The following shall be provided in respect of each bedroom:

(i) a mirror at least 90cm long and 37cm wide;

(ii) a table, desk or dresser or any combination of those articles of furniture in each bedroom or a room adjacent to and forming part of the bedroom, of which at least one shall be suitable to serve as a work surface;

(iii) a wastepaper basket;

(iv) a wardrobe or other suitable unit for the storage of guests' clothes and, unless central lock-up facilities for guests' valuables are provided in the guest room, the wardrobe or other unit shall be provided with a serviceable lock;

(v) at least one chair per single room and two chairs per double room;

(vi) a key or other equivalent locking mechanism for the bedroom should be provided where applicable.

1.4 Beds, linen and service

(a) Adequate beds for the number of persons occupying the room shall be provided, but in respect of children other suitable beds may be provided;

(b) Bed-linen, blankets, pillows and towels shall be provided in sufficient quantities and be kept at all times in good repair;

(c) All guests should be provided with clean bed-linen and towels upon arrival and shall be washed at least every third day.

(d) Extra bed-linen or towels shall be provided on request of guests.

(e) Occupied bedrooms shall be cleaned daily.

1.5 Accessories and in-room amenities

In every bedroom the following shall be provided -

(a) drinking water with at least one tumbler per guest;

(b) if smoking in room is permitted, an ashtray;

(c) a minimum of 6 clothes-hangers, not being wire-hangers.

2. BATHROOMS AND TOILETS

2.1 Structuring and flooring

(a) Floors shall be of impervious material or concrete.

(b) Where applicable, walls of bathrooms and toilets shall be complete from the floor to the ceiling and the internal walls shall be tiled to a height of at least 135cm from the floor, and walls above tiles shall be coated in washable paint.

(c) The internal walls of all bathrooms and toilets shall either be tiled or painted with washable paint.

(d) Every *en suite* bedroom shall be provided with at least a shower and toilet or a bath and toilet.

(e) Where applicable every bathroom and toilet, be it private, shall be fitted with a door which can be locked from the inside.

(f) Adequate ventilation by means of windows, extractor fan or other acceptable means of ventilation in good order and effective action shall be provided in every bathroom and toilet.

(g) All bathrooms shall have sufficient space to allow freedom of movement for access to all fittings.

(h) Drainage from bathrooms and toilets shall be disposed of by means of waterborne sewerage, except if a pit or chemical toilet is provided.

(i) In the case of a pit or chemical toilet, there shall be an arbour management program

2.2 Fixtures and fittings

(a) A mirror of at least 45cm x 30cm and shelf shall be provided in each bathroom.

(b) Bath-tubs, other than free-standing baths, shall be built in with bricks or impervious material or water proofed and tiled on the outside.

(c) Every bathroom shall have a washbasin with hot and cold running water.

(d) Towel rails, hooks or rings shall be provided in each bathroom.

(e) Adequate clothes hooks shall be provided in each bathroom and toilet.

(f) A washable bath mat or a wooden bath step shall be provided beside the bath or shower in each bathroom.

(g) Every toilet bowl shall be provided with a lid.

2.3 Accessories and housekeeping

(a) Every toilet, whether private, or public, shall be provided with -

(i) a toilet paper holder and supply of toilet paper;

(ii) a waste or sanitary bin with a lid;

(iii) a soap dish or holder; and

(iv) soap.

(b) Bathrooms and toilets shall be cleaned daily.

3. PUBLIC TOILETS

Public toilet facilities, conveniently situated and clearly indicated, shall be provided

separately for the opposite sexes, and shall have -

(a) walls built completely from floor to ceiling or 2.5 m;

(b) at least one toilet, the walls of which are tiled or of other impervious material or coated with washable paint to a height of at least 135cm. from the floor and the door provided with a serviceable lock which can be locked from the inside;

(c) in the facility for men, a urinal, tiled, porcelain or of stainless steel or any other impervious material to a height of at least 135cm;

(d) a washbasin with hot and cold running water and with an area of at least 60cm by 45cm tiled immediately above each washbasin;

(e) a mirror at or near the washbasin;

(f) soap and clean facilities for drying hands shall be provided;

4. DINING AREA/ROOM/LAPA

4.1 Structuring and flooring

The dining area/ room or lapa shall have -

- (a) a floor of hygienic standard, impervious material, wooden or concrete;
- (b) adequate lighting and ventilation in good order and efficient action; and
- (c) adequate seating and dining facilities.

4.2 Food and beverage service

- (a) Food and beverage service shall be provided.
- (b) Menus shall be provided for the service of food at each meal.
- (c) Alcoholic beverages may only be supplied and served in accordance with an appropriate liquor licence and guests shall be informed accordingly prior to booking.

5. KITCHENS AND WASH-UPS

5.1 Structuring and flooring

- (a) Floors shall be of impervious material or concrete.
- (b) All walls shall either be tiled to a height of at least 135cm from the floor or be coated with washable paint.
- (c) Adequate cold rooms or refrigerators shall be provided.
- (d) There shall be no direct access to a toilet from the kitchen.

5.2 Ventilation and hygiene

- (a) Adequate provision shall be made for ventilation and the efficient removal of hot air and odours by means of extractor fans or other similar devices.
- (b) Shall be kept free from insects and rodents.

5.3 Fixtures and fittings

- (a) All shelves shall be of impervious material.
- (b) The top of each worktable shall be a single and solid piece of stainless steel, marble or granite or other equivalent impervious material

(c) At least one sink, or a dish-washing machine and a sink, with hot and cold running water shall be provided for the washing of dishes, crockery and cutlery. A separate sink with hot and cold running water shall be provided for the washing of pots and pans.

(d) Separate facilities with hot and cold running water, and soap and clean towels, shall be provided in or near the kitchen for employees for the washing of hands.

6. PANTRIES AND FOOD STORAGE ROOMS OR AREAS

(a) A suitable pantry or larder with sufficient capacity for the storage of food shall be provided, of which -

(i) the floor shall be of impervious material or concrete;

(ii) the walls shall be tiled to a height of at least 135cm from the floor where practicable and walls above tiles to be coated in washable paint;

(iii) the shelves shall be of impervious material or solid wood without any crack;

(b) Every pantry or larder shall at all times be maintained in a clean and wholesome condition, free from flies, rodents, vermin and dust and protected from the admission of unwholesome vapours or gases.

7. WATER SUPPLY

(a) All water that is likely to be used for human consumption shall be fit for human consumption and the water supply system, including tanks, pipelines, wells, pumping equipment, purification works, mains and service pipes shall be free from sanitary defects.

(b) If water that is not fit for human consumption is used in a lodge-

(i) adequate precautions shall be taken to prevent that water from being mixed with water that is likely to be used for human consumption;

(ii) every tap shall have an appropriate warning sign advising if its water is not fit for human consumption; and

(iii) the design and layout of the water installations for the supply of water that is not fit for human consumption shall be such as to minimise the danger that such water will be used for human consumption.

8. LOUNGES/SEATING FACILITIES

Adequate lounge/seating facilities, with floors of hygienic standard or impervious material or concrete, shall be provided in establishments with 10 or more bedrooms, providing -

(a) adequate and comfortable seating; and

(b) adequate ventilation and lighting.

9. FIRE SAFETY

Adequate provision shall be made for fire-fighting appliances and fire escapes, which shall be prominently and clearly indicated at all times.

10. LAUNDRY

Where applicable a laundry service shall be provided for the washing and ironing of guests' clothes, either on or off the premises.

11. RECEPTION FOR GUESTS

(a) Provision shall be made for the reception of guests in a reception area, conveniently situated and clearly indicated and fitted with a service counter.

(b) A staff member shall always be available on call outside normal reception hours of the accommodation establishment and an effective means of summoning attention shall be available when the reception desk is not attended.

12. BAR FACILITIES

(a) In an establishment with an on-consumption liquor licence where bar facilities are provided, the bar shall -

(i) be fitted with a suitable bar counter; and

(ii) have adequate seating facilities for customers; and

(iii) in or near the bar, a sink with a tiled or stainless steel splashboard and with hot and cold running water for the washing of glasses.

(b) Subject to the terms of an appropriate liquor licence, alcoholic and other beverages may be provided in a mini bar located in the bedroom.

13. GENERAL

13.1 Tariffs for accommodation and services

(a) The tariffs for accommodation and customer services shall be displayed in a prominent place at the reception desk or be available in writing.

(b) Guests shall be notified if the tariff has changed since an advance booking has been made.

(c) It should be made clear what is included in the tariff quoted for accommodation, e.g. meals, service charge, and refreshments.

(d) A guest service directory shall be provided in each bedroom.

13.2 Conduct of business

An accommodation establishment shall be open for business every day of the year; unless it is closed for refurbishment or it offers only seasonal accommodation. Such information shall be made clear in brochures and other promotional material.

13.3 Maintenance and service

(a) The structure, equipment, plumbing, drainage, sewerage disposal, lighting, ventilation, electrical installation of every permanent building of the accommodation establishment shall be kept in good state of repair at all times.

(b) The premises shall be kept in a clean and hygienic condition and free of fire, health and safety hazards at all times.

(c) All rooms shall be properly ventilated.

13.4 Equipment provided

All furniture and equipment, kitchen utensils, cutlery, crockery, glassware, bedding, linen, curtains, carpets, mats and other floor covering shall be clean and kept in good order and no chipped or cracked crockery or glassware may be used.

13.5 Access, safety and security

(a) Clients shall have access to a telephone or two-way radio on the premises, where telecommunication network is available.

(b) Security facilities for the safekeeping of guests' valuables shall be provided either in the guest rooms or at a central place

(c) Guests shall have 24-hour access to their accommodation. If a member of staff is not available at all times, guests shall be provided with keys or other locking device.

(d) First aid kit shall be kept on the premises and be available to guests at all times.

(e) At least one member of the staff of an establishment shall have knowledge of elementary first aid.

(f) Guidelines and instructions reasonably required for advising guests in relation to any risks attached to any amenities or services provided at the establishment shall be made available in each accommodation unit and also be conspicuously displayed at relevant risk sites.

(g) An emergency response plan shall be established and staff members of the establishment shall from time to time receive training on how to act in accordance with such plan.

Schedule 11

LODGES:

MINIMUM REQUIREMENTS FOR REGISTRATION

1. GUEST ROOMS

1.1 Size and floor covering

(a) Minimum floor area, inclusive of vestibule and built-in furniture, if any:

Single room: 11m² or 30 m²;

Double room: 17m² or 46 m²

(b) If not carpeted wall to wall, the floor must be tiled or covered with other impervious material and be provided with one floor mat, tanned skin or similar floor covering must be provided, equivalent in size to 1m² for each bed or one floor mat at least 2.4m² to serve all beds.

1.2 Lighting, heating and ventilation

(a) All bedrooms must have windows totalling not less than 1m² providing natural light and be furnished with curtains, shutters or blinds for privacy and exclusion of light. If the windows cannot be opened, a ventilation system must be provided for.

(b) In establishments with electricity supply, the following must be provided:

(i) adequate electric lighting by means of electric bulbs of sufficient wattage to allow for reading;

(ii) at least one electric power plug in each bedroom;

(c) In establishments with no electricity supply, adequate lighting must be provided by means of gaslight, paraffin lamps, candles or other similar amenities.

1.3 Furniture and fixtures

(a) The following must be provided in respect of each bedroom:

(i) a mirror at least 90cm long and 37cm wide;

(ii) a table, desk or dresser or any combination of those articles of furniture in each bedroom or a room adjacent to and forming part of the bedroom, of which at least one must be suitable to serve as a work surface;

(iii) a wastepaper basket;

(iv) a wardrobe or other suitable unit for the storage of guests' clothes and, unless central lock-up facilities for guests' valuables are provided in the guest room, the wardrobe or other unit must be provided with a serviceable lock;

(v) at least one chair per single room and two chairs per double room;

(vi) a key or other equivalent locking mechanism for the bedroom door.

1.4 Beds, linen and service

(a) Adequate beds for the number of persons occupying the room must be provided, but in respect of children other suitable beds may be provided;

(b) Bed-linen, blankets, pillows and towels must be provided in sufficient quantities and be kept at all times in good repair;

(c) All guests should be provided with clean bed-linen and towels upon arrival and must be washed at least every third day.

(d) Extra bed-linen or towels must be provided on request of guests.

(e) Occupied bedrooms must be cleaned daily.

1.5 Accessories and in-room amenities

In every bedroom the following must be provided -

(a) drinking water with at least one tumbler per guest;

(b) if smoking in room is permitted, an ashtray;

(c) a minimum of 6 clothes-hangers, not being wire-hangers.

2. BATHROOMS AND TOILETS

2.1 Structuring and flooring

- (a) Floors must be of impervious material or concrete.
- (b) All walls of bathrooms and toilets must be complete from the floor to the ceiling and the internal walls must be tiled to a height of at least 135cm from the floor, and walls above tiles must be coated in washable paint.
- (c) The internal walls of all bathrooms and toilets must either be tiled or painted with washable paint.
- (d) Every *en suite* bedroom must be provided with at least a shower and toilet or a bath and toilet.
- (e) Every bathroom and toilet, be it private or communal, must be fitted with a door which can be locked from the inside.
- (f) Adequate ventilation by means of windows, extractor fan or other acceptable means of ventilation in good order and effective action must be provided in every bathroom and toilet.
- (g) All bathrooms must have sufficient space to allow freedom of movement for access to all fittings.
- (h) Drainage from bathrooms and toilets must be disposed of by means of waterborne sewerage, except if a pit or chemical toilet is provided.

2.2 Fixtures and fittings

- (a) A mirror of at least 45cm x 30cm and shelf must be provided in each bathroom.
- (b) Bath-tubs, other than free-standing baths, must be built in with bricks or impervious material and tiled on the outside.
- (c) Every bathroom must have a washbasin with hot and cold running water.
- (d) Towel rails, hooks or rings must be provided in each bathroom.
- (e) Adequate clothes hooks must be provided in each bathroom and toilet.
- (f) A washable bath mat or a wooden bath step must be provided beside the bath in each bathroom.
- (g) Every toilet bowl must be provided with a lid.

2.3 Accessories and housekeeping

- (a) Every toilet, whether private, public or communal, must be provided with -
 - (i) a toilet paper holder and supply of toilet paper;

- (ii) a waste or sanitary bin with a lid;
- (iii) a soap dish or holder; and
- (iv) soap.

(b) Bathrooms and toilets must be cleaned daily.

3. PUBLIC TOILETS

Public toilet facilities, conveniently situated and clearly indicated, must be provided separately for the opposite sexes, and must have -

- (a) walls built completely from floor to ceiling;
- (b) at least one toilet, the walls of which are tiled or of other impervious material or coated with washable paint to a height of at least 135cm. from the floor and the door provided with a serviceable lock which can be locked from the inside;
- (c) in the facility for men, a urinal, tiled or of stainless steel or any other impervious material to a height of at least 135cm;
- (d) a washbasin with hot and cold running water and with an area of at least 60cm by 45cm tiled immediately above each washbasin;
- (e) a mirror and shelf at the washbasin;
- (f) soap and clean facilities for drying hands must be provided;

4. DINING ROOM/LAPA

4.1 Structuring and flooring

The dining room or lapa must have -

- (a) a floor of impervious material or concrete;
- (b) adequate lighting and ventilation in good order and efficient action; and
- (c) adequate seating and dining facilities.

4.2 Food and beverage service

- (a) Food and beverage service must be provided.
- (b) Menus must be provided for the service of food at each meal.

(c) Alcoholic beverages may only be supplied and served in accordance with an appropriate liquor licence and guests must be informed accordingly prior to booking.

5. KITCHENS AND WASH-UPS

5.1 Structuring and flooring

- (a) Floors must be of impervious material or concrete.
- (b) All walls must either be tiled to a height of at least 135cm from the floor or be coated with washable paint.
- (c) Adequate cold rooms or refrigerators must be provided.
- (d) There must be no direct access to a toilet from the kitchen.

5.2 Ventilation and hygiene

- (a) Adequate provision must be made for ventilation and the efficient removal of hot air and odours by means of extractor fans or other similar devices.
- (b) Must be kept free from insects and rodents.

5.3 Fixtures and fittings

- (a) All shelves must be of impervious material.
- (b) The top of each worktable must be a single and solid piece of stainless steel, marble or granite or other equivalent impervious material
- (c) At least one sink, or a dish-washing machine and a sink, with hot and cold running water must be provided for the washing of dishes, crockery and cutlery. A separate sink with hot and cold running water must be provided for the washing of pots and pans.
- (d) Separate facilities with hot and cold running water, and soap and clean towels, must be provided in or near the kitchen for employees for the washing of hands.

6. PANTRIES AND FOOD STORAGE ROOMS OR AREAS

- (a) A suitable pantry or larder with sufficient capacity for the storage of food must be provided, of which -
 - (i) the floor must be of impervious material or concrete;
 - (ii) the walls must be tiled to a height of at least 135cm from the floor where practicable and walls above tiles to be coated in washable paint;

(iii) the shelves must be of impervious material or solid wood without any crack;

(b) Every pantry or larder must at all times be maintained in a clean and wholesome condition, free from flies, rodents, vermin and dust and protected from the admission of unwholesome vapours or gases.

7. WATER SUPPLY

(a) All water that is likely to be used for human consumption must be fit for human consumption and the water supply system, including tanks, pipelines, wells, pumping equipment, purification works, mains and service pipes must be free from sanitary defects.

(b) If water that is not fit for human consumption is used in a lodge-

(i) adequate precautions must be taken to prevent that water from being mixed with water that is likely to be used for human consumption;

(ii) every tap must have an appropriate warning sign advising if its water is not fit for human consumption; and

(iii) the design and layout of the water installations for the supply of water that is not fit for human consumption must be such as to minimise the danger that such water will be used for human consumption.

8. LOUNGES/SEATING FACILITIES

Adequate lounge/seating facilities, with floors of hygienic standard or impervious material or concrete, must be provided in establishments with 10 or more bedrooms, providing -

(a) adequate and comfortable seating; and

(b) adequate ventilation and lighting.

9. FIRE SAFETY

Adequate provision must be made for fire-fighting appliances and fire escapes, which must be prominently and clearly indicated at all times.

10. LAUNDRY

A laundry service must be provided for the washing and ironing of guests' clothes, either on or off the premises.

11. RECEPTION FOR GUESTS

(a) Provision must be made for the reception of guests in a reception area, conveniently situated and clearly indicated and fitted with a service counter.

(b) A staff member must always be available on call outside normal reception hours of the accommodation establishment and an effective means of summoning attention must be available when the reception desk is not attended.

12. BAR FACILITIES

(a) In an establishment with an on-consumption liquor licence where bar facilities are provided, the bar must -

(i) be fitted with a suitable bar counter; and

(ii) have adequate seating facilities for customers; and

(iii) in or near the bar, a sink with a tiled or stainless steel splashboard and with hot and cold running water for the washing of glasses.

(b) Subject to the terms of an appropriate liquor licence, alcoholic and other beverages may be provided in a mini bar located in the bedroom.

13. GENERAL

13.1 Tariffs for accommodation and services

(a) The tariffs for accommodation and customer services must be displayed in a prominent place at the reception desk or be available in writing.

(b) Guests must be notified if the tariff has changed since an advance booking has been made.

(c) It should be made clear what is included in the tariff quoted for accommodation, e.g. meals, service charge, and refreshments.

(d) A guest service directory must be provided in each bedroom.

13.2 Conduct of business

An accommodation establishment must be open for business every day of the year, unless it is closed for refurbishment or it offers only seasonal accommodation.

Such information must be made clear in brochures and other promotional material.

13.3 Maintenance and service

(a) The structure, equipment, plumbing, drainage, sewerage disposal, lighting, ventilation, electrical installation of every permanent building of the accommodation establishment must be kept in good state of repair at all times.

(b) The premises must be kept in a clean and hygienic condition and free of fire, health and safety hazards at all times.

(c) All rooms must be properly ventilated.

13.4 Equipment provided

All furniture and equipment, kitchen utensils, cutlery, crockery, glassware, bedding, linen, curtains, carpets, mats and other floor covering must be clean and kept in good order and no chipped or cracked crockery or glassware may be used.

13.5 Access, safety and security

(a) Clients must have access to a telephone or two-way radio on the premises, where telecommunication network is available.

(b) Security facilities for the safekeeping of guests' valuables must be provided either in the guest rooms or at a central place

(c) Guests must have 24-hour access to their accommodation. If a member of staff is not available at all times, guests must be provided with keys or other locking device.

(d) First aid kit must be kept on the premises and be available to guests at all times.

(e) At least one member of the staff of an establishment must have knowledge of elementary first aid.

(f) Guidelines and instructions reasonably required for advising guests in relation to any risks attached to any amenities or services provided at the establishment must be made available in each accommodation unit and also be conspicuously displayed at relevant risk sites.

(g) An emergency response plan must be established and staff members of the establishment must from time to time receive training on how to act in accordance with such plan.

Schedule 12

ECO LODGE

MINIMUM REQUIREMENTS FOR REGISTRATION

1. GUEST ROOMS

1.1 Size and floor covering

(a) Minimum floor area, inclusive of vestibule and built-in furniture, if any:

Single room: 11m² or 30 m²;

Double room: 17m² or 46 m²

(b) If not carpeted wall to wall, the floor shall be tiled or covered with other impervious material and be provided with one floor mat, tanned skin or similar floor covering shall be provided, equivalent in size to 1m² for each bed or one floor mat at least 2.4m² to serve all beds.

1.2 Lighting, heating and ventilation

(a) All bedrooms shall have adequate natural light and if there are windows, they shall be furnished with curtains, shutters or blinds for privacy and exclusion of light. If the windows cannot be opened or provided, a ventilation system shall be provided for.

(b) In establishments with electricity supply, the following shall be provided:

(i) adequate electric lighting by means of electric bulbs of sufficient wattage to allow for reading;

(ii) at least one electric power plug in each bedroom;

(c) In establishments with no electricity supply, adequate lighting shall be provided by means of gaslight, paraffin lamps, candles or other similar amenities.

1.3 Furniture and fixtures

(a) The following shall be provided in respect of each bedroom:

(i) a mirror at least 90cm long and 37cm wide;

(ii) a table, desk or dresser or any combination of those articles of furniture in each bedroom or a room adjacent to and forming part of the bedroom, of which at least one shall be suitable to serve as a work surface;

(iii) a wastepaper basket;

(iv) a wardrobe or other suitable unit for the storage of guests' clothes and, unless central lock-up facilities for guests' valuables are provided in the guest room, the wardrobe or other unit shall be provided with a serviceable lock;

(v) at least one chair per single room and two chairs per double room;

(vi) a key or other equivalent locking mechanism for the bedroom should be provided where applicable.

1.4 Beds, linen and service

(a) Adequate beds for the number of persons occupying the room shall be provided, but in respect of children other suitable beds may be provided;

(b) Bed-linen, blankets, pillows and towels shall be provided in sufficient quantities and be kept at all times in good repair;

(c) All guests should be provided with clean bed-linen and towels upon arrival and shall be washed at least every third day.

(d) Extra bed-linen or towels shall be provided on request of guests.

(e) Occupied bedrooms shall be cleaned daily.

1.5 Accessories and in-room amenities

In every bedroom the following shall be provided -

(a) drinking water with at least one tumbler per guest;

(b) if smoking in room is permitted, an ashtray;

(c) a minimum of 6 clothes-hangers, not being wire-hangers.

2. BATHROOMS AND TOILETS

2.1 Structuring and flooring

(a) Floors shall be of impervious material or concrete.

(b) Where applicable, walls of bathrooms and toilets shall be complete from the floor to the ceiling and the internal walls shall be tiled to a height of at least 135cm from the floor, and walls above tiles shall be coated in washable paint.

(c) The internal walls of all bathrooms and toilets shall either be tiled or painted with washable paint.

(d) Every *en suite* bedroom shall be provided with at least a shower and toilet or a bath and toilet.

(e) Where applicable every bathroom and toilet, be it private, shall be fitted with a door which can be locked from the inside.

(f) Adequate ventilation by means of windows, extractor fan or other acceptable means of ventilation in good order and effective action shall be provided in every bathroom and toilet.

(g) All bathrooms shall have sufficient space to allow freedom of movement for access to all fittings.

(h) Drainage from bathrooms and toilets shall be disposed of by means of waterborne sewerage, except if a pit or chemical toilet is provided.

(i) In the case of a pit or chemical toilet, there shall be an arduour management program

2.2 Fixtures and fittings

(a) A mirror of at least 45cm x 30cm and shelf shall be provided in each bathroom.

(b) Bath-tubs, other than free-standing baths, shall be built in with bricks or impervious material or water proofed and tiled on the outside.

(c) Every bathroom shall have a washbasin with hot and cold running water.

(d) Towel rails, hooks or rings shall be provided in each bathroom.

(e) Adequate clothes hooks shall be provided in each bathroom and toilet.

(f) A washable bath mat or a wooden bath step shall be provided beside the bath or shower in each bathroom.

(g) Every toilet bowl shall be provided with a lid.

2.3 Accessories and housekeeping

(a) Every toilet, whether private, or public, shall be provided with -

(i) a toilet paper holder and supply of toilet paper;

(ii) a waste or sanitary bin with a lid;

(iii) a soap dish or holder; and

(iv) soap.

(b) Bathrooms and toilets shall be cleaned daily.

3. PUBLIC TOILETS

Public toilet facilities, conveniently situated and clearly indicated, shall be provided

separately for the opposite sexes, and shall have -

- (a) walls built completely from floor to ceiling or 2.5 m;
- (b) at least one toilet, the walls of which are tiled or of other impervious material or coated with washable paint to a height of at least 135cm. from the floor and the door provided with a serviceable lock which can be locked from the inside;
- (c) in the facility for men, a urinal, tiled, porcelain or of stainless steel or any other impervious material to a height of at least 135cm;
- (d) a washbasin with hot and cold running water and with an area of at least 60cm by 45cm tiled immediately above each washbasin;
- (e) a mirror at or near the washbasin;
- (f) soap and clean facilities for drying hands shall be provided;

4. DINING AREA/ROOM/LAPA

4.1 Structuring and flooring

The dining area/ room or lapa shall have -

- (a) a floor of hygienic standard, impervious material, wooden or concrete;
- (b) adequate lighting and ventilation in good order and efficient action; and
- (c) adequate seating and dining facilities.

4.2 Food and beverage service

- (a) Food and beverage service shall be provided.
- (b) Menus shall be provided for the service of food at each meal.
- (c) Alcoholic beverages may only be supplied and served in accordance with an appropriate liquor licence and guests shall be informed accordingly prior to booking.

5. KITCHENS AND WASH-UPS

5.1 Structuring and flooring

- (a) Floors shall be of impervious material or concrete.

(b) All walls shall either be tiled to a height of at least 135cm from the floor or be coated with washable paint.

(c) Adequate cold rooms or refrigerators shall be provided.

(d) There shall be no direct access to a toilet from the kitchen.

5.2 Ventilation and hygiene

(a) Adequate provision shall be made for ventilation and the efficient removal of hot air and odours by means of extractor fans or other similar devices.

(b) Shall be kept free from insects and rodents.

5.3 Fixtures and fittings

(a) All shelves shall be of impervious material.

(b) The top of each worktable shall be a single and solid piece of stainless steel, marble or granite or other equivalent impervious material

(c) At least one sink, or a dish-washing machine and a sink, with hot and cold running water shall be provided for the washing of dishes, crockery and cutlery. A separate sink with hot and cold running water shall be provided for the washing of pots and pans.

(d) Separate facilities with hot and cold running water, and soap and clean towels, shall be provided in or near the kitchen for employees for the washing of hands.

6. PANTRIES AND FOOD STORAGE ROOMS OR AREAS

(a) A suitable pantry or larder with sufficient capacity for the storage of food shall be provided, of which -

(i) the floor shall be of impervious material or concrete;

(ii) the walls shall be tiled to a height of at least 135cm from the floor where practicable and walls above tiles to be coated in washable paint;

(iii) the shelves shall be of impervious material or solid wood without any crack;

(b) Every pantry or larder shall at all times be maintained in a clean and wholesome condition, free from flies, rodents, vermin and dust and protected from the admission of unwholesome vapours or gases.

7. WATER SUPPLY

(a) All water that is likely to be used for human consumption shall be fit for human consumption and the water supply system, including tanks, pipelines, wells, pumping equipment, purification works, mains and service pipes shall be free from sanitary defects.

(b) If water that is not fit for human consumption is used in a lodge-

(i) adequate precautions shall be taken to prevent that water from being mixed with water that is likely to be used for human consumption;

(ii) every tap shall have an appropriate warning sign advising if its water is not fit for human consumption; and

(iii) the design and layout of the water installations for the supply of water that is not fit for human consumption shall be such as to minimise the danger that such water will be used for human consumption.

8. LOUNGES/SEATING FACILITIES

Adequate lounge/seating facilities, with floors of hygienic standard or impervious material or concrete, shall be provided in establishments with 10 or more bedrooms, providing -

(a) adequate and comfortable seating; and

(b) adequate ventilation and lighting.

9. FIRE SAFETY

Adequate provision shall be made for fire-fighting appliances and fire escapes, which shall be prominently and clearly indicated at all times.

10. LAUNDRY

Where applicable a laundry service shall be provided for the washing and ironing of guests' clothes, either on or off the premises.

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MDUDUZI S. DLAMINI
MINISTER FOR TOURISM AND ENVIRONMENTAL AFFAIRS