



GUIDELINES

GUEST HOUSE

1. Definition:

"Guesthouse" means any premises where lodging and sleeping facilities, and breakfast, are provided against payment.

2. LOUNGE AREA:

The following facilities shall be provided:

- a) Armchairs and coffee tables commensurate to the number of guests;
- b) Reading materials such as newspapers;
- c) Television set / Games;
- d) The lounge shall be kept clean and spotless.

3. SERVICE AT RECEPTION AREA:

- (a) House-keeping services shall be available to all residents on a daily basis, including Sundays and public holidays;
- (b) Provide to every resident 24 hours reception service;
- (c) A telephone facility on a 24-hour basis per day shall be provided,
- (d) The following should be available at the reception:
 - (i) A map of Mauritius;
 - (ii) A guide of Mauritius;
 - (iii) A telephone directory;
 - (iv) The telephone number of the airport, and a list of the addresses and telephone numbers of nearby restaurants, snacks, bars, cinemas, taxis, car hire services, travel agents, supermarkets, shops and chemist, local medical practitioners, the airport and nearest hospitals; and
 - (v) The addresses and telephone numbers of the Tourism Authority and emergency services such as ambulance (SAMU), Police and Fire Services.



4. BEDROOM:

a) The minimum size (excluding toilet, bathroom, entrance, balcony and veranda) should be as follows:

▪ Single Room	10m ²
▪ Double Room	12m ²
▪ Family size	16m ²

- b) in the case of a single room, a single bed of at least 90 centimetres by 180 centimetres;
- c) in the case of a double room, two single beds of 90 centimetres by 180 centimetres each, or one double bed of 140 centimetres by 180 centimetres each;
- d) one anti-allergic standard pillow per person and, when so requested by a resident, extra pillows shall be made available to him;
- e) thick window curtains with lining, blinds or shutters on all windows in the bedrooms.;
- f) a mattress of at least semi-orthopedic standard;
- g) fitted mattress protectors or thick under-sheet;
- h) a ceiling or wall light;
- i) a wardrobe with at least 7 hangers and shelves;
- j) a full length mirror;
- k) a waste-basket;
- l) an air-conditioning unit or appropriate number of fans;
- m) at least one plug-in anti-mosquito equipment;
- n) at least one double power point;
- o) bed linen and pillow cases which shall be changed for each new arrival; and
- p) one bedcover and one blanket per bed and, when so requested by a resident, an extra blanket shall be made available to him;
- q) bed sheets and curtains shall be of matching colour;
- r) two bedside tables near each bed shall be provided;
- s) An electric kettle and tea/coffee making facilities to be provided in each bedrooms;
- t) a safe be provided in each bedroom;



u) the bedrooms shall be kept clean and spotless.

5. TOILET/BATHROOM with every bathroom the following -

- i. An electric or solar heater (with booster) or a gas boiler which shall provide a constant supply of hot (and cold) water. Where a gas cylinder is used, it shall be safely placed externally;
- ii. A wash basin and a mirror;
- iii. A shelf for personal effects;
- iv. A bathtub or shower as well as shower curtain;
- v. One hand towel and one bath towel of 100% cotton per person and which shall be changed for each new arrival or at the request of the guest;
- vi. A bath mat;
- vii. A waste basket;
- viii. A sanitary bin;
- ix. A ventilation system as approved by the Health Authorities;
- x. A towel rack;
- xi. Clothing hooks;
- xii. Sanitary ware and fittings together with non-skid tiles flooring;
- xiii. Tiles on the walls; and
- xiv. The toilet/bathrooms shall be kept clean and spotless.

6. DINING AREA:

- a) Table and chairs to accommodate all clients in each apartment at one sitting in the dining area;
- b) The tables shall be covered with a good quality textile table cloth that shall be free from all food stains;
- c) A uniform pattern of glass, cutlery and china wear (not chipped or cracked); and
- d) The following items shall be commensurate with the capacity of the guest house:
 - a. table knives, table forks, teaspoons, dessert spoons;
 - b. side plates, dinner plates, dessert plates, cereal bowls, tea cups, tea saucers;



- e) The dining area shall be kept clean and spotless.

7. KITCHEN/SCULLERY:

- a) The following must be available in the kitchen:

- i. Microwave
- ii. Refrigerator/Freezer
- iii. At least a small oven
- iv. Extractor
- v. Toaster
- vi. Electric Kettle
- vii. Sink

- (b) The kitchen and scullery areas shall be kept clean and spotless and shall comply with any other conditions imposed by the Ministry of Health.

8. GARBAGE AND PEST CONTROL:

- a) All necessary steps shall be taken to keep the premises free from pests, rodents and undesirable odours; and wastes;
- b) Make available to the guests one covered bin which shall be insect and rodent proof and which shall not leak or absorb liquids;
- c) Dispose of all garbage and refuse;
- d) Keep clean the inside and outside of every bin;
- e) Carry or caused to be carried at least once in a month pest control against insect, vermin and rodent throughout the whole Guest House and the yard; and
- f) Ensure that no refuse is burnt on or around the premises of the Guest House.

9. Parking:

- a) One parking slot for every three rooms.
- b) Parking slot should be 2.5 x 5.0 meters and should be clearly demarcated.
- c) All parking slots should be accessible and free from obstructions at all times.
- d) Offsite parking may be considered if accompanied by relevant authorization.

10. OTHERS - Provision of:

- a) Sufficient number of either candles or emergency lights;



- b) A standby generator or any other alternative means capable of generating power to provide a minimal lighting system to all rooms and public areas, and for refrigeration purposes;
- c) A proper first-aid kit;
- d) At least a three days' supply of safe drinking water to be always kept on stock within the establishment;
- e) Running water for the purposes of toilets, bathrooms, cleaning and kitchen shall be supplied at all times on the premises.

11. SAFETY AND SECURITY- Provision of:

a) Burglar alarm system with rapid response

Guest Houses should be equipped with an integral burglar alarm system linked to a security company offering rapid response.

b) 24-hour C.C.T.V

Guest Houses of 5 rooms and above should be equipped with 24-hour camera surveillance with recording system. Existing systems will have to be upgraded and modernised wherever necessary, in terms of infrared colour camera, high-image resolution, memory, good quality recording and reading.

c) Digital safe

A 4-digit pin code operated electronic safe, affixed to the wall in a concealed position should be provided to protect guests' valuables.

d) Emergency telephone numbers

A list of emergency telephone numbers should be displayed in a conspicuous place so that the emergency services could be contacted quickly.



e) Security awareness

A leaflet designed by the MTPA containing security tips to advise tourists on the basic precautions to take to ensure that their stay is as safe and pleasant as possible should be made available.

f) Certificate of morality

A certificate of morality will be a pre-requisite for the employment of security staff (watchman) in Guest Houses of 5 rooms and above.

Note that the security measures at paragraph 11 (a) and (b) above, shall be carried out by the approved security companies, eligible to provide such services. The list of approved security companies is available on the website of the Tourism Authority (<http://ta.gov-mu.org>).

12. CLEARANCES

Application for the Tourist Accommodation Certificate will be finalized only after completion of all works, to the satisfaction of the Tourism Authority and after receipt of all clearances from the relevant authorities (Fire and Health).

08th December 2015