



REPUBLIC OF GHANA

TOURISM (REGISTRATION AND LICENSING OF
TOURIST ACCOMMODATION ENTERPRISE)
REGULATIONS, 2016

(L.I. 2239)

TOURISM (REGISTRATION AND LICENSING OF TOURIST
ACCOMMODATION ENTERPRISE) REGULATIONS, 2016

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IN exercise of the power conferred on the Minister responsible for Tourism by section 48 of the Tourism Act, 2011 (Act 817), these Regulations are made this 22 day of June 2016.

Registration and licensing of tourist accommodation enterprise

Categorization of operators

1. (1) For purposes of these Regulations, the established categories of tourist accommodation enterprises are "A", "B", "C", "D", "E", "F", "G" and "H".

(2) A tourist accommodation enterprise is a category "A" enterprise if that enterprise is

- a) a hotel;
- b) a resort; or
- c) a motel.

(3) A tourist accommodation enterprise is a category "B" enterprise

if that enterprise is

- (a) a budget hotel or accommodation;
- (b) a guest house; or
- (c) a motel.

(4) A tourist accommodation enterprise is a category "C" enterprise if that enterprise is a home stay.

(5) A tourist accommodation enterprise is a category "D" enterprise if that enterprise is

- (a) a serviced flat; or
- (b) a holiday apartment

(6) A tourist accommodation enterprise is a category "E" enterprise if that enterprise is

- (a) a campsite, or
- (b) a caravan.

(7) A tourist accommodation enterprise is a category "E" enterprise if that enterprise is a hostel.

(8) A tourist accommodation enterprise is a category "G" enterprise if that enterprise is an ecolodge.

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Minimum requirements for a category "A" tourist accommodation enterprise facility

2. A person who intends to operate a category "A" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in Part A of the First Schedule and any of the requirements specified in Part B, Part C, Part D or Part E of that Schedule,

Minimum requirements for a category "B" tourist accommodation enterprise facility

3. A person who intends to operate a category "B" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in the Second Schedule.

Minimum requirements for a category "C" tourist accommodation enterprise facility

4. A person who intends to operate a category "C" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in the Third Schedule.

Minimum requirements for a category "D" tourist accommodation enterprise facility

5. A person who intends to operate a category "D" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in the Fourth Schedule.

Minimum requirements for a category "E" tourist accommodation enterprise facility

6. A person who intends to operate a category "E" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in the Fifth Schedule.

Minimum requirements for a category "F" tourist accommodation enterprise facility

7. A person who intends to operate a category "F" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in the Sixth Schedule.

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Minimum requirements for a category "G" tourist accommodation enterprise facility

8. A person who intends to operate a category "G" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in the Seventh Schedule.

Minimum requirements for a category "H" tourist accommodation enterprise facility

9. A person who intends to operate a category "H" tourist accommodation enterprise shall ensure that the facility to be used for the enterprise complies with the minimum requirements specified in the Eighth Schedule.

Registration of tourist accommodation enterprise

10. (1) A person who intends to operate a tourist accommodation enterprise shall register the enterprise in accordance with section 25 of the Act.

(2) The Authority shall maintain a Register of Tourist Accommodation Enterprises in which the Authority shall record particulars of a registered tourist accommodation.

Registration of premises

11. (1) For the purpose of regulation 10, a person who intends to use premises for a tourist accommodation enterprise shall register the premises in accordance with this regulation.

(2) The premises shall be registered by the Authority, if the person

(a) has a facility that meets the requirements specified in these Regulations; and

(b) provides

(i) proof of ownership or tenancy

(ii) a building permit;

(iii) a site plan and architectural designs;

(iv) an environmental impact assessment report if the facility has forty rooms or is located in an eco-sensitive area,

(v) a report from the Environmental Health Division of the Ministry for Local Government, approving of the premises:

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- (vi) a Police Clearance Certificate in respect of the security of the premises;
- (vii) a Fire Safety Certificate; and
- (vi) proof of approval from the Ghana Maritime Authority in the case of a boat house.

(3) An application is complete if an application form is completed and submitted to the Authority together with the documents specified in subregulation (2) and the processing fee is paid to the Authority.

(4) The Authority shall on receipt of an application, cause an inspector to examine the premises proposed to be used for the tourist accommodation enterprise.

(5) The inspector shall, after examining the facility, submit a report on the suitability of the proposed facility in accordance with the requirement in the First Schedule, Second Schedule, Third Schedule, Fourth Schedule, Fifth Schedule, Sixth Schedule, Seventh Schedule or Eighth Schedule.

(6) The Authority may register or refuse to register a tourist accommodation enterprise after considering the report of an inspection conducted under this regulation.

Licence for tourist accommodation enterprise

12. (1) Subject to regulation 30, person shall not engage in the business of providing tourist accommodation services if that person does not have a licence issued in accordance with section 25 to 28 of the Act.

(2) A licence issued in accordance with subregulation (1) shall

- (a) in the case of a category "A" tourist accommodation enterprise specify the category of the operator and a classification of the facility of that operator, and
- (b) in the case of a category other than category "A" specify the category of the operator

Qualification for licence

13. A person qualifies to be licensed to operate as a tourist accommodation enterprise if that person

- (a) has business entity registered in the country;

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- (b) is registered by the Authority;
- (c) has a manager who is registered and licensed by the Authority;
- (d) has an insurance policy to cover the operations; and
- (e) has not been convicted of a serious offence or an offence that involves fraud or dishonesty.

Application for licence

14. (1) A person who qualifies for a licence under regulation 13 may apply to the Authority, for a licence.

(2) An application for a licence for a tourist accommodation enterprise shall be made in writing as set out in the Ninth Schedule in

- (a) Form A in the case of a tourist accommodation establishment,
- (b) Form B in the case of a home stay, or
- (c) Form C in the case of a hostel.

(3) The applicant shall submit the application referred to in subregulation (2) together with

- (a) business registration documents from the Registrar-General's Department;
- (b) a certificate of registration of the manager;
- (c) the required fee determined in accordance with the Fees and Charges (Miscellaneous Provisions) Act, 2009 (Act 793).

Grant of licence

15. (1) The Authority may grant or refuse an application for a licence in accordance with section 27 of the Act.

(2) A person whose application for a licence is refused may lodge an appeal with the Tourism Appeal Panel which shall, within thirty days after receipt of appeal, take a decision the matter.

(3) Subject to section 34 of the Act, a person may pursue the matter in court in accordance with section 33 of the Act. If the person is dissatisfied with the decision of the

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Tourism Appeal Panel or where the thirty days has expired without a decision being made by the Tourism Appeal Panel.

Renewal of licence

16. A licensed operator of a tourist accommodation enterprise who intends to continue operating the tourist accommodation enterprise after the licence of that operator has expired shall, renew the licence in accordance with section 30 of the Act.

Suspension or modification of licence

17. (1) The Authority shall, in accordance with section 31 of the Act, suspend or modify the licence mentioned in regulation 15 if

- (a) in the opinion of the Authority, the holder of that licence does not meet the minimum requirements specified in the First Schedule, Second Schedule, Third Schedule, Fourth Schedule, Fifth Schedule, Sixth Schedule, Seventh Schedule or Eighth Schedule;
- (b) the Authority receives persistent complaints of poor services from patrons of that operator;
- (c) the operator is convicted of an offence that is a serious offence or involves fraud or dishonesty; or
- (d) the operator fails to submit returns within the period specified by the Authority.

(2) Where the Authority suspends a licence, the Authority shall require the holder of that licence to remedy the breach that caused the suspension within the period specified in the notice of suspension.

(3) Where the Authority is satisfied that the holder of the licence has remedied the breach, the Authority shall restore the licence, otherwise the licence shall be cancelled.

Cancellation of licence

18. (1) The Authority shall cancel the licence of an operator of a tourist accommodation enterprise, after giving ninety days written notice to that operator, if

- (a) a person who holds majority shares in that enterprise is convicted in the country or elsewhere, for an offence involving fraud or dishonesty. the licence is cancelled in accordance with section 31 of the Act.

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(c) the enterprise becomes insolvent or goes into liquidation; or

(d) in the opinion of the Authority, the licence was obtained by fraud or misrepresentation or non-disclosure of any material fact.

(2) The Authority shall consider a representation or objection made by a tourist accommodation enterprise before the cancellation is made.

Classification of a category "A" tourist accommodation enterprise

19. (1) A category "A" tourist accommodation enterprise registered and licensed under these Regulations may be classified by the Authority as tourist accommodation enterprise.

(a) a one star,

(b) a two star,

(c) a three star,

(d) a four star, or

(e) a five star

(2) The Authority shall do the classification referred to in subregulation (1) using the star system and standards determined by the Authority in accordance with international requirements.

(3) For purposes of subregulation (2), the Authority shall assess each category "A" tourist accommodation enterprise.

(4) The application shall be submitted to the Authority together with a fee determined by the Minister responsible for Finance in accordance with the Fees and Charges (Miscellaneous Provisions) Act, 2009 (Act 793).

(5) The Authority shall, on receipt of an application under subregulation (4), in writing, acknowledge receipt of the application within ten working days and in that correspondence indicate the date on which the tourist accommodation enterprise of the applicant will be assessed.

(6) The Authority shall appoint at least two inspectors to carry out an assessment scheduled pursuant to subregulation (5)

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(7) For purposes of an assessment under subregulation (6), each inspector shall consider

- (a) the suitability of the facility of the tourist accommodation enterprise for the intended use;
- (b) the quality of that facility; and
- (c) the services provided at that facility.

(8) The inspectors appointed under subregulation (6) shall submit a joint report on the assessed tourist accommodation enterprise, as set out in the Tenth Schedule, to the Authority.

(9) For assessing the quality of the facilities and services, an inspector may have an overnight stay at the facility of the tourist accommodation enterprise and shall sample the services of that enterprise at the expense of the operator.

(10) An inspector shall not recommend the classification of a category "A" tourist accommodation enterprise facility, unless in addition to the minimum requirements specified in Part A of the First Schedule, that facility meets the minimum requirements specified in Part B, Part C, Part D, Part E or Part F of that Schedule.

Registration and licensing of manager

20. (1) A person shall not be engaged as a manager of a tourist accommodation enterprise unless that person is registered in accordance with section 29 of the Act and is licensed under these Regulations.

(2) A person registered as a manager qualifies to be licensed by the Authority if

(a) that person holds a minimum qualification of a Higher National Diploma in tourism or a tourism-related subject awarded by an institution recognized by the Authority; or

(b) that person has a minimum of five years' working experience in the industry and has undergone relevant training determined by the Authority and has obtained a Police Clearance Certificate specifying the criminal record, if any, of that person.

(3) The Authority shall compile a list of tourist and hospitality training institutes accredited to the National Accreditation Board.

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Powers of inspectors

- 21.** (1) Sections 39, 40 and 41 of the Act relating to inspectors apply to these Regulations.
- (2) An inspection report shall be made in writing as set out in the Tenth Schedule in
- (a) Form D-Inspection Report (Field Sheet) for Home Stay,
 - (b) Form E-Inspection Report (Field Sheet) for Inspection and Licensing of Hostel;
 - (c) Form F-Inspection Report (Field Sheet) for Accommodation Establishment (Budget);
 - (d) Form G-Inspection Report (Field Sheet) for Accommodation Establishment (Guest houses and One-Two Star);
 - (e) Form H-Inspection Report (Field Sheet) for Accommodation Establishment (Three-Five Star).

Register to be kept by operator

- 22.** (1) A tourist accommodation enterprise shall keep a register the premises in accordance with section 35 of the Act. on
- (2) The operator or manager of a tourist accommodation enterprise shall enter in the register the following particulars of each guest who stays in the tourist accommodation enterprise:
- (a) name;
 - (b) gender;
 - (c) occupation or profession;
 - (d) date of birth;
 - (e) place of birth;
 - (f) particulars of a Government-issued identification card, and in the case of a non-resident, a passport number, place and date of issue;
 - (g) nationality,

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- (h) country of residence;
- (i) address in country of residence,
- (j) number of people travelling along.
- (k) port of arrival in the case of a non-resident;
- (l) next destination outside Ghana in the case of a non-resident;
- (m) mode of payment.
- (n) purpose of visit, in the case of a non-resident, as declared to immigration officials;
- (o) mode of travel;
- (p) date and check-in time;
- (q) room number; and
- (r) departure time.

(3) The operator or manager of a tourist accommodation enterprise shall provide each guest with a registration card to be completed by the guest and submitted by the operator or manager of the tourist accommodation enterprise the Authority.

Particulars of staff

23. An operator or manager of a tourist accommodation enterprise shall keep a register of the particulars of staff, including residential addresses.

Staff facilities

24. (1) An operator or manager of a tourist accommodation enterprise shall provide

- (a) an adequately equipped changing room for the exclusive use of male staff and another for the exclusive use of female staff;
- (b) a washroom facility for the exclusive use of male staff and another for the exclusive use of female staff;
- (c) a protective and washable clothing for staff engaged in the preparation, cooking and serving of food; and
- (d) uniforms and identification badges for the staff.

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(2) An operator or manager of a tourist accommodation enterprise shall ensure that the staff is given training in hospitality, health, security and fire safety.

Complaint on services provided by operator

25. A person who is dissatisfied with the services provided by a tourist accommodation enterprise may lodge a complaint with the Authority in accordance with section 32 of the Act.

Appeals against decisions of the Authority

26. A person who is aggrieved with a decision of the Authority under these Regulations may appeal against that decision in accordance with section 34 of the Act.

Operator names and signs

27. A tourist accommodation enterprise shall not use the word "tourist" or "visitor" or "traveler" as part of the name of the tourist accommodation enterprise without the permission of the Authority.

Miscellaneous provisions

Interpretation

28. In these Regulations, unless the context otherwise requires,

"**boat house**" means a boat that has been designed or modified to be used primarily as a commercial accommodation whether motorized or not, but kept stationary at a fixed point and often tethered to land, where necessary for the provision of utilities though may be capable of operation under its own power;

"**budget hotel**" means a hotel that provides basic facilities and limited service;

"**business registration documents**" means

- (a) certificate of business registration;
- (b) certificate of incorporation, commencement and company regulations, in the case of a business registered as a company; and
- (c) certificate of registration for a tax identification number.

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"caravan" means any form of transportable or movable accommodation constructed for the purpose of providing mobile sleeping accommodation, whether capable of being towed or containing its own means of propulsion or otherwise, in which sleeping accommodation is provided with or without ancillary living accommodation facilities;

"citizen" means a citizen of Ghana.

"ecolodge" means a nature-dependent tourist accommodation facility that is developed and managed in an environmentally sensitive manner, affords protection of its operating environment and offers an educational and participatory experience to VISION

"guest house" means an accommodation establishment that satisfies the minimum requirements of a one star but is limited in the number of guest rooms with a minimum of four rooms and a maximum of nine rooms;

"home stay" means a private house offering accommodation to paying travelling guests who are on a cultural or academic study programme;

"hotel" means a commercial establishment where lodging, food, beverage and other facilities and services for guests are provided which has at least ten lettable rooms and which may be subject to the star system of classification depending on the range of facilities, services and amenities provided;

"left luggage facility" means a facility for the provision of a service to keep the luggage of a guest, **"manager"** means a person who controls or directs the overall operations or division of a motel, resort or any other commercial lodging establishment;

"motel" means a hotel located along the highway with ample parking space.

"operator" means the owner of a tourist accommodation enterprise;

"resort" means a luxury facility that is intended primarily for vacationers and is usually located near special attractions, such as a beach, a seashore, a scenic or historic area, a ski park or a spa among others;

"specialty restaurant" means a restaurant which serves food prepared from a menu that is influenced by or developed from the culture of a particular people,

"tent" means a structure of canvas, plastic or other similar material pitches for the purpose of providing shelter and sleeping accommodation to paying travelling guests who are on cultural or academic study programmes;

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"tourist accommodation enterprise" means an enterprise that provides tourist accommodation; and

"tourist camp site" means a place where tourist tents can be erected and can accommodate a caravan.

Revocation and savings

29. (1) Parts III, V, VI and VII of the Accommodation and Catering Enterprises Regulations, 1979 (L.I. 1205) are revoked.

(2) Despite the revocations in subregulation (1), any registration made or licence issued under the revoked enactment and which was in force immediately before the commencement of these Regulations is deemed to be made or issued under these Regulations subject to necessary modifications, and shall continue in force until it expires or is cancelled.

Transitional provisions

30. (1) A registered and licensed operator of a tourist accommodation enterprise under the revoked enactment, whose operations, on the commencement of these Regulations, fall short of the requirements specified under these Regulations shall, within one year from the commencement of these Regulations, bring the operations of that enterprise into conformity with these Regulations.

(2) A person who before the commencement of these Regulations operated a tourist accommodation enterprise without being registered and licensed by the Authority shall, within six months from the commencement of these Regulations, apply to the Authority to be registered and licensed in accordance with these Regulations.

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FIRST SCHEDULE

(regulations 2, 11 (5) and 17 (1)(a))

Minimum requirements for the registration and licensing of a category "A" tourist accommodation enterprise facility

PART A – ONE STAR

The operator or manager of a one-star tourist accommodation enterprise shall ensure that the facility for the enterprise complies with the requirements specified in this Part.

1. A tourist accommodation enterprise qualifies for classification as a one-star enterprise if

- (a) it has properly maintained access roads;
- (b) the facility for the enterprise has at least ten properly furnished guest rooms occupying a whole building or part of a building and the floors of the reception, lounges and guest rooms are
 - (i) made of tile or terrazzo;
 - (ii) covered with a woolen carpet, or
 - (iii) made of a combination of the above;
- (c) the facility for the enterprise has a minimum floor area for a guest room, excluding bathroom, water closet, entrance and wardrobe space, of
 - (i) twelve metres square floor area for a single room; and
 - (ii) fourteen metres square for a double room;
- (d) the minimum ceiling height of the facility is
 - (i) two point three metres in the case of the entrance of the establishment, and
 - (ii) two point five metres in the case of guest rooms,
- (e) the facility has one percent of the guest rooms fitted for persons with disability;

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(f) each guest room has an ensuite bathroom with the following additional requirements

- (i) a floor area of at least four metres square, for a bathroom and water close;
- (ii) a hand wash basin and stand clearly indicated for hot and cold running water;
- (iii) a recessed or standing shower with a fixed shower head;
- (iv) taps clearly indicated for hot and cold running water;
- (v) a non-slip floor;
- (vi) in twin bedrooms, the shower and water closer shall be separated by a fixed partition measuring two metres or by a folding or sliding door;
- (vii) a washable bath and foot mat;
- (vii) a mirror with a strip light;
- (ix) a dual voltage electric shaver outlet; and
- (x) toilet soap.

2. The operator or manager shall ensure that the water closet is of a good quality and is

- (a) separate from the bathroom floor area; and
- (b) provided with
 - (i) a toilet roll; and
 - (ii) an air freshener

3. The operator or manager shall ensure that there is available in each guest room

- (a) an air-conditioning system, muffled for sound and which can be regulated in individual guestrooms;
- (b) a colour television set of at least thirty-two inches screen size with a remote control and programme guide;

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- (c) a telephone facility connected to the hotel switchboard;
- (d) suitable lighting and a separate bedside switch for each bed;
- (e) adequate lighting of at least ten watts per metre square which can be switched
- (f) a ten watts per metre square lighting above the hand wash basin;
- (g) laundry services;
- (h) change of bed linen and toilet accessories after departure of each guest and after every two days while a guest is in occupancy;
- (i) a directory of services for the use of guests in all guest rooms;
- (j) emergency guest supplies on request, and
- (k) an adequate supply of unexpired condoms in all guest rooms and replenished as and when necessary.

4. The operator or manager shall ensure that the guest room furnishing complies with the following requirements:

- (a) one bedside table per occupant;
- (b) a single bed measuring at least ninety centimetres by two hundred centimetres or a double bed measuring at least one hundred and forty centimetres by two hundred centimetres;
- (c) a good quality mattress;
- (d) a suitable bed runner;
- (e) a wardrobe with door and rail for at least ten hangers;
- (f) full window blinds across windows and other openings; and
- (g) locally-made wall hangings.

5. The operator or manager shall ensure that the facility has a well-furnished spacious reception area with the following requirements:

- (a) thirty metres square floor area for the reception and porter's desk;
- (b) a lift for guests where the establishment has four floors;
- (c) a staircase with at least one point thirty metres in width;
- (d) a washroom for the, exclusive use of males and another for the exclusive use of females who patronize the bar, restaurant and other public areas; and
- (e) one public washroom for physically-challenged persons.

6. The operator or manager shall ensure that the establishment

- (a) has a dining room;
- (b) provides breakfast;
- (c) provides lunch and dinner to resident guests on request and non-resident guests by prior arrangement; and
- (d) has at least one well-ventilated bar

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7. The operator or manager shall ensure that the facility of the enterprise has the following amenities:

- (a) a doctor on call and first-aid facilities at the reception;
- (b) a stand-by generator to provide sufficient alternative power to operate the entire hotel;
- (c) a minimum electrical lighting
 - (i) at the entrance is ten watts per metre square;
 - (ii) at walkways and exits is five watts per metre square;
 - (iii) at any landing is ten watts per metre square;
 - (iv) at a washroom is ten watts per metre square; and
 - (v) at a stairwell is ten watts per metre square;
- (d) has adequate lighting for gardens;
- (e) a water reservoir with three days' supply for use in the event of water shortage; and
- (f) a unified billing system that is configured to accept
 - (i) the national currency;
 - (ii) a credit card, a debit card and a travelers' cheque recognized by the Bank of Ghana; and
 - (iii) a foreign currency licensed by the Bank of Ghana.

8. The operator or manager shall ensure that the premises, property and guests of the hotel are insured against fire theft and other disasters.

9. The operator or manager shall ensure or make provision for the following:

- (a) adequate firefighting equipment, smoke detectors and other safety devices;
- (b) firefighting facilities are provided and safety instructions clearly indicated;
- (c) fire escapes and safety facilities and emergency exits are provided and maintained in excellent condition at all times in accordance with fire safety and accident prevention regulations;
- (d) electrical facilities are installed and maintained in accordance with electrical safety laws;
- (e) twenty-four-hour security surveillance within the premises to ensure effective guest protection but where the hotel is located in a high-rise building, security shall be provided on each floor;
- (f) hygienic conditions are maintained in compliance with the required regulations;

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(g) refuse, waste and garbage is disposed of daily and the refuse area and dustbins are kept covered and in adequate sanitary condition, and

(h) guest rooms and other areas are subjected to appropriate pest control measures.

10. The operator or manager shall, as regards the staff, ensure the following:

(a) staff are recruited in sufficient numbers and are professionally trained for their duties;

(b) staff are declared medically fit by a medical officer registered and approved by the Public Health Department of the respective District Assembly;

(c) staff are examined by a medical officer annually and photocopies of the reports on the medical examination are submitted to the Authority;

(d) that in compliance with Regulations relating to the preparation and serving of food and beverages, staff who work in a kitchen, pantry, dining area or restaurant or staff who handle food are examined by a medical officer once in every six months and photocopies of the reports on the medical examination are submitted to the Authority;

(e) particulars of the staff including their permanent residential addresses and names of their next of kin is kept;

(f) staff wear uniforms that are clean, not faded, not worn out and not stained;

(g) white uniforms worn by staff are changed daily but uniforms of other colours are changed every two days;

(h) staff wear identification badges;

(i) there is a changing room for the exclusive use of male staff and another for the exclusive use of female staff;

(j) staff are provided with individual lockers in the changing rooms and keys for the use of the lockers;

(k) adequate staff washrooms for the exclusive use of male staff and others for the exclusive use of female staff are provided and are hygienically maintained;

(l) staff engaged in the preparation, cooking and serving of food wear protective and washable clothing in compliance with Regulations relating to the preparation and serving of food and beverages;

(m) provision is made for the regular training of staff at recognized hospitality training institutes, and

(n) each member of staff is trained once every year on the appropriate action to take in the event of a fire outbreak.

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The operator or manager of a two-star tourist accommodation enterprise shall, in addition to the minimum requirements stated in Part A of the First Schedule, ensure that the facility for the enterprise complies with the requirements specified in this Part:

1. The facility for the enterprise has at least ten properly furnished guestrooms occupying a whole building, and the floors of the reception, lounges and guest rooms are
 - (a) made of tile or terrazzo;
 - (b) covered with a woolen carpet: or
 - (c) made of a combination of the above.
2. The facility has a minimum floor area for a guest room excluding bathroom, water closet, entrance and wardrobe space, which is
 - (a) fourteen metres square floor area for a single room; and
 - (b) sixteen metres square for a double room.
3. The facility has a minimum ceiling height of
 - (a) two point three metres from the ground in the case of the "entrance of the establishment; and
 - (b) two point five metres from the ground in the case of guest rooms.
4. The facility
 - (a) has a balcony, in the case of areas with a coastal or scenic view;
 - (b) provides each guest room with insulation from noise, and
 - (c) has one percent of the guest rooms fitted for physically challenged persons.
5. Each guest room shall have an ensuite bathroom with the following additional requirements:
 - (a) a floor area of at least four metres square, for bathroom and water closet;
 - (b) a hand wash basin with a plug and a stand with mixer faucet clearly indicated for hot and cold running water;
 - (c) a flexible handheld and stand shower clearly indicated for hot and cold running water;
 - (d) in twin bedrooms, the shower and water closet are separated or sliding door, by a fixed partition measuring two metres high or by a folding or sliding doors;
 - (e) a washable bath and foot mat;
 - (f) a mirror with strip light;
 - (g) a dual voltage electric shaver outlet;
 - (h) toilet soap, and

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- (i) an extractor fan.
6. The operator or manager shall ensure that the water closet is of a good quality and is
- (a) separate from the bathroom floor area; and
 - (b) is provided with
 - (i) an air freshener; and
 - (ii) a toilet roll.
7. The operator or manager shall ensure that there is available in each guest room the following:
- (a) an air-conditioning system, muffled for sound and which can be regulated in individual guestrooms;
 - (b) a security lock with a latch chain;
 - (c) a view port on the entrance door to the guest room;
 - (d) a colour television set of at least thirty-two inches screen size with a remote control and programme guide;
 - (e) a telephone facility for internal and external calls;
 - (f) suitable lighting and a separate bedside switch for each bed;
 - (g) individual safe deposit boxes with clear instructions in each room or a safe deposit facility;
 - (h) a ten watts per metre square lighting which can be switched off at the bedside and on the wall;
 - (i) a ten watts per metre square lighting above the hand wash basin;
 - (j) twenty-four-hour wake-up call on request;
 - (k) dry cleaning and laundry services;
 - (l) room service for a minimum of eighteen hours; and

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- (m) change of bed linen and toilet accessories after departure of each guest and after every two days while a guest is in occupancy;
- (n) a directory of services for the use of guests in all guest rooms;
- (o) emergency guest supplies on request; and
- (p) an adequate supply of unexpired condoms in all guest rooms and replenished as and when necessary.

8. The operator or manager shall ensure that the guest room furnishing complies with the following requirements:

- (a) one bedside table per occupant;
- (b) a bed measuring.
 - (i) at least ninety centimetres by two hundred centimetres in the case of single bed;
or
 - (ii) at least one hundred and forty centimetres by two hundred centimetres in the case of a double bed;
- (c) a mattress with a minimum thickness of zero point one three metres;
- (d) a good quality bed spread;
- (e) a wardrobe with door and rail for at least ten hangers, shelves and drawers;
- (f) full window blinds across windows and other openings;
- (g) a good quality bedside rug or carpet; and
- (h) locally-made wall hangings.

9. An operator shall ensure that there is an emergency exit which is labeled and the floor of the emergency exit is made of sound-proof material.

10. The operator or manager shall ensure that the facility has a well-furnished spacious reception area with the following requirements:

- (a) twenty metres square floor area for the first ten guest rooms;

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- (b) a metre square floor area for each guestroom in addition to the floor area indicated in paragraph (a), for up to two hundred guest rooms;
- (c) a minimum floor area of forty metres square for the lobby;
- (d) a reception or porter's desk;
- (e) a comfortable couch for guests;
- (f) pay phone service;
- (g) a lift for guests where the establishment has three floors above the ground;
- (h) a staircase of at least one point three metres in width with
 - (i) a gentle gradient; and
 - (ii) good quality flooring; and
- (i) a washroom facility and a hand wash basin for the exclusive use of males and another for the exclusive use of females who patronize the bar, restaurant and other public areas.

11. The operator or manager shall ensure that the facility of the enterprise

- (a) has a full-service restaurant with priced menu cards both in the inside and outside of the restaurant;
- (b) provides breakfast, lunch and dinner for resident and non-resident guests;
- (c) have least one well-ventilated bar with a priced drinks list;
- (d) has high quality drinking glasses, cutlery crockery and table linen;
- (e) provides a shuttle service;
- (f) has adequate lighting for car parks and gardens; and
- (g) has a service entrance, separate from the front entrance and reserved for the exclusive use of staff and deliveries.

12. The operator or manager shall ensure that there is provided in the facility of the enterprise,

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- (a) an international standard washroom facility for the exclusive use of males and another for the exclusive use of females who patronize the bar, restaurant and other public facilities and for other guests in the public areas;
- (b) one public washroom for physically-challenged persons; and
- (c) the following items available in a section of the washroom
 - (i) a hand wash basin; and
 - (i) an air freshener

13. The operator or manager shall ensure that the establishment has the following facilities:

- (a) a doctor on call and a first aid kit at the reception;
- (b) an alternate power source to operate the entire facility;
- (c) a minimum electrical lighting of
 - (i) five watts per metre square for corridors and exits;
 - (ii) ten watts per metre square for public areas; and
 - (iii) two watts per metre square for a security lighting;
- (d) a water reservoir with three days' supply for use in the event of water shortage; and
- (e) a unified billing system which recognizes
 - (i) the national currency;
 - (ii) a credit card, a debit card and a travelers' cheque recognized by the Bank of Ghana; and
 - (iii) a foreign currency licensed by the Bank of Ghana.

14. The operator or manager shall ensure that the premises, property and guests of the hotel are insured against fire, theft and other disasters.

15. The operator or manager shall ensure or make provision for the following

- (a) adequate firefighting equipment, smoke detectors and other safety devices.

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- (b) firefighting facilities are provided and safety instructions clearly indicated;
 - (c) fire escapes and safety facilities and emergency exits are provided and maintained in excellent condition at all times in accordance with fire safety and accident prevention regulations;
 - (d) electrical facilities are installed and maintained in accordance with electrical safety laws.
 - (e) there is a twenty-four-hour security surveillance within the premises to ensure effective guest protection, but where the hotel is located in a high-rise building security shall be provided on each floor;
 - (f) hygienic conditions are maintained in compliance with the required regulations;
 - (g) refuse, waste and garbage is disposed of daily and the refuse area and dustbins are kept covered and in adequate sanitary condition; and
 - (h) guest rooms and other areas are subjected to appropriate pest control measures.
- 16.** The operator or manager shall, as regards the staff ensure the following:
- (a) staff are recruited in sufficient numbers and are professionally trained for their duties;
 - (b) staff are declared medically fit by a medical officer registered and approved by the Public Health Department of the respective District Assembly;
 - (c) staff are examined by a medical officer annually and photocopies of the reports on the medical examination are submitted to the Authority;
 - (d) that in compliance with Regulations relating to the preparation and serving of food and beverages, staff who work in a kitchen, pantry, dining area or restaurant or staff who handle food are examined by a medical officer once in every six months and photocopies of the reports on the medical examination are submitted to the Authority;
 - (e) particulars of the staff including their permanent residential addresses and names of their next of kin is kept;
 - (f) staff wear uniforms that are clean, not faded, not worn out and not stained;

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- (g) white uniforms worn by staff are changed daily but uniforms of other colours are changed every two days;
- (h) staff wear identification badges;
- (i) there is a changing room for the exclusive use of male staff and another for the exclusive use of female staff,
- (j) staff are provided with individual lockers in the changing rooms and keys for the use of the lockers in the changing rooms;
- (k) adequate staff washrooms for the exclusive use of male staff and for the exclusive use of female staff are provided and are hygienically maintained;
- (l) staff engaged in the preparation, cooking and serving of food, wear protective and washable clothing in compliance with Regulations relating to the preparation and serving of food and beverages;
- (m) provision is made for the regular training of staff at recognized hospitality training institutes, and
- (n) each member of staff is trained once every year on the appropriate action to take in the event of a fire outbreak;

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PART C – THREE STAR

The operator or manager of a three-star tourist accommodation enterprise shall, in addition to the minimum requirements stated in Part B, ensure that the facility for the enterprise complies with the requirements specified in this Part.

1. The facility of the enterprise has at least ten properly furnished guest rooms occupying a whole building, and the floors of the reception, lounges and guestrooms shall
 - (a) in the case of an establishment situate in the city centre,
 - (i) be made of porcelain or ceramic tile; or
 - (ii) be covered with good quality rugs or carpet,
 - (b) in any other case,
 - (i) be made of tile or terrazzo;
 - (ii) be made of wooden parquet;
 - (iii) be covered with a woolen carpet: or
 - (iv) be made of a combination of the above; and
 - (c) have a canopy at the entrance to the hotel.
2. The facility of the enterprise has a minimum floor area for a guest room excluding bathroom, water closet, entrance and wardrobe space, which is
 - (a) fourteen metres square floor area for a single room; and
 - (b) sixteen metres square for a double room.
3. The facility of the enterprise has a minimum ceiling height of if
 - (a) two point three metre. In the case of the entrance of the establishment; and
 - (b) two point five metres in the case of guest rooms.
4. The facility of the enterprise has a balcony in the case of areas with coastal or scenic views.
5. The facility of the enterprise provides the guest rooms with insulation from noise.
6. Three per cent of the guest rooms are fitted for physically-challenged persons.
7. The guest rooms have ensuite bathrooms with the following additional requirements:
 - (a) a floor area of at least four metres square, for bathroom and water closet;
 - (b) shower enclosure with mixer faucet clearly indicated for hot and cold running water and flexible handheld fixture;
 - (c) wash hand basin with plug and stand with mixer faucet clearly indicated for hot and cold running water;
 - (d) a bathtub equipped with a plug system and a mixer faucet, and a handheld shower fixture in thirty percent of the guest rooms;

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- (e) the walls of the bathroom are completely covered with wash able and impermeable materials;
- (f) a daily change of toilet soap and towels;
- (g) extra toilet soap;
- (h) toilet rolls and a toilet roll holder;
- (i) a hair dryer in all bathrooms;
- (j) a washable bath mat of high quality;
- (k) a mirror with strip light; and
- (l) a dual voltage electric shaver outlet.

8. The operator or manager shall ensure that the water closet is of a superior quality and is
- (a) separate from the bathroom floor area; and
 - (b) provided with an air freshener

9. The operator or manager shall ensure that there is
- (a) an air-conditioning system in each guest room, muffled for sound and which can be regulated in each guest room;
 - (b) a colour television set of at least forty inches screen size with remote control and programme guide indicating local, satellite and in-house movie channels;
 - (c) a telephone facility with international direct dialing from guest rooms;
 - (d) an automatic wake-up call service;
 - (e) a security lock with a latch chain;
 - (f) a view port on the entrance door to & guest room;
 - (g) an individual safe deposit box with clear instructions in each room;
 - (h) a ten watts per metre square lightening which can be switched off at the bedside and on the wall;
 - (i) a ten watts per metre square lightening above the hand wash basin;
 - (j) a dual voltage electric shaver outlet;
 - (k) a twenty-four-hour drinks service;
 - (l) twenty-four-hour room and kitchen service with a priced menu;
 - (m) same day dry cleaning and laundry services;
 - (n) a shoe cleaning service;
 - (o) a mail and messaging service;
 - (p) an electronic key access system for the door to each guest room;
 - (q) a change of bed linen and towels daily and after departure of each guest;
 - (r) a nightly turn down service;

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- (s) stationery provided in each guest room;
- (t) emergency guest supplies on request; and
- (u) an adequate supply of unexpired condoms must be placed in all guest rooms and replenished as and when necessary.

10. The operator or manager shall ensure that the guest room furnishing complies with the following requirements:

- (a) one bedside table per occupant;
- (b) a single bed measuring at least ninety centimetres by two hundred centimetres;
- or
- (c) a double bed measuring at least one hundred and sixty centimetres by two hundred centimetres;
- (d) a high-density foam mattress that is covered with a fabric;
- (e) a bed runner;
- (f) a writing desk and a chair;
- (g) an armchair per occupant;
- (h) a dressing table with a mirror;
- (i) a wardrobe with door and rail for at least ten hangers, shelves or drawers;
- (j) full window blinds across windows and other openings;
- (k) a high-quality bedside rug or carpet;
- (l) full length mirror;
- (m) voile curtains;
- (n) a hospitality tray;
- (o) locally made wall hangings;
- (p) a security lock with an electronic key and a latch chain; and
- (q) a view port on the entrance door to a guest room.

11. An operator or manager shall ensure that there is an emergency exit and the floor of the emergency exit is made of

- (a) a wooden parquet; or
- (b) sound-proof tiles.

12. The operator or manager shall ensure that the facility has a well-furnished spacious reception area with the following requirements:

- (a) twenty-five metres square floor area for the first ten guest rooms;
- (b) a metre square floor area for each guest room in addition to the floor area indicated in paragraph (a), for up to two hundred guest rooms;

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- (c) half a metre square floor area for each guest room in addition to the floor area indicated in paragraph (a), for more than two hundred guest rooms;
 - (d) a minimum floor area of sixty metres square for the lobby; and
 - (e) a service directory.
- 13.** The operator or manager shall ensure that the lobby has the following requirements:
- (a) a reception desk;
 - (b) a high-quality couch for guests;
 - (c) an information and porters' desk;
 - (d) a pay phone service;
 - (e) a shop for sundry items; and
 - (f) staircase with a width of at least one point three metres with:
 - (i) a gentle gradient, and
 - (ii) porcelain or ceramic tiles,
 - (iii) a wooden parquet, or
 - (iv) carpeted flooring
- 14.** The Operator or manager shall ensure that the facility has facility has:
- (a) a well-designed and equipped kitchen;
 - (b) a fully air-conditioned full-service restaurant including a specialty with
 - (i) a display of priced menu cards both inside and outside the restaurant,
 - (ii) a menu with a selection of national and international dishes; and
 - (iii) an alternate dining area with an alternate menu;
 - (c) a fully air-conditioned cocktail bar and an additional bar with priced drinks list;
 - (d) a priced mini bar, and
 - (e) high quality drinking glasses, cutlery, crockery and table linen.
- 15.** The operator or manager shall ensure that the facility for the enterprise has
- (a) at least one meeting room; and
 - (b) a banquet hall with banqueting facility or a multi-purpose function room.
- 16.** The operator or manager shall ensure that the facility for the enterprise has
- (a) a washroom facility for the exclusive use of males and another for the exclusive use of females who patronize the bar, restaurant and other public facilities and for other guests in the public areas;
 - (b) two public washrooms for physically challenged persons one for the exclusive use of males and another for the exclusive use of females, and
 - (c) the following items available in a section of the washroom

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- (i) a hand wash basin;
- (ii) a wall mirror;
- (iii) a towel rack;
- (iv) a hand cleaning tissue dispenser; and
- (v) a sanitizer dispenser.

17. The operator or manager shall ensure that the facility has the following recreational and other facilities:

- (a) a swimming pool manned by a trained lifeguard and pool attendant;
- (b) a gymnasium or a health club;
- (c) a play court for tennis, squash badminton, golf course or other games;
- (d) a lifeguard is present on public beaches used by hotel guests;
- (e) separate towels are made available for use by swimmers;
- (f) various depths of the swimming pool are clearly marked on the side;
- (g) a changing room with lockers and showers for the exclusive use of males and another for the exclusive use of females;
- (h) guidelines for the use of recreational facilities;
- (i) safety and life-saving equipment;
- (j) conspicuous posting of notices regarding the use of facilities;
- (k) an air-conditioned lobby, lounge and corridors used by guests and leading to guest rooms;
- (l) minimum lighting requirements for public areas as follows:
 - (i) corridors and exits: five watts per metre square;
 - (ii) landings: ten watts per metre square;
 - (iii) public areas: fifteen watts per metre square;
 - (iv) security light: two watts per metre square;
- (m) an alternate power source with automatic switch to operate the entire facility;
- (n) a water reservoir with three days' supply for use in the event of water shortage;
- (o) a gift shop;
- (p) a unisex hairdressing salon;
- (q) a news stand;
- (r) a shuttle service;
- (s) a parking space for seventy-five per cent of guest room capacity with adequate lighting for car parks and gardens;
- (i) a service entrance, separate from the front entrance and reserved for the exclusive use of staff and deliveries; and

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- (u) a unified billing system which recognizes
 - (i) the national currency;
 - (ii) a credit card, a debit card and a travelers' cheque recognized by the Bank of Ghana; and
 - (iii) a foreign currency licensed by the Bank of Ghana.
- 18.** The operator or manager shall ensure that a business centre is provided on the facility for the enterprise to offer the following services to guests:
 - (a) secretarial services; and
 - (b) WIFI services.
- 19.** The operator or manager shall ensure that the premises, property and guests of the hotel are insured against fire, theft and other disasters.
- 20.** The operator or manager shall ensure or make provision for the following
 - (a) adequate firefighting equipment, smoke detectors and other safety devices;
 - (b) firefighting facilities are provided and safety instructions clearly indicated;
 - (c) fire escapes and safety facilities and emergency exits are provided and maintained in excellent condition at all times in accordance with fire safety and accident prevention regulations;
 - (d) electrical facilities are installed and maintained in accordance with electrical safety laws;
 - (e) twenty-four-hour security surveillance within the premises to ensure effective guest protection, but security shall be provided on each floor, where the hotel is located in a high-rise building;
 - (f) hygienic conditions are maintained in compliance with the required regulations;
 - (g) refuse, waste and garbage is disposed of daily and the refuse area and dustbins are kept covered and in adequate sanitary condition; and
 - (h) guest rooms and other areas are subjected to appropriate pest control measures.
- 21.** The operator or manager shall, as regards the staff, ensure the following:
 - (a) staff are recruited in sufficient numbers and are professionally trained for their duties;
 - (b) staff are declared medically fit by a medical officer registered and approved by the Public Health Department of the respective District Assembly;
 - (c) staff are examined by a medical officer annually and photo copies of the reports on the medical examination are submitted to the Authority;

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- (d) that in compliance with Regulations relating to the preparation and serving of food and beverages, staff who work in a kitchen, pantry, dining area or restaurant or staff who handle food are examined by a medical officer once in every six months and photocopies of the reports on the medical examination are submitted to the Authority;
- (e) particulars of the staff including their permanent residential addresses and names of their next of kin is kept;
- (f) staff wear uniforms that are clean, not faded, not worn out and not stained;
- (g) white uniforms worn by staff are changed daily but uniforms of other colours are changed every two days;
- (h) staff wear identification badges;
- (i) there is a changing room for the exclusive use of male staff and another for the exclusive use of female staff;
- (j) staff are provided with individual lockers with keys for the use of the lockers in the changing rooms;
- (k) adequate staff washrooms for the exclusive use of male staff and for the exclusive use of female staff are provided and are hygienically maintained;
- (l) staff engaged in the preparation, cooking and serving of food wear protective and washable clothing in compliance with Regulations relating to the preparation and serving of food and beverages;
- (m) provision is made for the regular training of staff at recognized hospitality training institutes; and
- (n) each member of staff is trained once every year on the appropriate action to take in the event of a fire outbreak.

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PART D - FOUR STAR

The operator or manager of a four-star tourist accommodation enterprise shall, in addition to the minimum requirements stated in Part C, ensure that the facility for the enterprise complies with the requirements specified in this Part.

1. A tourist accommodation enterprise qualifies for classification as a four-star enterprise if
 - (a) the facility for the enterprise has at least ten properly furnished guest rooms of superior standard occupying a whole building or part of the building, and the floors of the building are made of
 - (i) a woolen carpet;
 - (ii) marble, ceramic or porcelain tiles;
 - (iii) a wooden parquet; or
 - (iv) a combination of the above.
 - (b) the minimum height of each guest room
 - (i) at the entrance of that room is at least two point three metres from the ground; and
 - (ii) other than at the entrance is at least two point five metres from the ground;
 - (c) the minimum floor area for each guest room, excluding the entrance, bathroom, water closet and wardrobe space, is
 - (i) sixteen metres square for a single room and
 - (ii) eighteen metres square for a double room.
 - (d) five per cent of the total capacity of the facility has up to two room suites apartments or interconnecting guest rooms which can be converted into suites or apartments;
 - (e) three per cent of the guest rooms are fitted for physically challenged persons;
 - (f) each guest room has an ensuite bathroom which complies with the following additional requirements.
 - (i) a shower enclosure with a mixer faucet for hot and cold running water, clearly indicated on the mixer tap;
 - (ii) a handheld shower fixture and bathroom accessories;
 - (iii) the minimum floor area without a water closet is four metres square, and with a water closet is five metres square; and
 - (iv) has a hand wash basin and stand, with a mixer tap for hot and cold running water clearly indicated on the tap
 - (g) fifty per cent of the guest rooms have a bidet with running hot and cold water clearly indicated on the tap;

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- (h) fifty percent of the guest rooms have a bathtub with plugs which have a thermostatically-controlled mixer and a hand-held shower fixture;
- (i) the operator shall ensure that the bathroom has bathrobes, facial tissues, shower caps and sanitary bags provided in each room;
- (j) the bathroom floor of each guest room, the shower cubicle floor and the bathtub is not slippery;
- (k) the walls of the bathroom are entirely covered with washable and impermeable material and the bathroom has
 - (i) a hairdryer;
 - (ii) a washable bath mat of superior quality;
 - (iii) a mirror with strip light;
 - (iv) a dual voltage electric shaver outlet;
 - (v) a daily change of toilet soap and face towel;
 - (vi) a bathroom stool;
 - (vii) a telephone set;
 - (viii) fittings and accessories of superior quality;
 - (ix) an international standard washroom with fittings of superior quality separated from the bathroom and its accessories;
 - (x) extra toilet roll; and
 - (xi) an air freshener in the toilet, and
- (l) it has an air-conditioning system in each guest room which can be regulated from a remote-control mechanism, and a ceiling fan.

2. The operator or manager shall ensure that

- (a) there is a television set of a minimum of forty-two inches screen size with a remote control and a programme guide indicating local, satellite and in-house movie channels;
- (b) there is a telephone facility with international direct dialing from guest rooms and a voice mailing device is available and in good working order;
- (c) there is an automatic wake-up call service in the facility;
- (d) the lighting in each guest room is provided by fifteen watts per metre square bedside reading lamps and a central source which can be switched off at the bedside and on the wall;
- (e) each guest room has a light point for the study desk and dressing table; and
- (f) there is a fifteen watts per metre square light from fixture above the hand wash basin.

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3. The operator or manager shall ensure that the door to each guest room has an electronic key access system with a security lock, a latch chain and a view port.
4. The operator or manager shall ensure that each guest room has
 - (a) one bedside table per occupant;
 - (b) a single bed which measures at least one hundred and ten centimetres by two hundred centimetres or a double bed which measures at least one hundred and eighty and ten centimetres by two hundred centimetres;
 - (c) a luggage rack;
 - (d) an orthopedic mattress of superior quality with a removable covering;
 - (e) a superior quality bed runner;
 - (f) one writing chair and desk;
 - (g) one armchair per occupant;
 - (h) a dressing table with a mirror;
 - (i) a wardrobe with a door and a rail for at least ten hangers;
 - (j) shelves, drawers and a shoe rack;
 - (k) full blinds across windows and other openings;
 - (l) net voile curtains;
 - (m) a superior quality bedside rug or carpet;
 - (n) a full-length mirror;
 - (o) a priced mini bar;
 - (p) a laundry bag and price list;
 - (q) a shoe cleaner;
 - (r) an electric iron and ironing board;
 - (s) locally-made wall decorations, and
 - (t) a stationery folder.
5. The operator or manager shall ensure that
 - (a) emergency exits are provided for in the corridors of the facility with the floors of the corridors fully carpeted or covered with other noise-absorbing material; and
 - (b) there is a facility for left luggage.
6. The operator or manager shall ensure that
 - (a) the public area of the facility has a well-furnished reception area and a spacious lobby or guest lounge;
 - (b) the minimum floor area is
 - (i) thirty metres square for the first ten guest rooms;
 - (ii) one metre per guest room for the eleventh to twentieth guest room; and

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(iii) hundred metres square for a lobby or lounge.

7. The operator or manager shall ensure that the lobby has

- (a) a reception desk;
- (b) a concierge;
- (c) a pay phone service;
- (d) a welcome drink;
- (e) an arts and crafts shop, souvenir shop, gift shop or shop for sundry items;
- (f) lifts for guests going to the first floor and other floors beyond the first floor;
- (g) a service lift; and
- (h) a staircase which is at least one point three metres wide and has a gentle gradient and superior quality floor covering.

8. The operator or manager shall ensure that a tourism service is available in the facility for the enterprise, including information service on excursions, reservations, flights and car hire.

9. The operator or manager shall ensure that the restaurant

- (a) in the facility is a fully air-conditioned first-class restaurant with a priced menu card;
- (b) has a separate breakfast room;
- (c) has a menu prepared for local dishes as well as international dishes;
- (d) has a coffee shop;
- (e) has a kitchen well-designed and equipped for efficiency of operation and professionalism in delivery;
- (f) provides superior quality drinking glasses, cutlery, crockery and table linen;
- (g) has a fully air-conditioned cocktail bar;
- (h) has an additional bar with priced drink and wine list and a wide selection of alcoholic and non-alcoholic beverages; and
- (i) has superior quality drinking glasses, cutlery, crockery and table linen.

10. The operator or manager shall ensure that the facility has

- (a) three meeting rooms;

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- (b) a multi-purpose hall with banqueting facilities which has a seating capacity of at least two hundred;
- (c) a washroom facility for the exclusive use of males and another for the exclusive use of females who patronise the bar, restaurant and other public facilities and for other guests in the public areas;
- (d) two public washrooms for physically-challenged persons one for the exclusive use of males and another for the exclusive use of females; and
- (e) the following items available in a section of the wash room
 - (i) a hand wash basin;
 - (ii) a wall mirror;
 - (iii) a toilet soap dispenser;
 - (iv) a tissue dispenser; and
 - (v) a sanitiser dispenser.

11. The operator or manager shall ensure that the facility has the following recreational and other facilities:

- (a) a swimming pool manned by a trained lifeguard and pool attendant;
- (b) a lifeguard is present on public beaches used by hotel guests;
- (c) a play court for tennis, squash, badminton, golf or other games;
- (d) a gymnasium or a health club;
- (e) separate towels are made available for use by swimmers; safety and life-saving equipment;
- (g) various depths of the swimming pool are clearly marked on the side;
- (h) a changing room with lockers and showers for the exclusive use of males and another for the exclusive use of females;
- (i) guidelines for the use of recreational facilities;
- (j) a common area for relaxation;
- (k) prominent notices regarding the use of facilities;

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- (l) an air-conditioned lobby, a lounge and corridors used by guests and leading to guest rooms;
- (m) minimum lighting requirements for public areas are as follows:
 - (i) **entrance:** ten watts per metre square;
 - (ii) **corridors and exits:** five watts per metre square;
 - (iii) **landings:** ten watts per metre square;
 - (iv) **public areas:** fifteen watts per metre square;
 - (v) **security light:** two watts per metre square;
 - (vi) **stairwells:** ten watts per metre square;
 - (vii) **emergency exits:** ten watts per metre square;
- (n) an alternate power source with automatic switch to operate the entire facility;
- (o) a water reservoir with three days' supply for use in the event of water shortage;
- (p) a unisex hairdressing salon;
- (q) a news stand;
- (r) a shuttle service.
- (s) car hire services; and
- (t) a unified billing system which recognizes
 - (i) the national currency;
 - (ii) a credit card, a debit card and a travellers' cheque recognised by the Bank of Ghana; and
 - (iii) a foreign currency licensed by the Bank of Ghana.

12. The operator or manager shall ensure that the establishment has a first aid kit and an infirmary with a resident nurse or doctor on call.

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13. The operator or manager shall ensure that there is

- (a) a twenty-four-hour security surveillance within the premises of the hotel;
- (b) security on each floor of the hotel where the hotel is in a high-rise building;
- (c) car parking spaces with twenty-four hours' and seven days security;
- (d) parking space for at least seventy-five percent of the guestroom capacity;
- (e) adequate lighting for car parks and gardens;
- (f) one parking lot for coaches allotted on the basis of one parking space for every thirty rooms; and
- (g) a service entrance, separate from the front entrance and reserved for the exclusive use of staff and deliveries.

14. The operator or manager shall provide a business centre which offers the following services to guests:

- (a) a business centre; and
- (b) a high-speed WIFI within the facility.

15. The operator or manager shall ensure that the premises, property and guests of the hotel are insured against fire theft and other disasters.

16. The operator or manager shall ensure or make provision for the following:

- (a) adequate firefighting equipment smoke detectors and other safety devices;
- (b) firefighting facilities are provided and safety instruction clearly indicated;
- (c) fire escapes and safety facilities and emergency exits are provided and maintained in excellent condition at all times in accordance with fire safety and accident prevention regulations;
- (d) electrical facilities are installed and maintained in accordance with electrical safety laws;
- (e) twenty-four-hour security surveillance within the premises to ensure effective guest protection, but security shall be provided on each floor, where the hotel is located in a high-rise building;

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- (f) hygienic conditions are maintained in compliance with the required regulations;
- (g) refuse, waste and garbage is disposed of daily and the refuse area and dustbins are kept covered and in adequate sanitary condition; and
- (h) guest rooms and other areas are subjected to appropriate pest control measures.

17. The operator or manager shall, as regards the staff, ensure the following:

- (a) staff are recruited in sufficient numbers and are professionally trained for their duties;
- (b) staff are declared medically fit by a medical officer registered and approved by the Public Health Department of the respective District Assembly
- (c) staff are examined by a medical officer annually and photocopies of the reports on the medical examination are submitted to the Authority:
- (d) that in compliance with Regulations relating to the preparation and serving of food and beverages, staff who work in a kitchen pantry, dining area or restaurant or staff who handle food are examined by a medical officer once in every six months and photocopies of the reports on the medical examination are submitted to the Authority;
- (e) particulars of the staff including their permanent residential addresses and names of the next of kin is kept;
- (f) staff wear uniforms that are clean, not faded, not worn out and not stained;
- (g) white uniforms worn by staff are changed daily but uniforms of other colours are changed every two days;
- (h) staff wear identification badges;
- (i) there is a changing room for the exclusive use of male staff and another for the exclusive use of female staff;
- (j) staff are provided with individual lockers with keys for the use of the lockers in the changing rooms;
- (k) adequate staff washrooms for the exclusive use of male staff and for the exclusive use of female staff are provided and are hygienically maintained;

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(l) staff engaged in the preparation, cooking and serving of food wear protective and washable clothing in compliance with Regulations relating to the preparation and serving of food and beverages;

(m) provision is made for the regular training of staff at recognised hospitality training institutes; and

(n) each member of staff is trained once every year on the appropriate action to take in the event of a fire outbreak.

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PART E – FIVE STAR

The operator or manager of a five-star tourist accommodation enterprise shall, in addition to the minimum requirements stated in Part D, ensure that the facility used for the enterprise complies with the requirements specified in this Part.

1. A tourist accommodation enterprise qualifies for classification as a five-star enterprise if
 - (a) the enterprise has at least ten properly furnished guestrooms of superior standard occupying a whole building, and the floors of the building are made of
 - (i) marble, ceramic or porcelain tiles;
 - (ii) good quality rugs;
 - (iii) a wooden parquet;
 - (iv) a woollen carpet; or
 - (v) a combination of any the items specified in sub subparagraphs (i) to (iv);
 - (b) there is an atmosphere of grandeur and luxury in the facility;
 - (c) it has a minimum floor area for a guestroom excluding the bathroom, water closet and wardrobe space, which is
 - (i) eighteen metres square floor area for a single room; and
 - (ii) twenty metres square for a double room;
 - (d) five percent of the total capacity of the facility has up to two rooms or apartments of interconnecting guest rooms which can be converted into suites or apartments;
 - (e) it has a door that separates the guest room from the entrance;
 - (f) five percent of the guest rooms are fitted for physically challenged persons; and
 - (g) each guest room has an ensuite bathroom which complies with the following additional requirements;

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- (i) it has a floor area of five metres square, excluding the water closet;
- (ii) it has a wash hand basin with a stand with a mixer faucet clearly indicated for hot and cold running water;
- (iii) it has a bathtub with plugs which has a mixer and a handheld shower fixture;
- (iv) it has superior quality bathroom accessories, a safety mat and toiletries;
- (v) it has a scale;
- (vi) it has a non-slip shower enclosure and bathtub;
- (vii) a bathrobe is provided for each occupant;
- (vii) a bathroom has a bathroom stool;
- (viii) bedroom slippers are provided for each occupant;
- (ix) it has eau de toilette, shoe cleaner, facial tissues, sanitary bags, shower caps and a hair dryer in all bathrooms;
- (x) it has a washable bath mat of superior quality;
- (xi) it has a mirror with strip light above the wash hand basin;
- (xii) it has a dual voltage electric shaver outlet;
- (xiii) there is a telephone set in each bathroom;
- (xiv) there is a radio set in each bathroom; and
- (xv) fittings and accessories are of superior quality.

2. The operator or manager shall ensure that the water closet is an international standard water closet of a superior quality and

- (a) the water closet occupies a floor area separate from the bathroom floor area;
- (b) the water closet occupies a minimum floor space of three metres square; and
- (c) there is an air freshener in the water closet at all material times.

3. The operator or manager shall ensure that there is

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- (a) an air-conditioning system in each guest room which can be regulated from a remote-control mechanism; and
- (b) a ceiling fan that is equipped with a remote-control facility.

4. The operator or manager shall ensure that

- (a) the television set is a minimum of forty-eight inches in screen size, with a remote control and a programme guide indicating local, satellite and in-house movie channels;
- (b) a telephone facility with international direct dialing from guest rooms and a voice mailing device is available and in good working order;
- (c) there is an automatic wake-up call service in the facility;
- (d) there is a multiple cell phone charging equipment;
- (e) the door to each guest room has an electronic access system;
- (f) the door to each guest room has a security lock with a chain and a view port;
- (g) there is in each room, a safe deposit box with clear instructions for its use;
- (h) the lighting in each guest room is fifteen watts per metre square provided by the bedside reading lamps and a central source which can be switched off at the bedside and on the wall;
- (i) each guest room has a light point for a study desk and dressing table;
- (j) there is a fifteen watts per metre square light from a fixture above the hand wash basin; and
- (k) the lighting at the entrance of each guest room is ten watts per metre square.

5. The operator or manager shall ensure that each guestroom has the following facilities with respect to furnishing:

- (a) one bedside table per occupant;
- (b) a bed,

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- (i) in the case of a single bed, measuring at least one hundred and ten centimetres by two hundred centimetres; or
- (ii) in the case of a double bed, measuring at least one hundred and eighty centimetres by two hundred centimetres;
- (c) an orthopedic mattress of superior quality with a removable covering;
- (d) a superior quality bed runner;
- (e) a writing chair and a desk;
- (f) an armchair per occupant;
- (g) a dressing table with a mirror;
- (h) a wardrobe with a door and rail for at least ten hangers, shelves, drawers;
- (i) a rack;
- (j) a shoe rack;
- (k) superior quality curtains or window blinds with voile;
- (l) a superior quality bedside rug or carpet;
- (m) a full-length mirror with a minimum width of sixty centimetres;
- (n) a priced mini bar;
- (o) a laundry bag and price list;
- (p) shoe shine accessories;
- (q) a mail and message service;
- (r) a stationery folder;
- (s) an ironing board and an iron;
- (t) a hospitality tray;
- (u) locally-made wall decorations, paintings or photographs tourist sites;
- (v) a service directory; and
- (w) tea and coffee-making facilities in the room.

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6. An operator or manager shall ensure that
 - (a) the floor of the corridors is fully carpeted or covered with a noise-absorbing material; and
 - (b) there is an emergency exit which is free from obstruction.
7. The operator or manager shall ensure that provision is made for the safe-keeping of left luggage on the facility.
8. The operator or manager shall ensure that the facility has a well furnished spacious reception area with the following requirements:
 - (a) thirty-five metres square floor area for the first ten guest rooms;
 - (b) one metre square floor area for
 - (i) each guest room exceeding the first ten guest rooms up to twenty, in addition to the floor area indicated in paragraph (a), for the next ten guestrooms;
 - (ii) half a metre square for each guest room in addition to the floor area indicated in paragraph (a), for more than twenty guest rooms; and
 - (iii) a minimum floor area of one hundred and fifty metres square for the lobby.
9. The operator or manager shall ensure that there is at the
 - (a) a doorman service;
 - (b) a luggage lift;
 - (c) a reception service with multilingual staff;
 - (d) a concierge;
 - (e) a car rental service;
 - (f) an excursion service;
 - (e) a pay phone service;

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- (h) a souvenir or gift shop;
- (i) a shop for sundry items;
- (j) a lift for guests to all floors;
- (k) a service lift;
- (l) a left luggage facility and service; and
- (m) a staircase which is at least one point three metres in width and has a gentle gradient and a sound proof or a good quality floor covering.

10. The operator or manager shall ensure that the facility has

- (a) at least two first-class restaurants including a specialty restaurant;
- (b) a menu with a selection of national and international dishes;
- (c) a priced menu card for each restaurant, placed inside or outside of the restaurant;
- (d) a separate breakfast room;
- (e) a snack bar or coffee shop;
- (f) an alternate dining area with an alternate menu;
- (g) a fully air-conditioned bar which has an extensive range of alcoholic and non-alcoholic beverages and a priced drink list;
- (k) exquisite quality drinking glasses, cutlery crockery and table linen; and
- (i) a fully air-conditioned cocktail bar.

11. The tourist accommodation facility shall have

- (a) a banquet hall with a banqueting facility or a multi-purpose function room, and room has
- (b) at least five function rooms where each function washrooms for the exclusive use of males and washrooms for the exclusive use of females.

12. The operator or manager shall ensure that washrooms for the exclusive use of males and washrooms for the exclusive use of females are provided for non-resident guests of the facility in the public areas of the facility.

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13. The operator or manager shall ensure that there is fixed in each washroom

(a) for males,

- (i) an international standard water closet with accessories;
- (ii) a separate urinal which has at least five bowls;
- (iii) a liquid soap dispenser;
- (iv) a sanitiser dispenser;
- (v) a separate section containing hand wash basins and other accessories, a wall mirror and a disposable hand cleaning tissue; and
- (vi) a facility for physically-challenged persons; and

(b) for females,

- (i) an international standard water closet with accessories;
- (ii) a separate section containing
 - (A) a hand wash basin, a wall mirror and other accessories;
 - (B) a liquid soap dispenser;
 - (C) a sanitiser dispenser;
 - (D) disposable hand cleaning tissue; and
 - (E) air fresheners; and
- (iii) a facility for physically-challenged persons.

14. The operator or manager shall ensure that the facility has the following recreational and other amenities: and pool

- (a) a swimming pool manned by a trained lifeguard attendant;
- (b) a gymnasium or a health club;
- (c) a play court for tennis, squash, badminton, golf course or other games;
- (d) a lifeguard is present on public beaches used by hotel guests;

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- (e) separate towels are made available for use by swimmers;
 - (f) various depths of the swimming pool are clearly marked of the side edge of the pool;
 - (g) a changing room with lockers and showers for both sexes;
 - (h) guidelines for the use of recreational facilities are established and clearly indicated;
 - (i) safety amenities are regularly maintained;
 - (j) conspicuously posted notices regarding the use of amenities at the facility;
 - (k) a common outdoor area, such as a common terrace, garden or poolside is provided; and
 - (l) an air-conditioned lobby, lounge and corridors used by guests leading into guest rooms.
- 15.** The lighting requirements for public areas are
- (a) five watts per metre for corridors and exits;
 - (b) ten watts per metre for landings; and
 - (c) fifteen watts per metre for public areas.
- 16.** The operator or manager shall ensure that the facility has the following facilities:
- (a) a unisex hairdressing salon;
 - (b) a laundry with express laundry and dry-cleaning services;
 - (c) a shoe shine service;
 - (d) a news stand;
 - (e) a shuttle service;
 - (f) an infirmary with a doctor on call at all times;
 - (g) a parking for coaches;
 - (h) a complimentary WIFI available throughout the facility;
 - (i) a business centre with high speed internet service; and

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- (j) a unified billing system which recognises
 - (i) the national currency;
 - (ii) a credit card, a debit card and a travellers' cheque recognised by the Bank of Ghana; and
 - (iii) a foreign currency licensed by the Bank of Ghana.

17. The operator or manager shall ensure or make provision for the following:

- (a) adequate firefighting equipment, smoke detectors and other safety devices;
- (b) firefighting facilities are provided and safety instructions clearly indicated;
- (c) fire escapes and safety facilities and emergency exits are provided and maintained in excellent condition at all times in accordance with fire safety and accident prevention regulations;
- (d) electrical facilities are installed and maintained in accordance with electrical safety laws;
- (e) twenty-four-hour security surveillance within the premises to ensure effective guest protection, but security shall be provided on each floor, where the hotel is located in a high-rise building;
- (f) hygienic conditions are maintained in compliance with the required regulations;
- (g) refuse, waste and garbage is disposed of daily and the refuse area and dustbins are kept covered and in adequate sanitary condition; and
- (h) guest rooms and other areas are subjected to appropriate pest control measures.

18. The operator or manager shall, as regards the staff, ensure the following:

- (a) staff are recruited in sufficient numbers and are profession ally-trained for their duties:

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- (b) staff are declared medically-fit by a medical officer registered and approved by the Public Health Department of the respective District Assembly;
- (c) staff are examined by a medical officer annually and photocopies of the reports on the medical examination are submitted to the Authority;
- (d) that in compliance with Regulations relating to the preparation and serving of food and beverages, staff who work in a kitchen, pantry, dining area or restaurant or staff who handle food are examined by a medical officer once in every six months and photocopies of the reports on the medical examination are submitted to the Authority;
- (e) particulars of the staff including their permanent residential addresses and names of their next of kin are kept;
- (f) staff wear uniforms that are clean, not faded, not worn out and not stained;
- (g) white uniforms worn by staff are changed daily but uniforms of other colours are changed every two days;
- (h) staff wear identification badges;
- (i) there is a changing room for the exclusive use of male staff and another for the exclusive use of female staff;
- (j) staff are provided with individual lockers with keys for the use of the lockers in the changing rooms;
- (k) adequate staff washrooms for the exclusive use of male staff and for the exclusive use of female staff are provided and are hygienically maintained;
- (l) staff engaged in the preparation, cooking and serving of food wear protective and washable clothing in compliance with Regulations relating to the preparation and serving of food and beverages;
- (m) provision is made for the regular training of staff at recognised hospitality training institutes; and
- (n) each member of staff is trained once every year on the appropriate action to take in the event of a fire outbreak.

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SECOND SCHEDULE

(regulations 3, 11 (5) and 17 (1) (a))

Minimum requirements for the registration of a category "B" tourist accommodation enterprise (budget, guest house, motel)

1. An operator or manager of a category "B" tourist accommodation enterprise shall ensure that it has the following minimum requirements:
 - (a) a suitable natural lighting throughout the premises;
 - (b) a suitable ventilation throughout the premises;
 - (c) stairways, halls, corridors, lobbies and exits are well-lighted and provide unobstructed access to facilities such as the dining room;
 - (d) the rates chargeable per room and notices specifying hotel regulations are prominently displayed at the reception and in the rooms;
 - (e) information material on the prevention and control of sexually-transmitted diseases is displayed;
 - (f) fifty per cent of employees are literate in the English language and have received training from a recognised hospitality training institute;
 - (g) at least four guest rooms are accessible from the reception without passing through the bar or restaurant;
 - (h) the front office is manned on an eighteen-hour basis for seven days a week;
 - (i) the reception is clearly labelled and suitably equipped;
 - (j) a suitable lounge or outdoor sitting facility;
 - (k) first aid facilities at the reception;

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- (l) bathroom and sanitary installations occupy the minimum area of two metres square each;
- (m) a separate toilet and bathroom for a twin bedroom;
- (n) where the bathroom and the toilet facilities are together, the bathroom and the toilet occupy an area of four metres square;
- (o) common toilets, hand wash basins and bathroom or shower rooms to the minimum scale of one each to two bedrooms;
- (p) common toilets and bathrooms are clearly marked;
- (q) windows and other external openings in the guest rooms are provided with external shutters, a window blind or a curtain;
- (r) the premises and grounds have suitable drainage systems;
- (s) windows on the ground floor are fitted with burglar proof
- (t) the premises are kept clean, tidy and free of pests;
- (u) a pantry equipped for washing, a functional and hygienic kitchen and a dining room;
- (v) an elevator in good working condition for four or more storey buildings;
- (w) firefighting facilities, firefighting guidelines, fire escape routes, notices and emergency procedures are to be provided;
- (x) electrical appliances are installed and maintained in accordance with fire safety rules;
- (y) an alternate source of lighting in the event of power failure;
- (z) adequate day and night security service;
- (aa) facilities for water storage;
- (bb) washroom facilities for visitors;
- (cc) a first aid kit; and
- (dd) a car park.

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2. The guest room shall meet the following minimum requirements:

- (a) a guest room of not less than sixteen square metres if it includes a bathroom area;
- (b) a mirror of a measurement of not less than sixty by sixty centimetres;
- (c) a dressing table;
- (d) a single wooden bedstead measuring not less than ninety by two hundred centimetres or a double wooden bedstead measuring not less than one hundred and forty by two hundred centimetres;
- (e) clean-covered foam or spring interior mattress;
- (f) a lump-free soft pillow;
- (g) an arm chair per person;
- (h) a wardrobe measuring not less than one and a half metres by two metres with at least four coat hangers;
- (i) a writing table and a foam-padded chair;
- (j) a bedside lamp per person;
- (k) well-hung curtains or window blinds;
- (l) insect-proof netting;
- (m) a bed side cabinet;
- (n) adequate natural or artificial ventilation;
- (o) a lined waste paper container;
- (p) a luggage rack;
- (q) a bed side rug per person;
- (r) a clean quality bed sheet and a clean top sheet that matches the size of the bed, and a pillow case
 - (i) for every new guest; and

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- (ii) for every second day, for a guest who is staying two days or more;
 - (s) wholesome drinking water and a drinking glass for each person; and
 - (t) firefighting facilities, firefighting guidelines, fire escape routes, notices and emergency procedures are to be provided.
- 3.** The operator or manager shall ensure that a guest room door and window are secured with fitted locks.
- 4.** A guest shall be provided with a key to the assigned room and a duplicate key shall be kept by the manager or the operator.
- 5.** The operator or manager shall ensure that a guest room is cleaned daily and that
- (a) a fresh hand and bath towel; and
 - (b) a fresh cake of toilet soap,
- are made available in that guest room.
- 6.** The operator or manager shall ensure that a bathroom or a shower room measures not less than four metres square with
- (a) the walls and floors finished with impermeable and wash. able material;
 - (b) adequate lighting and ventilation;
 - (c) a secure door fastener;
 - (d) towel rails;
 - (e) hooks for clothes;
 - (f) a shelf for toiletries;
 - (g) a hand wash basin;
 - (h) a bathtub with plugs or a shower cubicle and a shower curtain;
 - (i) an efficient running water system; and
 - (j) a soap dish.

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7. The operator shall ensure that the toilet facility is in a good state of repair and in hygienic condition with following:

- (a) a secure door fastener;
- (b) adequate lighting and ventilation;
- (c) a water closet with a seat and a lid;
- (d) a covered and lined sanitary bin;
- (e) an air freshener; and
- (f) toilet roll.

8. The operator or manager shall ensure or make provision for the

- (a) adequate firefighting equipment, smoke detectors and safety devices;
- (b) firefighting facilities are provided and safety instructions clearly indicated;
- (c) fire escapes and safety facilities and emergency exits are provided and maintained in excellent condition at all times in accordance with fire safety and accident prevention regulations;
- (d) electrical facilities are installed and maintained in accordance with electrical safety laws;
- (e) twenty-four-hour security surveillance within the premises to ensure effective guest protection but security shall be provided on each floor, where the hotel is located in a high-rise building;
- (f) hygienic conditions are maintained in compliance with the required regulations;
- (g) refuse, waste and garbage is disposed of daily and the refuse area and dustbins are kept covered and in adequate sanitary condition; and
- (h) guest rooms and other areas are subjected to appropriate pest control measures.

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9. The operator or manager shall, as regards the staff, ensure the following:
- (a) staff are recruited in sufficient numbers and are professionally trained for their duties;
 - (b) staff are declared medically-fit by a medical officer registered and approved by the Public Health Department of the respective District Assembly;
 - (c) staff are examined by a medical officer annually and photocopies of the reports on the medical examination are submitted to the Authority;
 - (d) that in compliance with Regulations relating to the preparation and serving of food and beverages, staff who work in a kitchen, pantry, dining area or restaurant or staff who handle food are examined by a medical officer once in every six months and photocopies of the reports on the medical examination are submitted to the Authority;
 - (e) particulars of the staff including their permanent residential addresses and names of their next of kin is kept;
 - (f) staff wear uniforms that are clean, not faded, not worn out and not stained;
 - (g) white uniforms worn by staff are changed daily but uniforms of other colours are changed every two days;
 - (h) staff wear identification badges;
 - (i) there is a changing room for the exclusive use of male staff and another for the exclusive use of female staff;
 - (j) staff are provided with individual lockers with keys for the use of the lockers in the changing rooms;
 - (k) adequate staff washrooms for the exclusive use of male staff and others for the exclusive use of female staff are provided and are hygienically maintained;
 - (l) staff engaged in the preparation, cooking and serving of food wear protective and washable clothing in compliance with Regulations relating to the preparation and serving of food and beverages;

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(m) provision is made for the regular training of staff at recognised hospitality training institutes; and

(n) each member of staff is trained once every year on the appropriate action to take in the event of a fire outbreak.

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THIRD SCHEDULE

(regulations 4, 11 (5) and 17 (1) (a))

Minimum requirements for the registration of a category "C" tourist accommodation enterprise (home stay)

1. (1) The operator or manager of a category "C" tourist accommodation enterprise shall ensure that the enterprise complies with the following minimum requirements:
 - (a) the building, fixtures and fittings are in a good state of repair and are maintained clean and tidy;
 - (b) basic bedroom requirements comprise a bed with a clean mattress, pillow, blanket, bed linen, hanging facilities for clothes and a bedside cupboard;
 - (c) bedrooms are well-ventilated and hygienic with a net or insect proofing provided;
 - (d) bath or shower rooms and toilet facilities are kept clean and may be shared;
 - (e) basic breakfast is provided; and premises and bedrooms are cleaned daily.
- (2) A category "C" tourist accommodation enterprise shall preferably have a family unit as a host.
- (3) A "C" tourist accommodation enterprise shall only have an individual as a host where
 - (a) the age of the individual host is not below twenty-five years; and
 - (b) the individual host retains an independent and insolvent existence.
- (4) Parental approval shall be obtained in writing where the individual host is below twenty-five years of age.
- (5) An individual host shall not provide boarding services to a guest of the opposite sex.
- (6) A guest or boarder shall be in exclusive occupation of the room assigned and shall not share a bed.
- (7) Bed linen shall be changed for each new guest and at least every other day for a resident guest.

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- (8) The provision of meals other than breakfast and a more frequent change of bed linen shall be by arrangement.
- (9) A guest shall have access to a free entrance and exit from the house either with a key or by prompt attention.
- (10) The daily charge for the category "C" tourist accommodation enterprise shall
 - (a) depend on the standard and quality of facilities and services, and
 - (b) be approved by the Authority.

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FOURTH SCHEDULE

(regulations 5, 11 (5) and 17 (1) (a))

Minimum requirements for the registration of a category "D" tourist accommodation enterprise facility (serviced flat or holiday apartment)

The operator or manager of a category "D" tourist accommodation enterprise shall ensure that the enterprise has the following:

- (a) the facility consists of at least one housing unit with bedrooms and shall have
 - (i) a washroom,
 - (ii) a lounge, and
 - (iii) a kitchenette facility,for at least one person or group of persons;
- (b) a bedroom and lounge furnishing including a radio and a colour television set;
- (c) a reception area is clearly labelled and suitably equipped with concierge services;
- (d) a parking lot;
- (e) housekeeping services;
- (f) adequate security services;
- (g) a telephone for internal and external calls and unit charges indicated;
- (h) a kitchenette with a cooker, refrigerator, adequate crockery and cooking utensils;
- (i) laundry services;
- (j) an electric iron and ironing board;
- (k) a hair dryer;

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- (l) firefighting facilities, firefighting guidelines, fire escape routes, notices and emergency procedures;
- (m) potable water supply;
- (n) a high degree of cleanliness, hygiene and security;
- (o) an alternate power source;
- (p) a register of guests; and
- (q) internet access.

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FIFTH SCHEDULE

(regulations 6, 11 (5) and 17 (1) (a))

Minimum requirements for the registration of a category "E" tourist accommodation enterprise facility (tourist camp site and caravan)

The operator or manager of a category "E" tourist accommodation enterprise shall ensure that the facility for the enterprise satisfies the following requirements:

The Premise

1. (1) The site shall be operated in an environmentally-safe manner.
- (2) The premises consist of a caravan site or a tourist camping site or both comprising:
 - (a) a receptive centre with suitable facilities;
 - (b) five or more pitches where "pitch" denotes temporary sites either for touring caravans or for tents; and
 - (c) extensive provision is made for toilets, bath or shower room and laundry facilities.
- (3) There are in respect of the premises,
 - (a) a suitably wide and paved entrance; and
 - (b) roads and pathways to ensure proper access, including access for emergency service vehicles, egress and internal circulation.
- (4) A tent shall be provided for rental.
- (5) The premises shall be constructed, laid out or adapted and properly equipped for use as a caravan or camping site or both.
- (6) The site shall be well-drained and not waterlogged.
- (7) The premises, which includes the exterior and interior, outdoor area, grounds and car parking areas shall be kept clean and well-maintained at all times.
- (8) There shall be suitable access for physically-challenged persons.

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Pitches

2. (1) The minimum number of pitches is five.
- (2) The density of pitches shall not exceed fifty pitches per hectare.
- (3) There shall be provided one hard standing car parking space of suitable surface for each pitch.
- (4) Each static caravan holiday home pitch shall have a suitable surface to provide drainage and stability.
- (5) There shall be a minimum free space of six metres in all directions around each pitch.
- (6) The distance between a pitch and any permanent structure shall not be less than ten metres.
- (7) All pitches shall be situated not less than twenty-five metres from any public road or alternatively suitably screened to ensure the privacy of a person occupying a caravan or tent on the pitch.

Entrance, exits or reception facilities

3. (1) The site entrances and exits shall be suitably located, laid out and equipped for the proper reception and control of arriving and departing guests, their caravans and motor or other vehicles.
- (2) Adequate directional signages shall be provided.
- (3) The site entrance itself should be planned to permit maximum vision and safety while entering and leaving the site.
- (4) The reception shall be located in a permanent building which may be part of the owner or manager's house situated adjacent to the site entrance supervising entry and exit.
- (5) The design and landscaping of the entrance and reception areas must be carried out and maintained to a high standard.
- (6) There shall be a reception area suitable for the arrival and departure of guests.

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(7) Adequate parking shall be provided in close proximity to the reception area.

(8) A security gate shall be provided.

Roads and pathways

4. Roads and pathways shall be laid out and raved to afford sufficient and proper internal circulation between the entrances, exits, pitches, toilets and water points, for guests, their caravans and motor or other vehicles, including emergency service vehicles.

Washroom and laundry

5. (1) Toilets for guests shall be provided in a permanent building or buildings for both sexes, with separate entrances clearly designated and shall contain water closet units in adequately spaced cubicles.

(2) Shower cubicles shall be provided in permanent buildings separate from toilets and with separate entrances for both sexes clearly designated and designed to provide comfort and privacy with wet and dry areas without the need of a shower curtain.

(3) A wash-hand basin shall be provided for guests.

(4) A laundry room shall be provided in a permanent building adequate in size for the resident capacity of the site.

(5) The floors and walls of washroom and laundry shall be tiled or made of washable material.

(6) Each washroom cubicle shall be at least five metre square.

(7) A washing up facility shall be provided in a permanent structure separate from the laundry and shall contain one deep sink unit designated for washing up only complete with draining board.

(8) There shall be a well-equipped kitchen in a permanent structure for the use of guest with a dining area and pantry.

Water supply

6. There shall be an adequate supply of potable drinking water available to guests at all times.

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Lighting and ventilation

7. (1) The entire premises shall have effective means of natural and artificial lighting and direct or mechanical ventilation.

(2) The site shall have internal lighting and services which shall be maintained at all times in good working order for all interiors and exteriors of buildings, caravans and tents, at the entrances and exits, and roads within the premises.

Hygiene, safety and fire precaution

8. (1) All electrical and gas or oil-fired equipment shall be safely maintained and serviced regularly.

(2) Fire points shall be provided and shall be clearly visible and well maintained.

(3) Firefighting equipment shall be secured but easily accessible in the event of an emergency.

(4) The site shall make available for guests and employees basic first aid equipment.

(5) There shall be a sufficient number of properly constructed garbage disposal units with lids and protection from birds or animals, to cater for the total number of pitches on the site.

(6) The disposal of all waste and garbage shall comply with the requirements of local and other authorities.

Operation

9. (1) The site shall be maintained clean throughout, free of litter and in good decorative order.

(2) The site shall be under the regular supervision of a person or persons capable of maintaining order and control.

(3) The site shall be staffed by persons adequate in number and ability to maintain the required services for guests at all times.

(4) Management shall ensure that proper records are maintained and returns furnished as may be required by the Ghana Tourism Authority.

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SIXTH SCHEDULE

(regulations 7, 11 (5) and 17 (1)(a))

**Minimum requirements for the registration of a category "F" accommodation enterprise
(hostel) y "F" tourist**

GENERAL

1. The operator or manager of a category "F" tourist accommodation enterprise shall ensure that the facility for the enterprise complies with the following requirements:

- (a) the building, fixtures and fittings are in a good state of repair and are maintained clean and tidy;
- (b) each bedroom has at least a bed with a clean mattress, a pillow, a blanket, a bed linen, hanging facilities for clothes and a bedside cupboard;
- (c) each bedroom is well-ventilated;
- (d) each bedroom has a mosquito net or insect-proofing;
- (e) bathrooms and toilet facilities are kept clean and may be shared;
- (f) a breakfast service is provided;
- (g) the premises and bedrooms are cleaned on a daily basis and are hygienic;
- (h) adequate security measures are provided throughout the premises; and
- (i) adequate fire safety precautions are taken.

BASIC HOSTEL

2. A hostel is classified as a basic hostel if the hostel satisfies the above minimum requirements in addition to the following:

- (a) the reception service is available for at least eighteen hours;

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- (b) the hostel has a self-catering facility;
- (c) a sitting area is provided for the use of guests and residents;
- (d) a dining area is provided for the use of guests and residents;
- (e) a laundry service is provided on request by a resident;
- (f) day and night security are provided on the premises; and
- (g) there is a car park with a parking space of at least fifteen per cent of the room capacity.

STANDARD HOSTEL

3. A hostel is classified as a standard hostel if the hostel satisfies the under listed requirements in addition to those stipulated under the minimum requirements and the requirements for a basic hostel:

- (a) a reception front desk service is available for at least eighteen hours;
- (b) a food service or a self-catering facility is available;
- (c) a separate dining area is available;
- (d) a separate sitting or common area with a seating capacity of twenty-five per cent is available;
- (e) a laundry service is offered on or off the premises;
- (f) there is a reading room;
- (g) there is a day and night security service; and
- (h) a car park with a parking space of twenty per cent of room capacity is provided.

EXECUTIVE HOSTEL

4. A hostel is classified as an executive hostel if the hostel satisfies the under listed requirements in addition to those stipulated under the minimum requirements and the requirements for a basic hostel:

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- (a) a reception front desk service is available for twenty-four hours;
- (b) a full kitchen facility for self-catering is provided;
- (c) a restaurant service is provided;
- (d) a separate dining area is available;
- (e) a separate sitting or common area is available;
- (f) one half of the total number of rooms are ensuite rooms;
- (g) an on-site laundry service is available;
- (h) a well-maintained library is provided;
- (i) there is a day and night security service; and
- (j) a car park with a parking space of twenty-five per cent of room capacity is provided.

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SEVENTH SCHEDULE

(regulations 8, 11 (5) and 17 (1) (a))

Minimum requirements for the registration of a category "G" Tourist Accommodation enterprise (Ecolodge)

The operator or manager of a category "G" tourist accommodation enterprise shall ensure that the facility for the enterprise satisfies the following requirements:

A. GENERAL

1. Features

The features of an ecolodge shall be as follows:

- (a) built within or adjacent to a natural or cultural site in accordance with national and local laws;
- (b) conserves the environment and preserves cultural practices;
- (c) designed such that it blends in with its surroundings offering visitors an experience of nature;
- (d) employs ecological design or "eco-design" architecture where buildings developed integrate themselves into the landscape and as well as enhance the usefulness of the natural environment, taking into consideration all the components and aspects of the ecosystem;
- (e) constructed using mostly natural and locally-produced building materials;
- (f) ideally relies on solar or alternative energy sources, recycles the waste and effluents it generates;
- (g) serves locally grown and produced foods that support conservation and generate income for the local people;
- (h) offers nature and education-based activities; and
- (i) involves and empowers local communities during planning, development and operation stages by engaging local people.

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2. Minimum requirements

The minimum requirements for an ecolodge are as follows:

- (a) has a scenic or natural vista beyond that of the immediate garden area such as a water view, rural outlook, mountain view or natural forest setting offering some safari activity such as game drives, walking, cycling, horseback riding and canoeing;
- (b) if the operator is accommodated in the same facility, the living area of the operator shall be separated from that of the guests;
- (c) the operator shall be available twenty-four hours, seven days per week;
- (d) the operator on duty shall be available to meet and greet a guest or within a maximum of ten minutes' drive from the property;
- (e) shall have a guest dining room and guest lounge area;
- (f) bathroom facilities must be en-suite otherwise exclusive use of bathroom facilities per room shall be ensured;
- (g) there shall be provided at least one guided experience or activity that is of natural or cultural experience to the guest organized by the establishment which may or may not be included in the rate;
- (h) guest shall have a reasonable probability of experiencing nature;
- (i) where an ecolodge specializes in game viewing, the animals provided on the ecolodge need to be free-roaming and not contained in enclosures and an endangered, indigenous specific species' can be housed in adequately-spaced viewing areas, which shall as closely as possible resemble the natural environment of the animals;
- (j) convenient, secure and well-lit car parking facilities shall be made available; and
- (k) provision of laundry services.

AREA SPECIFIC REQUIREMENTS

1. Building exterior

The building shall be in good condition.

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2. Grounds and garden

(1) Grounds or gardens or both and pathways shall be -maintained, with adequate lighting and kept tidy and safe.

(2) Where applicable, garden or outdoor furniture shall appropriately Et the of the establishment that is fit for purpose.

(3) Grounds and garden pathways shall be kept clear of obstacles or obstructions with fixed, level, matt and slip-resistant ground and floor surfaces.

(4) Canopy structures shall not protrude into any pedestrian walk ways, and shall not be lower than 2.1 metres.

(5) Where steps are en-route to facilities, a no-step route shall be provided.

3. Signage

(1) There shall be adequate directional signs to and within the facility.

(2) Clear signage that incorporate symbols and pictograms shall be provided.

4. Parking and driveways

(1) There shall be the provision of all on-site and designated parking areas to conform to local authority by-laws inclusive of signage which shall be of acceptable condition, clearly visible and fit for purpose.

(2) Guests shall be correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.

(3) Where steps are present en-route to facilities, a route with no steps shall be provided.

(4) There shall be a designated parking area.

(5) The entrance route surface shall be firm, even and slip-resistant, and pathways shall be hard, in keeping with the natural environment they are situated.

(6) Pathways shall be well maintained.

(7) A well-defined route from entrances and parking areas to all facilities shall be provided.

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5. Safety and security.

(1) A twenty-four-hour emergency communication shall be available and reliable at all times.

(2) Management shall be responsible for safety and security and be on call twenty-four hours a day, seven days a week.

(3) There shall be controlled entry into an ecolodge and management shall be aware of the arrival of guests.

(4) An escort or guide shall be available to escort guests to and from parking areas, accommodation, public areas or set-off points for safari.

(5) Emergency information and procedures shall be clearly displayed and in pictograms where possible.

(6) A guest shall have secured access into the facility.

(7) Emergency evacuation procedures shall be provided whether written or orally or both and by audio.

(8) A holding area shall be provided for use by guests in case of emergency evacuation and egress.

(9) Upon arrival, a guest shall have an appropriate, fit for purpose familiarization tour on all emergency exits and shall be provided key emergency information in written and oral format.

(10) Provision shall be made for physically-challenged persons.

(11) Where a two way-communication system is employed for security and safety purposes, there shall be an additional manned cell phone number provided for twenty-four hours seven days a week, where cell phone network is available.

(12) The manager shall keep a record of all guests.

6. Guest rooms

Guest rooms shall have the following facilities:

(a) there shall be rooms accessible for physically-challenged persons;

(b) all guest room doors shall be lockable from within and outside;

(c) a bedside table shall be provided;

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- (d) a television with free-to-air channels may be provided in each room, but a central viewing lounge shall be available to guests;
- (e) a television shall have a working remote control where service is available;
- (f) a bedside radio clock alarm within easy reach from the bed or available on request;
- (g) provision of a clothes hanging space,
- (h) all ground floor guest rooms shall be secured with burglar proof without restricting the natural light;
- (i) where a tented accommodation is provided there may be windows provided;
- (j) noise levels shall be minimized;
- (k) mattress protectors shall be fitted on all beds;
- (l) all beddings shall be of appropriate size, quality, clean, free of holes and fraying;
- (m) all linen shall be of an acceptable quality and shall be clean;
- (n) there shall be access to both sides of beds for double occupancy;
- (o) adequate ventilation in the room shall be ensured;
- (p) there shall be good quality lighting for the room;
- (q) there shall be a full-length mirror with direct lighting in the bedroom;
- (r) a pictogram or diagram for fire evacuation procedure and list of emergency telephone numbers shall be made available;
- (s) all bedrooms shall have sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds; and
- (t) there shall be guest information folders in rooms.

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7. Washrooms

Washrooms shall have the following facilities:

- (a) if an establishment incorporates an open plan bathroom within the room, showers, baths and hand wash basins may be open plan but the toilet shall be separate, with a door;
- (b) all basins, bath and shower taps shall be in working order;
- (c) towel rails and racks or shelves shall be sufficient for the number of guests in the room;
- (d) a mirror shall be situated above or adjacent to the hand basin;
- (e) shower curtains shall be provided and shall be free of stains, tears, holes and mould;
- (f) a hook for clothes shall be provided;
- (g) there shall be a water closet with a seat and a lid;
- (h) there shall be a lidded and lined disposal bin;
- (i) all bathrooms shall be equipped with double ply toilet paper and holder plus a minimum of one spare toilet roll;
- (j) a toilet brush shall be provided;
- (k) hand bath towels shall be free of stains or discoloration, fraying or holes; and
- (l) a bath mat shall be provided.

8. Public washrooms

Public washrooms shall have the following facilities:

- (a) toilets for the exclusive use of males and toilets for the exclusive use of females;
- (b) all toilets shall be well maintained, regularly cleaned, checked and adequately ventilated; and
- (c) a hand wash basin with soap, hand drying facilities, seat with lid, mirror, hook on door, and a lidded sanitary bin.

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9. Flooring and ceiling and skirting

Floors and ceilings shall be of acceptable quality.

10. Dining area

A dining area shall have the following facilities:

- (a) where applicable, a meal and beverage shall be provided from outlets within the facility;
- (b) where applicable, a bar or seating area with a range of beverages shall be provided;
- (c) breakfast shall be made available; and
- (d) other meals may be available on request.

11. Reception, lobby or lounge

A reception, lobby or lounge shall have the following facilities:

- (a) a clearly designed reception;
- (b) clear communication regarding what the establishment has to offer shall be made available;
- (c) a prompt thorough reservation and check-in system, including guest records and requests shall be provided;
- (d) there shall be guest information at the reception; and
- (e) orientation shall be made available on request.

12. Staff

- (1) Staff appearance shall be professional and neat at all times.
- (2) Staff shall wear name badges and uniforms at all times.
- (3) A staff cloak room and washroom facilities shall be provided.

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EIGHTH SCHEDULE

(regulations 9, 11(5) and 17(1a))

Minimum requirements for the registration of a category "H" tourist accommodation enterprise (boat house)

The operator or manager of a category "H" tourist accommodation enterprise shall ensure that the facility for the enterprise satisfies the following requirements:

A. Minimum requirements

The minimum requirements of a boat house are as follows:

- (a) a boat house shall have a highly personalized service, regardless of category;
- (b) the cost of hiring a boat house shall include a meal and a free ride from the boat house to the nearest jetty and back;
- (c) a boat house shall be at least between thirty feet to forty feet;
- (d) each standard boat house shall provide
 - (i) a balcony in the front,
 - (ii) a lounge,
 - (iii) a dining room,
 - (iv) a pantry, and
 - (v) at least four bedrooms with attached washrooms;
- (e) a boat house that is not moored to the bank of a river or lake shall provide a connecting means of transport to the river bank;
- (f) potable water and a water storage facility shall be provided;
- (g) there shall be a well-fitted kitchen that is kept in hygienic condition;
- (h) there shall be a reliable source of power;

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- (i) sanitary installations shall be kept in hygienic condition;
- (j) there shall be a covered and secured parking area next to the boat house;
- (k) firefighting equipment and guidelines shall be clearly indicated;
- (l) there shall be adequate natural or artificial lighting or both throughout the premises;
- (m) there shall be adequate ventilation;
- (n) a first aid kit shall be provided; and
- (o) there shall be recreational opportunities for clients.

B. Grading of boat houses

Boat houses vary in degree of luxury and are graded as luxury, deluxe and standard boat houses.

1. Luxury boat house

In addition to the minimum requirements, a luxury boat house shall have

- (a) a private bath and washroom with modern fittings;
- (b) a fine dining area;
- (c) a superior quality furniture;
- (d) a sun deck;
- (e) a personal cook and caretaker;
- (f) medical facilities within a distance of five kilometres;
- (g) WIFI service;
- (h) good carpets;
- (i) an alternative power source;
- (j) a hot tub;
- (k) laundry facilities; and
- (l) a bar service.

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2. Deluxe boat house

In addition to the minimum requirements, a deluxe boat house shall have

- (a) a private bath and washroom;
- (b) a decent dining area;
- (c) furniture in good repair;
- (d) a house boy;
- (e) access to medical facilities located not more than five kilometres away from where the boat is anchored;
- (f) laundry facilities; and
- (g) a bar service.

3. Standard boat house

A standard boat house shall have

- (a) a balcony in the front;
- (b) a lounge;
- (c) a dining room; and
- (d) a pantry.

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NINTH SCHEDULE

FORM A

(regulation 14(2)(a))



GHANA TOURISM AUTHORITY

**REGISTRATION AND APPLICATION FOR LICENCE
AS TOURIST ACCOMODATION ESTABLISHMENT**

File No:

APPLICANT

Name of Applicant:

Postal Address:

Telephone No: Fax No.:

Email Address:

Name of Address (es) of Banker (s):

Type of Entity (e.g. Sole Proprietor/Partnership - Public or Private Limited Liability Company/Cooperative Society)

Ownership (Private Ghanaian/State-Owned/Foreign-Owned/Joint Ghana/Joint Foreign etc.)

Ownership Structure Local Private % Local Public % Foreign %

PARTICULARS OF SHAREHOLDERS

| No. | NAME | NATIONALITY | PROFESSION/ OCCUPATION | SHAREHOLDING % | AMOUNT PAID GH¢ |
|------|------|-------------|---------------------------|-------------------|--------------------|
| i. | | | | | |
| ii. | | | | | |
| iii. | | | | | |
| iv | | | | | |

PARTICULARS OF DIRECTORS

| No. | NAME | NATIONALITY | PROFESSION/ OCCUPATION | DOMICILE |
|------|------|-------------|---------------------------|----------|
| i. | | | | |
| ii. | | | | |
| iii. | | | | |
| iv | | | | |

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PARTICULARS OF PROJECT/ ESTABLISHMENT

Name of Establishment:

Location:

Street name: House No.:

District: Region:

District from Centre of Town:

Nature of Development (Planned, On-going, Rehabilitation, Refurbishing/ Expansion):

Type of Accommodation Establishment:

Proposed Grade (Class) of project (e.g. One-Star): No. of Rooms No. of Beds

Other facilities (with seating capacities where applicable):

Size of Land: Type of building No. of Floors Status of Completion (%)

Date of commencement of Project: Target Date for Completion:

Established Total Cost of Project:

Expenditure to Date:

Mandatory documents to be submitted (attach copies)

- Certificate of Incorporation (Business Registration Certificate)
- Certificate to Commence Business
- Company Regulations
- Site Plan and Basic Building Drawings
- Evidence of Ownership of Premises (Indenture/ Lease/ Tenancy Agreement)
- Building Permit
- Development or change of use permit from Town and Country Planning Department
- Report from the Police (CID) on the security of premises and criminal records of proprietor/ Manager and Key personnel of unit
- Suitability report from the Ghana National Fire Service
- Environmental Health Suitability Report from District/ Municipal/ Metropolitan Assemblies
- Suitability Report from the Environment Protection Agency (if 40 rooms or
- Located in eco sensitive area
- Feasibility Report/ Business Plan (3-5 Stars)

For Official Use Only

App. Receipt No.:

Reg. Receipt No.:

Remarks

Officer's Name:

Officer's
Signature:

I APPLY FOR THE REGISTRATION OF AND DECLARE THAT THE INFORMATION GIVEN IS TRUE AND COMPLETE.

DATE: APPLICANT'S SIGNATURE:

DESIGNATION:

INFORMATION PROVIDED IS CONFIDENTIAL

*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016*

FORM B

(regulation 14 (2)(b))



GHANA TOURISM AUTHORITY

**REGISTRATION AND APPLICATION FOR LICENCE
AS TOURIST ACCOMODATION ESTABLISHMENT**

File No:

APPLICANT

Name of Host/ Hostess:
 Occupation: Age: Sex: Male Female
 House No.: Street/ Road:
 Postal Address:
 Telephone No: No:
 E-mail Address:
 Distance from Centre of Town:
 Size of family/ household:
 Hobbies:

ACCOMODATION

| GUEST ROOMS OFFERED | | SINGLE | DOUBLE | SUITE |
|---------------------|-----------------|----------------------|----------------------|----------------------|
| 1. | Number of Rooms | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 2. | Number of Beds | <input type="text"/> | <input type="text"/> | <input type="text"/> |

OTHER FACILITIES

SITTING ROOM: Private Shared
 KITCHEN Private Shared

List sports, games, entertainment programmes available or nearby:

Others (Specify):

TARIFFS

Breakfast is compulsory. (Please state type of meal e.g. purely Ghanaian, international cuisine or as required)

Bed and Breakfast: Bed, Breakfast (and one additional meal):

Single Room: Full Board:

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Regulations, 2016*

TRANSPORTATION (State Proximity)

Bus Trotro Taxi Private Car Car Rental

DECLARATION

I agree to abide by the Regulations of the Ghana Tourism Authority. I declare that the information given is true and complete.

.....

Signature

.....

Date

FOR OFFICIAL USE ONLY

App. Receipt No.: Reg. Receipt No.: Remarks:

Officer's Name: Officer's Signature:

INFORMATION PROVIDED IS CONFIDENTIAL

*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016*

FORM C

(regulation 14(2)(a))



GHANA TOURISM AUTHORITY

REGISTRATION AND APPLICATION FOR LICENCE AS HOSTEL

File No:

APPLICANT

Name of Applicant:

Postal Address:

Telephone No: Fax No.:

Email Address:

Name of Address (es) of Banker (s):

Type of Entity (e.g. Sole Proprietor/Partnership - Public or Private Limited Liability Company/Cooperative Society)

Ownership (Private Ghanaian/State-Owned/Foreign-Owned/Joint Ghana/Joint Foreign etc.)

Ownership Structure Local Private % Local Public % Foreign %

PARTICULARS OF SHAREHOLDERS

| No. | NAME | NATIONALITY | PROFESSION/ OCCUPATION | SHAREHOLDING % | AMOUNT PAID GH¢ |
|------|------|-------------|---------------------------|-------------------|--------------------|
| i. | | | | | |
| ii. | | | | | |
| iii. | | | | | |
| iv. | | | | | |

PARTICULARS OF DIRECTORS

| No. | NAME | NATIONALITY | PROFESSION/ OCCUPATION | DOMICILE |
|------|------|-------------|---------------------------|----------|
| i. | | | | |
| ii. | | | | |
| iii. | | | | |
| iv. | | | | |

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PARTICULARS OF PROJECT/ ESTABLISHMENT

Name of Establishment:

Location:

Street name: House No.:

District: Region:

District from Centre of Town:

Nature of Development (Planned, On-going, Rehabilitation, Refurbishing/ Expansion):

Type of Accommodation Establishment:

Proposed Grade (Class) of project (e.g. One-Star): No. of Rooms No. of Beds

Other facilities (with seating capacities where applicable):

Size of Land: Type of building No. of Floors Status of Completion (%)

Date of commencement of Project: Target Date for Completion:

Estimated Total Cost of Project:

Expenditure to Date:

Mandatory documents to be submitted (attach copies)

- Certificate of Incorporation (Business Registration Certificate)
- Certificate to Commence Business
- Company Regulations
- Site Plan and Basic Building Drawings
- Evidence of Ownership of Premises (Indenture/ Lease/ Tenancy Agreement)
- Building Permit
- Development or change of use permit from Town and Country Planning Department
- Report from the Police (CID) on the security of premises and criminal records of proprietor/ Manager and Key personnel of unit
- Suitability report from the Ghana National Fire Service
- Environmental Health Suitability Report from District/ Municipal/ Metropolitan Assemblies

For Official Use Only

App. Receipt No.:

Reg. Receipt No.:

Remarks

Officer's Name:

Officer's
Signature:

I APPLY FOR THE REGISTRATION OF AND DECLARE THAT THE INFORMATION GIVEN IS TRUE AND COMPLETE.

DATE: APPLICANT'S SIGNATURE:

DESIGNATION:

INFORMATION PROVIDED IS CONFIDENTIAL

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Regulations, 2016*

TENTH SCHEDULE

FORM D

(regulation 21 (2)(a))



GHANA TOURISM AUTHORITY

INSPECTION REPORT (FIELD SHEET) FOR HOME STAY

NAME OF ENTERPRISE:

LOCATION:

SPECIFIC LANDMARK:

INSPECTION DATE:

INSPECTORS

1. _____
2. _____
3. _____

TEAM CONDUCTED ROUND BY:

DESIGNATION:

SIGNATURE: _____

CURRENT DETAILS

HOUSE NO.: STREET/ROAD:

POSTAL ADDRESS: WEB SITE:

E-MAIL: TEL. NO.:

ACCOMMODATION

GUEST ROOM OFFERED: SINGLE/DOUBLE/SUITE

NO. OF ROOMS: NO. OF ROOMS WEITH ENSUITE TOILET OR BATH:

NO. OF BEDS: NO. WITH COMMUNAL TOILETS & BATH:

TARIFFS

Breakfast is compulsory (please state eg; purely Ghanaian, International cuisine or as required)

SINGLE: DOUBLE: SUITE:

BED AND BREAKFAST (and one additional meal):

FULL BOARD:

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Regulations, 2016*

SITTING ROOM: PRIVATE SHARED
 KITCHEN: PRIVATE SHARED

List sports, games and entertainment available or nearby

_____ (within 100m radius)

Other facilities/ services (specify) _____

TRANSPORTATION (State Proximity)

PROXIMITY PROXIMITY PROXIMITY PROXIMITY
 BUS _____ MINI BUS _____ TAXI _____ PRIVATE CAR _____

HOST/HOSTESS DATA

NAME: OCCUPATION:
 AGE: GENDER: FEMALE MALE
 FAMILY SIZE: HOBBIES:

MANDATORY REQUIREMENTS

| | PERMIT AND REGISTER | PLEASE TICK ✓ |
|---------------------|--------------------------------|---------------|
| STATUTORY PERMIT | HOMESTAY LICENCE ISSUED BY GTA | |
| STATUTORY REGISTERS | LODGER'S REGISTER | |

MANDATORY GUEST ROOM FACILITIES

| SPECIFIC ITEM | PLEASE TICK ✓ |
|--|---------------|
| 1 Bedside table per occupant | |
| 1 Writing desk with chair and lamp | |
| 1 Armchair with side table per occupant | |
| Full length mirror | |
| Wardrobe with door and at least 4 hangers. | |
| Full blinds across windows and openings | |
| Comfort bedding (mattress, blanket, cover sheet, pillows, etc) | |
| Bedside lamps/Switch | |
| Guestroom doors with secured locks | |
| Bedside rugs (for hard floors). | |

COMMENTS

.....

*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016*

SAFETY AND SECURITY PROVISIONS

| SPECIFIC ITEM | PLEASE TICK |
|--|-------------|
| Fast Aid Kit/Box | |
| Burglar proofing at least for the ground floor | |
| Security lighting | |

COMMENTS

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.....

RECOMMENDATION:

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The Home Stay should be given a licence

The Home Stay should not be given a licence

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Regulations, 2016*

FORM E

(regulation 21 (2)(b))



GHANA TOURISM AUTHORITY

**INSPECTION REPORT (FIELD SHEET) FOR INSPECTION AND
LICENSING OF HOSTEL**

NAME OF ENTERPRISE:

LOCATION:

SPECIFIC LANDMARK:

INSPECTION DATE:

INSPECTORS

1.
2.
3.

TEAM CONDUCTED ROUND BY:

DESIGNATION:

SIGNATURE:

CURRENT DETAILS

Postal Address.:

Telephone No.: Fax No.:

Email: Website.:

BEDROOM DETAILS

Total Rooms: No. of rooms in operation: No. of beds in operation:

No. of rooms with private toilet/bath: No. of rooms without private toilet/bath:

No. of communal toilets & bath: No. of rooms with hot running water:

No. of room with air-conditioners: No. of rooms with fans:

No. of room with TV/set, radio set: No. of rooms with video/DVDs etc:

*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016*

TARIFFS

Room Tariffs

Daily: Weekly: Monthly: Semester Arrangement: Others: **OTHERS**Basic Breakfast: Basic Lunch/Dinner: **SPECIAL FACILITIES AND SERVICES OFFERED**

TELEPHONE/INTERNET SERVICE:

Reception: - IDD National Only Internet Service: DINNING AREA: Capacity: INDOOR GAMES: Chess: Ludo/Oware: Scrabble: Others: SPORTS: Table Tennis: Volley: Gymnasium: Others: BUSINESS SERVICES: Secretarial Service Fax: E-mail/Internet: Others: LIBRAR/READING ROOM: No.: Capacity: VISITOR'S LOUNGE: No.: Capacity: TRANSPORT: Courtesy Bus: Number: CAR PARK: TOURISM INFORMATION MATERIAL: FACILITIES FOR PHYSICALLY-CHALLENGED: Public Areas: Private Areas: OTHERS: STATUTORY PERMIT: GTA licence: Current Grade: VAT Receipt: Evidence of contract (long stay) Records of residents:

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Regulations, 2016*

BASIC HOSTELS

- Reception service (18 hours)
- Self-catering facilities
- Sitting area/dining area
- Laundry service (on request)
- Day and night security
- Car park (15% of bed capacity)

STANDARD HOSTELS

- Reception service (18 hours)
- Food services on request/self-catering facilities
- Separate dining area
- Separate sitting/Common area/Ensuite room (25% of room capacity)
- Laundry service (on or off purpose)
- Reading room/Day and night security
- Car Park (20% of bed capacity)

EXECUTIVE HOSTELS

- Reception service (24 hours)
- Full kitchen facilities for self-catering
- Restaurant service
- Separate dining area
- Separate sitting/Common area
- Ensuite room (50% of room capacity)
- On-site laundry
- Well-maintained library
- Day and night security
- Car park (25% of room capacity)

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Regulations, 2016*

STAFF DATA

| POSITION | NO. | EDUCATIONAL BACKGROUND | CERTIFICATE OBTAINED | SEX | AGE | SALARY |
|-----------------------------------|------------|-----------------------------------|---------------------------------|------------|------------|---------------|
| MANAGER | | | | | | |
| ACCOUNTANT | | | | | | |
| HOUSEKEEPER | | | | | | |
| ROOM ATTENDANTS | | | | | | |
| RECEPTION/FRONT DESK PERSONNEL | | | | | | |
| PORTERS | | | | | | |
| CHEFS | | | | | | |
| COOKS | | | | | | |
| CLEANERS | | | | | | |
| BARMEN | | | | | | |
| WAITERS | | | | | | |
| LAUNDRY MEN | | | | | | |
| SECURITY MEN | | | | | | |
| POOL ATTENDANT | | | | | | |
| GARDENER | | | | | | |
| UTILITY PERSONNEL | | | | | | |
| OTHERS | | | | | | |

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Regulations, 2016*

IDENTIFIED DEFECTS

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RECOMMENDATIONS (SUBJECT TO APPROVAL)

Recommended for Licence

Not Recommended for Licence

Grade: _____

Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016

FORM F

(regulation 21 (2)(c))



GHANA TOURISM AUTHORITY

INSPECTION REPORT (FIELD SHEET) FOR
ACCOMMODATION ESTABLISHMENT (BUDGET)

NAME OF ENTERPRISE:

LOCATION:

SPECIFIC LANDMARK:

INSPECTION DATE:

INSPECTORS

1.
2.
3.

TEAM CONDUCTED ROUND BY:

DESIGNATION:

SIGNATURE:

CURRENT DETAILS

Postal Address.:

Telephone No.: Fax No.:

Email: Website.:

GUEST ROOM DETAILS

Total Rooms: No. of rooms in operation: No. of beds in operation:

No. of rooms with private toilet/bath: No. of rooms with communal toilet/bath:

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Regulations, 2016*

TARIFFS

Current Room Tariffs (To be displayed at the reception and guest rooms)

Standard Bed: Single Occupancy:

Double Occupancy:

Twin Bed: Suite:

Chalet: Others:

Basic Breakfast: Basic Lunch/Dinner:

SPECIAL FACILITIES AND SERVICES OFFERED

TELEPHONE/INTERNET SERVICE

Reception: - IDD: National Only:

Dining Area: Seating Capacity:

Meeting Room: Seating Capacity:

MANAGERS' DATA

Name:

Age: Gender: Female: Male:

Highest Education Qualification:

Indicate professional training in management:

STAFF

TRAINING: Vocational/Professional

STAFF CONVENIENCES:

Changing room: Male Female

Toilets: Male Female

APPEARANCE: Uniform Name badges

Hair restraint for kitchen staff

MEDICAL STATUS Bi-annual medical certificate for food and beverage staff

GENERAL PROVISION

Pest control methods Specify:

Waste disposal methods Specify:

Alternative power source Specify:

Water storage Specify:

Service entrance

GENERAL STATE OF CARE

External (building, painting etc.):

Internal (cracks, painting, leakages etc.):

Grounds and environments:

Drainage:

*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016*

MANDATORY REQUIREMENTS

| PERMIT AND REGISTERS | | Please tick✓ |
|---------------------------------------|---------------------------------------|--------------|
| STATUTORY PERMIT | Hostel licence by GTA (Current Grade) | |
| STATUTORY REGISTERS/ RECEIPT BOOKS | Master Hotel Register | |
| | Mini Hotel Lodgers Registers | |
| | VAT Invoice | |

COMMENTS: _____

MANDATORY SERVICES

| SPECIFIC ITEMS | | Please tick✓ |
|----------------------|----------------------|--------------|
| FOOD SERVICE | Dining area | |
| BAR SERVICE | Bar | |
| LAUNDRY SERVICE | On request | |
| ROOM SERVICE | On request | |
| RECEPTION SERVICE | 18-hour | |
| MEDICAL SERVICE | First aid box | |
| SAFE DEPOSIT SERVICE | General safe deposit | |

COMMENTS: _____

MANDATORY FACILITIES

| SPECIFIC ITEMS | | Please tick✓ |
|------------------|---|--------------|
| RECEPTION | Reception desk | |
| | Tourism information materials | |
| MANAGERS' OFFICE | | |
| PUBLIC TOILETS | Male | |
| | Female | |
| GUEST ROOM | 1 beside table per occupant | |
| | Luggage rack | |
| | 1 writing desk and chair | |
| | 1 armchair per occupant | |
| | Full length mirror | |
| | Wardrobe with door and 4 hangers | |
| | Full blinds across windows and other openings | |
| | Beside rug or carpet | |
| | Blankets | |
| | Cover sheet | |
| | Bedside lamp | |
| | Guest room doors with secured locks | |

CAR PARK: (50% OF ROOM CAPACITY)

Comments: _____

L.I. 2239*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016***MANDATORY FACILITIES**

| MANDATORY FACILITIES | | Please tick✓ |
|----------------------|------------------------------------|--------------|
| BATHROOM/TOILETS | SPECIFIC ITEMS | |
| | Hand wash basin with running water | |
| | Flexible handheld/ standing shower | |
| | W/C bowl | |
| | Bath towels/ mirror | |
| | Toilet roll | |
| | Toilet soap | |
| | | |
| KITCHEN | Functional Kitchen | |
| | Store room | |

Comments: _____

MANDATORY NOTIFICATION

| MANDATORY NOTIFICATION | Please tick✓ |
|---|--------------|
| Sign posting | |
| Hotel regulations | |
| Advice on fire exits | |
| Labelling of guest rooms, public washrooms and other facilities | |

Comments: _____

SECURITY PROVISIONS

| SECURITY PROVISIONS | Please tick✓ |
|---|--------------|
| Safety instructions | |
| Adequate firefighting equipments | |
| Labeled emergency exits | |
| Burglar proofing for quest rooms on ground floors | |
| Security lighting | |
| 24-hour security personnel | |
| Insurance | |

Comments: _____

*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016*

STAFF DATA

| POSITION | NO. | EDUCATIONAL BACKGROUND | CERTIFICATE OBTAINED | SEX | AGE | SALARY |
|-----------------------------------|-----|---------------------------|-------------------------|-----|-----|--------|
| MANAGER | | | | | | |
| ACCOUNTANT | | | | | | |
| HOUSEKEEPER | | | | | | |
| ROOM ATTENDANTS | | | | | | |
| RECEPTION/FRONT DESK PERSONNEL | | | | | | |
| PORTERS | | | | | | |
| CHEFS | | | | | | |
| COOKS | | | | | | |
| CLEANERS | | | | | | |
| BARMEN | | | | | | |
| WAITERS | | | | | | |
| LAUNDRY MEN | | | | | | |
| SECURITY MEN | | | | | | |
| POOL ATTENDANT | | | | | | |
| GARDENER | | | | | | |
| UTILITY PERSONNEL | | | | | | |
| OTHERS | | | | | | |

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Regulations, 2016*

IDENTIFIED DEFECTS

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RECOMMENDATIONS (SUBJECT TO APPROVAL)

The hotel should be given a licence

The hotel should not be given licence

Recommended grade: _____

Tourism (Registration and Licensing of Tourist Accommodation Enterprise) Regulations, 2016

FORM G

(regulation 21 (2)(d))

GHANA TOURISM AUTHORITY



INSPECTION REPORT (FIELD SHEET) FOR ACCOMMODATION ESTABLISHMENT (GUEST HOUSE, 1-2 STAR)

NAME OF ENTERPRISE: [] LOCATION: [] SPECIFIC LANDMARK: [] INSPECTION DATE: [][][][][][][][][]

INSPECTORS

- 1. [] 2. [] 3. []

TEAM CONDUCTED ROUND BY: [] DESIGNATION: [] SIGNATURE:

CURRENT DETAILS

Postal Address.: [] Telephone No.: [] Fax No.: [] Email: [] Website.: []

GUEST ROOM DETAILS

Total No. Rooms: [] Total No. of rooms in operation: [] Total No. of beds in operation: [] No. of rooms with running hot water: [] No. of rooms with air conditioners: []

TARIFFS

Current Room Tariffs (To be displayed at the reception and guest rooms) Standard Bed: [] Single Occupancy: [] Double Occupancy: [] Twin Bed: [] Suite: [] Chalet: [] Others: [] Basic Breakfast: [] Basic Lunch/Dinner: []

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SPECIAL FACILITIES AND SERVICES OFFERED

TELEPHONE/INTERNET SERVICE:

Reception: - IDD: National Only:
Bedrooms: - IDD Hotel only
Internet Services: - Broadband

RESTAURANTS:

No.: Types: Capacity:

SPORTS:

Swimming Pool: Gymnasium:
Others (Specify):

BUSINESS SERVICES:

Secretarial Service Fax: Internet:

CONFERENCE/ MEETING/ MULTI-PURPOSE FUNCTION FACILITIES

Conference: No.: Seating Capacity:
Banquet hall: No.: Seating Capacity:
Meeting rooms: No.: Seating Capacity:
Multi-purpose rooms: No.: Seating Capacity:
Others (Specify):

TRANSPORT SERVICES:

Courtesy Bus: No.:

OTHERS:

Hairdressing Saloon (2-Star):

MANAGERS' DATA

Name:
Age: Gender: Female: Male:
Highest Education Qualification:
Indicate professional training in management:

STAFF

TRAINING: Vocational/Professional
STAFF CONVENIENCES: Individual locker with key:
Changing room: Male Female
Toilets: Male Female
APPEARANCE: Uniform Name badges
 Hair restraint for kitchen staff
MEDICAL STATUS Bi-annual medical certificate for food and beverage staff

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GENERAL PROVISION

| | | |
|--------------------------|--------------------------|-------------------------------|
| Pest control methods | <input type="checkbox"/> | Specify: <input type="text"/> |
| Waste disposal methods | <input type="checkbox"/> | Specify: <input type="text"/> |
| Alternative power source | <input type="checkbox"/> | Specify: <input type="text"/> |
| Water storage | <input type="checkbox"/> | Specify: <input type="text"/> |
| Service entrance | <input type="checkbox"/> | |

GENERAL STATE OF CARE

| | |
|--|----------------------|
| External (building, painting etc.) | <input type="text"/> |
| Internal (cracks, painting, leakages etc.) | <input type="text"/> |
| Grounds and environments | <input type="text"/> |
| Drainage: | <input type="text"/> |

MANDATORY REQUIREMENTS

| PERMIT AND REGISTERS | Please tick✓ | GUEST HOUSE | 1 STAR | 2 STAR |
|---------------------------------------|---------------------------------------|-------------|--------|--------|
| STATUTORY PERMIT | Hostel licence by GTA (Current Grade) | | | |
| STATUTORY REGISTERS/ RECEIPT BOOKS | Master Hotel Register | | | |
| | Mini Hotel Lodgers Registers | | | |
| | VAT Invoice | | | |

MANDATORY SERVICES

| SPECIFIC ITEMS | | GUEST HOUSE | 1 - STAR | 2 - STAR |
|---|----------------------------------|-------------|----------|----------|
| FOOD SERVICE | Full service restaurant | | | |
| | Food service (on request) | | | |
| | Priced menu card | | | |
| BAR SERVICE | Well-ventilated bar | | | |
| | Priced wine and bar list | | | |
| LAUNDRY SERVICE | | | | |
| ROOM SERVICE | 18-hour | | | |
| RECEPTION SERVICE | 18-hour | | | |
| MEDICAL SERVICE | First aid box | | | |
| SAFE DEPOSIT SERVICE | General safe deposit | | | |
| | Individual safe deposit (2 star) | | | |
| MONEY EXCHANGE SERVICE (AUTHORIZED BY BOG) | | | | |

COMMENTS: _____

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MANDATORY FACILITIES

| SPECIFIC ITEMS | | GUEST HOUSE | 1 - STAR | 2- STAR |
|-----------------------------|--|-------------|----------|---------|
| RECEPTION, LOUNGE AND LOBBY | Information and porters' desk | | | |
| | Tourism information materials | | | |
| MANAGERS' OFFICE | | | | |
| PUBLIC TOILETS | Male | | | |
| | Female | | | |
| | Fitted for physically-challenged | | | |
| GUEST HOUSE | 1 bedside table per occupant | | | |
| | Luggage rack | | | |
| | 1 writing desk and chair | | | |
| | 1 armchair per occupant | | | |
| | Dressing table with mirror | | | |
| | Full length mirror | | | |
| | Wardrobe with door and 10 hangers | | | |
| | Full blinds across windows and other openings | | | |
| | Beside side mate or carpet | | | |
| | Bed spread | | | |
| | Locally-made wall hangings | | | |
| | A detailed stationery folder | | | |
| | Bedside lamp | | | |
| | Colour television with remote control | | | |
| | Guest room doors must have spy holes and latch chains (2 Star) | | | |

CAR PARK: (50% OF ROOM CAPACITY)

COMMENTS: _____

MANDATORY FACILITIES

| SPECIFIC ITEMS | | GUEST HOUSE | 1 - STAR | 2- STAR |
|-------------------|--|-------------|----------|---------|
| BATHROOM/ TOILETS | Hand wash basin with hot and cold running. | | | |
| | Flexible handheld/standing shower water | | | |
| | Face, hand and bath towels | | | |
| | Mirror with stripped lights | | | |
| | Dual voltage electric shaver outlet | | | |
| | W/C bowl | | | |
| | Toilet roll and spare | | | |
| | Air freshener in W/C bowl | | | |
| | Toilet soap | | | |
| KITCHEN | Adequate professional equipment | | | |
| | Floor and wall made of impermeable material | | | |
| | Adequate ventilation (smoke/steam extractor or hood) | | | |
| | Kitchen must be well partitioned | | | |

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| | | | | |
|--|---|--|--|--|
| | Pantry with running water, drying rack and good drainage system | | | |
| | Refrigerator/freezer | | | |
| | Store room | | | |

Comments: _____

MANDATORY NOTIFICATION

| MANDATORY NOTIFICATION | GUEST HOUSE | 1-STAR | 2-STAR |
|---|-------------|--------|--------|
| Sign posting | | | |
| Hotel regulations | | | |
| Advice on fire exits | | | |
| Labelling of guest rooms, public washrooms and other facilities | | | |

Swimming pool

Changing room & toilets

Depth indicator

Safety instruction

Comments: _____

SECURITY PROVISIONS

| SECURITY PROVISIONS | | | |
|---|--|--|--|
| Safety instructions | | | |
| Adequate firefighting equipments | | | |
| Labeled emergency exits | | | |
| Burglar proofing for quest rooms on ground floors | | | |
| 24-hour security surveillance | | | |
| Security lighting | | | |
| 24-hour security personnel | | | |
| Insurance | | | |

Comments: _____

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*Tourism (Registration and Licensing of Tourist Accommodation Enterprise)
Regulations, 2016*

STAFF DATA

| POSITION | NO. | EDUCATIONAL BACKGROUND | CERTIFICATE OBTAINED | SEX | AGE | SALARY |
|-----------------------------------|------------|-----------------------------------|---------------------------------|------------|------------|---------------|
| MANAGER | | | | | | |
| ACCOUNTANT | | | | | | |
| HOUSEKEEPER | | | | | | |
| ROOM ATTENDANTS | | | | | | |
| RECEPTION/FRONT DESK PERSONNEL | | | | | | |
| PORTERS | | | | | | |
| CHEFS | | | | | | |
| COOKS | | | | | | |
| CLEANERS | | | | | | |
| BARMEN | | | | | | |
| WAITERS | | | | | | |
| LAUNDRY MEN | | | | | | |
| SECURITY MEN | | | | | | |
| POOL ATTENDANT | | | | | | |
| GARDENER | | | | | | |
| UTILITY PERSONNEL | | | | | | |
| OTHERS | | | | | | |

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IDENTIFIED DEFECTS

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RECOMMENDATIONS (SUBJECT TO APPROVAL)

The hotel should be given a licence

The hotel should not be given licence

Recommended grade: _____

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FORM H

(regulation 21 (2)(c))



GHANA TOURISM AUTHORITY

**INSPECTION REPORT (FIELD SHEET) FOR
ACCOMMODATION ESTABLISHMENT (3-5 STAR)**

NAME OF ENTERPRISE:

LOCATION:

SPECIFIC LANDMARK:

INSPECTION DATE:

INSPECTORS

1. _____

2. _____

3. _____

TEAM CONDUCTED ROUND BY:

DESIGNATION:

SIGNATURE:

CURRENT DETAILS

Postal Address.:

Telephone No.: Fax No.:

Email: Website.:

GUEST ROOM DETAILS

No. of Rooms: No. of rooms in operation: No. of beds in operation:

No. of rooms with running hot water: No. of rooms with air conditioners:

TARIFFS

Current Room Tariffs (To be displayed at the reception and guest rooms)

Standard Bed: Single Occupancy:

Double Occupancy:

Twin Bed: Suite:

Chalet: Others:

Basic Breakfast: Basic Lunch/Dinner:

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SPECIAL FACILITIES AND SERVICES OFFERED

TELEPHONE/INTERNET SERVICE:

Reception: - IDD: National Only:
Bedrooms: - IDD Hotel only
Internet Services: - Broadband Wireless

RESTAURANTS:

Types: No.:

ENTERTAINMENT

Night Club/Discotheque: Games:
Casino: Others (Specify):

SPORTS:

Swimming Pool: Boating/Water Sports:
Tennis: Golf (Mini):
Volley: Squash:
Gymnasium: Sauna:
Others (Specify):

BUSINESS SERVICES:

Secretarial Service Fax: Internet:

CONFERENCE/ MEETING/ MULTI-PURPOSE FUNCTION FACILITIES

Conference: No.: Seating Capacity:
Banquet hall: No.: Seating Capacity:
Meeting rooms: No.: Seating Capacity:
Multi-purpose rooms: No.: Seating Capacity:
Others (Specify):

TRANSPORT SERVICES:

Car Hire: No.:
Courtesy Bus: No.:

OTHERS:

Gift Shop: Hairdressing Salon: Newsstand:

MANAGERS' DATA

Name:
Age: Gender: Female: Male:
Highest Education Qualification:
Indicate professional training in management:

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| | | | |
|---------------------|--|--------------------------------------|---------------------------------|
| STAFF | | | |
| TRAINING: | Vocational/Professional | <input type="checkbox"/> | |
| STAFF CONVENIENCES: | Individual locker with key: | <input type="checkbox"/> | |
| | Changing room: | <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| | Toilets: | <input type="checkbox"/> Male | <input type="checkbox"/> Female |
| APPEARANCE: | <input type="checkbox"/> Uniform | <input type="checkbox"/> Name badges | |
| | <input type="checkbox"/> Hair restraint for kitchen staff | | |
| MEDICAL STATUS | <input type="checkbox"/> Bi-annual medical certificate for food and beverage staff | | |

| | | | |
|--------------------------|--------------------------|----------|----------------------|
| GENERAL PROVISION | | | |
| Pest control methods | <input type="checkbox"/> | Specify: | <input type="text"/> |
| Waste disposal methods | <input type="checkbox"/> | Specify: | <input type="text"/> |
| Alternative power source | <input type="checkbox"/> | Specify: | <input type="text"/> |
| Water storage | <input type="checkbox"/> | Specify: | <input type="text"/> |
| Service entrance | <input type="checkbox"/> | | |

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|--|----------------------|
| GENERAL STATE OF CARE | |
| External (building, painting etc.) | <input type="text"/> |
| Internal (cracks, painting, leakages etc.) | <input type="text"/> |
| Grounds and environments | <input type="text"/> |
| Drainage: | <input type="text"/> |

MANDATORY REQUIREMENTS

| PERMIT AND REGISTERS | | 3-STAR | 4-STAR | 5-STAR |
|------------------------------------|---------------------------------------|--------|--------|--------|
| STATUTORY PERMIT | Hostel licence by GTA (Current Grade) | | | |
| STATUTORY REGISTERS/ RECEIPT BOOKS | Master Hotel Register | | | |
| | Mini Hotel Lodgers Registers | | | |
| | VAT Invoice | | | |

MANDATORY SERVICES

| SPECIFIC ITEMS | | 3-STAR | 4 - STAR | 5 - STAR |
|----------------|--|--------|----------|----------|
| FOOD SERVICE | Air-conditioned first-class restaurant | | | |
| | Separate breakfast room | | | |
| | Coffee shop | | | |
| | Detailed priced menu card | | | |
| BAR SERVICE | Air-conditioned bar | | | |

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|---|--------------------------|--|--|--|
| | Priced wine and bar list | | | |
| LAUNDRY SERVICE | | | | |
| ROOM SERVICE | 24-hour | | | |
| RECEPTION SERVICE | 24-hour | | | |
| MEDICAL SERVICE | Doctor on call | | | |
| | Clinic/sickbay | | | |
| | First aid box | | | |
| | Resident Nurse | | | |
| SAFE DEPOSIT SERVICE | Individual safe deposit | | | |
| MONEY EXCHANGE SERVICE (AUTHORIZED BY BOG) | | | | |

COMMENTS: _____

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MANDATORY FACILITIES

| SPECIFIC ITEMS | | 3-STAR | 4 - STAR | 5- STAR |
|---|---|--------|----------|---------|
| RECEPTION, LOUNGE AND LOBBY | Pay telephone | | | |
| | Information and porters' desk | | | |
| | Tourism services | | | |
| | Gift/sundry shop | | | |
| | Lift for guests | | | |
| | Service lift | | | |
| MANAGERS OFFICE | | | | |
| PUBLIC TOILETS | Male | | | |
| | Female | | | |
| | Fitted for physically-challenged persons | | | |
| GUEST ROOM | 1 bedside table per occupant | | | |
| | Luggage rack | | | |
| | 1 writing desk and chair | | | |
| | 1 armchair per occupant | | | |
| | Full length mirror | | | |
| | Wardrobe with door and 10 hangers | | | |
| | Full blinds across windows and other openings | | | |
| | A superior quality net (voile) curtains | | | |
| | Superior beside side rag or carpet | | | |
| | Mini-bar | | | |
| | Laundry bag | | | |
| | Shoe shine accessories | | | |
| | Trouser press | | | |
| | Superior bed spreads | | | |
| | Locally-made wall hangings | | | |
| A detailed stationary folder | | | | |
| Bedside lamp | | | | |
| Color television with remote control | | | | |
| Guest room doors must have spy holes and latch chains | | | | |
| Hospitality tray | | | | |

CAR PARK: 50% of room capacity for 3-Star 75% of room capacity for 4-Star
 100% of room capacity for 5-Star

Comments: _____

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MANDATORY FACILITIES

| SPECIFIC ITEMS | | GUEST HOUSE | 1 - STAR | 2 - STAR |
|---|--|---------------------------------|----------|----------|
| BATHROOM/ TOILETS | Hand wash basin with hot and cold running. | | | |
| | Bathtub/ flexible handheld/ bidet water | | | |
| | Face, hand and bath towels | | | |
| | Bath robes and slippers | | | |
| | Facial tissue, shower caps and sanitary bags | | | |
| | Hair dryer | | | |
| | Mirror with stripped lights | | | |
| | Dual voltage electric shaver outlet | | | |
| | Telephone set and radio in bathroom | | | |
| | W/C bowl | | | |
| | Toilet roll and spare | | | |
| | Air freshener in W/C bowl | | | |
| | Toilet soap | | | |
| | KITCHEN | Adequate professional equipment | | |
| Floor and wall made of impermeable material | | | | |
| Adequate ventilation (smoke/steam extractor or hood) | | | | |
| Kitchen must be well partitioned | | | | |
| Pantry with running water, drying rack and good drainage system | | | | |
| Cold room | | | | |
| SWIMMING POOL | Store room | | | |
| | Depth indicators | | | |
| | Safety instructors | | | |
| | Life guard | | | |
| | Changing room and toilets | | | |
| | Supplies e.g. towel etc. | | | |

Comments: _____

MANDATORY NOTIFICATION

| MANDATORY NOTIFICATION | GUEST HOUSE | 1-STAR | 2-STAR |
|---|-------------|--------|--------|
| Sign posting | | | |
| Hotel regulations | | | |
| Advice on fire exits | | | |
| Labelling of guest rooms, public washrooms and other facilities | | | |

Comments: _____

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SECURITY PROVISIONS

| SECURITY PROVISIONS | | | |
|---|--|--|--|
| Safety instructions | | | |
| Adequate firefighting equipments | | | |
| Labeled emergency exits | | | |
| Burglar proofing for quest rooms on ground floors | | | |
| 24-hour security surveillance | | | |
| Security lighting | | | |
| 24-hour security personnel | | | |
| Insurance | | | |

Comments: _____

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STAFF DATA

| POSITION | NO. | EDUCATIONAL BACKGROUND | CERTIFICATE OBTAINED | SEX | AGE | SALARY |
|-----------------------------------|------------|-----------------------------------|---------------------------------|------------|------------|---------------|
| MANAGER | | | | | | |
| ACCOUNTANT | | | | | | |
| HOUSEKEEPER | | | | | | |
| ROOM ATTENDANTS | | | | | | |
| RECEPTION/FRONT DESK PERSONNEL | | | | | | |
| PORTERS | | | | | | |
| CHEFS | | | | | | |
| COOKS | | | | | | |
| CLEANERS | | | | | | |
| BARMEN | | | | | | |
| WAITERS | | | | | | |
| LAUNDRY MEN | | | | | | |
| SECURITY MEN | | | | | | |
| POOL ATTENDANT | | | | | | |
| GARDENER | | | | | | |
| UTILITY PERSONNEL | | | | | | |
| OTHERS | | | | | | |

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IDENTIFIED DEFECTS

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RECOMMENDATIONS (SUBJECT TO APPROVAL)

The hotel should be given a licence

The hotel should not be given licence

Recommended grade: _____

ELIZABETH OFOSU-ADJARE (MRS.)

Minister responsible for Tourism, Culture and Creative Arts

Date of Gazette notification: 24th June, 2016.

Entry into force: 28th July, 2016.