

ACCOMMODATION AND CATERING ENTERPRISES REGULATIONS, 1979 (LI 1205).

IN exercise of the powers conferred on the Commissioner responsible for Trade and Tourism by section 12 of the Ghana Tourist Board Decree, 1973 (N.R.C.D. 224) as amended the following regulations are made this 1st day of June, 1979.

PART I—REGISTRATION OF ACCOMMODATION AND CATERING ENTERPRISES

Regulation 1—Register of Accommodation and Catering Enterprises.

The Ghana Tourist Board shall keep a register of accommodation and catering enterprises in which shall be entered such particulars of every accommodation and catering enterprise required to be registered under these Regulations as the Board may consider necessary.

Regulation 2—Accommodation and Catering Enterprises to be Licensed.

(1) No person shall operate an accommodation or catering enterprise unless he has a valid licence granted under these Regulations by the Ghana Tourist Board in respect of that enterprise.

(2) Any person who operates an accommodation or catering enterprise shall within one month after the commencement of these Regulations apply to the Board for its registration.

(3) An application form for a licence shall be as specified in the First Schedule to these Regulations, and is obtainable from the Board upon payment of ten cedis.

(4) The fees payable for a licence under this regulation shall be as specified in the Second Schedule to these Regulations.

(5) A licence granted under this regulation shall be valid for one year and shall be renewable on the 1st January of each year upon

(a) the payment of the prescribed fee in the Second Schedule to these Regulations; and

(b) furnishing the Board with such particulars as the Board may require relating to the enterprise.

(6) No licence shall be granted by the Board unless it is satisfied as to the suitability of the enterprise after considering

(a) the inspection report in the form specified in the Third Schedule submitted on the enterprise by an inspector authorised by the Board; and

(b) a certificate of suitability in respect of the enterprise issued by

(i) the City Engineer, or in the case of a place not being a city the local government authority of the area:

(ii) the Environmental Unit of the Ministry responsible for Health;

(iii) the Department of Physical Planning; and

(iv) the Commissioner of Police (Criminal Investigations Department).

(7) Where the Board refuses an application for a licence it shall inform the applicant in writing giving reasons for the refusal, and shall return the licence fee paid by the applicant.

Regulation 3—Penalty.

Any person who operates an accommodation or catering enterprise contrary to any of the provisions of regulation 2 shall be guilty of an offence and liable on summary conviction to a fine not exceeding ₦200.00 or to a term of imprisonment not exceeding twelve months or to both.

PART II—ADMINISTRATION

Regulation 4—Appointment of Inspectors.

(1) The Board may appoint inspectors for the purposes of these Regulations.

(2) Every inspector shall be given a certificate of his appointment issued by the Board, and when visiting any premises to which these Regulations apply shall, if so required, produce the certificate to the operator or other person for the time being responsible for the management of the premises.

Regulation 5—Powers of Inspectors.

(1) An inspector may for the implementation of these Regulations—

(a) enter, inspect and examine, by day or by night, an accommodation or catering enterprise;

(b) take with him a police officer if he has reasonable cause to expect obstruction in the execution of his duty:

(c) require the production of any register, licence or documents kept in pursuance of these Regulations and to inspect, examine and copy any of them:

(d) make or cause to be made such examination and inquiry as may be necessary to ascertain whether the provisions of these Regulations and of the in force relating to public health are complied with so far as respect an accommodation or catering enterprise and any persons employed therein:

(e) require any person whom he finds in an accommodation or catering enterprise to give such information as it is in his power to give as to who is the operator of the enterprise.

(2) The operator of an accommodation or catering enterprise, agents and servants, shall provide the means required by an inspector as necessary for an entry, inspection, examination, inquiry, the taking of samples, or otherwise for the exercise of his powers under these Regulations in relation to that enterprise.

Regulation 6—Obstruction of Inspector.

(1) Any person who obstructs an inspector in the performance of his functions under these Regulations shall be guilty of an offence and liable on summary conviction to a fine not exceeding ₦100.00 or to a term of imprisonment not exceeding one month or to both.

(2) Any person who for the time being is in charge of an accommodation or catering enterprise and who,

- (a) wilfully delays an inspector in the performance of his functions;
- (b) fails to produce any register, licence or document which he is required by these Regulations to produce; or
- (c) wilfully withholds any information as to who is the operator of the enterprise.

shall be deemed to obstruct an inspector in the performance of his functions under these Regulations.

Regulation 7—Complaints.

(1) Any person who is aggrieved by the manner in which an accommodation or catering enterprise is being operated may by writing complain to the Board within twenty-eight days from the date when the cause for complaint arose.

(2) Where after the investigation of a complaint the Board is satisfied that the enterprise is being operated in contravention of these Regulations the Board may require the operator to remedy the defect within such time as may be specified by the Board, so whenever that the Board shall allow the operator not less than fifteen days.

Regulation 8—Revocation or Suspension of Licence.

Where the holder of an accommodation or catering enterprise licence under these Regulations contravenes any of the conditions for the grant of the licence the Board may revoke or suspend the licence.

Regulation 9—Appeals.

A person who is aggrieved by a decision of the Board under regulation 8 may within fifteen days from the date of the decision appeal to the tribunal established in regulation 10.

Regulation 10—Appeals Tribunal.

(1) There shall be an appeals tribunal which shall consider and determine appeals under these Regulations.

(2) The tribunal shall comprise—

- (a) the Director of the Management and Productivity Institute (M.D.P.I.) or his representative — Chairman;
- (b) the Chief Executive, Ghanaian Enterprises Development Commission or his representative;
- (c) a lawyer of not less than four years standing from the Attorney-General's Office; and
- (d) three members appointed by the Commissioner responsible for Trade and Tourism.

(3) The term of office of members of the tribunal appointed under sub-regulation 2 (d) shall be two years but they shall be eligible for re-appointment.

(4) The quorum at any meeting of the tribunal shall be three.

(5) No member or officer of the Board shall be a member of the tribunal.

PART III—ACCOMMODATION ENTERPRISES MINIMUM REQUIREMENT

Regulation 11—General Matters.

Any premises used for the purpose of an accommodation enterprise shall satisfy the following minimum requirements:—

(a) there shall be provided adequate natural or artificial lighting throughout the premises;

(b) there shall be provided adequate through ventilation or other suitable ventilation;

(c) stairways, halls, corridors and exits shall be kept lighted and unobstructed;

(d) there shall be prominently displayed a notice specifying the rates charge per person in respect of accommodation;

(e) there shall be available on call at least one literate employee;

(f) the premises and grounds shall have adequate drainage system;

(g) the grounds shall be maintained clean and tidy;

(h) the buildings, fixtures and fittings shall be kept in a good state of repair;

(i) there shall be provided a clearly labelled and suitably equipped reception;

(j) a suitable lounge or outdoor sitting facilities shall be provided for the use of guest and their visitors;

(k) there shall be provided common toilets, hand basins, and bath-rooms or shower-rooms to the minimum scale of one each to four rooms;

(l) toilets and baths shall be so clearly marked for either sex;

(m) good drinking water shall be made available;

(n) there shall be provided on the premises a pantry equipped for washing-up;

(o) where there are more than three floors there shall be provided a lift which shall be inspected once every three months and a certificate of efficiency issued by the Board to that effect;

(p) there shall be provided adequate and clearly marked fire escape exits;

(q) there shall be observed adequate fire fighting means and procedures;

(r) there shall be provided alternative lighting devices which shall be supplied to residents in the event of power failure;

(s) there shall be provided a first-aid kit;

(t) where there are more than one hundred rooms there shall be provided a clinic with a full-time qualified nurse, and the services of a doctor who shall be called to the premises in the event of an emergency shall be retained.

Regulation 12—Hotel or Lodging Register.

(1) In any premises used for the purpose of an accommodation enterprise there shall be maintained by the operator a register in the form specified in the Fourth Schedule in which shall be recorded the following particulars in respect of each guest—

(a) Full name

(b) Nationality

(c) Passport Number (if non-Ghanaian)

(d) Permanent Address

(e) Date of Birth

(f) Profession or Occupation

(g) Room Number

(h) Date and Time of Checking-in

(i) Date and Time of Checking-out

(j) Married or Single

(k) Name of Spouse (if lodging in the same hotel)

(l) Number of Children (if lodging in the same hotel).

(2) A hotel or lodging register shall be obtainable from the Board.

Regulation 13—Board to Determine Adequacy or otherwise of Requirements.

The opinion of the Board whether or not an enterprise satisfies the minimum requirements specified in regulation 11 shall be final.

Regulation 14—Facilities for Bedrooms.

(1) Every bedroom in an accommodation enterprise shall be of an adequate size and provided with—

(a) a mirror and dressing top of adequate size;

(b) a hand basin and water where the bedroom has no private bathroom attached;

(c) a bed of adequate size, with a clean mattress, blanket and pillow of satisfactory quality;

- (d) at least a fresh bed sheet and pillow case
 - (i) for every new guest, and
 - (ii) every third day for a resident staying for three days or more;
 - (e) at least one chair per person;
 - (f) a wardrobe or other facility for hanging clothes; and a chest of drawers or storage shelving;
 - (g) lighting good enough for reading;
 - (h) good drinking water and a drinking vessel for each person;
 - (i) curtains or other satisfactory means of black-out on all windows;
 - (j) mosquito proofing or mosquito nets;
 - (k) adequate ventilation; and
 - (l) a waste paper container.
- (2) The doors and windows of every bedroom shall have secure fasteners.
- (3) A key to the bedroom shall be supplied to the occupant, and the management shall have a duplicate key available.
- (3) Every bedroom shall be cleaned daily and the beds made up.

Regulation 15—Facilities for Bath-Room or Shower-Room

- (1) Every bath-room or shower-room in an accommodation enterprise shall have walls and floor finished in impermeable and washable material, and provided with—
- (a) adequate lighting and ventilation;
 - (b) a secure door fastener, towel rails and clothes hooks; and
 - (c) an efficient running water system.
- (2) Every resident shall be supplied with—
- (a) fresh towels which shall be changed at least every other day; and
 - (b) toilet soap.

Regulation 16—Toilets.

- Every toilet in an accommodation enterprise shall be in a hygienic condition and provided with—
- (a) a secure door fastener;
 - (b) adequate lighting and ventilation;
 - (c) a toilet roll, of which there shall be a spare; and

(d) a covered disposal bin or bags.

PART IV—FOOD

Regulation 17—Preparation and Serving of Food.

In any accommodation enterprise where food is provided the operator shall ensure that every person engaged in the preparation, cooking or serving of food on the premises—

- (a) is clean and tidy in his habits; and
- (b) is personally clean and wears protective clothing.

Regulation 18—Storage of Food.

(1) Every room in which food is stored in any accommodation enterprise shall be—

- (a) adequately lighted and ventilated;
 - (b) kept clean and tidy and free from rats, mice, flies, cockroaches and other vermin.
- (2) Refrigeration or other suitable facilities shall be provided for the preservation of perishable foods.
- (3) No food shall be stored on the floor.
- (4) There shall be no dry sweeping in a room used for the storage of food.
- (5) No person shall sleep in a room used for the storage of food.
- (6) No domestic animal or pet shall be allowed in a room used for the storage of food.

Regulation 19—Facilities for Kitchen and Pantry.

(1) In any accommodation enterprise where food is provided a suitable area shall be set aside as a kitchen and a pantry.

(2) The kitchen and pantry shall be

- (a) of adequate size;
- (b) well lighted and ventilated;
- (c) suitably equipped; and
- (d) kept clean and tidy.

(3) No person shall sleep in a room used for the preparation or cooking of food.

(4) No domestic animal or pet shall be allowed in a room used for the preparation or cooking of food.

(5) No article which is not directly connected with the preparation or cooking of food, shall be kept in the kitchen.

(6) Adequate facilities for washing-up shall be provided in every kitchen.

(7) A changing room shall be provided for the kitchen staff.

Regulation 20—Dining Room.

(1) In any accommodation enterprise where food is provided an adequate area shall be set aside as a dining room.

(2) Every table in use by residents shall be provided with sufficient crockery, condiment sets and table linen of satisfactory standard.

(3) A menu showing the prices of the items shall be made available for the use of residents in the dining room.

(4) No domestic animal or pet shall be allowed in an area where food or drink is served.

(5) Adequate separate male and female toilet and washing facilities shall be provided for the use of guests at the dining room.

Regulation 21—Garbage.

(1) In any accommodation enterprise where food is provided sufficient fly-tight garbage containers shall be placed in convenient places.

(2) Garbage containers shall be emptied and cleaned daily.

(3) Where there is no garbage removal and disposal service by the local authority, disposal of garbage, waste or refuse shall be by incineration or burying, or in the manner prescribed by the appropriate authority.

Regulation 22—Water Supply.

(1) In any accommodation enterprise water provided for drinking shall be suitable for the purpose and drawn from a public water supply or from a source approved by the appropriate health authority.

(2) Where the water supplied is unfit for human consumption a notice to that effect shall be posted at each tap, faucet or source of supply.

PART V—STAFF

Regulation 23—Medical Examination.

(1) No person shall be employed or allowed to work in any accommodation enterprise unless he has been declared medically fit by a medical officer approved by the Board.

(2) Every employee who works in a kitchen, pantry or dining room or handles food shall be medically examined once every half year and other employees shall be medically examined once a year.

Regulation 24—Facilities for Staff.

(1) In any premises used for the purpose of an accommodation enterprise the operator shall keep particulars of the staff including their permanent and residential addresses.

(2) There shall be provided

(a) adequately equipped and separate changing rooms for male and female staff;

(b) separate toilets for male and female staff;

(c) protective and washable clothing for staff engaged in the preparation, cooking and serving of food;

(d) uniforms for waiters and chambermaids; and

(e) facilities for the training of the staff.

Regulation 25—Manager to be Registered by the Board.

(1) Every accommodation enterprise shall be in the charge of a Manager who shall be registered by the Board.

(2) Where the Manager is changed the Board shall be informed forthwith.

Regulation 26—Competence of Managers.

(1) No person shall be competent to be appointed or continue to act as Manager if he is—

(a) an undischarged bankrupt, unless he shall have been granted leave to act as a Manager by the Court by which he was adjudged bankrupt;

(b) convicted of a felony or any offence involving fraud, dishonesty or moral turpitude and has not been granted a free pardon;

(c) guilty of serious misconduct in relation to his duties as a manager of an accommodation enterprise;

(d) found by a competent Court to be a person of unsound mind; and

(e) in the case of a person possessed of professional qualifications, not disqualified or suspended otherwise than at his own request from practising his profession in Ghana or any other country by order of any competent authority made in respect of him personally.

PART VI—CATEGORIES OF ACCOMMODATION ENTERPRISES

Regulation 27—Categories of Accommodation Enterprises.

There shall be three categories of accommodation enterprises namely, Category A, Category B, and Category C.

Regulation 28—Category A Enterprises.

(1) Category A enterprises shall comprise hotels, inns and motels.

(2) Without prejudice to the minimum requirements specified in Part III of these Regulations Category A enterprises shall be subject to International Classification.

(3) In addition to the minimum requirements specified in Part III a Category A enterprise other than a hotel shall have the following:—

- (a) at least four bedrooms adequately lighted, furnished and with reasonable floor finishing;
- (b) a lounge or suitably-equipped lobby with toilets and hand basins for guests;
- (c) adequate ventilation in all public and private areas;
- (d) a telephone box for the use of guests;
- (e) running water in each room where private bathroom is attached;
- (f) a service for providing food and drinks at reasonable times for guests and the public;
- (g) in the case of motels, a parking space for every room; and
- (h) in the case of motels, a shop attached which serves food and drinks.

Regulation 29—Category B Enterprises.

(1) Category B enterprises shall comprise catering resthouses, guest houses, lodgings, or other boarding and rooming facilities.

(2) In addition to the minimum requirements specified in Part III a Category B enterprise shall provide breakfast, lunch and supper for guests.

Regulation 30—Category C Enterprises.

(1) Category C enterprises shall comprise rest-stops.

(2) Notwithstanding the requirements specified in Part III the provision of food shall not be a condition for the operation of a Category C enterprise.

(3) Refreshment shall be made available.

Regulation 31—Trade Names and Signs.

(1) An accommodation enterprise may, in accordance with any other law for the time being in force, operate under a name or sign of its own choice, so however that the designation appropriate to the type, size and general characteristics of the enterprise shall be used as part of the name.

(2) No person shall use the word “Tourist”, “Visitor” or “Traveller” in the name of an accommodation enterprise without the written authority of the Board.

PART VII—CLASSIFICATION OF HOTELS

Regulation 32—Board to Classify Hotels.

(1) No accommodation enterprise shall be described as a hotel unless it has been classified under these regulations.

(2) Hotels shall be classified according to the Star System and standards prescribed from time to time by the Board.

(3) The Standards prescribed shall be commensurate with international requirements.

Regulation 33—The Star System of Classification.

(1) There shall be five categories of hotels namely, One Star (Fourth Class), Two Star (Third Class), Three Star (Second Class), Four Star (First Class) and Five Star (Luxury or De-luxe Class).

(2) No accommodation enterprise shall qualify for classification under the Star System unless in addition to the minimum requirements specified in Part III it satisfies the requirements specified in the Fifth Schedule to these Regulations.

(3) A certificate of classification shall be issued by the Board in respect of every hotel classified under these Regulations.

(4) No person shall use any hotel classification other than that authorised by the Board.

Regulation 34—Penalties.

Any operator of a hotel who uses an unauthorised classification shall be guilty of an offence and liable upon summary conviction to a fine not exceeding ₦200.00 or to a term of imprisonment not exceeding twelve months or to both and in the case of a continuing offence to a further fine not exceeding ₦50.00 for each day on which the offence is continued.

Regulation 35—Offences by Bodies of Persons.

Where an offence under these Regulations is committed by a body of persons:—

(a) where the body of persons is a body corporate, every director and officer of that body corporate shall be deemed to be guilty of that offence; and

(b) where the body of persons is a firm, every partner of the firm shall be deemed to be guilty of that offence:

Provided that no person shall be deemed to be guilty of an offence under these Regulations if he proves that the offence was committed without his knowledge or that he exercised all due diligence to prevent the commission of the offence.

PART VIII—CATERING ENTERPRISES

Regulation 36—Part IV and Regulations 23 and 24 to Apply to Catering Enterprises.

The provisions of Part IV relating to food and also with the necessary modifications the provisions of regulations 23 and 24 shall apply to all catering enterprises.

Regulation 37—Food Service.

- (1) No catering enterprise shall offer for sale any food that is unfit for human consumption.
- (2) No person shall sell any food which is not of the nature, substance or quality demanded by a customer (for example a request for bread and butter shall be met strictly; the customer shall not be supplied bread and margarine or bread with a mixture of butter and margarine without his prior consent).
- (3) Where the standard in respect of any food has been prescribed by any law for the time being in force that food shall not be sold or offered for sale unless it complies with that standard.

Regulation 38—Food Hygienic.

- (1) Any premises used for the purpose of a catering enterprise shall be kept clean and tidy.
- (2) No food shall be exposed to the risk of contamination.
- (3) Washing facilities including soap, nail-brushes and clean towels shall be provided for employees.
- (4) Any article or equipment used in the handling or service of food shall be such that it can easily be kept clean.

Regulation 39—Interpretation.

In these Regulation unless the context otherwise requires—

“accommodation enterprise” means any commercial enterprise which provides accommodation only or accommodation and food, but does not include any rest-house or club or similar establishment owned or operated by a firm, company, corporation or other organization for the use of its staff or residents.

“Board” means the Ghana Tourist Board;

“Catering enterprise” means any commercial enterprise which provides food or refreshment for consumption on the premises, such as a restaurant, café, cafeteria, snack bar, snack counter, refreshment kiosk, tea room, outside catering service or club but excludes professional, departmental or works premises maintained for the use of employees of that undertaking or any establishment where food or drink is served only to persons who reside or board there;

“inspector” means any person so designated and authorised by the Board in writing signed by the Executive Director or his authorised agent:

“operator” means the owner of an accommodation or catering enterprise.

Regulation 40—Commencement.

These Regulations shall be deemed to have come into effect on the 1st day of June 1979.

SCHEDULES

FIRST SCHEDULE

(Regulation 2 (3))

FORM ACCN/ENT R1

FOR OFFICE USE

CATEGORY.....

APPLICATION FOR ACCOMMODATION/CATERING ENTERPRISE LICENCE

1. Enterprise

(1) Name of Applicant.....
....

(Block capitals)

(2) Name of Establishment.....
.....

(3) House No./Plot No.....

(4) Street/Road.....

(5) Location.....
....

(6) City/Town.....
.....

(7) Distance from Centre of Town.....

(8) Postal Address.....
.....

(9) Telephone No.....
..

(10) Bankers.....
.....

2. Management and Staff

(1) Manager's Name in full

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(Block capitals)

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(2) Age..... (3)

Nationality.....

(4) Qualifications (attach photo copies of certificates)

(a) Professional.....

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(b) Other.....

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(c) Experience.....

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(d) Professional Associations of which Manager is a member

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(5) If enterprise a partnership, give full names and addresses of all partners.

(i)

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(ii)

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(iii)

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(iv)

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(6) If enterprise a limited liability company give full names and addresses of directors.

(i)

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(ii)

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(iii)

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(iv)

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(7) If enterprise owned by a sole proprietor give full name and address of proprietor

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(c) Total Seating Capacity

(d) No. of Bars.....
 Dimensions.....

(e) Total Seating Capacity

(f) No. of Public Toilets:

(i) Ladies..... (ii)
 Gentlemen.....

(g) No. of Public Bath-rooms:

(i) Ladies..... (ii)
 Gentlemen.....

4. Tariffs

	Single Room	Double Room	Suite	Chalet
	¢	¢	¢	¢
With Breakfast
Without Breakfast
Full Board

5. Restaurants—Provision of Food

(a) State available Food Service

(Breakfast, Lunch, Supper, Snacks)*

(b) Attach a copy of current Menu

	Breakfast	Lunch	Supper	Snacks
Minimum Rate (in ¢)
Service Charge (in %)
Hours of Service

(6) Bars

(1) Number of Bars

.....
.....

(2) Dimensions

.....
.....

(3) Seating Capacity

.....
.....

(4) Types of Bars (terrace, cocktail lounge, etc.)

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.....
.....

(5) Flooring

.....
.....

*Delete as necessary.

(6) Interior Décor

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.....

(7) Ventilation (natural, ceiling fans, air-conditioner)

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(8) Opening Hours

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7. List the sports, games and entertainments provided or available nearby.

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8. List other facilities provided, e.g. swimming pool, transport.

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9. I hereby apply for a licence to run an accommodation or catering enterprise particulars of which are set out above. I declare that the information given in this application is true and complete in all respects.

Date.....

Signature
.....

Designation

All information given on this form is regarded as confidential.

SECOND SCHEDULE

(Regulation 2 (4))

SCALE OF FEES

NO. OF ROOMS CATEGORY

A B C

1-74	Hotels, Inns, Motels	Catering Rest Houses, etc.	Rest	Stops
			Restaurants			
¢150.00						
¢150 flat		¢				
120 flat		¢				
120 flat						
75-99	200.00			
100 plus	250.00			

THIRD SCHEDULE

(Regulation 2 (6))

(For Office Use)

Category:.....

Licence No.....

ACCN/ENT: L.2

(ii) Boxes provided are to indicate:—

*Availability of facility	A/	To be filled
	Yes or No	

*Standard S/ as related to Mandatory Minimum

Requirements to be filled.

Good, Satisfactory, Poor,

unacceptable as appropriate.

(iii) Where the record does not require a Yes or No answer

What or Type of facility available should be recorded e.g. Ventilation. Poor because of position of windows OR Table tops: Formica and scrubbed wood, OR Flooring: P.V.C. tiles with rugs, etc.

(iv) Comment: Any further clarification, or impression, or indications of real effectiveness to be stated here. E.g., Ventilation: Air-conditioning installed but atmosphere is stale.

Name _____ of _____ Enterprise

Address
.....
.....

Location
.....
.....

Telephone.....
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(a) The Building

1. Floors above ground

2. Lifts

Maintenance:

3. Chalets

4. Annexes

5. Other constructions

Comments:

(b) First Impression

(1) State of Care: i.e. cleanliness, tidiness, repair, shine

(2) Alertness: i.e. manner of reception: professionalism

(3) Guest Comfort: i.e. provision of amenities: quality luxury.

Comments:

(c) Public areas

1. Entrance: clarity S/ doorman A/ porter A/

2. Front Desk: A/ Location S/ Size S/

Equipment Register

Phone

Safe Deposit

Keys, letter Rack

Postal Facilities

No. of Duty Clerks—Full time:

Part time:

Languages Spoken

Luggage Room:

Comments :

3. Foyer/Lobby: A/ Dimensions.....

Shops A/ Bank A/ Cash Desk A/

Hawking A/ Coiffeurs A/ Telephone A/

Newstand A/ Sitting Area A/

Décor Flooring

Curtains

Chairs

Side Tables

Ashtrays

Lighting—natural/.....fitted

Degree of comfort in Foyer/Lobby

State of care of Foyer/Lobby

Toilet: Ladies A/ Gentlemen A/

Comments:

4. Passages, Corridors

Flooring

Lighting—natural/.....fitted

Ventilation: Fan, air conditioning, natural

State of care of passages and corridors.

Comments:

(d) Private Areas

1. Bedrooms

Beds: Mattresses S/ Pillows S/

Counterpane A/ Beside Lamp A/ Bedside Switch A/

Décor:

Flooring

Draperies

Chairs

Mosquito screening or netting

Drinking water and glass, etc.

Ashtrays

Waste Paper Container

Writing Desk A/

Dressing Table and Stool or Chair A/

Dressing Mirror or Dressing Table A/

Wardrobe or Hanger A/

Chest of Drawers or Shelving A/

Cleaning and Servicing of bedrooms and equipment Lighting—natural/.....fitted

Ventilation: fan, air conditioning, natural

Ceiling: Sound

Light (Drapes)

Telephone A/

Radio

Television

Call Bell

Toilets Attached

Shower or bath

Towels:

Soap dish A/

Soap

W.C.

Toilet paper

Waste paper container

Running water (Hot or Cold)

Hand Basin

Hand Basin Mirror A/

Drinking Glasses A/

Electric Shaving Socket A/

2. Common Toilets

Flooring

Walls

Towel Rail A/

Clothes Hangers A/

W.C. Bowl and Seat

Foot Mat

3. Common Baths

Baths

Bath rug or mat

Water (Hot or Cold) A/

Grip

Electric Shaving Socket A/

Bidet

Mirror and shelf

Clothes Hangers A/

4. Common Shelves

Water (Hot or Cold)

Bath rug or mat

Clothes Hangers A/

Comments:

5. Guest Lounges

Reading Room A/

Terrace Bar A/

Bar Lounge A/

State of care of guest lounges:

Comments:

6. Bar A/ Capacity.....Hours open.....

Dimensions

Chairs A/ Tables A/

Cellar A/

Stocks A/ washing-up A/

Waiter Service A/

Lighting-natural/.....fitted

Ventilation: Fan, air-conditioning, natural

State of care of Bar and equipment:

As part of Dining Room A/ Dimensions.....

Separate entrance provided? A/

Comments:

7. Dining

Restaurant A/ Parking space A/

Separate Bar A/ Doors A/

Capacity

Tables A/ Table spacing A/

Chairs A/ Cellar A.

Quantities of

crockery

glasses

cutlery

linen

Waiter service A/

Number of waiters

Training

Appearance

Menu Card or List A/

Breakfast Hours

Lunch Hours

Supper Hours

Lighting—natural/.....fitted

Ventilation: Fan, air conditioning, natural

State of care of Dining Room and equipment.

Comments:

8. Kitchen

Flooring

Walls

Lighting—natural/fitted

Ventilation

State of care of kitchen

Type of stove

Preparation surfaces: Boards—savoury A/ Sweet A/

Meat Blocks

Table Tops

Source of Water

Drainage

Washing-up area

Storage: Dry A/ Type:

Wet A/ Type:

Waste Disposal

Protective clothing

Facilities for staff hygiene

Comments:

9. Grounds

Extent

Drainage

Terraces

Gardens

Parking

Access to public highway

State of care of grounds.

E. General

1. Services

Yes

No.

Reception

Messages

Mails

Bell hop

Room service

Meals hours

Laundry

Night porter

Elevator

Paging

Medical facilities

Comments

2. The Premises:

Suitability

Ventilation

Space and Movement

Noise

Privacy

Accessibility

3. Amenities

Radio

Television

Games

Dances

Entertainment

Swimming Pool

Beach

Secretarial

Conference

Transport

Facilities

4. Stores :

Linen	Yes	No.
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Food Items

Cleaning Equipment

Refreshment

Fire fighting Equipment

(f) Conclusions

1. Management staff attending inspection:

.....
.....
.....
.....

2. Inspected on :.....

by (1) (Signature)

(2) (Signature)

Date :.....

(3) Report of City Engineer or appropriate Local Government Authority:

(4) Report of Environmental Health Officer:

(5) Administrator’s Recommendations:

(6) Chairman’s Comments:

Signature.....

Date

FOURTH SCHEDULE

(Regulation 12 (1))

HOTEL OR LODGING REGISTER

Surname (Block Letters).....

Other Names.....

Nationality.....

Passport No. (If not Ghanaian).....

Date of Birth.....

Profession.....

Permanent Address.....

If Travelling with Family

Wife's Name No. of Children

Under 15yrs. Over 15 yrs.

Date of Arrival in Ghana.....

Proposed Date of Departure from Ghana.....

.....

Signature of Visitor

For Hotel Staff Only

Room No. Name of Establishment Check in Check out

Date..... Date.....

Time..... Time.....

.....

Signature of Hotel Official

FIFTH SCHEDULE

(Regulation 33 (2))

STAR SYSTEM OF CLASSIFICATION OF HOTELS: ADDITIONAL REQUIREMENTS

One-Star Hotel

1. The Building

- (a) The hotel may occupy a whole building or part thereof.
- (b) The hotel shall have at least ten properly furnished bedrooms.
- (c) Each bedroom shall have a hand basin with running water.
- (d) The floor of the bedrooms shall have at least linoleum covering.
- (e) Each bedroom shall be adequately lighted and each bed shall have a separate bedside electric switch.
- (f) The hotel shall have a suitably-equipped lounge or lobby with toilets and hand basins for guests.

2. Service

- (a) The reception shall have a safe for the custody of valuables of guests.
- (b) The reception shall have postal facilities.
- (c) The hotel shall have a telephone booth for the use of guests.
- (d) The hotel shall provide at least breakfast and snacks.
- (e) The hotel shall provide a bar service.

Two-Star Hotel

Subject to the following requirements a Two-Star Hotel shall have the facilities specified for a One-Star Hotel:—

1. The Building

- (a) The lounge or lobby shall be provided with carpets, and the floor of all other rooms shall have P.V.C. tiles.
- (b) Each bedroom shall have a radio or a rediffusion box.
- (c) The hotel shall have a central telephone switch board, and each bedroom shall have a telephone for internal and external calls.
- (d) At least forty per centum of the bedrooms shall have private bathrooms or shower and toilets; the rest shall be provided for in the manner specified for a One-Star Hotel.
- (e) The hand basins shall have hot and cold water.

2. Service

- (a) The hotel shall provide laundry service.
- (b) The hotel shall have a suitable restaurant on the premises.
- (c) The reception shall have a front desk.
- (d) The hotel shall provide breakfast, lunch and supper.
- (e) The hotel shall provide at least fifteen-hour room service.

Three-Star Hotel

Subject to the following requirements a Three-Star Hotel shall have the facilities specified for a Two-Star Hotel:—

1. The Building

- (a) The hotel shall occupy a whole building.
- (b) The floors shall be terrazzo finished and shall have good quality carpets.
- (c) Each bedroom shall have a private bath, shower and toilet.

- (d) The bedrooms shall be insulated from noise.
- (e) The furniture and fittings shall be of a high quality.
- (f) The hotel shall have a cocktail lounge.
- (g) The hotel shall have air-conditioning with controls in the individual apartments and rooms.

2. Service

- (a) Each guest shall be supplied daily with fresh bed linen and two towels one of which shall be bath size.
- (b) The hotel shall have facilities for the exchange of foreign currency and travellers' cheques.
- (c) The hotel shall provide at least eighteen-hour room service.
- (d) The hotel shall have medical services available on call.
- (e) At least seventy-five per centum of the following staff shall be of professional level and the number shall be commensurate with the size of the hotel:—

Executive Staff

Kitchen and Restaurant Staff

Bar Staff

House-keeping Staff

Front Office Staff

Four-Star Hotel

Subject to the following requirements a Four-Star Hotel shall have the facilities specified for a Three-Star Hotel:—

1. The Building

- (a) Double bedrooms shall be at least 6m² and single bedrooms shall be at least 4m².
- (b) The furniture and fittings shall be of a very high quality.
- (c) The hotel shall have lounge facilities capable of accommodating at least fifty per centum of the guests.
- (d) The hotel shall have a television room, and extra sets available for hire by guests.
- (e) The hotel shall have a reception desk with a Porter's Lodge.

2. Service

- (a) The hotel shall have banking facilities.
- (b) The hotel shall provide credit card services.

- (c) The hotel shall have a swimming pool.
- (d) The hotel shall provide express laundry service.
- (e) The hotel shall provide a twenty-four hour kitchen and room service.
- (f) The hotel shall have a duty nurse.
- (g) The hotel shall have facilities for hair dressing.
- (h) The hotel shall have available a car hire service.

FIVE-STAR HOTEL

Subject to the following requirements a Five-Star Hotel shall have the facilities specified for a Four-Star Hotel:—

1. The Building

- (a) The hotel shall have apartments with private sitting rooms.
- (b) The interior decoration, furniture and fittings shall be of the highest standard.

2. Service

- (a) Each apartment shall have a refrigerator stocked with both alcoholic and non-alcoholic beverages and provisions.
- (b) Each apartment shall have a television set.
- (c) The hotel shall have a garage for servicing.
- (d) The staff at the front desk shall speak more than one international language.

REV. COL. K.A. QUASHIE

Commissioner for Trade and Tourism

Date of Gazette Notification: 29th June, 1979.