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S T A T U T O R Y I N S T R U M E N T S

2014 No. 82.

**THE UGANDA TOURISM (CLASSIFICATION OF ACCOMMODATION
FACILITIES AND RESTAURANTS) REGULATIONS, 2014**

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S T A T U T O R Y I N S T R U M E N T S

2014 No. 82

The Uganda Tourism (Classification of Accommodation Facilities and Restaurants) Regulations, 2014.

*(Under section 34 of the Uganda Tourism Act, 2008,
Act No. 2 of 2008)*

IN EXERCISE of the powers conferred upon the Minister responsible for tourism, by section 34 of the Uganda Tourism Act, 2008, and in consultation with the Board, these Regulations are made this 28th day of June, 2013.

1. Title.

These Regulations may be cited as the Uganda Tourism (Classification of Accommodation Facilities and Restaurants) Regulations, 2014.

2. Interpretation.

In these Regulations, unless the context otherwise requires—

“Act” means the Uganda Tourism Act, 2008;

“accommodation facility” includes a town hotel, vacation hotel, lodge, villa, cottage, serviced apartment or motel;

“Board” means the Uganda Tourism Board continued in existence under section 3 of the Act, Act No. 2 of 2008;

“classification inspector or assessor” means a person trained in quality assurance employed or contracted by the Board to carry out grading of a facility;

“cottage or villa” means an establishment, characterised by a cluster of lettable units for holiday accommodation with or without self-catering facilities which include residential premises used for holiday making by owners, friends or relatives, with or without charge;

“currency point” has the meaning assigned to it in Schedule 1;

“establishment” includes an accommodation facility and a restaurant;

“guest house” means an establishment offering modest and limited accommodation or catering facilities;

“lodge” means an accommodation establishment located within or near a natural habitat rich in fauna and flora, in which the majority of clients are leisure seekers;

“motel” means an accommodation establishment, located along a highway or motor way, catering mainly for motorists;

“restaurant” means a commercial catering establishment offering an extensive range or specialized cuisine, where meals are served, usually on a flexible time arrangement, and includes such variations as café, coffee shop and similar outlets.

“serviced apartment” means a commercial establishment, offering accommodation in a self-contained unit, with or without a self-catering facility;

“town hotel” means an accommodation establishment located within or near an urban center or area, where the majority of clients are business travellers;

“vacation hotel” means an accommodation establishment located within or near a holiday attraction area and in which the majority of clients are holiday makers.

3. Inspection for purpose of grading.

(1) The Board shall carry out detailed inspection of an accommodation facility or restaurant for the purpose of classification.

(2) Notwithstanding sub regulation (1), where, during the annual inspection, the condition of a facility is found to have deteriorated, the Board may cause a re - classification exercise to be conducted on that facility.

4. Classification inspector or assessor.

The Board shall employ a classification inspector or assessor to carry out the classification exercise.

5. Classification procedure.

(1) An establishment which is visited for the purposes of classification shall be assessed by at least three inspectors or assessors who shall, be accompanied by a senior member of the management of the accommodation facility or restaurant.

(2) The inspector or assessor shall point out to the accompanying member of the management of the establishment any shortcoming noticed in the process of assessing the facilities and services in an establishment.

(3) The member of the management of the establishment shall append his or her signature on the classification assessment sheet at the end of the exercise.

(4) The Board shall communicate the results to the establishment and shall also print the results of the classification exercise in a newspaper of wide circulation and in the national gazette.

(5) The Board shall prepare and issue a certificate of classification and a plaque to the classified establishment after the communication of the results of the classification exercise, except for an establishment that raises an objection to the out come of the classification exercise.

(6) The certificate of classification and the plaque shall entitle the establishment to represent and market itself in line with the star rating awarded.

(7) The establishment shall meet the cost for the issuance of certificate of classification and the plaque.

6. Dissatisfaction with results of classification exercise.

(1) A person who is not satisfied with the results of the classification exercise, may, within fourteen days from communication of the results, write to the Board seeking clarification on the unexpected classification outcome.

(2) A person satisfied with the results of the classification, may rectify the noted shortcomings after which he or she may request for re-classification.

(3) A person who requests for re classification under sub regulation (1) shall meet the cost for the re classification.

(4) A person who is not satisfied with the results of the classification, may appeal in writing to the Minister, setting out the grounds for the appeal.

(5) The Minister shall hear both parties and make a decision which shall be final.

7. Star rating features.

The Board shall determine the star rating of an establishment as specified in the Schedule 2.

8. Classification of accommodation facilities.

(1) Town hotels, vacation hotels, lodges, tented camps, villas, cottages and serviced apartments shall be classified into five classes denoted by stars.

(2) For purposes of sub regulation (1), the five star shall be the highest class and one star shall be the lowest class.

9. Classification of motels and restaurants.

(1) Motels and restaurants shall be classified into three classes, denoted by stars.

(2) For purposes of sub regulation (1), three star shall be the highest class and one star shall be the lowest class.

10. List of essential items.

The list of essential items for each type of the accommodation facility and restaurant is set out in Schedule 3.

11. Minimum score.

The minimum score required for each class of hotel or restaurant is set out in Schedule 4.

12. Standard for classification of an accommodation facility or restaurant.

The standard for classification of—

- (a) a vacation hotel is set out in Schedule 5;
- (b) a town hotel is set out in Schedule 6;
- (c) a lodge or a tented camp is set out in Schedule 7;
- (d) a villa, cottage or serviced apartment is set out in the Schedule 8;
- (e) a motel is set out in Schedule 9; or
- (f) a restaurant is set out in Schedule 10.

SCHEDULES

Schedule 1

Reg 2

CURRENCY POINT

One currency point is equivalent to twenty thousand shillings.

STAR RATING FEATURES

1. One star establishment.

An accommodation facility in this classification may be small and independently owned, with a family atmosphere. A service may be provided by the owner and his or her family on an informal basis. There may be a limited range of facilities and meals may be simple. The reception area, may be modest and functional. Some bedrooms may not have an en suite bathroom or shower room. Maintenance, cleanliness and comfort shall, always be of an acceptable standard.

2. Two star.

An, accommodation facility will typically be small to medium size and offer more extensive facilities than at one star level. The facility may be comfortable, well equipped, overnight accommodation with an en suite bathroom or shower room. Reception and other staff shall be more professional than those at the one star level, and the facility shall offer a wider range of straight forward services, including food and drinks.

3. Three star.

The, accommodation facility shall be of a size to support higher staffing levels, and a significantly greater quality and range of facilities than at a lower star classifications. All departments and sections expected in a hotel shall be functional i.e. front office, house keeping, foods and beverage service and food production.

4. Four star.

The accommodation facility at this level shall include luxury as well as quality in the furnishing, décor and equipment, in every area of the establishment. Bedrooms may offer more space than at the lower star levels, and well designed, coordinated furniture and décor. There shall be a high ratio of staff to guests to provide services like portorage, twenty four hour room service, laundry and dry cleaning.

5. Five star.

There shall be spacious and luxurious accommodation throughout the hotel, matching the best international standards. Interior design shall impress with its quality and attention to detail, comfort and elegance. Furnishing shall be immaculate. Services shall be formal, well supervised and flawless in attention to guests' needs, without being intrusive. The restaurant shall demonstrate a high level of technical skill, producing dishes to the highest international standards. Staff shall be knowledgeable, helpful, and well versed in all aspects of customer care, combining efficiency with courtesy.

MINIMUM SCORE REQUIRED FOR AWARD OF STAR**1. VACATION HOTELS.**

- (a) To qualify for a one star classification, a hotel shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,250 points marked on the criteria for classification for a one star hotel, in Schedule 5.
- (b) To qualify for a two star classification, a hotel shall score 100 percent on essential items and a minimum of 60 percent points out of a possible total of 2,440 points marked on the criteria for classification for a two star hotel, in Schedule 5.
- (c) To qualify for a three star classification, a hotel shall score 100 percent on essential items; a minimum of 30 percent of the total points under each main section in Schedule 4 and a minimum of 60 percent points out of a possible total of 4,180 points marked on the criteria for classification for a three star hotel, in Schedule 5.
- (d) To qualify for four star classification, a hotel shall score 100 percent on essential items; a minimum of 40 percent of the total points under each main section in Schedule 4 and a minimum total of 80 percent points out of a possible total of 4,980 marked on the criteria for classification for a four star hotel, in Schedule 5.
- (e) To qualify for five star classification, a hotel shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in Schedule 4 and a minimum total of 80 percent points out of a possible total of 5,560 points marked on the criteria for classification for a five star hotel in Schedule 5.

2. LODGE OR TENTED CAMP.

- (a) To qualify for a one star classification, a lodge or rented camp shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,080 points marked on the criteria for classification for a one star Lodge or tented camp, in Schedule 7.
- (b) To qualify for a two star classification, a Lodge or tented camp shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 2,290 points marked on the criteria for classification for a two star Lodge or tented camp, in Schedule 7.

- (c) To qualify for a three star classification, a lodge or tented camp shall score 100 percent on essential items; a minimum of 30 percent of the total points under each main section in Schedule 7 and a minimum of 60 percent out of a possible total of 3,680 points marked on the criteria for classification for a three star lodge or tented camp, in Schedule 7.
- (d) To qualify for a four star classification, a lodge or tented camp shall score 100 percent on essential items; a minimum of 40 percent of total points under each main section in Schedule 7; and a minimum total of 70 percent out of a possible total of 4,350 points marked on the criteria for classification for a four star lodge or tented camp, in Schedule 7.
- (e) To qualify for five star classification, a lodge or tented camp shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in Schedule 7; and a minimum total of 80 percent points out of a possible total of 4,830 points marked on the criteria for classification for a five star lodge or tented camp, in Schedule 7.

3. VILLAS, COTTAGES OR SERVICED APARTMENTS.

- (a) To qualify for one star classification, a villa, cottage or serviced apartment shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 1,140 points marked on the criteria for classification for a one star villa, cottage or serviced apartment in Schedule 8.
- (b) To qualify for a two star classification, a villa, cottage or serviced apartment shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 1,260 points marked on the criteria for classification for a two star villa, cottage or serviced apartment in Schedule 8.
- (c) To qualify for a three star classification, a villas, cottages or serviced apartment shall score 100 percent on essential items; a minimum of 30 percent of the total points under each main section in Schedule 8 and a minimum of 60 percent out of a possible total of 1,630 points marked on the criteria for classification for a three star villa, cottage or serviced apartments in Schedule 8.
- (d) To qualify for a four star classification, a villas, cottages or serviced apartment shall score 100 percent on essential items; a minimum of 40 percent of total points under each main section in Schedule 8;

and a minimum total of 70 percent out of a possible total of 1,900 points marked on the criteria for classification for a four star villas, cottages or serviced apartment in Schedule 8.

- (e) To qualify for five star classification, villas, cottages or serviced apartments shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in Schedule 8; and a minimum total of 80 percent points out of a possible total of 2,130 points marked on the criteria for classification for a five star villa, cottage or serviced apartment in Schedule 8.

4. MOTEL.

- (a) To qualify for one star classification, a motel shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,200 points marked on the criteria for classification for a one star motel in Schedule 9.
- (b) To qualify for two star classification, a motel shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 2,440 points marked on the criteria for classification for a two star motel in Schedule 9.
- (c) To qualify for three a star classification, a motel shall score 100 percent on essential items; a minimum of 30 percent points under each main section of schedule 9 and a total minimum of 60 percent out of a possible total of 3,050 points marked on the criteria for classification for three star motel in Schedule 9.

5. TOWN HOTEL.

- (a) To qualify for one star classification, a hotel shall score 100 percent on essential items and a minimum of 50 percent points out of a possible total of 2,150 points marked on the criteria for classification for a one star hotel in Schedule 6.
- (b) To qualify for a two star classification, a hotel shall score 100 percent on essential items and a minimum of 60 percent out of a possible total of 2,390 points marked on the criteria for classification for a two star hotel in Schedule 6.
- (c) To qualify for three star classification, a hotel shall score 100 percent on essential items; a minimum of 30 percent points under each main section of schedule 6 and a total minimum of 60 percent out of a possible total of 4,140 points marked on the criteria for classification for three star Hotel in Schedule 6.

- (d) To qualify for four star classification, a hotel shall score 100 percent on essential items; a minimum of 40 percent of the total points under each main section in Schedule 6; and a minimum 80 percent out of a possible total of 4,970 points marked on the criteria for classification for a four star hotel in Schedule 6.
- (e) To qualify for a five star classification, a hotel shall score 100 percent on essential items; a minimum of 50 percent of the total points under each main section in the Schedule 6; and a minimum of 80 percent out of a possible total of 5,530 points marked on the criteria for classification for a five star hotel in Schedule 6.

6. RESTAURANTS.

- (a) To qualify for a three star classification, a restaurant shall score 100 percent on essential items; a minimum total score of 60 percent out of a possible total of 1,270 points marked on the criteria for classification for a three star restaurant in Schedule 10.
- (b) To qualify for a four star classification, a restaurant shall score 100 percent on essential items; a minimum total of 40 percent of the total points under each main section in Schedule 10; and a minimum total of 70 percent out of a possible total of 1,480 points marked on the criteria for classification of a four star restaurant in Schedule 10.
- (c) To qualify for a five star classification, a restaurant shall score 100 percent on essential items; a minimum of 50 percent of total points under each main section in Schedule 10; and a minimum total score of 80 percent points out of a possible total of 1,680 points marked on the criteria for classification for a five star restaurant in Schedule 10.

