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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. 48.

**THE UGANDA TOURISM (TOURIST ACCOMMODATION AND
RESTAURANT ESTABLISHMENT) REGULATIONS, 2014.**

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The Uganda Tourism (Tourist Accommodation and Restaurant Establishment) Regulations, 2014.

*(Under sections 13 and 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 Sections 13 and 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 (Tourist Accommodation and Restaurant Establishment) Regulations, 2014.

2. Interpretation.

In these Regulations, unless the context otherwise requires—

“Act” means the Uganda Tourism Act, 2008, Act No. 2 of 2008;

“accommodation agreement” means the agreement made between the management of a tourist accommodation and the tourist;

“Board” means the Uganda Tourism Board;

“proprietor” means an individual or entity that accommodates or provides meals to tourists for remuneration;

“tourist” means a person that travels to and stays in a place outside their usual environment for not more than one consecutive year for leisure, business and other purposes not related to the exercise of an activity remunerated from within the place visited;

“tourist accommodation” refers to any category of accommodation specified in regulation 3.

3. Categorization of tourist accommodation.

Tourist accommodation shall, for the purposes of registration with the Board, be categorized as follows—

- (a) caravan park;
- (b) camping park;
- (c) cottage;
- (d) eco lodge;
- (e) guest house;
- (f) home stay;
- (g) hostel;
- (h) hotel;
- (i) lodge;
- (j) motel;
- (k) safari or tented camp;
- (l) serviced apartments; or
- (m) villa.

4. Accommodation agreement.

A tourist who seeks to use tourist premises for accommodation shall enter into an accommodation agreement with the management of a tourist accommodation upon agreeing to the terms and conditions of the tourist accommodation.

5. Registration of a tourist.

(1) A tourist renting a room in a tourist accommodation shall register with the management of a tourist accommodation using his or her true name except in exceptional circumstances as the management of a tourist accommodation may determine.

(2) A tourist registering for accommodation with a tourist accommodation shall produce a valid identification and any other information that is required by the management of a tourist accommodation.

(3) The management of a tourist accommodation shall keep a register in the tourist accommodation premises which shall be available at all reasonable times for inspection by a lawful agent or a law enforcement officer and this register shall include—

- (a) the name and address of the tourist;
- (b) the room number in which the tourist is booked;
- (c) the country of origin of the tourist;
- (d) the purpose of the visit of the tourist; and
- (e) the date of arrival and departure of the tourist from the tourist accommodation.

(4) Where the tourist is a minor, the management of a tourist accommodation shall require a guardian of the minor to register and accept in writing liability for the expenses and liabilities of the minor at the tourist accommodation.

(5) A person in charge of the tourist accommodation register shall verify and only record the information he or she knows to be accurate in the register.

6. Substitute accommodation.

(1) Where a tourist has made a booking and the management of a tourist accommodation are not in position to accommodate him or her, the management of a tourist accommodation shall as far as practicable, provide the tourist with adequate substitute accommodation of comparable standard to the one the tourist had booked in a case where—

- (a) the room of the tourist becomes unusable;
- (b) the tourist accommodation is overbooked; or
- (c) any other unforeseen circumstances occur.

(2) Where an extra expense arises from substitution of accommodation under sub regulation (1), the expense shall be met by the proprietor of the tourist accommodation, the tourist had previously booked.

7. Extension of the accommodation period.

(1) A tourist who wishes to extend his or her stay at a tourist accommodation shall inform the management of a tourist accommodation within twenty four hours of his or her intention to extend the duration of his or her stay.

(2) The management of a tourist accommodation, may consent to the extension of the accommodation period.

(3) Where the tourist is prevented from leaving the tourist accommodation on the date of departure, as a result of blocked or unusable means of transport from the hotel to the tourist's destination, the period of accommodation shall be extended for the duration of the prevention from departure.

8. No show at the tourist accommodation.

A tourist who makes a booking and does not show up at the tourist accommodation without prior notice to the management of a tourist accommodation, shall not be entitled to a refund of his or her booking or any other fees already paid.

9. Sickness or death of a tourist at the tourist accommodation.

(1) The management of tourist accommodation shall have adequate first aid medical services at the tourist accommodation.

(2) All expenses incurred for the treatment of a tourist shall be met by the tourist.

(3) The Estate of a tourist who dies while a guest at the tourist accommodation, shall be liable for medical expenses and expenses incidental to his or her treatment during his or her accommodation at the tourist accommodation.

10. Accommodation for an animal of a tourist.

(1) A tourist may bring an animal to the tourist accommodation—

(a) with the prior consent of the management of a tourist accommodation; and

(b) where the terms and conditions of the management of a tourist accommodation permit animals at the tourist accommodation.

(2) A tourist who brings an animal to the tourist accommodation shall—

(a) keep it in a designated place provided by the hotel;

(b) keep it away from the lounge, salon, restaurant and wellness zones; and

(c) have animal liability insurance or personal liability insurance that covers any potential damage caused or that may be caused by the animal to other guests or to the tourist accommodation premises.

(3) A tourist shall provide evidence of the animal liability insurance or personal liability insurance referred to in sub regulation (2)(c) to the management of a tourist accommodation.

11. Termination of accommodation.

(1) The management of a tourist accommodation shall terminate the accommodation of a tourist where—

(a) the tourist fails to pay the accommodation fee agreed upon in the accommodation agreement;

(b) the tourist fails to fulfill the terms, conditions and clauses of the accommodation agreement;

(c) the tourist conducts himself or herself in a manner which is intolerable by other guests and by the management of a tourist accommodation; or

(d) the tourist suffers from a contagious or a fatal ailment which cannot be contained or treated by the management of a tourist accommodation.

(2) A tourist may terminate his or her accommodation with the tourist accommodation where the management of a tourist accommodation fails to meet its agreed obligations to the tourist under the accommodation agreement.

(3) Where a tourist terminates his or her accommodation with the tourist accommodation prematurely because of reasons under subregulation (2) the management of a tourist accommodation, shall refund the tourist's money.

12. Removal of a person from the tourist accommodation.

The management of a tourist accommodation shall remove a person from the tourist accommodation premises—

- (a) who causes unnecessary disturbance to other persons on the premises; or
- (b) who damages or destroys property belonging to or in use by the tourist accommodation.

13. Rights of the tourist.

A tourist shall have the right to use all tourist accommodation facilities which he or she has access to as agreed upon in the accommodation agreement without unreasonable restriction.

14. Obligations of the tourist.

(1) A tourist shall pay the agreed accommodation fee and any additional fee that may arise from the use of a special service at the tourist accommodation.

(2) A tourist shall take good care of the tourist accommodation property.

(3) A tourist who damages or loses the tourist accommodation property shall compensate the tourist accommodation an equivalent of the value of the damaged or lost property.

15. Obligations of the management of a tourist accommodation.

The management of a tourist accommodation shall provide the agreed service to an extent that complies with the generally approved standards of hotels in Uganda as set by the Board.

16. Safe keeping of valuables.

(1) A tourist accommodation shall have a safe or suitable vault in good working condition for the storage of money, bank notes, jewellery, ornaments, documents and other valuables belonging to a tourist.

(2) The management of a tourist accommodation may, by special arrangement with a tourist, receive any property for deposit in the safe, upon any terms that they agree to in writing.

17. Liability of the management of a tourist accommodation.

(1) A tourist intending to be a guest at a tourist accommodation facility, upon delivering any property to the management of a tourist accommodation or to the authorized tourist accommodation employee for safekeeping elsewhere other than in the room assigned to that tourist, shall be issued a receipt for the property .

(2) The management of a tourist accommodation shall be liable for the property of the tourist that has been handed to it or to the authorised employee or deposited in a place for safe keeping by the management of a tourist accommodation.

(3) Where a tourist does not hand over to the management of a tourist accommodation or to an authorised employee or deposit his or her property for safe keeping with the management of a tourist accommodation, the management of a tourist accommodation shall not be liable for the theft or damage of the property.

18. Offences and penalties.

A person who contravenes these Regulations commits an offence and is liable on conviction to a fine not exceeding twenty four currency points or imprisonment not exceeding twelve months or both.

MARIA MUTAGAMBA,
Minister of Tourism, Wildlife and Antiquities.