

Guyana Tourism Authority Act **(Chapter 91:12)**

Tourism Accommodation Establishments Regulations 2005

IN exercise of the powers conferred by section 44 of the Guyana Tourism Authority Act chapter 91:12, the Minister for Tourism, Industry and Commerce on the recommendation of the Guyana Tourism Authority, has made the following regulations:-

Citation and commencement

1. (1) The title of these regulations is the Tourism Accommodation Establishments Regulations, 2005.
- (2) These regulations shall be deemed to have come into force on the 1st January, 2005.

Interpretation

2. (1) In these regulations, unless the context otherwise requires:-
 - “Act” means the Guyana Tourism Authority Act;
 - “Tourism Accommodation Establishments”, hereinafter referred to as “establishments” means hotels, apartments, guest houses and inns
- (2) Words and expressions used in these regulations and which are also used in the Act have the same meaning as in the Act.
- (3) “Authority” means the Guyana Tourism Authority.

Applicability

3. These regulations shall apply to –
 - (a) Establishments operating with a business registration issued under the business name (registration act chapter 90:05), up to December 31, 2004.
 - (b) New establishments that have satisfied the conformity requirements of this regulation.

Conditions of license

- 4.(1) Compliance with the provisions of these regulations shall be deemed to be a condition to which a license to operate any establishment is subject,

irrespective of whether reference to these regulations is made in the license itself.

(2) In observance of the requirements stipulated in section 35 of the Guyana Tourism Authority Act Chapter 91:12, tourism businesses must supply reports or certificates of conformity from the following agencies before a licence to operate can be granted by the Guyana Tourism Authority:

- a) The Environmental Protection Agency
- b) The Chief Environmental Health Officer
- c) The Chief Fire Officer
- d) The Central Housing and Planning Authority.

Licensing application procedure

5. An application for a license must be made to the Guyana Tourism Authority, on a prescribed form set out by the Authority. The **appropriate fees for Licensing** must be paid with this application. The fee paid along with a licensing application will not be refundable under any condition.
6. Within 28 working days of receipt of the completed application, an authorized officer from the Authority shall carry out an inspection of the establishment, and will submit a written report to the applicant listing the areas of nonconformities to the regulation set forth under the Act. The applicant will be given a period of 30 days, or a period agreed upon with the Authority, to rectify nonconformities identified in the written report.
7. In keeping with Section 35 of the Act, the Authority shall consult with the agencies listed in section 11:02 of this regulation for inspections of the establishment and a written reports will be submitted to the Authority within 10 days of the visit.
8. A second inspection will be done by an authorized officer from the Authority to certify whether the establishment has made the appropriate adjustments and is eligible for licensing, and will submit a written report to the applicant to this effect.
9. Subject to section 37 of the Act, the applicant may be given an extension of time to comply with the regulations set forth under the Act.

Penalties and fines

10. Any person who fails to comply with any of the provisions of these regulations shall be guilty of an offence and shall be liable to the fines and penalties as indicated in sections 32:3, 37:3, 39 the Act.

Inspections

11. The Guyana Tourism Authority reserves the right to inspect all accommodation establishments without giving prior notice to the proprietor or management, inspection will be done at any time convenient to the Authority.

Alternative services and amenities

12. (1) Notwithstanding any service and amenity requirement contained in these regulations, the Authority may, in exceptional circumstances, for the purpose of Licensing of any establishment, accept alternative services and amenities instead of those set out in these regulations as the Authority may deem appropriate.
13. It shall be the responsibility of the licensee of any establishment to ensure that any offer of services and amenities to persons other than guests shall not prejudice the provision of such services and amenities to guests residing in the premises.
14. (1) Cleanliness and maintenance of the surroundings of the accommodation establishment shall be the responsibility of the licensee of the establishment.
(2) All establishments shall be compliant to the EPA solid waste management stipulations.
(3) Waste for disposal should be stored in an identified place that is inconspicuous and away from visitor's entrée and exit.

General Requirements

15. The establishment shall provide in printed form, the current rates to be charged for all categories of guestrooms or suite of rooms. This information shall be readily available at the reception area of the establishment.

This information shall include:

- a) The rack rate for one person occupying a room or suite
 - b) The rack rate for one or more persons (including special rates for children, if any) occupying a room or suite up to the capacity of the room or suite; and
 - c) The additional taxes or service charges that are payable.
16. Information shall be available at the reception desk and in other appropriate areas stating the policies relating to:
 - a) Credit and use of credit cards, payments by cheque and settlement of account
 - b) Daily foreign exchange rates. Exchange rates used by the establishment.
 - c) Cancellation of bookings

- d) Check out time
- e) Charges for telephone, cable, fax and telex services, internet.
- f) Responsibility for luggage or personal property of guests
- g) Safe deposit for guests' jewellery and valuables
- h) Codes of dress and behaviour applicable in any section of the premises.
- i)

The establishment is required to provide to the Authority within one month any change in the rack rates and shall supply information of occupancy on a monthly basis in a format stipulated by the Authority.

17. The operator of the establishment shall keep guest registration records which shall include:

- a) Name of Guest
- b) Address and country of normal residence
- c) Nationality
- d) Purpose of visit
- e) Arrival and departure dates and
- f) Room rate charged.

18. Safety

- a) A high degree of safety and security should be maintained
- b) All reasonable precaution must be taken to ensure the personal safety of guests and prevent damage or theft of their possessions.
- c) Information on procedures in the event of an emergency should be clearly displayed. This information should be in English and any other language appropriate to the clientele.
- d) Procedures for summoning assistance in particular after hours should also be available.
- e) There should be a responsible person on call 24 hours.

19. The operator of every establishment shall provide the following minimum requirements for Licensing:

- a) A reasonable standard of exterior and interior decoration; Reasonable is to be determined by the Authority.
- b) A copy of the common tariff in all bedrooms;

- c) Instructions displayed in each bedroom regarding the procedures to be followed in the event of a natural or man-made disaster;
- d) Adequate lighting
- e) Sufficient size to allow freedom of movement of the guest occupying the room;
- f) Windows equipped with blinds, curtains or other means of ensuring privacy;
- g) Beds with mattresses, clean sheets, pillow cases and bed covers and of comfortable proportions, if single to be at least 1.82 m long and 0.76m wide, if double to be at least 1.82m long and 1.37m wide;
- h) Wash basin with mirror, running water, soap, glass tumbler and clean towels daily for each person;
- i) Bedside table or adequate alternative, cabinet or shelf with shaded light;
- j) Seating facility in every bedroom;
- k) Wardrobe or other provision for hanging clothes;
- l) Wastepaper receptacle;
- m) Carpet or rug for each bed;
- n) Non slip bedside carpets (applicable for tiled floor)
- o) One fire proof ashtray (provided only in smoking floor or bedroom)
- p) Do not disturb sign (or similar) provided
- q) Smoke detector in bedroom
- r) Means of securing doors from balconies and patios from inside;
- s) Means of securing doors from, inside and outside;
- t) Information to guests indicating the location of safety deposit facilities;
- u) A hotel information sheet detailing services and facilities;
- v) A number placed on the door.
- w) Purified drinking water must be available for purchase at request.

20. Prompt and courteous service;

- 21.** Access for residents of the establishment during the day and evening and at all hours if pre-arranged;
- 22.** An adequately lit and ventilated sitting room area;
- 23.** A telephone in the establishment for use by guests;
- 24.** Safety deposit facilities in the establishment;
- 25.** A sign displayed at convenient locations indicating how to obtain emergency assistance at nights;
- 26.** Sufficient lighting of bedroom corridors and stairs to ensure safety during the hours of darkness;
- 27.** Private or general bathrooms furnished with bath or shower curtain, stool or chair or lidded WC, towel rail, bath mat, receptacle for soap, and hook for clothes, sanitary disposal unit, electric shaver point within reach of a mirror unless installed in each bedroom or private bathroom;
- 28.** Private or general lavatories, if not attached to each bedroom, with toilet paper, cloth for cleaning and brush;
- 29.** Separate lavatory and washing facilities with running water, soap and towel or other hand drying method for non-resident men and women;
- 30.** First-aid emergency kits with adequately trained personnel;
- 31.** Adequate car parking facilities in accordance with the Central Housing and Planning Authority minimum requirements and in relation to the number of bedrooms and size of dining rooms in the hotel grounds or vicinity of the hotel;
- 32.** Gardens and grounds maintained in tidy condition and the footpaths, car park and roads in serviceable state.
- 33.** Guaranteed performance of services and maintenance of facilities of any part of the establishment let to a license or concessionaire;
- 34.** In the case of properties with swimming pools proper maintenance of swimming pools in accordance with the requirements of the Environmental Health Unit of the Ministry of Health;
- 35.** The kitchen waste water disposal system provided with grease traps. All garbage on the site to be collected; stored and disposed of in a manner approved by the Public Health Authority; and the EPA
- 36.** Availability of access facility for disabled persons.