

EAST AFRICAN COMMUNITY (EAC)

GUIDELINES FOR HOME STAYS

SECTION - ITEM	DETAILS
1.0 LOCATION	
1.1. Site and Environment	Depending on the theme and concept of the establishment, the location should be suitable for receiving and hosting paying Guests and should be in harmony with the natural, cultural and built up environment, and in compliance with the local government regulations.
2.0 PREMISES	
2.1 Building Type	The building should offer comfort and safety for the paying Guest.
2.2 Lighting	There should be sufficient light, in conformity with social and cultural practices of the host community
2..3. Design and Architectural Features	The building should be of moderate style and beauty, in harmony with the physical built up, natural and cultural environment.
2.4. Corridors, Staircases and Hallways	Should allow easy passage and be well lit. Where applicable, side railings should be provided, with a gentle slope for staircases. Should be well maintained and protected from adverse weather
2.5. Maintenance	The entire premises should be kept in a good state of repair at all times.

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2.6 Regulation of Temperature	Natural ventilation or mechanical ventilation, where applicable should be adequately provided for
3.0 LIVING ROOM	Where available, should be adequate, in relation to the capacity of the premises.
3.1 Information	<p>Information on tourist sites and facilities is recommended. Literature covering services, internal telephone directory, menus, emergency and fire exit procedures, etc, should be provided.</p> <p>All information should be provided in Kiswahili and English</p>
3.2 Furniture and Furnishings	Depending on the cultural environment should be adequate, clean and well maintained
3.3 Floors and Walls	Should be hygienic, clean and well maintained.
3.4 Refreshments	At least portable water should be provided.
4.0 DINING AREA	Should be adequate, in proportion to the capacity of the establishment.
5.0 KITCHEN	Should be hygienic, providing basic necessities.
6.0 HYGIENE AND SANITATION	Where applicable, every guest room, which is not ensuite, should be provided with a hand washbasin.

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6.1 Vermin Proofing	All areas offered for guest stay, should be properly protected and fumigated regularly by authorized/properly-trained persons against vermin and insects.
6.2 Waste Collection, Storage and Disposal	There should be appropriate waste collection, storage and disposal facilities, in line with health standards and environmental protection regulations.
7.0 BEDROOMS	
7.1 Size	Should be big enough to accommodate sleeping space commensurate to the occupancy offered.
7.2 Safety/Privacy	Where applicable, each guest room door should be properly fitted with a lock. Appropriate security measures should be in place and maintained at all times.
7.3 Regulation of Temperature	Adequate natural and/or mechanical ventilation should be provided.
7.4 Furniture Fittings & Supplies	Should be functional and adequate, in line with target market and cultural environment. Where standard beds and mattresses are provided, they should be clean, comfortable and well covered.
7.5 Furnishings and Linen	Should be appropriate.
8.0 GUEST BATHROOM	Should be functional, clean and well maintained. At least one cloth hook should be fitted and one clean towel provided for each Guest.

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9.0 WATER SUPPLY	
9.1 Quality	All water provided for guest use should be suitable and where applicable, should be approved for drinking by the relevant health authorities
9.2 Testing	<p>Where drinking water is not obtained from a public source, the host should ensure that the same is tested, at least three times a year, by a competent authority.</p> <p>Where the test indicates that the water is not wholesome, the host should inform Guests, accordingly</p>
10.0 SAFETY AND SECURITY	
10.1 Fire Protection	Adequate and appropriate fire fighting equipment should be provided and well maintained, in excellent condition, at all times, and in accordance with local fire fighting and prevention by-laws. All staff should be familiar with available fire fighting equipment and their use. Fire drill exercises for staff should be carried out regularly. Statutory fire safety notices should be prominently displayed
10.2 Electrical Safety	All electrical installations should be done in accordance with applicable safety laws

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10.3 Security	There should be adequate security arrangements, including a functional alarm system and properly trained and equipped personnel
10.4 Emergency	There should be appropriate alternative sources of power as back up to the main supply
10.5 First Aid	A functional kit should be available, with some staff properly trained in first aid techniques and emergency handling
10.6 Safety of Swimmers	<p>Adequate precaution should be taken in hotels with swimming pools, for the health and safety of swimmers.</p> <p>Swimming pools should be clearly marked to indicate depth. Suitably trained pool attendants with proper life saving equipment should be available during pool operating hours</p>
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11.0 SUNDRY SERVICES	
11.1 Luggage Room	Facilities should be available for luggage storage and lost and found items
12.0 HOST	The general direction of the premises should be under the supervision of a competent person.
12.1 Staff	Depending on the size of the premises, adequate number of well-groomed helpers, able to speak Kiswahili and English, should be available.
12.2 Health	All staff should be medically fit and examined regularly in line with statutory health regulations.