

HERITAGE TOURIST HOTELS - GUIDELINES

For Registration with Sri Lanka Tourism Development Authority

1. Definition

A Heritage Tourist Hotel shall be located in a building declared under the Antiquities Ordinance No. 09 of 1940 or shall be in an ancient construction with Historical and Archaeological value which has been constructed prior to 1920 (not less than 100 years of age) which can be declared under the Antiquities (Amendment) Act No. 24 of 1988.

The exterior of the building shall not be interfered with or modified from the original appearance. Any additions carried out shall be done in such a manner that the external appearance is maintaining the original architectural features as far as practically possible. After expansion and alterations the newly built up area shall not be more than 50% of the combined total built up area (excluding swimming pools) of the new and old. The services provided to the guests shall reflect the type of service which prevailed during the era of the building.

2. Grading

2.1 Heritage Standard

Any hotel obtaining more than 40% but less than 59% of the possible total marks shall be graded as a Heritage Tourist Hotel

2.2 Heritage Classic

Any hotel obtaining more than 60% but less than 79% of the possible total marks shall be graded as a Heritage Classic Hotel.

2.3 Heritage Grand

Any hotel obtaining more than 80% of the possible total marks shall be graded as a Heritage Grand Hotel.

3. Hotel Building

3.1 *The Heritage Tourist Hotel shall have a minimum of 10 bed rooms.

3.2 Adequate space must be available for guests to rest and relax and suitable furniture of superior quality preferably made with local materials and craftsmanship must be available.

3.3 The interior décor and furniture shall, as far as practically possible, be compatible with the external architecture and the theme of the building. Creating an era specific ambience is strongly recommended.

3.4 *The Entrance, Reception and Lobby lounge shall compliment the theme of the hotel and shall preferably portray the character of the era in which the building was originally constructed.

3.5 *A generator capable of providing 100% back up power supply should be available in case of failure of main power supply.

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- 3.6 A mechanized laundry with dry cleaning facilities capable of processing all hotel linen and guest linen or a facility to handle such items using suitable outside sources shall be available. A well ventilated linen room with adequate storage facilities for new linen and linen in use must be available.
- 3.7 A separate dedicated receiving area with adequate facilities having finishes conducive for easy cleaning and maintaining a high standard of hygiene shall be available. Area for cleaning of fish, meat, fruits and vegetables shall be available to maintain high hygienic standards. The area shall be adequately protected from the weather.
- 3.8 Effective insect and vermin protection shall be carried out throughout the building and the immediate environment. Every possible steps must be taken to keep the surrounding clean and prevent breeding of flies and mosquitoes.
- 3.9 Detergents and chemicals used shall be Bio-degradable.
- 3.10 When designing the Hotel, internationally accepted safety standards shall be adhered to while being innovative in achieving the required standards.
- 3.11 Hotel should ensure adequate safety and security of the guests and their belongings.
- 3.12 There should be adequate toilet facilities in common areas.
- 3.13 A designated area to welcome and receive the guests must be available.
- 3.14 The guest corridors, where available, shall be sufficiently wide, airy, and safe and adequately lit and shall be consistent with the standards and the theme of the hotel.
- 3.15 The Hotel shall have a separate service access independent of the guest entrance.
- 3.16 Cloak room & powder room may be provided as appropriate.

4. Main Services

- 4.1 The services provided in the hotel preferably shall reflect the characteristics, culture and traditions that existed during the era in which the building housing the Heritage Tourist Hotel was originally constructed. This could apply to the staff uniforms, greetings used, tableware used and the general attitudes in order to provide a unique experience to the guests.
- 4.2 There shall be adequate supply of good quality water. Water used for all guest purposes and human consumption shall conform to government of Sri Lanka standards for potable water.
- 4.3 *All gas and electrical equipment and installations shall be safe and conform to safety regulations.

5. Bed Rooms

- 5.1 *Every effort must be made to have at least 21 sq. m. area (excluding the Bath Room) for each guest room. (Heritage Tourist Hotels that existed prior to this regulations being gazetted will be excluded from this requirement)
- 5.2 Adequate supply of very good quality bed linen with a high percentage of cotton, blankets and mattress covers must be available. A selection of pillows including anti-allergy pillow should be available on request. Adequate supply of good quality and absorbent bath, face and hand towels, and bath mats should be available.

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- 5.3 Internationally accepted comfort range of temperature must be maintained in all guest rooms. In the case of air-conditioned bed rooms there shall be a variable, speed air circulation arrangement and a thermostat control which will facilitate the adjustment of temperatures in the range of 24°C + 4°C. There shall be provision to allow sufficient fresh air in to the room.
- 5.4 In the case of establishments where the average temperature in any month falls below 20°C, Thermostat controlled heating system capable of adjusting the room temperature up to 24°C should be available. Refer ASHRAE (American Society for Heating, Refrigeration and Air conditioning Engineers) Guidelines.
- 5.5 A keyless safe deposit locker must be available in the room.
- 5.6 Access to communication facilities such as Internet/ e mail must be available if required by the guests.
- 5.7 *A plan of the building clearly indicating the emergency exit path and the location shall be prominently displayed on the inner surface of the entrance door.
- 5.8 *The main door shall be on a master key / card system and shall have a double locking facility from within, which shall open from outside only with an emergency master key/card.

6. Bathrooms

- 6.1 * Every bathroom shall be at least 3.7 m² in area. (Heritage Tourist Hotels that existed prior to this regulations being gazetted will be excluded from this requirement)
- 6.2 Natural or mechanical means to remove stale air effectively from bathrooms shall be provided. It is recommended that water saving type fixtures and fittings are used in all bathrooms. Hot and cold water with suitable mixing facility shall be available for the bath, shower and the wash basin.
- 6.3 Bathrooms shall have a good level of general illumination and effective on-the-face lighting for the mirrors. For on-the-faces lighting (minor), 300 Lux must be provided. The light switch shall be located outside the bathroom.
- 6.4 The fixtures and fittings shall portray the theme of the era of the building.
- 6.5 Quality, functionality and maintenance of all sanitary installations shall be of a very high standard. Strict standards shall be imposed governing sanitation, cleanliness and hygiene throughout the hotel building and its environs.
- 6.6 High quality bio degradable bathroom amenities shall be provided.

7. Restaurants & Bar

- 7.1 Dining facilities and bar facilities for residents and their guests shall be in keeping with the theme with a warm and traditional atmosphere. Food and Beverage services provided shall be of the highest standards. Room service and private dining facilities must be provided as per the requests of the guest.
- 7.2 The bar should re-create the ambience of a bar that existed in the era of the original construction of the building creating a warm and cozy atmosphere. This should reflect in the Bar Counter, furniture and space.
- 7.3 Good quality Cutlery, crockery, glassware, other tableware and table linen in keeping with the theme of the hotel must be provided.
- 7.4 *A special menu offering cuisine belonging to the era of the original building with the type of service that prevailed during that era shall be available to provide a unique dining experience to the guests.

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- 7.5 *A Creative, imaginative and well-presented menu with a trendy and unique selection of international, fusion, Sri Lankan/local and vegetarian cuisine shall be available. Special beverages and cocktails belonging to the era of the original building shall be available.
- 7.6 A well-presented wine list and a beverage list consisting of Sri Lankan beverages shall be available.
- 7.7 A wide selection of appropriate glassware shall be available.
- 7.8 * Where a bar is in operation, a glass washing machine shall be available. A sink with hot and cold water via a mixer tap shall be available. The bar shall have all types of glassware necessary for serving wines, spirits and all other beverages.
- 7.9 * An ice cube-making machine connected to a sterilized potable water (UV sterilizer) supply shall be available.

8. Kitchen

- 8.1 A well planned and equipped Kitchen must be available. Segregation of different activities within the kitchen is recommended as far as practically possible.
- 8.2 The kitchen shall consist of a range of equipment required for production of creative, imaginative and personalized cuisine.
- 8.3 The design and operation of the kitchen must comply with HACCP and ISO 22000 standards.
- 8.4 *There shall be adequate provisions for ventilation and removal of hot air and odours from the kitchen. An exhaust canopy with a grease separator shall be provided for the hot range.
- 8.5 *A fire blanket shall be available in a conspicuous location close to the hot range.
- 8.6 *A dish washing machine shall be available. A separate Glass Washing machine shall be available.
- 8.7 All drain outlets in and around the kitchen shall be trapped and connected to a sealed pipe network leading to a fat separator. Adequate and proper cleaning facilities shall be available for the wastewater piping network. No open drains shall be present inside the kitchen.
- 8.8 Kitchen Staff shall be well trained and knowledgeable to provide creative and imaginative by gone era cuisines.
- 8.9 * There shall be a separate dedicated area, located away from the cooking area, with a stainless steel sink, with running hot and cold water via a mixer tap for the washing of pots and pans.
- 8.10 *A separate foot operated facility for washing hands with soap and disposable paper tissues or hot air hand dryer shall be provided at the staff entrance to the kitchen.
- 8.11 A separate foot operated facility for washing hands with soap and disposable paper tissues or hot air hand dryer shall be provided in each separate area. If space limitations is a factor hand sanitizers will be accepted as an alternative.
- 8.12 Kitchen tabletops and shelves shall be of stainless steel or other impervious non-metallic materials and maintained in good condition. Kitchen utensils shall be of very good quality, clean and adequate.
- 8.13 All cooked and uncooked food shall be covered and well protected at all times.
- 8.14 A very high standard of hygiene shall be maintained in the preparation and storage of food.

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- 8.15 *There shall be sufficient number of waste bins with foot operated covers. Each different type of waste material shall have a separate bins of different colours.
- 8.16 Kitchen area shall be free of insects and rodents. Fly screens shall be fitted to all kitchen doors and windows as necessary.
- 8.17 Electrical insectocutor shall be provided at strategic locations.
- 8.18 Functional arrangements shall be made for separation of fat from kitchen waste water.
- 8.19 A kitchen using traditional equipment reflecting the by gone era may be created to function as a show kitchen and provide an exclusive dining experience.
- 8.20 A traditional stillroom or a pantry may be created in the kitchen.

9. Storage

- 9.1 All deep freezers and cold rooms shall be maintained at correct temperatures. Dairy products and processed foods shall be stored separately from meat and sea food.
- 9.2 Food stores shall be physically separated from other storage areas. Perishables shall be stored at controlled temperatures. Grocery and Dry foods shall be stored in a manner so as to avoid cross contamination of smells and flavours.
- 9.3 All shelving used inside freezer and cold storage shall be made of stainless steel or suitable nonmetallic materials.
- 9.4 A cellar or facility for storage of liquors and wines with correct storage temperatures shall be available.
- 9.5 Different materials such as stationery, engineering items shall be stored in physically separated areas. Paints and volatile substances shall be stored in a separate well ventilated area of the building with an external wall. Chemicals stores shall be separated. A separate area shall be available for housekeeping supplies.
- 9.6 A separate dedicated stewarding area shall be available.
- 9.7 Adequate good quality racks shall be provided for storage (Timber shall not be used for racks)

10. Sanitary and Safety Requirements

- 10.1 For sanitary requirements dry garbage shall be stored in a covered and ventilated condition until disposed. Re-cycleable garbage shall be sorted at source, stored and disposed off. This segregation is not required if the garbage is disposed off in a 'waste to power' station. Documentary evidence shall be available to support this agreement if segregation of waste is to be waved off.
- 10.2 Wet garbage shall be stored separately in an enclosed temperature controlled area.
- 10.3 A plan for solid waste management shall be available and records must be maintained.
- 10.4 Signage conforming to international standards for emergency exit together with emergency lighting shall be provided in all areas of the hotel.
- 10.5 Precautions shall be taken in sea-side hotels and hotels with swimming pools for the safety of the users. Cautionary and warning signs conforming to international standards shall be displayed prominently.
- 10.6 Protective measures shall be taken to prevent lightning strikes.
- 10.7 First-aid facilities shall be available.
- 10.8 Doctor / s shall be available 24 hours on-call in case of emergencies.
- 10.9 The hotel shall be covered by Comprehensive Hoteliers' Insurance Policy including public liability and workmen's compensation.

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11. Swimming Pools

- 11.1 Where a swimming pool is available depth markings and internationally accepted safety signs shall be permanently displayed.
- 11.2 The water quality shall be maintained according to internationally accepted standards. The quality of water shall be checked and recorded at least twice a day. In the case of swimming pool with fresh water the water quality shall be maintained within the following parameters. PH 7.4 to 7.6 Residual Chlorine minimum 0.5 ppm (1.0 ppm is recommended).
- 11.3 Suitably qualified life guards shall be available when the swimming pool is in operation.
- 11.4 Adequate number of showers shall be located in the vicinity of the pool.
- 11.5 The swimming pool shall be adequately lit.
- 11.6 Adequate pool deck furniture of excellent quality shall be available.

12. Facilities for differently abled guests

- 12.1 The hotel shall provide facilities for differently abled persons, to comply with the regulations stipulated in "Protection of the Rights of Persons with disabilities" Act (gazette notification no. 1, 467/15 of 17th October 2006)

13. Staff and Training

- 13.1 *All Staff shall be medically tested once a year and medical reports certified by a government registered medical practitioner should be submitted.
- 13.2 *Adequate separate changing facilities with clean toilets having water closets in good working order and well maintained showers shall be available for the staff.
- 13.3 The management and staff shall have adequately qualified and experienced personnel to ensure a very high standard of service.
- 13.4 All staff shall be in uniformed attire. The uniforms shall be in keeping with the theme of the hotel.
- 13.5 Where staff accommodation is provided the building shall be well ventilated and have maximum possible natural lighting. The floor shall be made of impervious materials to facilitate cleaning. The floor area provided per person shall be not less than 5 sq. m. Comfortable beds with suitable mattresses shall be provided. The walls shall be smooth and treated with a finish conducive for cleaning.
- 13.6 For non-resident staff locker space of 0.13 cu.m. per person shall be provided where the height of the locker shall be not less than 90 cm. and the depth not less than 45 cm. The lockers shall be well ventilated.
- 13.7 For resident staff locker space of 0.3 cu.m. per person shall be provided where the height of the locker shall be not less than 90 cm. and the depth not less than 45 cm. The lockers shall be well ventilated.
- 13.8 Where staff meals are provided, the staff dining room shall be well ventilated. The floor shall be made of impervious material. Walls shall be covered up to 150 cm with impervious material to facilitate cleaning. The dining area shall be such that a minimum of 1.5 sq.m. is available per person. The total number of covers shall be adequate to serve 30% of the total staff in one sitting. The table shall be covered with impervious material conducive for easy cleaning. At least two sinks with

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running hot and cold water with mixing facilities for washing of cutlery, crockery and glassware shall be available.

- 13.9 Encourage employment of females and persons with partial disabilities.
- 13.10 * All staff shall be provided with orientation on recruitment.
- 13.11 All staff shall be provided with specific training as per individual needs.
- 13.12* All staff shall be aware of the locality and important and significant places in the locality. The staff must also know the historic importance and the details of the property. Adequate historical information and data must be collected and prepared as presentation materials for use by guests who are interested in learning about the history & heritage value of the building.
- 13.13 Adequate number of staff must be conversant with languages other than local and English language.
- 13.14 Employment of people with knowledge and understanding of the by gone era shall be recruited where practically possible to enhance the character of the hotel.

14. Drivers

- 14.1 Adequate casual toilet facilities shall be provided for the use of drivers.
- 14.2 Where providing of overnight accommodation for the drivers is required, the hotel must provide such suitable accommodation and meals.

15. Environment, Community and Sustainability

- 15.1 The hotel shall be equipped with a Sewer & Wastewater treatment plant/system approved by the CEA and maintained in good working order. The treated effluent should be recycled to effectively reduce the consumption of water. Performance test certificates for the plant must be available. (This is not required in areas where a centralized treatment / disposal system is available and the hotel is connected to same.)
- 15.2 Effective energy and water conservation measures shall be implemented. The effectiveness of the measures must be supported with historical data. Energy efficient measures such as solar water heating or heat pumps shall be used to produce hot water.
- 15.3 The staff and guests must be given guidance on minimizing wastage of energy, water and resources.
- 15.4 Alternative sources of energy shall be used as far as practically possible.
- 15.5 A system shall be in place for recycling of waste. Food waste shall be composted or used as animal fodder. Solid waste must be separated for re-cycling. A very clear arrangement must be in place for disposing of separated solid waste for re-cycling.
- 15.6 The use of plastic, polythene and PVC shall be discouraged. A policy to minimize the use of the above items must be in place. The use of re-cyclable containers such as glass bottles, glass jars etc. shall be encouraged.
- 15.7 A system shall be in place to pass on benefits to the neighborhood and the area. Policy on recruitment and procurement should have built in mechanisms to make the above process meaningful.
- 15.8 Promote the development of small local business by sub-contracting for certain services such as local transport, food products, arts and crafts, guiding, tours etc. Arrange for guests to visit local producing centers to encourage the local producers to market their products.
- 15.9 A policy must be in place to educate suppliers to use only reusable packaging and not use 'single use' packaging when delivering supplies to the hotel. The use of

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reusable containers such as crates must be encouraged together with bio degradable padding materials.

15.10 The hotel must comply with relevant local regulations concerning wild life, fisheries and nature protection and educate the guests on the relevant regulations.

15.11 Action must be taken to encourage guests and visitors to support bio-diversity conservation.

16. Guest Satisfaction Rating

15.12 Achieve very good on line guest satisfaction feedback and in-house guest satisfaction survey feedback. Documentary evidence must be available

15.13 Overall service standards of the hotel in all departments maintained at a high level to achieve very good guest satisfaction ratings.

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