



## **CARICOM REGIONAL STANDARD**

### **Specification for tourist accommodation Part 3 – Particular requirements for guesthouses**

**DCRS 11 Part 3: 201X**

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## Foreword

This CARICOM Regional Standard *CRS 11- 3: 201X – Tourist Accommodation – Part 2: Particular requirements for guesthouses* has been developed under the authority of the CARICOM Regional Organisation for Standards and Quality. It was approved as a CARICOM Regional Standard by the CARICOM Council for Trade and Economic Development at its XX Meeting in XXX.

This standard is prepared specifically for guesthouses. It establishes the minimum requirements for this type of accommodation. By complying with and improving these minimum requirements it is hoped that the service providers will consistently meet and exceed customer expectations in an efficient and cost effective manner.

It is intended that the part of CRS 11 be used as a supplement to CRS 11 Part 1: 2012 Specification for tourist accommodation Part 1 – General requirements. The standard contains additional requirements specific to the type of establishment and does not supersede the requirements of Part 1.

It is recommended that a quality management system be introduced to ensure that the service provides high visitor satisfaction in a safe and secure environment.

This standard can be used as a tool by competent authorities under any programme that promotes continual protection of the national tourism industry on the international market.

In developing these requirements considerable assistance was derived from the following documents:

- Trinidad and Tobago Standard TTS 22-1: 2012 Requirements for tourist accommodation Part 1: Hotels and Guesthouses (2<sup>nd</sup> Revision);
- Caribbean Experiences, A collection of distinctive Caribbean Small Hotels
- Hotel Classification System
- Western Cape Government 2005, How to establish a bed and breakfast or guesthouse

Annex A is informative and is intended to provide guidance for water quality parameters.

## 1 Scope

This standard specifies the minimum requirements for any guesthouse operating in the CARICOM region providing accommodation to tourists. It includes requirements for:

- a) physical, personnel and safety issues;
- b) guest facilities;
- c) public and private areas.

## 2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

CRS 11 Part 1: Specification for tourist accommodation Part 1 – General requirements

## 3 Terms and definitions

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For the purpose of this standard the following terms and definitions shall apply.

### 3.2 guest house

commercial accommodation establishment offering between 5 to 16 bedrooms, which has as its primary source of business the supply of tourist accommodation

NOTE Breakfast and dinner are made available by prior arrangement to guests, particularly where they are not readily available in the vicinity of the establishment.

### 3.3 kitchenette

a small kitchen or part of a room equipped as a kitchen

### 3.4 lettable room

room where temporary lodging or sleeping accommodation is provided for compensation to persons who are not members of the immediate family of the operator or owner

### 3.1 national competent authority

any named government agency or agencies assigned, separately or jointly, the different areas of legal responsibility associated with tourism accommodation

### 3.5 relevant authority

any agency or organization that is responsible for one or more of the following:

- a) water supply and waste water disposal;
- b) sewage and garbage disposal;
- c) environment;
- d) emergency preparedness plans;
- e) public utilities;
- f) waste disposal; or
- g) sanitation.

## 4 Requirements

### 4.1 Physical requirements

Rooms shall be adequately ventilated with either a fan or air condition unit.

Housekeeping services shall be provided by the operator when room is rented.

### 4.2 Personnel requirements

The operator shall hire trained staff or provide training for staff as necessary.

EXAMPLE Housekeeping and customer service are specific skill sets requiring training.

### 4.3 Safety and security requirements

Establishment shall have a disaster management and business continuity plan reviewed and approved by the competent authorities.

### 4.4 Water quality

In cases where the operator's source of water is not from the public supplier, the operator shall ensure that water supply is monitored and show documentary evidence that water is tested periodically and in compliance with the recommended standard by the national competent authority. Any abnormalities

shall be reported to the relevant authorities. Annex A provides details of water quality parameters to be monitored and acceptable limits.

Records shall be made available for inspection upon request by relevant authorities.

#### **4.5 Chemicals and hazardous materials**

Chemicals and hazardous materials used shall be securely stored in accordance with the manufacturer's instructions and labeled with information about the nature of the hazard.

Material safety data sheet shall be readily available upon request.

#### **4.6 Waste management**

Wastewater shall be managed in accordance with national requirements.

### **5 Public areas**

#### **5.1 Reception area**

There shall be a reception or front desk area where guests shall be received and transactions carried out.

#### **5.2 Public restrooms**

Public washrooms shall be conveniently available where food and beverage is provided to non-residents

#### **5.3 Dining area**

Dining area shall be provided where meal service is offered, in relation to the resident guest capacity of the establishment.

#### **5.4 Swimming pools**

**5.4.1** Installation of a swimming pool at a guest house shall be optional. Where an establishment has an approved swimming pool on the premises, intended for use by guests, visitors or staff it shall:

- a) meet the requirement of the relevant authority for construction, design, placement and use;
- b) be provided with signs indicating:
  - 1) the opening hours;
  - 2) that children shall be supervised by an adult;
  - 3) the emergency action information;
  - 4) that guests must shower before entering the pool; and
  - 5) information on whether there is a lifeguard on duty.

**NOTE** It is recommended that a member of staff who is trained in resuscitation techniques be available at the poolside when the pool is open.

- c) have rescue equipment such as; life rings, kick-board, rescue cans, reserve poles and throw ropes, in clearly visible and easily accessible location;

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- d) be provided with conspicuous markings to indicate depth. These markings shall be:
  - 1) clearly visible – not faded or washed out;
  - 2) accurate – to indicate the exact depth of the water;
  - 3) adequate in frequency (approximately every 3 m or every change of 0.3 m depth).
- e) be provided with hand rails for safe access to, and egress from pool;
- f) prohibit diving where the depth of water is less than 1.5 m or the forward clearance is less than 7.6 m. Prominently displayed 'NO DIVING' signs shall be provided around the pool where diving is dangerous. If diving is permitted the following pool depths and clearances shall be provided in the diving area;
  - 1) if a 1 m diving board is present the depth of the water below the board shall be at least 3.5 m and this depth shall extend forward for 5 m with a total forward clearance of at least 9 m; and
  - 2) if a 1 m fixed platform is present the depth of the water below the platform shall be at least 3.2 m and this depth shall extend forward for 4.5 m with a total forward clearance of at least 8m.
- g) be free from mould, debris and stains and shall have a documented maintenance and sanitation schedule. The pool water shall be clear with the bottom of the pool visible, at the deepest point, at all times;
- h) be closed for use while being sanitized; and
- i) be approved by the appropriate authority.

**5.4.2** A log shall be kept of the pool maintenance schedule. This log shall be signed by the person responsible for pool maintenance and these records shall include date, times, work done, chemicals used and dosage.

**5.4.3** Visual checks of the pool shall be made throughout the day, pre and post opening and whilst pool is in use. The pool water shall be clear with the bottom of the pool visible, at the deepest point, at all times.

**5.4.4** Pool water shall meet water quality requirements of the relevant authorities.

## **5.5 Beachfront properties**

**5.5.1** Warning signs regarding beach rules, regulations or disclaimers shall be situated at prominent locations.

**5.5.2** Operators promoting beach activities shall:

- a) ensure that signage, flags and other means of communication are installed on the beachfront for the customer's safety;
- b) have a sign prominently displayed at the beachfront to inform guests whether lifeguards are provided. Where lifeguards are provided, the days and times that they are on duty shall be displayed;
- c) provide rescue equipment in an area that is clearly visible and easily accessible;

**EXAMPLE** Life rings, kick-board, rescue cans, reserve poles and throw ropes are examples of rescue equipment.

- d) check all beach equipment provided as part of a maintenance programme and the results recorded and retained;

**NOTE** Beach equipment includes rescue and recreational equipment provided.

- e) maintain the beachfront in conjunction with the relevant authority so that it is free from clutter;

- f) provide waste disposal units with lids;
- g) provide adequate lighting, including peripheral lighting; and
- h) provide shelter from natural elements.

**5.5.3** Security should be provided at the beachfront as necessary.

## **5.6 Parking facility**

Guesthouses shall have a minimum parking space available for 50% of lettable rooms.

# **6 Private areas**

## **6.1 Guestrooms**

### **6.1.1 Kitchenettes**

Where kitchenette facilities are available the operator shall provide equipment, fittings and amenities all of which shall be of good quality and condition. These areas shall be constructed of materials which can be easily cleaned and suitable for storage, preparation and service of food and the storage and cleaning of utensils used for these purposes.

Equipment and fittings shall include:

- a) cooker with hot plates and oven;

NOTE A microwave should also be provided.

- b) refrigerator;
- c) sink unit complete with all plumbing for water supply and discharge;
- d) impermeable work top;

NOTE If cutting boards are provided, it is recommended that colour coding be employed to indicate usage.

- e) cooking utensils including pots, pans, and kettle or coffee maker;

NOTE It is recommended that utensils should not be of a material that is easily cracked or chipped. Enamel type utensils are not recommended as they can be easily chipped.

- f) lined pedal or swing type garbage bin;
- g) storage cupboards, racks or shelving which are durable and have an impermeable surface;

NOTE Vanished wood may be used for shelving.

- h) cutlery, crockery, glassware and linen;
- i) fire extinguisher(s); and
- j) There shall be easy access to a first aid kit.

**Annex A  
(informative)**

**Drinking water quality parameters**

**Table A.1 — Drinking water quality parameters**

<b>Test</b>	<b>Limits</b>
E. coli count	< 1 CFU/ 100 ml
pH	6.5 – 8.0
Residual chlorine	5 mg/l (ideally 0.2 – 1 at tap)
Turbidity	< 1 NTU

**END OF DOCUMENT**

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