

**TOURISM AND HOSPITALITY  
LICENCING AND REGULATION LAW,  
2020.**

**NO. 6 OF 2020.**

**EKITI STATE OF NIGERIA**  
**A LAW TO PROVIDE FOR THE LICENSING AND REGULATION OF**  
**TOURISM AND HOSPITALITY ESTABLISHMENTS**

**(REGISTRATION, GRADING AND CLASSIFICATION) AND OTHER MATTERS INCIDENTAL THERETO OR CONNECTED THEREWITH.**

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**A LAW TO PROVIDE FOR THE LICENSING AND REGULATION OF TOURISM AND HOSPITALITY ESTABLISHMENTS (REGISTRATION, GRADING AND CLASSIFICATION) AND OTHER MATTERS INCIDENTAL THERETO OR CONNECTED THEREWITH.**

**NO. 6 OF 2020.**

**EKITI STATE OF NIGERIA**

*Commencement ( )*

*ENACTED by the Ekiti State House of Assembly as follows:*

**Promotion and Development of Hospitality and Tourism in Ekiti State.**

1. (1) The Ekiti State Government shall ensure the sustenance and continuity of the State Festival of Arts and Culture (EKIFEST) including hospitality and tourism facilities in the State.
- (2) The Ekiti State Government shall invest as appropriate in the acquisition and maintenance of materials, equipments, accessories and other necessary sub-facilities that are important to the existence of Tourism Sites in the State;
- (3) The Ekiti State Government may appoint independent consultants who are certified professionals to run the tourism facilities on renewable contractual basis with appropriate terms and conditions;
- (4) The Execution and enforcement of this Law shall be the exclusive responsibility of the organ of Government in charge of Tourism Development in Ekiti State.

**Application for Registration and Operation.**

2. (1) The owner of every Hospitality and Tourism Establishment shall within sixty days from the commencement of this Law, or from the commencement of operations, apply to the Ministry in the prescribed form for the registration, classification or reclassification of a Hospitality and Tourism Establishment on payment of such fee as may be prescribed by the Ministry from time to time.
- (2) The Ministry may upon such application: -
  - (a) issue to the applicant, a certificate of registration to operate any premises as a Hospitality and Tourism Establishment or
  - (b) refuse to grant such a certificate; or
  - (c) grant the certificate subject to such terms or conditions as it may deem fit to impose in the circumstances.

- (3) No person shall operate a Hospitality and Tourism Establishment in Ekiti State unless he has obtained and is in possession of a valid Certificate of Registration from the Ministry specifying the name and the premises of the Hospitality or Tourism establishment in respect of which the certificate of registration is granted.
- (4) Every certificate issued to Hospitality or Tourism Establishment shall expire on the thirty-first day of December immediately following the date of issue and shall be renewable from year to year on payment of such fee as may be prescribed by the Ministry. **Provided** that where an application for renewal of a certificate is made before the expiry period of the certificate, once the prescribed fee for such renewal is paid, the certificate shall still be valid until a new certificate is granted.

**Condition for the grant of a Certificate.**

3. (1) No certificate shall be issued by the Ministry unless the applicant satisfies the Ministry that the following conditions are fulfilled:
  - (a) The application is made in the prescribed form and the prescribed fees for registration and registration materials are paid;
  - (b) The applicant has duly completed and filed all registration documents at the Ministry Registry;
  - (c) The applicant is of good character and is capable of operating or managing a Hospitality or Tourism Establishment;
  - (d) The premises in respect of which the application is made is structurally adapted for use as a Hospitality or Tourism Establishment and are in all respects suitable for such use;
  - (e) Provision has been made for the proper maintenance and sanitation of the Hospitality or Tourism Establishment;
  - (f) The Hospitality or Tourism Establishment should be conducted in an efficient manner;
  - (g) Uninterrupted electricity, potable water, proper firefighting equipment and adequate security should be provided;
  - (h) Proper provision should be made for the storage, preparation and serving of food in the Hospitality or Tourism Establishment;

- (i) The premises in respect of which the application is made complies with the health requirements for the time being in force in Ekiti State and the prescribed minimum standard.
- (2) The Ministry may attach to any certificate of registration such additional conditions as the Ministry may in its discretion and having regard to all the circumstances of the case deem fit.
- (3) No Hospitality or Tourism Establishment shall be registered under a name which in the opinion of the Ministry is undesirable, unsuitable or misleading.
- (4) The Ministry may at any reasonable time inspect the premises of a Hospitality or Tourism Establishment, call for any information, carry out or require the operator to carry out tests on any article, equipment, appliance or food item.
- (5) The owner of every Tourism Establishment involved in charter or tour service shall on registration under this Law obtain a business guarantee bond in a sum of not less than ₦500, 000 from a reputable insurance company against all fiduciary liabilities of the establishment.
- (6) Hotel owners in Ekiti State shall register with their association to facilitate the regulation of hotels, through centralized dissemination of vital information towards security enhancement and management in the State.
- (7) Every tour business and tour activity taking place in Ekiti State shall be regulated and supervised by the Ministry.
- (8) Every travel and tour company shall formally register and be licensed which shall be subject to annual renewal.
- (9) Every tour company is to pay annual tax to the State.
- (10) Every tour operation in the State must be authorized with a valid letter of Authorization duly endorsed by the Ministry
- (11) It shall be the duty of the Ministry to inspect facilities and equipment used by tour operators for every operation being embarked upon.
- (12) No tour operator shall execute any project in Ekiti without the permission of the Ministry.

#### **Grounds for refusal of Application.**

4. The Ministry may refuse to issue a certificate of registration under this Law if it is satisfied that-

- (a) the applicant is not a fit and proper person (dissolute of habits) to operate the hospitality or Tourism Establishment;
- (b) the premises in respect of which the application is made does not satisfy the minimum prescribed standard (unsanitary) as stated in the schedule to this Law;
- (c) the applicant or his agents refused to permit an inspection of the Hospitality or Tourism Establishment;
- (d) the premises are the immediate vicinity of a place of worship, hospital or school;
- (e) the good order of the neighborhood in which the premises are situated will be disturbed if a license is granted;
- (f) the applicant has been convicted of an offence under this Law within a reasonable period of time;
- (g) the premises in respect of which the application is made is used to harbor criminals.

#### **Transfer of Ownership.**

5. (1) Where the owner of a registered Hospitality or Tourism Establishment dies or transfers the ownership and management of the Hospitality or Tourism Establishment, the Ministry may, upon an application in that behalf made by the new owner and upon the payment of the prescribed fee, transfer the certificate of registration to that person if he is of good character and is capable of managing a Hospitality.
- (2) The Ministry shall where practicable give the new owner or his legal or personal representatives a reasonable opportunity to be heard on such application and shall take into consideration any representation so made by them or on their behalf.
- (3) Where the ownership of the Hospitality or Tourism establishment has been so transferred under this Law, the new owner shall apply for a new certificate or registration of the Hospitality or Tourism Establishment in his name.

#### **Revocation or suspension of Certificate of Registration.**

6. (1) The Ministry may order the revocation or suspension of a certificate of registration where it appears to the Ministry after due inquiry that-
- (a) a Hospitality or Tourism Establishment is being conducted in an unclean, unsanitary or inefficient manner: or

- (b) the food served in a Hospitality or Tourism Establishment is not properly prepared or served; or
  - (c) the owner has failed, refused or ignored to comply with this law or any direction by the Ministry under this law; or
  - (d) the Ministry is satisfied that the failure or refusal constitutes a danger to the health or safety of persons who may patronize the Hospitality or Tourism Establishment; or.
  - (e) the Hospitality or Tourism Establishment has ceased or modified its operations in a manner that is inconsistent with its grading or classification as specified under section 10 of this Law or;
  - (f) the owner of a Hospitality or Tourism Establishment is convicted of a crime which in the opinion of the Ministry is of such a nature as to render the owner so convicted no longer a fit and proper person to own a Hospitality or Tourism Establishment; or
  - (g) the owner is declared bankrupt; or
  - (h) the business of the Hospitality or Tourism Establishment is wholly or partly discontinued for a period of two years provided it is not for repairs.
- (2) The Ministry by notice in writing may require the owner of the Hospitality or Tourism Establishment to remedy the defect within such period as may be specified in notice and on failure to remedy the defect to the satisfaction of the Ministry within the specified period, the Ministry may revoke or suspend the certificate issued in respect of such Hospitality or Tourism Establishment for such period as the Ministry may in its discretion deem appropriate.
- (3) The Accounting Officer of the Ministry may order that the revocation or suspension order shall not take effect until the expiration of not less than sixty days from date of such renovation or suspension order.
- (4) Where a certificate of registration is revoked or suspended under this Law, the Ministry shall by registered post or courier service or any other appropriate manner inform the owner of the Hospitality or Tourism Establishment of the revocation or suspension order which shall take effect twenty one days from the date of posting of the notice of revocation or suspension order.

- (5) When a certificate of registration is revoked or suspended under this Law, no person shall operate the Hospitality or Tourism Establishment to which the revocation or suspension order applies.

### **Appeals to the Commissioner.**

7. (1) The Ministry shall not refuse any application for registration or any application for a transfer of ownership nor shall it revoke or suspend the certificate of registration of an Hospitality or Tourism Establishment, nor classify or reclassify a Hospitality or Tourism Establishment unless the applicant, the proposed transferee of Hospitality or Tourism Establishment Manager, as the case may be or a Legal practitioner appearing on behalf of any such person has been furnished by the Ministry with the particulars of the content of any complaint made to the Ministry and has been given an opportunity of appearing before the Ministry and of being heard in support of the application or in opposition to the revocation, suspension, classification or reclassification as the case may be.
- (2) Any person aggrieved by any decision or order of the Ministry under this Law may within thirty days from the date of receipt of notice of such decision or order of the Ministry, appeal to the Commissioner whose decision thereon shall be final and conclusive.
- (3) Where an appeal under this Section has been entered, the Ministry shall submit to the Commissioner in writing, the grounds for its decision and order.
- (4) The Commissioner shall consider such appeal and after inquiry, he shall confirm, revoke or modify the decision, order, or direction as he may deem fit.
- (5) The applicant, as the case may be shall pay to the Ministry such fee as may be prescribed by the Commissioner for the purpose of the appeal.
- (6) Where an appeal has been made in accordance with the provisions of this Law against any decision or order of the Ministry, it shall not take effect unless the Commissioner confirms it, and upon confirmation such decision, the date on which the Commissioner's confirmation has been communicated to the appellant.

### **Display of Certificate and Sign.**



8. (1) The Owner of every registered Hospitality or Tourism Establishment shall:
- (a) display the certificate of registration in a prominent place at the reception desk;
  - (b) display outside the premises, the sign provided by the Ministry that indicates the name of the Establishments and its Classification and grading status.
- (2) A sign provided by the Ministry to a Hospitality or Tourism Establishment for the purpose of this Law shall remain the property of the Ministry.

### **Exemptions.**

9. The following types of premises are exempted from registration under this Law:
- (a) Premises exclusively for the accommodation or boarding of persons in religious, educational or charitable institutions;
  - (b) Private house;
  - (c) Furnished apartments let for residential purpose for period exceeding one month;
  - (d) Any Guest House or Lodge used exclusively by visiting Government or Public Officers;
  - (e) Government owned Hospitality or Tourism Establishment;
  - (f) All Tourism Establishments for the relaxation of handicapped persons and children only, for which fees are not charged.

### **Grading of Tourism or Hospitality Establishments.**

10. (1) The Ministry shall grade every Hospitality or Tourism Establishment in class which conforms with the minimum standard with which it is proposed to be kept and managed considering all the facilities available at such Hospitality or Tourism Establishment.
- (2) For purpose of this Law, Hospitality Establishments may be graded as follows: -
- (a) Accommodation establishment - hotels, motels, guests house, guest Inn, etc.;

- (b) Food service restaurants - fast food canteen, café, cafeteria, Coffee shop, snack bar and bukateria.
- (3) For the purpose of this Law, Tourism Establishments may be graded as follows: -
- (a) Travel agencies and tourist operators enterprises;
  - (b) Amusement/theme park enterprises;
  - (c) Tourism promoters enterprises;
  - (d) Vehicle and vessel hire services (boats, cars, tourist coaches etc.)
  - (e) Handcraft/souvenir enterprises ;
  - (f) Entertainment Ground/Hall/Event Centre;
  - (g) Fitness Centre, health club, casino, club;
  - (h) Other related services.
- (4) Where the Ministry is of the opinion that the Hospitality or Tourism Establishment is kept and managed in a manner which conforms with a standard which is superior to the standard in which such Hospitality or Tourism Establishment is classified or graded, then the Ministry may upon giving notice to the Hospitality or Tourism Establishment owner upgrade such hospitality or Tourism Establishment to the next higher class.
- (5) Where the Ministry is of the opinion that the hospitality or Tourism Establishment is kept and managed in a manner which conforms with the standard which is inferior to the standard in which such Hospitality or Tourism Establishment is classified or graded, then the Ministry may upon giving notice to the Hospitality or Tourism Establishment downgrade such Hospitality or Tourism Establishment to the next lower class.
- (6) Reclassification or re-grading of Hospitality or Tourism Establishments under this section shall take effect on expiration of twenty one days from date of dispatch of the notice of reclassification or re-grading which shall be by registered post or courier service addressed to the Manager.

#### **Power to Co-opt.**

11. Where the Ministry desires to obtain the advise or services of any person or Agency upon any particular matter, it may co-opt such person or Agency to be a member for such meeting or assignment as may be required, and such person or Agency shall, whilst co-opted, have all the

rights and privileges of a member in carrying out the statutory duties of the Ministry.

**Classification and Grading of Tourism or Hospitality Establishment.**

12. (1) For the purpose of this Law, a Hotel may be classified and graded as, one, two, three, four or five star hotels as specified in the Schedule to this Law.
- (2) In terms of minimum requirements for the purpose of this Law:
- (a) a good small scale hotel with modest facilities furnishing and refreshment may be classified and graded as a one star hotel;
  - (b) an economy hotel offering a higher standard of accommodation facilities and services may be classified as a two star hotel;
  - (c) a well-appointed tourism class hotel offering standard and providing private bathrooms, with baths or shower and air conditioning in each bedroom may be classified and graded as a three star hotel;
  - (d) a luxury hotel of international standard that offers the high standard of accommodation facilities, amenities, services and cuisine may be classified and graded as a four star hotel;
  - (e) an exceptionally well appointed hotel offering a high standard of comfort with private bathrooms in each room, air conditioning various menus and recreational facilities may be classified and graded as a five star hotel;
  - (f) the Ministry may employ such symbols, as it may deem fit for the purpose of classifying and grading Hospitality and tourism Establishment.

**Classification of restaurant and beer parlours.**

13. For the purposes of these Regulations, a Restaurant may be classified and graded as one, two, three, or four crown restaurants.

**Inspection.**

14. (1) Where the Ministry is of the opinion that any premises must be inspected for the purposes of considering:
- (a) an application for registration;
  - (b) the suspension or revocation of a certificate of registration;
- the hospitality or tourism establishment owner shall permit such a person authorized to make such inspection, upon

production of identification and or an authorized letter from the Ministry to the owner.

- (2) The Ministry shall direct that all Hospitality and Tourism Establishments registered under these Regulations be inspected at least once in each year and a written report of such inspection shall be produced for qualitative assessment of Hospitality and Tourism Establishments registered under these Regulations.
- (3) The Ministry shall give the owner or manager of a Hospitality or Tourism Establishment five days notice in writing before any inspection is carried out.

#### **Disabled person.**

15. (1) Any Hospitality or Tourism Establishments in existence before or as at 1<sup>st</sup> January, 2020 shall provide minimum facilities for physically disabled persons.
- (2) Any existing Hospitality and Tourism Establishments in existence before or as at 1<sup>st</sup> January 2020 shall provide minimum facilities for physically disabled persons within six months of coming into Effect of this Law.

#### **Offences/Penalties.**

16. (1) Any owner or manager of a Hospitality or Tourism Establishment who fails to apply for registration of his Hospitality or Tourism Establishment under this Law within the period specified in this Law shall be liable on conviction to a fine of fifty thousand naira (₦50,000) specified for registration.
- (2) Any owner or manager of a Hospitality or Tourism Establishment who fails to apply for the registration of his Hospitality or Tourism establishment under this Law shall be liable on conviction to a fine of fifty thousand naira and in case of a continuing failure to register, an additional penalty of ten thousand naira (₦10,000) for every week after the first during which such owner, or operator or manager has persisted in the failure.
- (3) Any owner or manager of a Hospitality or Tourism Establishment who fails to comply with any provision of this Law or any order or direction given under the provisions of this Law shall be liable on conviction to a fine of fifty thousand naira (₦50,000) or imprisonment for six months or both.

- (4) Any owner or manager of a Hospitality or Tourism Establishment registered under the provision of this Law who uses a star or crown sign than as classified and graded by the Ministry shall be liable on conviction to a fine of fifty thousand naira (₦50,000).
- (5) Any person who assaults or obstructs any registration officer inspector or any authorized person acting under this Law shall be liable on conviction to a fine of fifty thousand (₦50,000).
- (6) The Ministry may close down any Hospitality or Tourism Establishment which fails to apply for registration of his Hospitality or Tourism or comply with any provision of this Law or any order or direction given there under.
- (7) Any person or group of persons who deface tourism facilities in the State shall be liable on conviction to a fine of fifty thousand naira (₦50,000).

#### **Interpretation.**

17. In this Law, unless the context otherwise requires-

**“Hospitality establishment”** means a lodging or board establishment with a minimum of five lettable rooms provided for guests for monetary consideration: these may include Hotels, Motels, Guests Houses and Guests Inn;

**“Accounting Officer”** means the Permanent Secretary in the Ministry.

**“Appeal”** means an appeal under the provisions of this Law to the relevant Authority charged with the responsibility for tourism;

**“Amusement/theme park”** means a park providing activities for recreation, relaxation and entertainment;

Leisure recreation enterprises includes health clubs & fitness centres.

**Ministry** means the Ekiti State Ministry of Art, Culture and Tourism Development.

**“Certificate of registration”** means a certificate granted or transferred in accordance with the provision of these regulations.

**“Classify”** include “reclassify” and “classification” shall be construed to mean categorization of Hospitality and Tourism Establishments based on physical assessment and minimum standards provided;

**“Commercial guest house”** means an accommodation Establishment or building with a minimum of five Bedrooms;

**“Grading”** means the assessment of hospitality and tourism establishment by ranked characteristics based on the range and scope of facilities and services provided;

**“Handicraft/souvenir”** includes local products which may be woven, painted, carved, decorated or designed to influence and imprint the cultural and aesthetic ethos of a particular people and origin;

**“Hotel”** means any building or number of buildings which are grouped together containing not less than ten bedrooms in which accommodation is provided for the public by a common management and enjoy common ancillary hotel services and amenities;

**“Hotel owner”** means any person to whom a licence to manage a hotel has been issued and include any person to whom a licence has been transferred under this Law;

**“Motel”** means a stop-over accommodation establishment with or without sufficient parking space and may consist of a minimum of ten bedrooms;

**“Tourism establishment”** means any establishment, building or premises howsoever described providing for reward food, refreshment for consumption in such establishment, building or Premises;

**“Tourism body”** means the body charged with the responsibilities for tourism (Ministry or Bureau for Tourism, Art and Culture)

**“Registration”** means registration in accordance with the provisions of this Law;

**“Tour operator”** means a company, person or persons who by way of activity or function puts together package tours of various prices, lengths and purposes by direct negotiation with Airlines hotels, boat hires, coach hires etc;

**“Tourism enterprises”** includes amusement/theme park, event centres, handicraft/souvenir dealers, leisure, recreation enterprises, tour operators, tourism promoter, travel agent, vehicle and vessel hire services (boat, car, tourist coaches, etc);

**“Tourism promoters”** means a company person(s) who by way of activity or function stimulates the development;

**“Travel agent”** means a company person or persons who handles both domestic and international travel arrangements on behalf of Airlines, Tour Operators, Hotels Coaches etc and may earn a commission for such arrangement;

**“Vehicle and vessel hire services”** includes company and privately-owned automobile services offered to tourists most by way of

charter for convenience and pleasure such as boats, cars, tourist coaches, etc.

**Citation.**

- 18.** This Law may be cited as the Tourism and Hospitality Licensing and Regulation Law, 2020.

**SCHEDULE PRESCRIBING MINIMUM STANDARD FOR  
CLASSIFICATION OF HOTELS.**

**MINIMUM STANDARD FOR THE CLASSIFICATION OF ONE STAR  
HOTEL.**

- 1. Location and Buildings:**
- (a) The locality and environment including the approach shall be clean, well maintained and suitable for a hotel;
  - (b) The general construction of the buildings shall be durable Refreshment for consumption in such establishment building or premises.
  - (c) The exterior and interior of the buildings and its furniture, fixtures, bedrooms, public areas, etc. shall be maintained at a reasonable standard and kept in a clean and hygienic condition:
  - (d) There shall be separate and independent entrances to the hotel and to the restaurant. If any;
  - (e) There shall be proper cooling and heating arrangement according to the local conditions and the weather
- 2. Capacity:**
- (a) There should be at least 10 bedrooms

### **3. Bedrooms:**

- (a) Each bedroom shall have separate access from a corridor or veranda or gallery and shall be separated from other bedrooms by walls;
- (b) Each bedroom shall be properly ventilated and lighted and shall have at least one window and good quality curtains.

## **MINIMUM STANDARD FOR THE CLASSIFICATION OF TWO STAR HOTELS.**

### **1. Location and Building:**

- (a) The locality and environment including the approach shall be clean, well maintained and suitable for a good hotel;
- (b) The buildings shall be well designed, well constructed, durable and structurally safe. All new buildings shall be designed by qualified architects;
- (c) The exterior and interior of the building and its furniture, fixtures, bedrooms, bathrooms, toilets, kitchens; public rooms shall be maintained at a high standard and kept in a clean and hygienic condition;
- (d) There shall be separate and independent entrances to the hotel and restaurant, if any.

### **2. Capacity:**

There shall be at least 20 bedrooms.

### **3. Bedrooms:**

- (a) Each bedroom shall have separated access from a corridor or verandas or gallery and be separated from other bedrooms by walls;
- (b) Each bedroom shall be properly ventilated and lighted with at least one window and good quality curtains;
- (c) Each bedroom shall have comfortable beds with spring or foam mattresses, furniture, a mirror, a wardrobe with hangers, a comfortable upholstered chair, a coffee table a luggage stand and a litter box or basket;
- (d) There shall be a locking system outside and a bolting or locking system inside the door of each bedroom opening into a passage;
- (e) All double beds shall have bedside lights or a single beds to have a bedside or bed head light (twin beds may share a bedside light). There shall be a light controlled from the door.



- (f) Each bedroom shall be separately numbered.
- (g) The minimum floor area of each bedroom shall be:
  - (i) 8m<sup>2</sup> for a single room
  - (ii) 10m<sup>2</sup> for a double room:
- (h) All bedrooms shall have attached bathrooms, air-conditioning or electric fan should be available in at least 50% of the bedrooms.

#### 4. **Bathrooms/Toilet:**

- (a) Every bathroom shall be well lighted and ventilated:
- (b) Each bathroom shall have a sink with a mirror and a light above it, a towel rack, a deodorant air refreshner, a shelf clothes hawks or hangers an electric socket for plugs, a shower and a bath tab.
- (c) There shall be adequate supply of soap, clean towels and toilet paper in each bathroom;
- (d) Bathrooms and toilets should be cleaned daily;
- (e) Water shall be provided in all bathrooms and toilets always;
- (f) There shall be modern sanitary ware in all bathrooms and toilets.

#### 5. **Dining Room/Restaurant:**

- (a) Provision of Nigerian and continental food shall be ensured;
- (b) Menu cards shall be available to the guests;
- (c) The dining room shall be separate from the kitchen;
- (d) A toilet shall be available conveniently close to the dining room/restaurant;
- (e) Room service facilities shall be provided to all bedrooms on request;
- (f) There shall be comfortable seating arrangements in the dining room/restaurant;
- (g) A sink with soap and towel shall be provided close to the dining room

#### 6. **Kitchen.**

There shall be-

- (a) a clean, hygienic, well-equipped. Fly-proofed and well maintained kitchen and pantry, cooking utensils should be clean and well kept;
- (b) a refrigerator or cold storage for the preservation of food and perishable items.

#### 7. **Crockery:**

All crockery, cutlery and glassware shall be of good quality, clean and unchipped and must be washed regularly after each use.

#### **8. Drinking water:**

Where tap water is not potable, Boiled or filtered drinking water shall be provided in a flask with a clean glass for each guest in each bedroom and in the restaurant/dining room.

#### **9. Washing Arrangements.**

Arrangements for the hygienic washing of utensils, crockery, Cutlery and glassware shall be made.

#### **10. Staff and service.**

- (a) All members of the staff shall be experienced courteous, efficient and neat and at least 25% of them shall have been professionally trained at a recognized training institute;
- (b) All staff shall wear smart and clean uniforms on duty;
- (c) The managerial and supervisory staff shall be fluent in English. The Manager should possess at least a diploma in hotel management from a recognized Hotel training institute;
- (d) At least two employees shall be qualified in first-aid Treatment.

#### **11. Laundry service:**

- (a) Laundry and dry cleaning services shall be provided on the premises under the responsibility of the hotel arrangement.

#### **12. House Keeping:**

House keeping shall be of a good standard. The premises and all furniture and fixtures shall be properly cleaned, Dusted and periodically fumigated.

#### **13. Linen:**

Clean linen of good quality mosquito nets, pillows, bedding and blankets or quilts shall be supplied to each guest, fresh linen shall be supplied to each guest and changed daily.

#### **14 Fire Fighting:**

Fire-fighting, electrical and gas safety devices shall be available on the premises at all times.

## 15. **Facilities:**

- (a) There shall be adequate parking space for at least 20 cars
- (b) There shall be a telephone for external communication in 50% of the bedrooms;
- (c) There shall be cloak room facilities or lockers for luggage and safe deposit;
- (d) The hotel shall make provision on the premises for a small supermarket selling items such as pictures, postcards, postal stamps, books, newspapers, toiletries and cosmetics.

## **MINIMUM STANDARD FOR THE CLASSIFICATION OF THREE STAR HOTELS.**

### 1. **Location and Building:**

- (a) The locality and environment including the approach shall be clean, well maintained and suitable for a good hotel;
- (b) The building shall be well designed, well constructed, durable and structurally safe. All new buildings shall be designed by qualified architects;
- (c) The exterior and interior of the building and its furniture, fixtures, bedrooms, bathrooms, toilets, kitchens, public rooms shall be maintained at a high standard and kept in a clean hygienic condition.
- (d) There shall be separate and independent entrance to the hotel and restaurant, if any;
- (e) There shall be a lift if there are more than two Floors including the ground floor.
- (f) There shall be proper cooling and heating arrangements according to the local conditions and weather;
- (g) A lawn or roof garden shall be maintained.

### 2. **Capacity:**

There shall be at least thirty (30) bedrooms.

### 3. **Bedroom:**

- (a) Each bedroom shall have separate access from a corridor, verandas or gallery and be separated from other bedrooms by walls;

- (b) Each bedrooms shall be properly ventilated and lighted with at least one or more windows with glass panes measuring at least one-fourth of the floor space and provided with curtains of high quality;
- (c) Each bedroom shall have comfortable beds with spring or foam mattress not less than 6 ½ x 3 (single) and 6 ½ x 4 ½ (double), there must be provision of blankets, quilts,
- (d) There shall be a locking system outside and a bolting or Locking system inside the door of the bedroom opening into a passage, all locks shall operate on master key system;
- (e) All double beds shall have bedside lights or a single bed to have a bedside or bed head light (twin beds may share a bedside light). There shall be a light controlled from the door;
- (f) Each bedroom shall be separately numbered;
- (g) The minimum floor area of each bedroom shall be-  
10 m<sup>2</sup> for a single room  
12 m<sup>2</sup> for a double room;
- (h) All bedrooms shall have attached bathrooms;
- (i) All bedrooms shall be provided with package or unit air conditioning except in cold regions where heating arrangements for the cold weather shall be provided;
- (j) the floor in all bedrooms shall be fully covered with carpet;
- (k) There shall be a table lamp for every bed;
- (l) The rules of establishment, instructions on how to behave in case of fire and all relevant local and hotel information including Room service and the meal hours shall be kept in each bedroom;
- (m) Each bedroom shall have reasonable free space. A wardrobe with Space for storage of luggage containing coat and dress hangers, a luggage stand, a coffee table, two upholstered chairs, a bedside table, a dressing cum-writing table with a large mirror, a waste paper basket, an ash tray, a vacuum flask for drinking water and a clean glass for each guest and a free supply of stationery bearing the name and address of the hotel.

#### **4. Bathrooms:**

- (a) Every bathroom shall be well lighted and provided with a deodorant air freshener;
- (b) each bathroom shall have:
  - (i) a wash basin with a mirror and a light above it, an electric plug point, a shelf a towel rack, clothes, electric socket for

- plugs, a flexible shower enclosed with water proof curtains and a mug, a face towel and a bath towel for each guest;
- (ii) all water closets shall be of western type:
  - (iii) each bathroom shall be modern in design and equipped with fittings of good standard;
- (c) there shall be adequate and daily supply of soap and toilet paper in each bathroom;
  - (d) water shall be provided to all bathrooms always;
  - (e) bathrooms and toilets should be cleaned daily.

#### **5. Dining Room/Restaurant:**

- (a) The restaurant and dining room shall serve a wide variety of Nigerian and continental food. Service shall be prompt, courteous and efficient;
- (b) menu cards shall be available to guests;
- (c) the restaurant and dining room shall be separate from the Kitchen and shall have comfortable seating arrangement;
- (d) separate male and female toilets shall be available conveniently close to the restaurant and dining room;
- (e) music shall be played in the restaurant and dining room during meal hours;
- (f) the floor of the restaurant and dining room shall be fully carpeted;
- (g) room service facilities shall be provided to all bedrooms on request;

#### **6. Kitchen and pantry:**

- (a) there shall be a clean, hygienic, well-equipped and well maintained kitchen and pantry with adequately fly proofing cooking utensils should be clean and well kept;
- (b) there shall be a cold storage unit to serve the kitchen and Pantry;
- (c) arrangements for the hygienic washing of utensils, crockery, cutlery and glassware by a mechanized system shall be made;

#### **7. Crockery:**

All utensils, crockery, cutlery and glassware shall be of high quality, clean and well maintained. No piece in use shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.

#### **8. Drinking water:**

The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass in each bedroom and in the restaurant and dining room.

**9. Staff and service:**

- (a) all members of the staff shall be experienced, courteous, efficient and neat and at least 25% of them shall have been professionally trained at a recognized training institute;
- (b) all staff shall wear smart and clean uniforms on duty;
- (c) the managerial and supervisory and reception staff shall be fluent in English and in one other foreign language and should possess a diploma or certificate from a Recognized institute;
- (d) The manager shall possess a diploma in hotel management from a recognized institute and have fluent Knowledge of English and one other foreign language;
- (e) all rooms bearers, bartenders, dining room waiter, etc. coming into frequent contact with foreigners shall have a working knowledge of English.
- (f) a supervisor and another employee shall be qualified in first aid treatment and fire fighting.

**10. Laundry and dry cleaning:**

Laundry and dry cleaning services shall be provided on the premises under the responsibility of the hotel management.

**11. House Keeping**

Housekeeping shall be of a good standard. The premises and all furniture and fixtures shall be properly cleaned, dusted every day and periodically fumigated.

**12 Fire Fighting:**

Fire-fighting, electrical and gas safety devices shall be available on the premises at all times.

**13. Facilities:**

- (a) There shall be adequate parking space for at least 30 cars

- (b) The hotel shall make provision on the premises for a shop selling picture post cards, postal stamps, books, newspapers and articles of daily use like toiletries and Cosmetics;
- (c) separate well-equipped cloak rooms shall be Provided for ladies and gentlemen;
- (d) there shall be a telephone for external and internal calls in each bedroom;
- (e) there shall be a banquet-cum-conference room proportionate in capacity to the size of the hotel;
- (f) the hotel shall provide postal and telegraphic Services on its premises;
- (g) a taxi service shall be provided for guests under the auspices of the hotel management;
- (h) there shall be a foreign exchange counter within the hotel premises;
- (i) there shall be a chemist,' shop on the hotel premise;
- (j) there shall be a page boy, shoe shine and shoe Cleaning service.
- (k) hair dryers shall be available on request.

### **MINIMUM STANDARD FOR THE CLASSIFICATION OF FOUR STAR HOTELS.**

#### **1. Location and building:**

- (a) the locality and environment including the approach shall be suitable for a hotel of international standards;
- (b) the architectural features, construction and finish of the building shall be of a high standard, durable, safe and well maintained;
- (c) the building shall be designed by a qualified architect;
- (d) the maintenance of the exterior and interior of the building, grounds, gardens, its furniture, fixtures, bedrooms, bathrooms, toilets, kitchen, public rooms, etc. shall be of the highest standards;
- (e) there shall be separate and independent entrances to the hotel and restaurant with a separate service entrance for deliveries;
- (f) the building shall be centrally air-conditioned and all rooms including the dining room, conference room and banquet halls shall be sound proof;
- (g) there shall be at least one lift for every 50 rooms or major part thereof, in addition to one service lift or more;
- (h) a lawn or roof garden shall be maintained.

## 2. Capacity:

There shall be at least 40 bedrooms

## 3. Bedroom

- (a) at least 20% of the bedrooms shall be singles and four percent suites;
- (b) each bedroom shall have separate and independent access from a corridor, verandas or gallery and be separate from other bedrooms by walls. All rooms be out of the view of the public rooms;
- (c) each bedroom shall be properly ventilated, lighted, cleaned and shall have one or more windows with glass panes measuring one fourth of the floor space or more and provided with curtains of high quality;
- (d) each bedroom shall have reasonable free space and be furnished with:
  - (i) 190cm x80cm single or 190cm x 160cm double beds with foam rubber or spring mattresses.
  - (ii) two pillows and a blanket for each guest with bed sheets and pillow covers.
  - (iii) a dressing-cum-writing table with a large mirror and chair, a wardrobe with space for the storage of luggage, containing coat and dress hangers, a luggage stand, coffee table, two upholstered foam occasional chairs, a bedside table, a waste paper basket, two ash trays, a vacuum flask drinking water, and two high quality hygienically cleaned glasses for each guest and a free supply of good quality stationery bearing the name and address of the hotel;
  - (iv) an electric call bell.
  - (v) an electric socket for plugs.
- (e) there shall be a lock on the door of each bedroom opening into a corridor. The door shall have a double locking device from within the bedroom. All locks shall operate on a master key system;
- (f) each bedroom shall be separately numbered.
- (g) the minimum floor area of each bedroom shall be-
  - (i) 12m<sup>2</sup> for a single room.
  - (ii) 14m<sup>2</sup> for a double room.
- (h) the hotel should have one suite per 20 bedrooms and /or Adequate number of rooms connected or converted into suites;
- (j) every bedroom shall have wall to wall floor covering of high quality and in good condition;
- (k) there shall be a table lamp for every bed.

## 4. Dining Room/Restaurant.



- (a) the restaurant and dining room shall serve a wide variety of Nigerian and continental food, there shall be prompt, courteous and Efficient service;
- (b) attractive menu cards indicating the prices of dishes and full meals shall be available to guest;
- (c) music shall be played in the Dining room/restaurant;
- (d) the kitchen shall be separate from the dining area;
- (e) there shall be separate male and female toilets with an adequate supply of soap, towels and toilet paper;
- (f) all stewards shall be fluent in English with at least 10% knowledge of another foreign language;
- (g) meals and breakfast timings shall be specified and properly notified at the entrances of the lobby, Lounge and at the reception counters
- (h) there shall be a dance floor and an orchestra in the dining room;
- (i) room service facilities shall be provided in all bedrooms on request;
- (j) the floor and the restaurant and dining room shall be fully carpeted or tiled
- (k) there shall be at least two restaurants and a dining room. the dining room shall be proportionately spacious to the number of beds in the hotel and shall have comfortable seating arrangements;
- (l) the restaurant and dining room shall be well designed, well-equipped and maintained at a high standard. They shall have furnishing and décor of superior quality reflecting the local culture, history and traditions of Nigeria and Ekiti in particular.

#### **5. Kitchen and pantry:**

- (a) There shall be a clean and well-equipped pantry attached to the kitchen;
- (b) The kitchen and pantry shall be completely modern, professionally designed and equipped to ensure efficient operation with arrangement for proper ventilation and efficient removal of hot air and odours;
- (c) The kitchen floor shall be of impervious material conducive to easy and quick cleaning.
- (d) the kitchen and pantry shall be free of all insects and pests;
- (e) the kitchen table tops and shelves shall be stainless steel or impervious material kept in hygienically clean and in very good condition
- (f) utensils kept and used shall be of high quality, hygienically cleaned and in very good condition;

- (g) there shall be a dish-washing machine for washing crockery and cutlery and a separate sink with running hot water and cold water for washing utensils;
- (h) there shall be sufficient waster bins with covers or waste Disposal units;
- (i) there shall be cold storage and deep freeze facilities for the preservation of food and perishable items;
- (j) there shall be separate areas for the preparation of meats, fish, vegetable, salads, sweets, etc.;
- (k) there shall be efficient kitchen staff with at least one executive chef trained at a recognized hotel training institute;

#### **6. Crockery:**

All utensils, crockery, cutlery, glass and tableware shall be of a high quality, clean, well maintained and hygienically treated. No crockery or glass ware used shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.

#### **7. Drinking water:**

The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bedroom and in the restaurant and dining room. There shall be a chemical filtration plant for the treatment of water used in the hotel.

#### **8. Bar**

There shall be a well-equipped and well-stocked bar with a counter of high quality, necessary furnishings, controlled lighting arrangements, adequate refrigeration facilities, all types of glassware necessary for wines, spirits and beverages, a sufficient quality and variety of liquors and beverages, cigarettes, cigars snacks and an ice cube making machine.

#### **9. Staff and service:**

- (a) All members of the staff shall be experienced, courteous, efficient and at least 80% of them shall have been professionally trained at a recognized training institute;
- (b) All staff shall wear smart and clean uniforms on duty;
- (c) The managerial and supervisory and reception staff shall be fluent in English and in one other foreign language and should possess a diploma or certificate from a Recognized institute;

- (d) Housekeeping shall be under the supervision of a professionally qualified, trained and experienced personnel
- (e) All rooms bearers, bartenders, dining room waiter, etc. coming into frequent contact with foreigners shall have a working knowledge of English.
- (f) A supervisor and another employee shall be qualified in first aid treatment and firefighting.
- (g) Bookings shall be honored on the terms quoted and all contractual obligations shall be met properly;
- (h) A sitting area, separate from the bar, TV lounge or Games areas shall be provided;
- (i) Lounge service of drinks and snacks shall be available for 24 hours.

**10. Laundry and dry cleaning:**

There shall be a modern laundering. Dry cleaning and pressing unit on the premises under the management of the hotel.

**11. Housekeeping:**

- (a) Housekeeping shall be of internationally recognized standards, the premises, furniture and fixtures shall be spotlessly clean and tidy at all times;
- (b) Housekeeper assisted by a sufficient number of Supervisory staff and house maids, all trained at a recognized training institute;
- (c) House maids shall be available on call from 8.00am to 10.00 p.m.

**12. Firefighting:**

Adequate precautions against fire together with fire escapes, alarms and modern fire-fighting equipment shall be available on the premises, precautionary arrangements and modern equipment to prevent and deal with electricity and gas accidents shall also be provided.

**13. Management:**

- (a) The hotel shall be under the supervision of a manager trained at an internally recognized institute, and with sufficient experience in hotel management;
- (b) The manager shall be fluent in English and shall understand one of the following languages:
  - (i) French,
  - (ii) German,

- (iii) Arabic,
- (c) Some staff are to be on site and on call to guest 24hours a day.

#### **14. Facilities**

- (a) There shall be sufficient parking space for at least 50 cars;
- (b) There shall be a shopping arcade within the premises of the hotel
- (c) There shall be separate, well-equipped and properly manned cloak rooms for ladies and gentlemen;
- (d) There shall be a telephone for external and internal calls in each bedroom;
- (e) There shall be a well-equipped and decorated banquet-cum-conference hall separate from the dining room and proportionate in capacity to the size of the hotel;
- (f) A taxi or tourist car service shall operate within the hotel premises under the auspices of the hotel management. All vehicles shall operate on meters at rates to be fixed and notified by the Regional Transport Authority;
- (g) There shall be a valet, shoe shine and shoe repair service;
- (h) There shall be a foreign exchange counter within the hotel premises;
- (i) There shall be a staff changing/rest rooms each with lockers and necessary furniture;
- (j) TV sets shall be provided in each bedroom and in all Suite;
- (k) There shall be a swimming pool within the hotel premises. The pool shall be subject to chemical treatment and a filtration plant shall serve the pool;
- (l) There shall be a temperature control device in each bedroom;
- (m) Every bedroom shall have a radio with separate channels for relaying news and music both piped and live;
- (n) Suites shall be well furnished and maintained;
- (o) The rules of establishment, instructions on how to behave in case of fire and all relevant local and hotel information including room service and the meal hours shall be kept in each bedroom;
- (p) There shall be separate male and female toilets in the public areas;
- (q) There shall be an adequately maintained standby generator on the premises to supply electricity where there is disruption in power supply. The generator shall be proportionate in size to that of the hotel;
- (r) There shall be adequate provision of waste disposal facilities.

#### **15 Bathroom.**

- (a) Each bathroom shall have a minimum floor of 40sq.ft. All water closets shall be of western type:

- (b) Each bathroom shall be modern in design, equipped with fittings of a high quality and have its walls and floors Covered with impervious materials of attractive designs and workmanship;
- (c) Each bathroom shall have:
  - (i) an electric two point plug socket for a shaver,
  - (ii) a wash basin with a mirror over it at a face height, a light over the mirror and a shelf conveniently at hand;
  - (iii) hooks or hanger for clothes, and ash tray, towel rack, a flexible shower, sanitized toilet bowls, a bidets, a receptacle for soap and used blades, a sanitary litter bin, a bath mat, two glasses and a mug.
  - (iv) an adequate supply of soap, toilet paper, an air freshener and a pair each of bath, face and hand towels for each guest.
  - (v) a bath tub with flexible shower enclosed with water proof curtains.
  - (vi) running chemically sterilized hot and cold water always
- (d) Bathroom and toilets shall be cleaned daily.

#### **16. Lights.**

- (a) all areas including the restaurant, dining room bathroom, and corridors shall be well lighted and ventilated. There shall be a controlled light system in all public areas;
- (b) there shall be proper lighting arrangements and fixture in all rooms with a light switch and point near the roof entrances and a light control next to the bed.

#### **17. Linen:**

Clean linen of high quality mosquito nets together with pillows, bedding and blankets or quilts shall be supplied to each guest, fresh linen shall be supplied to each guest and changed daily;

#### **18. Lounge Lobby:**

There shall be:

- (a) a well-equipped and furnished lounge or lobby with space proportionate to the number of the bedrooms;
- (b) wall to wall floor covering of high quality;
- (c) a public call telephone booth for visitors;
- (d) comfortable seating arrangements;
- (e) adequate provision of ash trays.

#### **19. Reception Counter:**

There shall be:

- (a) a reception and information counter with a telephone for External calls operating for 24 hours;
- (b) a concierge and porter service available for 24 hours;
- (c) a page service or public address system;
- (d) an information service providing general tourist information such as local events, attractions, transport, car rentals and taxi service, current and advance reservations;
- (e) wake-up calls service;
- (f) numbered room keys;
- (g) professionally trained staff fluent in English with one member having a working knowledge of another foreign Language;
- (h) facilities for acceptance of cables, telegrams, postal letters and supply of postage stamps;
- (i) lockers for luggage and safety deposit facilities.

#### **20. Conference and banquets hall:**

There shall be a well-furnished separate hall for holding conference and banquets

### **MINIMUM STANDARD FOR THE CLASSIFICATION OF FIVE STAR HOTELS.**

#### **1. Location and building:**

- (a) The locality and environment including the approach shall be suitable for a hotel of international standards;
- (b) The architectural features, construction and finish of the building shall conform to high international standards;
- (c) The building shall be designed by a qualified architect;
- (d) The maintenance of the exterior and interior of the building, grounds, gardens, its furniture, fixtures, bedrooms, bathrooms, toilets, kitchen, public rooms, etc. shall be of the highest standards;
- (e) There shall be separate and independent entrances to the hotel and restaurant with a separate service entrance for deliveries;
- (f) The building shall be centrally air-conditioned and all rooms including the dining room, conference room and banquet halls shall be sound proof;
- (g) There shall be at least one lift for every 100 rooms or major part thereof, in addition to one service lift or more;
- (h) A lawn or roof garden shall be maintained.

## 2. Capacity:

There shall be at least 50 bedrooms

## 3. Bedroom.

- (a) At least 20% of the bedrooms shall be singles and 5% suites;
- (b) Each bedroom shall have separate and independent access from a corridor, verandas or gallery and be separate from other bedrooms by walls. All rooms must be out of the view of the public rooms;
- (c) Each bedroom shall be properly ventilated, lighted, cleaned and shall have one or more windows with glass panes measuring one fourth of the floor space or more and provided with curtains of high quality;
- (d) Each bedroom shall have reasonable free space and be furnished with:
  - (i) 190cm x80cm single or 190cm x 160cm double beds with foam rubber or spring mattresses.
  - (ii) two pillows and blanket for each guest with bed sheets pillow covers in addition to two extra pillows and blankets.
  - (iii) a dressing-cum-writing table with a large mirror and chair, a wardrobe with space for the storage of luggage, containing coat and dress hangers, a luggage stand, coffee table, two upholstered foam occasional chairs, a bedside table, a waste paper basket, two ash trays, a vacuum flask drinking water, and two high quality hygienically cleaned glasses for each guest and a free supply of good quality stationery bearing the name and address of the hotel;
  - (iv) an electric “do not disturb” indicator fixed outside the door;
  - (v) an electric call bell.
- (e) There shall be automatic locking system on the door of each bedroom opening into a corridor. The door shall have a double locking device from within the bedroom. All locks shall operate on a master key system;
- (f) Each bedroom shall be separately numbered.
- (g) The minimum floor area of each bedroom shall be-
  - (i) 13m<sup>2</sup> for a single room.
  - (ii) 16m<sup>2</sup> for a double room.
- (h) All bedrooms shall have attached bathrooms;
  - (i) Every bedroom shall have wall to wall floor covering of superior quality
  - (j) There shall be a temperature control device in each bedroom.
- (k) Every bedroom shall have a 4-band radio and system of playing piped music for guests. There shall be separate channels for oriental and

western music from the premises of the hotel itself such as from the night club, coffee shops, etc

- (i) Suite shall be well furnished and decorated. A radio, TV, bar counter, kitchenette and refrigerator shall be provided in each suite;
- (m) There shall be a table lamp for every bed;
- (n) The rules of establishment, instructions on how to act in case of fire and all relevant local and hotel information including that on room service and the meal hours shall be kept in each bedroom;
- (o) A bouquet of fresh flowers shall be supplied in each bedroom daily.

#### **4. Bathroom.**

- (a) Each bathroom shall have a minimum floor of 48sq.ft. All water closets shall be of western type:
- (b) Each bathroom shall be extremely modern in design and equipped with modern fittings of superior quality with the walls and floors covered with impervious materials of attractive designs and workmanship;
- (c) Each bathroom shall have:
  - (i) an electric two point plug socket for a shaver,
  - (ii) a wash basin with a mirror over it at a face height, a light over the mirror and a shelf conveniently at hand;
  - (iii) hooks or hanger for clothes, and ash tray, towel rack, a flexible shower, sanitized toilet bowls, a bidets, a receptacle for soap and used blades, a sanitary litter bin, a bath mat, two sanitized glasses.
  - (iv) an adequate supply of soap, air freshener, toilet paper and shampoo.
  - (v) a pair each of bath, face and hand towels for each guest.
  - (vi) a long bath tub enclosed with water proof curtains, a flexible shower and two sanitized shower cap.
  - (vii) running chemically sterilized hot and cold water always.
  - (viii) a non-skid device in the bath tub.

#### **5. Lights.**

- (a) All areas including the restaurant, dining room bathroom, and corridors shall be well lighted and ventilated. There shall be a controlled light system in all public areas;
- (b) There shall be proper lighting arrangements and fixture in all rooms with a light switch and point near the roof entrances and a light control next to the bed.



- (c) There shall be alternative arrangements for lights in case of failure of the electric power supply.

**6. Linen:**

Clean linen of superior together with pillows, bedding and blankets or quilts shall be supplied to each guest. Fresh linen shall be supplied to each guest and changed daily;

**7. Lounge Lobby:**

There shall be:

- (a) a well-equipped and furnished lounge or lobby with space proportionate to the number of the bedrooms;
- (b) wall to wall floor covering of high quality;
- (c) a public call telephone booth for visitors;
- (d) comfortable seating arrangements;
- (e) adequate provision of ash trays and waste disposal facilities

**8. Reception Counter.**

There shall be:

- (a) a reception and information counter with a telephone for external call operating for 24 hours;
- (b) a concierge and porter service available for 24 hours;
- (c) a page service or public address system;
- (d) an information service providing general tourist information such as local events, attractions, transport, car rentals and taxi service, current and advance reservations;
- (e) wake-up calls service;
- (f) numbered room keys;
- (g) professionally trained staff fluent in English with one member having a working knowledge of another foreign Language;
- (h) facilities for acceptance of cables, telegrams, postal letters and supply of postage stamps;
- (i) lockers for luggage and safety deposit facilities.

**9. Conference and banquets hall:**

There shall be a well-furnished separate hall for holding conference and banquets

- (a) there shall be at least two restaurants, a dining room and 24 hours coffee shop. The dining room and restaurants shall be spacious in proportion to the capacity of the hotel and shall have comfortable sitting arrangement;
- (b) the restaurants, dining room and coffee shop shall be well-equipped, well-designed and maintained at a high standard;
- (c) the furnishing and décor shall be of superior quality reflecting the local culture, history and traditions of Nigeria;
- (d) the floor of the restaurant, dining room and coffee shop shall be fully carpeted or tiled;
- (e) cuisine shall be of high quality with Nigerian and Continental Dishes and there shall be prompt, courteous and efficient service;
- (f) attractive menu cards indicating the prices of dishes and full meals shall be available to guests;
- (g) music shall be played during meals hours;
- (h) the kitchen shall be separate from the dining area;
- (i) there shall be separate male and female toilets with an adequate supply of soap, towel and toilet paper.
- (j) meals and breakfast timing shall be specified and properly notified at the entrances of the lobby, lounge and at the reception counters.

**10. Kitchen and pantry:**

- (a) There shall be a clean and well-equipped pantry attached to the kitchen;
- (b) The kitchen and pantry shall be completely modern, professionally designed and equipped to ensure efficient operation, with arrangements for proper ventilation and efficient removal of hot air and odours;
- (c) The kitchen floor shall be covered with impervious material conducive to easy and quick cleaning;
- (d) The kitchen and pantry shall be free from all insects and pests;
- (e) The kitchen table tops and shelves shall be of stainless steel or impervious materials kept in hygienic, clean and good condition;
- (f) Utensils kept and used shall be of high quality, hygienically cleaned and in very good condition;
- (g) There shall be a dish-washing machine for washing crockery and cutlery and a separate sink with running hot water and cold water for washing utensils;
- (h) There shall be sufficient waste bins with covers or waste disposal units.
- (i) There shall be cold storage and deep freeze facilities for the preservation of food and perishable items;

- (j) There shall be separate areas for the preparation of meats, fish, vegetable, salads, sweets, etc;
- (k) There shall be efficient kitchen staff with at least one executive chef trained at a recognized hotel training institute;

### **11. Crockery:**

All utensils, crockery, cutlery, glass and tableware shall be of a high quality, clean, well maintained and hygienically treated. No crockery or glass ware used shall be chipped, cracked or grazed. Cutlery and silverware shall be properly plated and polished.

### **12. Drinking water:**

The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bedroom and in the restaurant and dining room. There shall be a chemical filtration plant for the treatment of water used in the hotel.

### **13. Bar.**

There shall be a well-equipped and well-stocked bar with a counter of high quality, necessary furnishings, controlled lighting arrangements, adequate refrigeration facilities, all types of glassware necessary for wines, spirits and beverages, a sufficient quality and variety of liquors and beverages, cigarettes, cigars snacks and an ice cube making machine.

### **14. Staff and service:**

- (a) All members of the staff shall be experienced, courteous, efficient and at least 80% of them shall have been professionally trained at a recognized training institute;
- (b) All staff shall wear smart and clean uniforms on duty;
- (c) The managerial and supervisory and reception staff shall be fluent in English and in one other foreign language and should possess a diploma or certificate from a Recognized institute;
- (d) House keeping shall be under the supervision of a professionally qualified, trained and experienced personnel

- (e) All rooms bearers, bartenders, dining room waiter, etc coming into frequent contact with foreigners shall have a working knowledge of English.
- (f) A supervisor and another employee shall be qualified in first aid treatment and fire fighting.
- (g) Bookings shall be honoured on the terms quoted and all contractual obligations shall be met properly;
- (h) A sitting area, separate from the bar, TV lounge or Games areas shall be provided;
- (i) Lounge service of drinks and snacks shall be available for 24 hours.

**15. Laundry and dry cleaning:**

There shall be a modern laundering. Dry cleaning and pressing unit shall be situated on the premises under the management of the hotel.

**16. House keeping:**

- (a) House keeping shall be of internationally recognized standards, the premises, furniture and fixtures shall be spotlessly clean and tidy at all times;
- (b) Housekeeper assisted by a sufficient number of Supervisory staff and house maids, all trained at a recognized training institute;
- (c) House maids shall be available on call from 8.00am to 10.00 p.m.

**17. Fire fighting:**

Adequate precautions against fire together with fire escapes, alarms and modern fire-fighting equipment shall be available on the premises, precautionary arrangements and modern equipment to prevent and deal with electricity and gas accidents shall also be provided.

**18. Management:**

- (a) The hotel shall be under the supervision of a manager trained at an internally recognized institute, and with sufficient experience in hotel management;
- (b) The manager shall be fluent in English and shall understand one of the following languages:
  - (i) French,
  - (ii) German,
  - (iii) Arabic,
- (c) Some staff are to be on site and on call to guest 24hours a day.

## 19. Facilities

- (a) There shall be sufficient parking space for at least 50 cars;
- (b) There shall be a shopping arcade within the premises of the hotel
- (c) There shall be separate, well-equipped and properly manned cloak rooms for ladies and gentlemen;
- (d) There shall be a telephone for external and internal calls in each bedroom;
- (e) There shall be a well-equipped and decorated banquet-cum-conference hall separate from the dining room and proportionate in capacity to the size of the hotel;
- (f) A taxi or tourist car service shall operate within the hotel premises under the auspices of the hotel management. All vehicles shall operate on meters at rates to be fixed and notified by the Regional Transport Authority;
- (g) There shall be a valet, shoe shine and shoe repair service;
- (h) There shall be a foreign exchange counter within the hotel premises;
- (i) There shall be a staff changing/rest rooms each with lockers and necessary furniture;
- (j) TV sets shall be provided in each bedroom and in all Suites;
- (k) There shall be a swimming pool within the hotel premises. The pool shall be subject to chemical treatment and a filtration plant shall serve the pool;
- (l) There shall be a temperature control device in each bedroom;
- (m) Every bedroom shall have a radio with separate channels for relaying news and music both piped and live;
- (n) Suites shall be well furnished and maintained;
- (o) The rules of establishment, instructions on how to behave in case of fire and all relevant local and hotel information including room service and the meal hours shall be kept in each bedroom;
- (p) There shall be separate male and female toilets in the public areas;
- (q) There shall be an adequately maintained standby generator on the premises to supply electricity where there is disruption in power supply. The generator shall be proportionate in size to that of the hotel;
- (r) There shall be adequate provision of waste disposal facilities.

**This printed impression has been carefully compared by me with the Bill, which has been passed by the Ekiti State House of Assembly and found by me to be a true copy of the said Bill.**

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**MR. TOLA ESAN**

*Clerk of the House of Assembly*

.....

**RT. HON. FUNMINIYI AFUYE**

*Speaker of the House*

**Governor's Assent**

**I hereby signify my assent to this Bill**

**DR. JOHN KAYODE FAYEMI**

**Executive Governor of Ekiti State**

**MADE AT ADO EKITI THIS ..... DAY OF  
.....2020**

*TOURISM AND HOSPITALITY LICENCING AND REGULATION LAW, 2020*