

TOURISM OPERATING LICENSE REQUIREMENTS

Lodge or tented camp

Requirement	Validation
Occupational Permit	Valid occupational permit issued by City of Kigali or district office
Valid EIA Report/Audits	Valid Environmental Impact Assessment (EIA) reports/audits
Valid Trading License	Valid company registration certificate
Drainage System	Covered drains in kitchen Grease traps at connection points (if the building was constructed in May 2017 or later)
Room Designation	Room numbers or names for all rooms, designated by signage Designation of smoking and non-smoking rooms Key control system and door lock system Wardrobe or clothes rack Curtains that maintain guest privacy Bed, pillow, pillow cases, bed sheets and duvet Ensuite bathroom <ul style="list-style-type: none"> - Toilet - Handwash basin with running water - Mirror - Towel rail, hook or hanger - Towels - Soap dish/holder or dispenser with soap At least three (3) pairs of sheets and pillow cases per guest At least three (3) towel sets per guest
Safe Deposit	Safety deposit box services at reception and/or in-room
Hand Wash Basin	At least one hand wash basin located outside the kitchen entrance <ul style="list-style-type: none"> - Electric hand dryer or disposable paper towels - Soap dispenser/holder with soap At least one hand wash basin located inside the kitchen <ul style="list-style-type: none"> - Electric hand dryer or disposable paper towels - Soap dispenser/holder with soap
Wash Rooms	Designated men's public washroom in lobby or reception <ul style="list-style-type: none"> - Maintains gender privacy - Door lock - Well ventilated - Toilets, as per building code - Hand wash basin with running water - Soap dispenser/holder with soap - Electric hand dryer or disposable paper towels - At least one waste bin Designated women's public washroom in lobby or reception <ul style="list-style-type: none"> - Maintains gender privacy - Door lock - Well ventilated - Toilets, as per building code - Hand wash basin with running water - Soap dispenser/holder with soap - Electric hand dryer or disposable paper towels - At least one waste bin - Lined, covered sanitary bin with pedal for each toilet For every 50 guests, at least one accessible toilet for persons with disabilities
Waste/Refuse Disposal	At least two large covered waste containers outside the kitchen for storage of waste ahead of collection <ul style="list-style-type: none"> - One container dedicated to organics - One container dedicated to inorganics At least two waste containers at every station inside the kitchen <ul style="list-style-type: none"> - One container dedicated to organics - One container dedicated to inorganics - Waste containers are separated from food preparation areas - Waste containers are emptied and cleared on regular basis Waste collection contract
Sewage Disposal and Treatment	All sinks drains and WCs are connected to an adequate provision of sewerage Septic tank or water recycling sewage system
Vermin Proofing Contract	Premise is free from pests and vermin Open windows and vents in kitchen are covered with mesh to prevent pests Valid vermin proofing contract

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Water Supply Systems	Water storage tanks with sufficient capacity to maintain hotel's water supply for at least three days, as per WASAC consumption record Three months' records of WASAC water supply invoices specifying water
Communication Systems	Intercom, phones or walkie talkies to enable communication between departments Phone enabling communication to outside Phone accessible to guests to make calls to outside In-room phone and/or other means of communication enabling guests to contact reception
Fire Safety Equipment	At least one functioning fire extinguisher every 50m on each floor, clearly accessible and displaying maintenance stickers At least one fire alarm/warning/detection system on each floor At least one fire blanket in kitchen Fire safety notice and evacuation plan prominently displayed in all guest rooms, Clearly marked fire exit/escape routes Clearly visible exit signs Elevator plaque posted Areas clear of flammable material Aisles well lit and kept clear Exit doors kept clear, with clearly visible exit signs and emergency lights Stairways kept clear Assembly point with sign post, with no obstacles, and clear from fire exits Valid fire safety certificate for establishment, issued by police (if available) OR contract with fire extinguishers supplier. Signed document identifying the names of at least one kitchen staff and one housekeeping staff trained in the use of fire safety equipment Regular fire drills, as evidenced by training manual Furnace, boiler, gas utility and electrical rooms kept locked and only opened by authorised personnel
Electrical Safety Certificate	Electrical safety certificate issued by RURA at installation or issued by a certified person by RURA
First Aid Boxes	First aid kits stocked with absorbent compress dressings, adhesive bandages, adhesive cloth tap, antibiotic ointment packets, antiseptic wipe packet, packet of aspirin (in response to heart attack), paracetamol/ibuprofen or any other pain-relief medication, 2 pair of nonlatex gloves, scissors, roller of bandage, sterile gauze pads, tweezers, preferably including snake antivenom, and First Aid Instruction Booklet. Valid first aid certificates for all kitchen, housekeeping and reception staff issued by recognised medical professional
Documented Qualification/Experience of Management Staff	CVs, diplomas, degrees of all management staff, demonstrating relevant education and/or 3+ years experience in hospitality industry
Documented Qualification/Experience of Departmental Heads	CVs, diplomas, degrees of all department heads, demonstrating relevant education and/or experience in hospitality industry
Health Certificate	Health certificates (for communicable diseases, exclusive of HIV/AIDS) issued by authorized hospitals and health centers for all customer-facing, housekeeping and kitchen staff, valid within four months Organisational chart with names, contact numbers and job titles of all staff
Emergency Evacuation Plan	Plan in case of emergency evacuation
Lodge/Camp and Liability Insurance	Valid lodge/camp and liability insurance contract
Drivers' Accommodation	Dedicated accommodation facilities for drivers, including gender-segregated bathrooms
Staff Accommodation	Dedicated accommodation facilities for staff, including gender-segregated bathrooms Dedicated men's washroom and dedicated women's washroom for staff
Strong Internet Connectivity as per Available Guidelines	Valid high speed internet contract Working high speed internet connection, as per RURA guidelines
Membership of the Recognized Accommodation Association	Letter of membership to recognised accommodation association
System for Protecting Child Abuse	Posters in the lobby specifying that children under 18 must be accompanied by parents Signage in all restaurants and bars specifying that alcohol will not be served to children under 18