

TOURISM OPERATING LICENSE REQUIREMENTS

Restaurant, bar or nightclub

Requirement	Validation
Occupational Permit	Valid occupational permit issued by City of Kigali or district office
Valid Trading License	Valid company registration certificate
Menu	<ul style="list-style-type: none"> Priced menu card Beverage list Wine list (if applicable)
Hand Wash Basins	<ul style="list-style-type: none"> At least one hand wash basin located outside the kitchen entrance <ul style="list-style-type: none"> - Electric hand dryer or disposable paper towels (cloth towel is not permitted) - 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 (cloth towel is not permitted) - Soap dispenser/holder with soap Hot and cold water supply Dishwash detergent and sanitizers Refrigerators Labelling of food items Valid RSB calibration tags for all refrigerators and cold rooms Safe food handling certificate for all kitchen staff issued by Board-recognised institution/company/trainer Food storage system, featuring shelves, wooden pallets and storage containers Kitchen floors wall/ceiling with impervious materials
Visitor Wash Rooms	<ul style="list-style-type: none"> Designated men's public washroom in lobby or reception <ul style="list-style-type: none"> - Maintains gender privacy - Door lock - Well ventilated - At least one toilet - Hand wash basin with cold running water - Soap dispenser/holder with soap - Electric hand dryer, disposable paper towels or single use cloth 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 - At least one toilet - Hand wash basin with cold running water - Soap dispenser/holder with soap - Electric hand dryer, disposable paper towels or single use cloth 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
Drainage System	<ul style="list-style-type: none"> Covered drains in kitchen Grease traps at connection points (if the building was constructed in May 2017 or later)
Waste/Refuse Disposal	<ul style="list-style-type: none"> 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 System	<ul style="list-style-type: none"> All sinks drains and WCs are connected to an adequate provision of sewerage Septic tank or water recycling sewage system
Vermin Proofing Contract	<ul style="list-style-type: none"> Premise is free from pests and vermin Open windows and vents in kitchen are covered with mesh to prevent pests Valid vermin proofing contract
Water Supply	<ul style="list-style-type: none"> 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 consumption

Requirement	Validation
System for Protecting Child Abuse	Posters at reception specifying that children under 18 must be accompanied by parents Signage specifying that alcohol will not be served to children under 18
Communication Systems	Intercom, phones and/or walkie talkies to enable communication between departments Phone enabling communication to outside
Fire Safety Equipment	At least one functioning fire extinguisher every 50m on each floor, clearly accessible and 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 common areas and corridors with instructions in case of fire, including fire department phone number, fire escape route and assembly point Clearly marked fire exit/escape routes Clearly visible exit signs Elevator information 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 or a contract with fire safety 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 (if applicable)
Electrical Safety Certificate	Electrical safety certificate issued by RURA or a certified person
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 and Staff	CVs, diplomas, degrees of all management staff, demonstrating relevant education and/or 3+ years experience in hospitality industry
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
Restaurant Liability Insurance	Valid restaurant liability insurance contract
Certificate of Membership of the Recognized Hospitality Association	Letter of membership to recognised hospitality association