

TOURISM OPERATING LICENSE REQUIREMENTS

Town Hotel, Vacation Hotel (Resort), Villa, Cottage, Serviced Apartment or Motel

Requirement	Validation
Occupational Permit	Valid occupational permit issued by City of Kigali or district office
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 (Mattress and pillow protectors are recommendable) Ensuite bathroom <ul style="list-style-type: none"> - Toilet - Handwash basin with hot and cold 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 dish/holder or dispenser 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 dish/holder or dispenser 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 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 - Toilets, as per building code - Hand wash basin with cold running water - Soap dispenser/holder with soap - Electric hand dryer or 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 (strict requirement for new hotels)
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 separated from food preparation areas - Waste containers 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 free from pests and vermin Open windows and vents in kitchen 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 (80 litres per person per day) Three months' records of WASAC water supply invoices specifying water consumption
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
Security Systems	At least one male and one female security guard at every entrance (including guest entrances, staff entrances and delivery entrances) Generator capable of powering whole establishment until electricity returns Hallways and corridors well lit 24/7 and kept clear Search mirrors and metal detectors at guest entrance Staircases guarded by handrails
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, 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 Public Areas clear of flammable material Aisles (hallways) 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 (<i>if available</i>)OR contract with fire extinguishers supplier. Signed document identifying the names of at least one kitchen staff and one housekeeping staff (by shift) trained by a licensed company on 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 one staff on duty in the kitchen, housekeeping and reception issued by recognised medical professional OR Red Cross
Qualification/Experience of Management 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/Medical Examination 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 Organizational chart with names, contact numbers and job titles of all staff
Property and Liability Insurance	Valid property and liability insurance contract
Strong Internet Connectivity as per Available Guidelines	Valid high speed internet contract Working high speed internet connection, as per RURA guidelines (covering the whole
Membership of the Recognized Accommodation Association	Letter of membership to recognized 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