

ADMINISTRATIVE GUIDELINES FOR BED AND BREAKFAST

DEFINITION OF A DOMESTIC GUESTHOUSE

An accommodation establishment operating from a private existing property, which provides breakfast with an option to provide lunch and dinner as well as beverages for guests. The owner of the establishment shall reside within the premises and public areas could be shared with the owner.

LAND REQUIREMENTS

- Proof of land ownership
- Sub Let premises shall not be used as a Domestic Guesthouse i.e. only the proven owner of premises may be the manager and shall reside in the premises
- The house will remain residential but change of use to another tourism category/activity will be sanctioned by the Ministry of Lands and Housing with appropriate recommendation from the Department of Tourism
- Any other change of use will be sanctioned by the Ministry of Lands and Housing

NATURAL ENVIRONMENT

- Location should be suitable for receiving and hosting paying guests
- Minimum licensing requirements for accommodation establishments as stipulated in the Tourism Regulations and minimum 1 star grading requirements as stipulated in the BOS 50-4: 2009 grading requirements for Domestic guesthouses should be met
- Grading of domestic guesthouses is mandatory
- Building control code of requirements should be met
- Noise must be kept minimal at all times in compliance with existing bye laws.
- There shall be a maximum of 2 guesthouses (domestic and commercial) in a neighbourhood of 20 households
- Compliance with all relevant legislation (Tourism Act, Tourism Regulations, Botswana Tourism Organisation Act and Regulations, Public Health Act, Liquor Act, Smoking Control Act, Town and Country Planning Act, EIA Act, and Child Protection Act etc).
- Sale of beverages to non-residents will not be permitted. Sale and consumption for alcoholic beverages is permitted for residents only.
- No conference facilities will be allowed in domestic guest houses

- The maximum number of guest bedrooms shall be **FIVE** and the minimum number of guest bedrooms shall be **TWO (Excluding the host's room)**
- Bathroom/shower not to be utilised by occupants of more than 2 rooms. It should however be noted that shared bathrooms are only permissible in 1 and 2 star facilities. 3 to 5 star domestic guesthouses shall have en-suite facilities
- Smoking will not be permitted inside the rooms and in all public/ common areas within the guest house in accordance with the Smoking Control Act.
- Food handlers should be examined as in accordance with the provision of the Public Health Regulations
- Proper waste management practices should be adhered to in line with the Local Authority Bye Laws
- Adequate reception(receiving area)/lounge seating/dining area shall be available

SAFETY AND SECURITY

- There should be adequate security arrangements
- Public liability insurance
- 24 hour availability of a caretaker with authority to make decisions
- 24 hour contact number for emergencies
- There should be fire fighting equipment and staff should be knowledgeable on the use of the equipment
- Each bedroom door to be fitted with a serviceable lock and key or equivalent
- Fire safety notices and procedures should be displayed
- There should be a first aid kit.

BUILDING EXTERIOR

- Well maintained buildings in a good state of repair
- Adequate parking (Public spaces or road reserves will not be used for parking).
- Domestic guest houses will be permitted on 15m access roads
- Proper signage to be clearly visible outside the facility to direct guests accordingly. Such signage should be approved by the council
- Well kept grounds and gardens including the immediate vicinity

INTERIOR

- Hygienic and clean, well maintained i.e. in a good state of repair
- Appropriate emergency lighting for when there are power cuts – use of candles as emergency lighting will not be permitted

- Size of rooms should comply with the minimum licensing requirements as well as the grading standards
- All rooms should have adequate ventilation

MEALS

- Breakfast must be provided to guests as specified in the grading standards

GUEST INFORMATION

- Information on the facility and other services in the area should be provided

SOCIAL CONSIDERATIONS

- The host family should comprise of not more than two adults and there should not be minors residing with them in the house

LICENCE APPLICATION REQUIREMENTS

- Application Form
- Registration of trading name/business name
- Business proposal
- Domestic guest house to be 100% citizen owned (Copy of Omang) to be provided
- Proof of land ownership
- Occupation permit
- Approved building plans
- Only tourism activities allowed within the licensed domestic guesthouse premises
- Approval of EMP or exemption
- All applications will initially be vetted by District Tourism Officers

OTHER COMPLIANCE REQUIREMENTS

- Submission of monthly Training Levy Returns
- Submission of monthly accommodation statistics
- Guest registers to be kept
- Minimum Security Checks on the owner will be made
- Manager will be encouraged to have a basic management, hospitality and customer care qualification

APPROVED ON: _____ / _____ / _____
DAY MONTH YEAR

DIRECTOR OF TOURISM: KELEBAONE G. D. MASELESELE

SIGNATURE: _____ **DATE:** ____ / _____ / _____