

# REPUBLIC OF KENYA



## MINISTRY OF TOURISM

### CRITERIA OF HOMESTAYS

#### **BACKGROUND**

Tourism is currently the largest and fastest growing industry in the world. The industry has emerged as one of the leading sectors that will propel the Kenyan economy into greater heights of development. In the immediate past years, the country has witnessed tremendous growth in terms of international and domestic tourist arrivals as well as foreign exchange earnings leading to registering impressive GDP contribution in 2010 of a bout Ksh 73 billion.

With travel trends becoming more about experiential holidays, Kenya stands a better chance of reaping from the enthusiastic

travelers seeking to touch and enjoy the warmth of rural community lifestyles in the simplest of pleasures sharing in the traditional fresh foods, cultures and language.

This has given rise to the concept of homestays in Kenya, providing affordable and secure accommodation options for today's enlightened tourists. The development of home stays will not only bridge the gap of quality accommodation envisaged under vision 2030 but also provide a unique opportunity for visitors to immerse themselves into the rich and diverse cultural exchange and enhance the spread of the benefits of tourism to the local communities of the Country.

## **DEFINATION**

Home stay is a unique hospitality system in which the tourist stays with the family as a member of the family. It aims at equipping the tourist with the knowledge of the hosts' way of life such as the agricultural system, folk arts, sculptures sports and cuisine.

### **What exactly is a home stay?**

A home stay is not a hotel, motel nor a typical B & B. It is a non commercialized, private residence with paying guests who enjoy staying in the comfort and security of a family home. Further, these guests will stay in the family home for an extended period of time. Home stay is a home owner-occupied private residence where the primary aim is residence, and the secondary purpose is providing accommodation to a few paying guests. It is safe, affordable housing for visitors looking to experience and learn the host's lifestyle.

### **Home stay is a home-away-from-home**

A home stay is typically located in a residential area where the Home stay Host welcomes one or more guests to share their home. The home owner may have one or more rooms to rent. It is usually a very relaxed type of accommodation, keeping the majority of space for the Hosts family.

### **Criteria for Identifying Homestays**

Identification of Homestay units will be carried out by the Ministry of Tourism in collaboration with the Kenya

Community Based Tourism Network for the purpose accreditation, approval and licensing based on categorization into types of Homestays namely Community Homestays, Farmstays and Modern urban private homes and grading into classes following Five (5) broad criteria:-

1. Location and accessibility of the house.
2. Premises quality in Terms of Facilities and Amenities for Offering to Tourists.
3. Hygiene and Sanitation
4. Safety and Security.
5. General Services

### **Guidelines for the Promotion and Development of Homestays**

The approved operational standards will be implemented by the Ministry of Tourism and regional agencies. The registration of homestays in operation will be based on the facilities and quality of the accommodation provided. The facilities will be classified into three levels of quality namely; Economy, Standard and Executive attaching clear guidelines on the expected minimum standards.

Homestay units fulfilling all the minimum essential conditions prescribed under the set standards will be issued certificate of approval and accorded license status to receive and accommodate guests.

## Eligibility for Registration and Licensing

1. Individuals or families who own a house of good quality and wish to accommodate paying guests may spare at least ONE (1) room and up to maximum SIX (6) rooms for tourist accommodation in one house.
2. The approval for registration and licensing will be given only in those cases where the owner/promoter of the unit along with his/her family is physically residing in the same unit or home environment.
3. At least one of the family members should be able to communicate in English.
4. Priority for registration and licensing will be only for operational Homestays.
5. Once the home stay operator applies for registration, it has to be ready for inspection by the government officials.
6. The officials from the Department of Tourism will evaluate the presence of facilities and services against the approved standards guidelines provided for pre qualification for registration and licensing.
7. Licenses will be valid for a period of One (1) year from the date of issue and applications for renewal must be submitted at least Three (3) months before the expiry date of the current license.
8. All initial applications for the registration and licensing must be complete in all respects, and accompanied a certificate from the Local Authority along with the applicable fee. Incomplete application is liable to be rejected.

9. The licensed Homestay units are expected to maintain required standards at all times. The authorized Ministry officials could inspect the same at any time without prior notice.

## RECOMMENDED LICENCE FEES

Classes of Homestays	Appropriate License Fee (in Ksh.)
Economy level Homestays	1,000
Standard level Homestays	2,000
Executive Level Homestays	3,000

10. The Ministry inspection officials, based on knowledge and understanding of homestays categorization principles, may recommend a category either higher or lower than the one applied for by the owner.

The Ministry of Tourism, Government of Kenya reserves the right to modify the guidelines/terms and conditions herein from time to time for the betterment and wellbeing of the industry.

## **BENEFITS TO THE HOMESTAY OPERATORS**

1. Earning additional income from tourists besides the regular income and sustained employment.
2. Use of Official Government Tourism Brand, linkages and Websites for marketing.
3. Support from the Government in Capacity Building.
4. Facilitation by the Government in getting loans from financial institutions for the improvement of the existing Homestays or conversion of houses into homestays.

## **POST REGISTRATION AND LICENSING SUPPORT SYSTEM**

After registration and licensing of existing Homestays, government support and monitoring will be one of the key aspects to ensure proper functioning of homestay operations.

There will be a support system, to provide professional guidance and overall managerial directions to the homestays

The key Support areas by the Ministry of Tourism will include:-

1. Marketing guidance/support.
2. Technical guidance for continuous improvements.
3. Capacity building;- Department of Tourism in collaboration with tourism training institutions will arrange continuous training programmes for the homestay operators in essential areas including staff proficiency and Food handling safety and hygiene.

## OPERATION STANDARDS/CRITERIA FOR HOMESTAYS IN KENYA

ITEM NO.	SECTION-ITEM	CATEGORIZATION OF TYPES OF HOMESTAYS		
		ECONOMY LEVEL HOMESTAYS	STANDARD LEVEL HOMESTAYS	EXECUTIVE LEVEL HOMESTAYS
<b>1.0</b>	<b>LOCATION AND ACCESSIBILITY OF THE HOUSE</b>			
1.1.0	Site and environment	The location should be suitable to receive and host paying guests depending on the theme concept of the establishment. It should be attractive, in harmony with the natural, cultural and built up environment, and in compliance with the local government regulations. well maintained environment, excellent sanitation and refuse disposal	Same as for economy but in addition should have a well maintained environment and excellent sanitation and refuse disposal	Same as for standard but in addition should have a well maintained environment and excellent sanitation and refuse disposal
1.1.1	Access	The house should be easily accessible by at least road.	Easy Accessibility and other forms of communication network	Should be accessible and transportation and communication services provided.
1.1.2	Exterior & surroundings	Located in areas of tourist attraction, at scenic place, cultural value or farm.	Exterior environment should be attractive and appropriate landscaping	Attractive landscaping, exterior lighting and parking place provided
1.1.3	Eco- friendly practices	Rain water harvesting and conservation, alternative energy usage, waste management and sources pollution of air water and	Energy saving, alternative energy sources, water conservation & harvesting techniques, waste management, recycling and pollution	Energy saving, alternative energy sources, water conservation & harvesting techniques, waste management, recycling and pollution

		sound controlled.	control measures in place.	control measures in place.
1.1.4	Guest Reception services	<p>Introduction of guests to family members and a full household orientation</p> <p>Guest to be advised upon arrivals of after hour's emergency contact.</p> <p>The applicable accommodation tariff to be conveyed to guest upon arrivals.</p> <p>Assistance with luggage to be provided on request</p> <p>The name, address and the telephone number of a local practicing medical practitioner to be available and hanged where it can be seen by everyone.</p> <p>Safe keeping facilities to be available.</p> <p>Visitor details should be taken before they check in. This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc</p>	<p>A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day.</p> <p>Guest to be advised upon arrivals of after hours emergency contact.</p> <p>The applicable accommodation tariff to be conveyed to guest upon arrivals.</p> <p>Stationery, Envelopes, Stamps and mailing facility to be available on request.</p> <p>Assistance with luggage to be provided on request. The name, address and the telephone number of a local practicing medical practitioner to be available.</p> <p>Safe keeping facilities to be available. A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day.</p> <p>A telephone on the premises for guest usage. Unit charges to be made known to guest in advance. Wake up call services to be available on request. Messages for the guest to be</p>	<p>The reception area suitably designed for receiving guests.</p> <p>Appropriate and relevant information such as emergency contact should be available.</p> <p>The applicable accommodation tariff to be conveyed to guest upon arrivals.</p> <p>Stationery, Envelopes, Stamps and mailing facility to be available on request.</p> <p>Assistance with luggage to be provided on request. The name, address and the telephone number of a local practicing medical practitioner to be available.</p> <p>Safe keeping facilities to be available. A reception facility and a member of staff who can be summoned by means of a bell or similar device 16 hours per day.</p> <p>A telephone on the premises for guest usage. Unit charges to be made known to guest in advance. Wake up call services to be available on request. Messages for the guest to</p>

			recorded. Visitor details should be taken before they check in. This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc	be recorded. Visitor details should be taken before they check in. This includes the visitor's name telephone number, country of residence, where they are from and where they are going etc
<b>2.0</b>	<b>PREMISES QUALITY IN TERMS OF FACILITIES AND AMENITIES</b>			
2.1.1	Building Type	Should conform to the traditional building architecture, the cultural and natural environment of the areas and offer comfort to the paying guest. Be of moderate style and beauty	Should offer comfort to the paying guest, be of moderate style and beauty and be in conformity to the cultural and natural environment.	Should offer comfort to the paying guest, be of moderate style and beauty and be in conformity to the cultural and natural environment.
2.1.2	Lighting and Ventilation	There should be adequate lighting depending on the social and cultural practices of the host community.	Adequate natural light and ventilation be provided.	Adequate natural light and ventilation be provided.
2.1.3	Maintenance	The premises should be in good state of repair at all times	The premises should be in good state of repair at all times	The premises should be in good state of repair at all times
2.1.4	Regulation of temperature	At least one openable external window should be available. Maximize use of natural ventilation and lighting.	Adequate external windows and natural and/or mechanical ventilation provided where appropriate.	Adequate external windows and natural and/or mechanical ventilation provided where appropriate.
2.1.5	Furnishing, Fittings & Facilities	Should be adequate and functional in line with the target market and cultural environment.	Light bulb unless decorative to have lamp shades. The interior /exteriors structure, the furnishings, fittings, décor and equipment to be kept clean and in good state of repair. All interiors/exteriors structure, furnishing, fittings, décor and equipment to be of good standard	Light bulb unless decorative to have lamp shades. The interior /exteriors structure, the furnishings, fittings, décor and equipment to be kept clean and in good state of repair. All interiors/exteriors structure, furnishing, fittings, décor and equipment to be of good standard and

			and of good standard and fit for the purpose intended. Heating and cooling to be available for each public room as appropriate	of good standard and fit for the purpose intended. Heating and cooling to be available for each public room as appropriate.
<b>2.2.0</b>	<b>Living Room</b>			
2.2.1	Information	Information on available tourist sites and facilities within the locality should be displayed for the guests	Same as for economy but in addition should have literature on services, internal telephone directory, emergency and fire procedures etc should be provided Stationery, stamps and mailing services to be provided	Same as for standard but in addition should have literature on services, internal telephone directory, emergency and fire procedures etc should be provided Stationery, stamps and mailing services to be provided
2.2.2	Furniture and Furnishings	Should be adequate, clean and well maintained	Should be adequate, clean and well maintained	Should be adequate, clean and well maintained
2.2.3	Floors and walls	Should be hygienic, clean and well maintained	Should be hygienic, clean and well maintained	Should be hygienic, clean and well maintained
2.2.4	Refreshments	At least portable drinking water should be provided	Portable drinking water and some beverages should be provided	Portable drinking water and some beverages should be provided
<b>2.3.0</b>	<b>Dining Area</b>			
2.3.1	Food	Quality traditional cuisine should be provided and a substantial breakfast and dinner. Guests should be informed of Meal times and costs in advance.	Same as community homestays but should have choice of cuisine and good quality food and provide menu.	Same as community home stays but should have choice of cuisine and good quality food and provide menu.
2.3.2	capacity	Should be adequate, in proportion with the capacity of the establishment.	Should be adequate, in proportion with the capacity of the establishment.	Should be adequate, in proportion with the capacity of the establishment.
<b>2.4.0:</b>	<b>Kitchen</b>			
2.4.1	Kitchen Organization	Should be presentable. Adequate supply of clean water, lighting, and food storage. Floors and walls	Same as community homestay but should have adequate cooking equipment which should be kept in	Same as for Mid level but Should be large enough, hygienic and providing basic necessities with better quality

		should be easy to clean. Proper waste collection and disposal methods should be in place. Clean & well maintained. Free of smoke, odor and pest.	good and clean condition.  Regular fumigation by authorized persons	materials, utensils and equipment
<b>2.3.0</b>	<b>Bedrooms</b>			
2.3.1	Size	Should be big enough to accommodate sleeping space commensurate with the occupancy offered Should have reasonable free space and easy access to beds cupboards and drawers.	Should have reasonable free space and easy access to beds cupboards and drawers.	Should have reasonable free space and easy access to beds cupboards and drawers.
2.3.2	Safety/ privacy	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times including safe deposit boxes where applicable	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times including safe deposit boxes where applicable
2.3.3	Regulation of temperature	Adequate natural and mechanical ventilation should be provided		
2.3.4	Furniture, Fittings and Supplies	Should be adequate and functional in line with the target market and cultural environment. Where standard mattresses are provided, they should be clean. Comfortable and well covered. Be furnished daily Linen and toweling to be changed twice weekly and a clean supply for each new letting	Rugs or bedside mats, unless wall-to-wall carpeted.  Beds to be provided; Minimum width of beds Single: 900mm Double: 1370mm Headboards for all beds.  Mattresses to be inner sprung or	Rugs or bedside mats, unless wall-to-wall carpeted.  Beds to be provided; Minimum width of beds Single: 900mm Double: 1370mm Headboards for all beds.  Mattresses to be inner sprung or

		<p>A dressing table with mirror be provided At least one chair in a single room and a couch in a double room be provided</p>	<p>covered foam of the thickness of not less than 120mm</p> <p>Beddings per bed to consist of at least;</p> <ul style="list-style-type: none"> <li>2 bed sheets.</li> <li>2 pillows (4 per double bed)</li> <li>2 blankets (additional on request)</li> <li>1 under blanket or mattress protector</li> <li>1bedspread.</li> </ul> <p>A hand and bath towel for each guest.</p> <p>Linen toweling to be changed for each new letting.</p> <p>A clean change of bed linen and toweling at leapt twice weekly and three times weekly respectively.</p> <p>Bedrooms and bathrooms to be fully serviced daily.</p> <p>A bedside table or equivalent per bed.</p> <p>A bed sidelight per bed controllable from the bed.</p>	<p>covered foam of the thickness of not less than 120mm</p> <p>Beddings per bed to consist of at least;</p> <ul style="list-style-type: none"> <li>2 bed sheets.</li> <li>2 pillows (4 per double bed)</li> <li>2 blankets (additional on request)</li> <li>1 under blanket or mattress protector</li> <li>1bedspread.</li> </ul> <p>A hand and bath towel for each guest.</p> <p>Linen toweling to be changed for each new letting. A clean change of bed linen and toweling at leapt twice weekly and three times weekly respectively.</p> <p>Bedrooms and bathrooms to be fully serviced daily.</p> <p>A bedside table or equivalent per bed.</p> <p>A bed sidelight per bed controllable from the bed.</p> <p>Lighting of at least 15 watt per sq meter of floor space to be provided.</p> <p>A 15 amp earthed power socket.</p>
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			<p>Lighting of at least 15 watt per sq meter of floor space to be provided.</p> <p>A 15 amp earthed power socket.</p> <p>A dressing table with a mirror and or stool in each bedroom or in the private bathroom.</p> <p>A chair per single room and two chairs or a couch in a double room.</p> <p>A dressing mirror.</p> <p>A wardrobe or built in cupboard with doors or equivalent</p> <p>Six (6) and ten (10) clothes hangers, not of wire, with crossbars in single and double bedrooms respectively.</p> <p>Adequate shelves or drawers space</p> <p>An ashtray in bedrooms where smoking is permitted. A waste paper basket</p> <p>At least one external window, affordable adequate ventilation.</p>	<p>A dressing table with a mirror and or stool in each bedroom or in the private bathroom.</p> <p>A chair per single room and two chairs or a couch in a double room.</p> <p>A dressing mirror.</p> <p>A wardrobe or built in cupboard with doors or equivalent</p> <p>Six (6) and ten (10) clothes hangers, not of wire, with crossbars in single and double bedrooms respectively.</p> <p>Adequate shelves or drawers space</p> <p>An ashtray in bedrooms where smoking is permitted.</p> <p>A waste paper basket</p> <p>At least one external window, affordable adequate ventilation.</p> <p>Opaque curtains or the equivalent screening at all windows and if necessary at fanlights to ensure privacy.</p>
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			<p>Opaque curtains or the equivalent screening at all windows and if necessary at fanlights to ensure privacy.</p> <p>Heating and cooling to be available on request for each bedroom. Facial tissues available in each bedroom or bathroom, At least one drinking glass per guest</p>	<p>Heating and cooling to be available on request for each bedroom. Facial tissues available in each bedroom or bathroom, At least one drinking glass per guest</p>
2.3.5	Furnishings and Linen	Should be appropriate. In mosquito infested areas, mosquito nets should be provided or the rooms sprayed.	Same as for Community Homestays	Same as for Community Homestays
2.3.6	Lighting	Adequate lighting should be provided and emergency lighting to be availed	Same as for Community Homestays	Same as for Community Homestays
<b>2.4.0</b>	<b>Guest Bathrooms</b>			
2.4.1	Bathrooms provision	<p>There should be provision of well indicated bathroom/toilet and have lockable doors.</p> <p>Should be adequate, functional, clean and well maintained. At least one cloth hook should be fitted and one clean towel provided for each guest. Be well ventilated, adequately lit and have adequate supplies Provide a sanitary bin in each</p>	At least 70% of the bedrooms to have a private bath or shower room	Rooms should have private bath or shower rooms

		bathroom		
2.4.2	Accessibility	Access to clean bathroom and toilet facilities. Access to shared bathroom, with reasonable time allowed for shower	Communal bath-shower rooms and toilets with lockable doors to be provided to bedrooms without private or ensuite bath shower rooms.	Communal bath-shower rooms and toilets with lockable doors to be provided to bedrooms without private or en-suite bath shower rooms.
2.4.3	Water Supply	Adequate supply of water	Running hot and cold water serving all wash basin(s), bath(s), and shower(s).	Running hot and cold water serving all wash basin(s), bath(s), and shower(s).
2.4.4	Supplies	Should provide sanitary bin with a lid, Toilet papers and Unused soap on daily basis. Hand wash basins be provided.	Same as Economy Homestay but should have a washable toweling bath mat in ach bath/ shower room.	Same as Standard Homestay but should have a washable toweling bath mat in ach bath/ shower room.
2.4.5	Furniture & Fitting	A cloths hook in the shower room  Bathrooms be modified to have a shower	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times	Where applicable, each guest door should be provided with a serviceable door lock and security measures should be in place and maintained at all times
2.4.6	Lighting & Ventilation	Bathrooms to be well- lit and ventilated	Adequate natural light and ventilation be provided.	Adequate natural light and ventilation be provided.
2.4.7	Cleanliness	Maintain high level of cleanliness	Maintain high level of cleanliness	Maintain high level of cleanliness
<b>2.5.0</b>	<b>Public Cloakrooms</b>			
		To be clearly indicated and lockable.  Adequate lighting & ventilation to be provided.  The following to be maintained:	To be clearly indicated and lockable.  Adequate lighting & ventilation to be provided.  The following to be maintained:	To be clearly indicated and lockable.  Adequate lighting & ventilation to be provided.  The following to be maintained:

		Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.	Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.	Soap and clean towels or other means of drying hands, a washbasin with running water, a mirror in the washrooms, toilet paper.
<b>3.0</b>	<b>HYGIENE AND SANITATION</b>			
3.1.1	Water Supply & Quality	All water provided to the guests should be suitable and where applicable should be approved for drinking by the relevant authorities.	Same as for Economy Homestays	Same as for Economy Homestays
3.1.2	Water Testing	Where water for drinking is not available from a public source the host should ensure the same is tested, at least three times a year, by a competent authority (however, purification should be initiated).	Same as for Economy Homestays	Same as for Economy Homestays
3.1.3	Food Handling	Fresh, well cooked, clean utensils, follow approved health standards, avoid food poisoning, consistent supply of food, local delicacies, serve meals when hot	Same as for Economy Home stays	Same as for Economy Home stays
3.1.4	Toilets	Environmentally friendly Toilets/Pit latrines should be provided. Not less than 5m deep. Safe & washable floors and walls. Clean, well lit and ventilated. Free from fly/mosquito. Train visitors to use the different types of facilities e.g. Pit latrines. Guests be provided with running water where not available improvise like “Tip	Shared Toilets should be clean and well maintained	More private Toilets should be provided. Clean and well maintained.

		<i>tap</i> ”, tissue paper and liquid soap. Alternatively acquire plastic toilet seat to improvise for those who cannot squatting		
3.1.5	Family Staff	Personnel should be well groomed and medically fit	Personnel should be well groomed and medically fit	Personnel should be well groomed and medically fit
3.1.6	Vermin proofing	All areas given for guest stay should be regularly protected and fumigated against vermin and pests by a well trained and qualified person and provision of treated mosquito nets or mosquito repellants locally known	Same as for Economy Homestays	Same as for Economy Homestays
3.1.7	Waste collection	There should be appropriate waste storage, collection and disposal facilities, in line with health standards and environmental protection regulations of the area.  In addition should exercise waste separation and proper management  Encourage separation of waste e.g. plastic, metal, glass and the biodegradables. Animal waste be used for energy like Bio gas and sludge (organic farming)	Same as Economy Homestays	Same as Standard Homestays
<b>4.0</b>	<b>SAFETY AND SECURITY</b>			
4.1.1	Fire protection	Adequate and appropriate fire fighting equipment should be	Adequate and appropriate fire fighting equipment should be	Adequate and appropriate firefighting equipment should be provided and be

		<p>provided. At least (Buckets with dry and loose sand/soil) should be available. Host/Family should be familiar with fire fighting skills. Fire extinguishers be introduced where applicable and a water source be available. Designate and mark a fire assembly point</p>	<p>provided and be well maintained at all times in accordance with the fire fighting and prevention by-laws. All staff should be familiar with available fire fighting equipment and their use. Regular staff fire drills should be carried out. Designate and mark a fire assembly point</p>	<p>well maintained at all times in accordance with the fire fighting and prevention by-laws. All staff should be familiar with available firefighting equipment and their use. Regular staff fire drills should be carried out. Designate and mark a fire assembly point</p>
4.1.2	Electrical Safety	<p>Solar, wind and other renewable energy sources installation highly recommended. All electrical installations should be done in accordance with applicable safety laws and maintenance should be done regularly with hanging wires and lose sockets handled professionally</p>	<p>Same as for Economy Homestays but in addition routine inspection of electrical installations records should be maintained.</p>	<p>Same as for Standard Homestays but in addition routine inspection of electrical installations records should be maintained.</p>
4.1.3	Security	<p>Provision of night guards' patrol with guard dogs Networked with police and enhanced community policing is recommended. Traditional alarm systems e.g. bells be in place</p> <p>Proper locks in the homes regularly maintained. Contact phone numbers of security personnel should be available.</p>	<p>There should be adequate security information and measures in place, Networked with police and enhanced community policing is recommended. Including a functional alarm system and properly trained and equipped personnel.</p>	<p>There should be adequate security information and measures in place, Networked with police and enhanced community policing is recommended. Including a functional alarm system and properly trained and equipped personnel.</p>

		Provide information about potential hazardous areas within and outside the home including equipment, chemicals, wildlife etc.		
4.1.4	Emergency	Emergency response measures should be in place including network with nearest health, security & transport	Same as Economy Homestay but in addition should have appropriate alternative sources of power as back up to the main supply. Network with medical personnel in case of emergencies,	Same as Standard Homestay but in addition should have appropriate alternative sources of power as back up to the main supply. Network with medical personnel in case of emergencies,
4.1.5	First aid	A functional kit should be available and some members of the family properly trained on administering first aid techniques and emergency handling.	Same as for Economy Homestays	Same as for Economy Homestays
4.1.6	Safety of Guests	Ensure availability of logistics during emergency situations. Hosts should recommend to guests to have insurance for personal valuable items. House rules and guidelines be in place and agreed upon by between Host and Guest. Reporting and departure time for security reasons should be known to both parties.	Same as for Economy Homestays but in addition, ensure networking with medical personnel in case of emergencies.	Same as for Standard Homestays but in addition, ensure networking with medical personnel in case of emergencies.
4.1.7	Safety of swimmers	Swimming pools not mandatory but in case of ponds or dams in the area, clear warning signs should be put in place having in mind the language barriers (i.e. use of internationally accepted signs)	Where a swimming pool is available, adequate precaution should be taken for the security of swimmers. Swimming pools should be properly marked to indicate depth, have suitably trained pool attendants with	Where a swimming pool is available, adequate precaution should be taken for the security of swimmers. Swimming pools should be properly marked to indicate depth, have suitably trained pool attendants with

			proper life saving equipments who should be available during pool operating hours.	proper life saving equipments who should be available during pool operating hours.
<b>5.0</b>	<b>SUNDRY / GENERAL SERVICES</b>			
5.1.1	Luggage room	Facilities should be available for storage of luggage and lost and found items keep record of valuables	Lockable facilities should be available for storage of valuables, luggage and lost and found items	Lockable facilities should be available for storage of valuables, luggage and lost and found items
5.1.2	Laundry services	Provision should be made for washing and ironing of guest laundry.	Provision to be made for the washing and ironing of guest laundry.	Provision to be made for the washing and ironing of guest laundry.
5.1.3	Staff	Hosts should to be appropriately clean and neatly dressed and able to speak Kiswahili or English besides any other international languages. Regular staff meetings are recommended	Depending on the size of the establishment, adequate number of well groomed helpers should be available. All staff should be medically fit and examined regularly in line with the statutory health regulations.	Depending on the size of the establishment, adequate number of well groomed helpers should be available. All staff should be medically fit and examined regularly in line with the statutory health regulations.
5.1.4	Parking	Secure Parking Needed	Adequate parking should be available depending on the size of the establishment.	Adequate parking should be available depending on the size of the establishment.
5.1.5	Other Services	Taxi services should be available on call.	Taxi services should be available on call. Valet services to be available on request. Newspaper to be available on request.	Taxi services should be available on call. Valet services to be available on request. Newspaper to be available on request.