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THE HOTELS AND TOURIST ESTABLISHMENTS (GENERAL) REGULATIONS, 1985 TO 2002

(English translation and consolidation)

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THE HOTELS AND TOURIST ESTABLISHMENTS (GENERAL) REGULATIONS, 1985 TO 2002.

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THE HOTELS AND TOURIST ESTABLISHMENTS LAWS, 1969 TO 2000

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40 of 1969 52 of 1970 17 of 1973 34 of 1974 28 of 1985 42(1) of 1993 80(1) of 1995 16(1) of 1999 91(1) of 2000 170(1) of 2000. In exercise of the powers vested in it by section 22 of the Hotel and Tourist Establishments Laws, 1969 to 2000, the Council of Ministers makes the following Regulations:

PART I INTRODUCTORY PROVISIONS

Short title. Official Gazette of the Republic, Supplement III(I): 12.7.85. Supplement III(I): 11.8.93 30.6.2000 29.12.2000 8.11.2000.

1. These Regulations may be cited as the Hotels and Tourist Establishments (General) Regulations, 1985 to 2002.

PART II CLASSIFICATION, LICENCE, HOTEL PRICES AND PARTICULARS OF GUESTS

Classification of hotels.

- 2. -(1) The owner of the hotel business shall, at least three months before the date when the hotel begins to operate, submit to the Board of Directors an application for classification and the issue of a licence to operate thereof.
- (2) The operation of a hotel before classification and issue of a licence to operate shall be prohibited:

Provided that a hotel may begin to operate before classification and issue of its licence to operate if it obtains the prior written approval of the Organisation which should be given within a reasonable time.

- (3) Notwithstanding whether the owner of the hotel business has complied with paragraph (1) or not, the Board of Directors shall classify the hotel, following an examination as to the concurrence of the conditions and requirements provided by these Regulations for the proposed classification.
- (4) The examination shall be carried out by the Committee through its members or by officers of the Organisation authorised on their behalf or by other persons authorised by the Board of Directors, in the presence of the owner of the hotel business or a representative thereof.
- (5) The decision of the Committee upon the examination shall be submitted duly reasoned to the Board of Directors, which shall make the classification.
- (6) The original classification in the class contemplated by the study (specification) and plans shall be compulsory, provided that the conditions prescribed for that class are fulfilled in accordance with the Law and these Regulations.

(7) The decision of the Board of Directors relevant to the classification shall, where a lower class to the one contemplated by the approved plans has been fixed, be specifically reasoned.

Renewal of classification of hotel and reclassification **3.** -(1) Subject to the provisions of section 7 of the Law, the renewal of the classification of every hotel as well as the re-classification thereof shall be made in accordance with the same procedure as the one provided for classification under Regulation 2:

Provided that in case of re-classification under subsection (5) of section 7 of the Law, before any re-classification, a notice in writing of the proposal of the Director-General shall be given to the owner of the hotel business.

(2) The fact of the existence of the particulars provided by sub-sections (3) and (4) of section 7 of the Law shall be proved on the basis of a report submitted to the Committee by members thereof authorised on their behalf or by officers of the Organisation.

Official Gazette, Supplement III(I): 29.12.2000 (3) (Repealed).

Licence to operate a hotel.

4. -(1) The licence to operate a hotel shall be issued, upon the classification, in the name of the owner of the hotel business, shall be in respect of a particular hotel unit and shall be transferable to the assignees or heirs thereof.

First Table.

- (2) The licence to operate a hotel shall be issued in the form set out in the First Table.
- (3) The licence shall be valid for two years, shall expire on the 31st December of the year next following the year of the issue thereof and shall be renewed upon renewal for the classification or upon re-classification as provided by Regulation 3:

Provided that failure to renew a licence to operate in time shall be deemed to be a tacit prolongation for the intervening time, except in the case of refusal to grant a reclassification in accordance with subsection (3) of section 7 of the Law when the validity of the licence shall be suspended.

Second Table.

- (4) The fees payable by the owner of the hotel business for the issue or renewal of a licence or for a copy thereof shall be those set out in the Second Table.
- (5) The said fees shall be paid by the owner of the hotel business upon the issue or renewal of the licence or the receiving of a copy of a licence, as the case may be.

Name of hotel

5. The name of the hotel may be declared in the application of the owner of the hotel business for the approval of the architectural plans.

Hotel prices.

- **6.** -(1) The main criteria for the right conferred by subsection (2) of section 10 of the Law to vary the prices according to room, suite or group thereof, shall be the orientation, the open parts, the position of each such space in the building and the amenities provided therein.
- (2) The price lists for the meals and drinks offered by hotels shall be submitted for approval to the Organisation.

Fixed prices.

7. -(1) The fixed prices of a hotel shall be shall be those referred to in section 10 of the Law.

- (2) The fixed prices shall include-
 - (a) the price for accommodation;
 - (b) the prices for breakfast and the main meals, in so far as they are compulsory;
 - (c) the service charges;
- (d) the percentage charge over the price payable for overnight accommodation for the use of an air conditioning cooling installation, where there is such installation and is placed at the disposal of guests;

Official Gazette, Supplement III (I): 11.8.93.

29 of 1985 214 of 1991 104(I) of 1999 90(I) of 2002.

- (e) the percentage payable to the Organisation, in accordance with subsection (7) of section 10 of the Law and of section 14 of the Catering and Entertainment Establishments Law, 1985.
- (f) the accommodation fees payable to the organs of the local administration as provided by legislation.

Accounts.

- **8.** -(1) A numbered account shall be issued by the owner of the hotel business for every service rendered to guests.
- (2) Copies of the numbered accounts shall be kept by the owner of the hotel business for a period of 18 months from the date of issue thereof.
- (3) Every owner of a hotel shall keep records showing the amounts collected by the business and shall furnish the same according to circular directions of the Organisation.

Payment of percentage Official Gazette, Supplement III (I): 11.8.93. Official Gazette, Supplement III(I): 30.6.2000.* 29 of 1985.

9. -(1) Every hotel manager or business owner of a hotel must submit every three months to the Organisation the paid or charged percentages in accordance with the provisions of subsection (7) of section 10 of the Law, as well as the percentages in accordance with section 14 of the Catering and Entertainment Establishments Law, 29 of 1985.

Official Gazette, Supplement III(I): 30.6.2000*.

- (2) These percentages must be submitted to the Organisation by the twenty-fifth day of the immediately following month, which follows every immediately preceding three-month period as well as all relevant particulars referred to in paragraph(3) of Regulation 8.
- (3) For the application of the provisions of paragraphs (1) and (2) every hotel manager or the owner of the business managing the same shall follow the circular instructions, issued from time to time, of the Organisation and shall submit thereto any particulars or forms which may be required of him.
- (4) Every organ authorised by the Organisation may, at any reasonable time and after notice, enter a hotel and check and examine any relevant books and obtain from the hotel manager or the owner of the business managing the same or any authorised representative thereof copies or extracts therefrom, as well as any other information which he may reasonably consider necessary for ascertaining whether the provisions of this Regulation have been complied with.

^{*}These Regulations shall come into force as from 1st July 2000.

Particulars and statistics of guests.

- 10. -(1) Every hotel manager or owner of the business managing the same shall keep a special printed document or register in the form prescribed by the Minister under paragraph (2) and shall enter therein particulars concerning the name, address, nationality, occupation, date of arrival and departure as well as any other particular which may be prescribed by the Minister, under paragraph (2), in respect of every guest staying at the hotel thereof, and shall present the same for examination to any appropriate authority.
- (2) The Minister may, by a notification published in the official Gazette of the Republic, prescribe the shape, sections numbering, content, inspection and all particulars of the said special printed document or register, as well as the binding thereof.
- (3) Every hotel manager or owner of the business managing the same shall, in compliance with circular directions of the Organisation, submit thereto every statistical data concerning the number of guests who have stayed in the hotel thereof. He shall also post in a conspicuous place of the hotel any circular and shall bring to the guests' knowledge the contents of any directions of the Organisation if the Organisation so requires.

Offences and penalties.

- 11. -(1) Any person who contravenes any of the provisions of Regulations 8, 9 and 10 or fails to comply therewith shall be guilty of an offence and shall, on conviction, be liable to imprisonment not exceeding six months or to a fine not exceeding three hundred pounds or to both such imprisonment and fine.
- (2) In addition to any other penalty provided for under paragraph (1), the Court, upon the conviction of any person for an offence under paragraph (1) shall have power to order-
 - (a) compliance by the person convicted with the relevant provisions of the Regulations;
- (b) the closing or suspension of the operation of the hotel for such time as the Court may consider appropriate.

PART III BUILDINGS AND HOTEL INSTALLATIONS

Location and site of hotel.
Official Gazette,
Supplement III(I):
11.8.93.

- 12. -(1) The hotel's building site position must be such, so that due to its territorial configuration, weather conditions, environment and access, water supply, electricity and telecommunication facilities it offers a hygienic, comfortable and pleasant accommodation.
- (2) Subject to the provisions of paragraph (3) and Regulation 13, the site of the hotel, whether it is situated in a town or a built-up area or outside, shall be independent and one entity, be used entirely for the business and be registered with an independent title of ownership in the name of the applicant or the applicant must have deposited the agreement for the purchase of the building site to the relevant District Land Registry Office, in accordance with the provisions of the Sale of Immovable Property (Specific Performance) Law.

Cap. 232. 50 of 1970 96 of 1972 51(I) of 1995 96(I) of 1997.

The building site must also have as far as possible symmetrical dimensions and shape, have adequate area for the comfortable development of the building and the creation of a garden and green area, as well as installations for recreational activities analogous to its class and of hotel size.

- (3) For a hotel building of 5, 4 and 3 stars and where no percentage is provided under the town and country planning zones in force, there shall be covered a percentage not exceeding 20, 25 and 35 per cent, respectively, of the area of the site in which the same shall be built.
- (4) Notwithstanding the provisions provided for by the Streets and Buildings Regulation Law, hotel buildings must be situated within a distance of at least six metres from the borders of the building site of the business.
- (5) The analogies of the dimensions of the building sites must not be less than 1:2 for a 5 star hotel, 1:3 for a 4 star hotel and 1:3,5 for a 3 star hotel:

Provided that, a relaxation may be granted in the implementation of the above referred analogies, where the building site covers a large area and in any event larger by 50% of the prescribed requested class and so long as it is possible to develop within it in a satisfactory manner buildings and other hotel installations.

- (6) The area of the building site of a 5 & 4 star hotel must be at least 13.000 sq.m. and 8.000 sq.m. respectively, whilst for the other classes, irrespective of the size of the hotel, must be at least 2.000 sq.m. for a hotel which is situated in a densely populated area or mountainous area and 3.000 sq.m. for a hotel which is situated outside a densely populated area.
- (7) In case of a hotel which is situated within a densely populated area or a mountainous area, a relaxation may be granted in accord with the provisions of paragraphs (3), (4), (5) and (6) as far as the area, distance, dimension analogies and the area of the building sites are concerned.
- 13. -(1) The provision for a sauna and at least one indoor athletic hall, such as squash, badminton or a gymnastics hall shall be compulsory for five, four and three star hotels of a capacity of beyond 240 beds.
 - (2) (a) For five and four star hotels the provision of a tennis court shall be compulsory.
- (b) The provision of a tennis court for a four star hotel situated in a built-up area shall be optional.
- (3) (a) The availability of a swimming pool shall be compulsory for a five, four and three star hotel. This must be of at least 150, 120 and 100 square metres, respectively, provide the necessary ancillary rooms, such as changing rooms, toilets, a storeroom and an engineroom and it must be heated during winter season with a temperature of at least 20 degrees Celcius. For heating purposes the use of solar energy systems is recommended. For the remaining classes of hotels, if a swimming pool is available, such must be of at least 80 square metres.
- (b) The dimensions referred to in paragraph (a) shall apply to units of up to 240 beds. The dimension of the swimming pools must be increased depending on the capacity of the hotel by an analogy of 10 sq. m. for every additional 100 beds.
- (c) The free uncovered area offered for use by bathers must be sufficient for the hotel's requirements and its area must be at least 3 sq.m. per bed.

Athletic and ancillary spaces. Official Gazette, Supplement III (I): 11.8.93.

Official Gazette, Supplement III(I): 29.12.2000.

- (4) Five, four and three star hotels must also offer an indoor heated swimming pool of an area of at least 80,70, and 60 square metres respectively.
- (5) (a) The creation of gardens and areas of green shall be compulsory for every hotel and the configuration works for these areas must be completed before the commencement of the operation of the hotel.
- (b) The gardens and green areas for five and four star hotels must satisfy the analogies of 15 sq.m. and 12 sq. m. for every bed, respectively.

Building and plans of hotel.

- 14. -(1) In addition to any provisions in force for the time being relating to hotel buildings and subject to Regulation 19, the hotel building shall be functionally self-contained and all the spaces thereof shall be used for the hotel business.
- (2) Notwithstanding the provisions of paragraph (1), the co-existence of a hotel business with a business of hotel apartments and service flats or tourist villas within a centralised space shall be allowed if the two businesses-
 - (a) operate under a single management;
- (b) are, form the point of view of public spaces for the guests and bedrooms, structurally and functionally independent:

Provided that the reception staff may serve both businesses.

(c) comprise of a 4 or 3-star hotel and A class apartments or tourist villas or of a 2-star hotel and B class apartments or tourist villas.

Drawing up of plans.

15. -(1) The architectural plans must be drawn by an architect or civil engineer registered in the Registry of Architects and Civil Engineers in accordance with the provisions of the Architects and Civil Engineers Law, 1962 to 1992.

Official Gazette, Supplement III (I): 11.8.93.

(2) During the drawing of the plans a provision must be made so that the buildings blend appropriately with the environment and are aesthetically adjusted to it. The use of architectural shapes and elements of local colour shall be recommended. In general the hotels' architectural style must be simple and aesthetically perfect. The uncovered area of the building site must be used for the creation of gardens and green:

Provided that, the control as to existence of the particulars provided by paragraph (2) above shall be at the absolute discretion of the Committee.

(3) Notwithstanding the provisions of any other law in force for the time being, the Committee may reject plans, which according to its discretion, do not fall in line with the landscape and are not in harmony with the environment and the character of the area. The Committee may also, in connection with the class for which each hotel is intended, impose amendments according to its discretion, as regards the face and exterior shape as well as

the volume thereof provided that the amendments shall comply with the provisions of the zones in force for the time being.

(4) The plans shall specify the ground level and floors of the building as well as the dimensions and on the ground plans the purpose of each area shall be stated and, in the case of the bedrooms, the position of the furniture (beds, wardrobes, tables, armchairs etc.) sanitary ware (wash-basins, bath-tubs, lavatories etc.) shall be stated and the direction in which the doors shall open and the location of the columns of the structure shall be marked.

The plans shall be submitted on a scale of 1:100 and a view of a typical bedroom plan shall also be submitted on a scale of 1/50.

- (5) In the technical description the class for which each hotel is intended shall be mentioned, the number of the bedrooms and beds, the remaining spaces, the installations, the materials to be used for the construction of the various parts thereof, as well as particulars of the sewage system to be applied.
 - (6) Upon submission of the plans, there shall be submitted:
 - (a) A certificate of ownership of the site or a copy thereof.
 - (b) A copy of the certificate of suitability of the site issued by the Organisation.
- (c) A certificate of the appropriate authority indicating the suitability of the water available as regards quality and quantity.

Official Gazette, Supplement III (I):

- (d) A government land survey plan upon which the registration of the building site is based and over which the official division of the building site by the Land Registry and Land Surveying Department of the proposed business site must appear, and the access road which must be of at least 8 m width, but the Board of Directors may approve relaxation regarding the width of the road in cases where the building sites are situated in mountainous or isolated or densely populated areas.
 - (e) Any additional particular which may be considered necessary:

Provided that, no application shall be accepted if it is not accompanied by the aforementioned particulars.

Third Table.

(7) The fees payable by the business owner of a hotel upon the submission of the plans for approval in accordance with section 5 shall be set out in Third Table.

General building conditions.

16. -(1) The bedroom windows shall have an opening allowing the free lighting thereof, shall preferably be located on the sides of the building securing a good view, and the building of inner bedrooms lighted by skylights shall, as far as possible, be avoided. In 5-star and 4-star hotels, the existence of such inner rooms shall be excluded, whereas in 3-star and 2-star hotels the number thereof shall not exceed ten per cent of the total number of the rooms and in 1-star hotels it shall not exceed twenty-five per cent:

Provided that, skylights shall have the dimensions required by the Street and Buildings Regulations in force for the time being.

(2) Protection against fire shall be secured in accordance with directions of the Fire Service in force for the time being.

- (3) It shall be compulsory to take precautionary measures against heat, noise, as well as insects, where the latter exist to an annoying degree. For each of the above cases the principles and methods indicated by technology shall apply, as well as:
- (a) measures against the heat and in general for meeting variations in temperature shall be taken not only by covering the rooms with suitable heatproof material but also by protecting the outside openings from the external glare by providing suitable shades or covered balconies or arches and curtains:

Provided that, in the case of openings of bedrooms in which due to the structure thereof, there is no provision for the installation of shutters, the curtains shall necessarily cover the whole of the width and height of the opening, and the material out of which the same are made shall be such as to prevent rays of light from entering the bedroom;

- (b) the insulation against noise, sounds and vibrations shall be effected according to accepted principles of sound protection of the structures by means of suitable coating of the dividing walls which should be at least 0.15 m. thick and ceilings by an insulating material and by placing the machinery and constructions causing the vibrations or noise on elastic foundations or supports. For the cleaning of the lavatory basins preference should be given to apparatus not causing noise to an annoying degree while operating;
- (c) for ensuring protection against any insects causing undue annoyance, where this is not achieved by carrying out sanitary measures for the area, the use of proper protective measures shall be compulsory.

Water supply.

Official Gazette, Supplement III (I): 11.8.93.

- 17. -(1) Every hotel must have an adequate water supply either from a public water supply or a private water supply. It shall be imperative to maintain water reservoirs, of continuous renewable water, and to supply in case of discontinuance of the water supply the installation's needs for at least twenty-four hours. In calculating the supply needed fifty percent per cubic metre per bed must be accounted for.
- (2) Where the water supplied does not come from the public water supply network, it shall, before entering into the supply network of the installation, undergo careful cleaning, in accordance with the relevant scientific process, to free it from any harmful microorganisms and ingredients. Water having a degree of hardness above that which can be tolerated shall be softened by special apparatus.

Sewage, drainage and garbage.

18. -(1) The dirty water and sewage of the hotel shall be drained by adequate sewage pipes provided with the required manholes for their cleaning, either in a communal sewage system, if available, or in a private one consisting of a series of septic and absorption pits. Where it is practically impossible for absorption pits to operate, due to the composition of the ground or the position of the site, the hotel shall be provided with a sewage cleansing system according to specified standards or by the creation of septic tanks.

In hotels, which have a capacity of more than 100 beds, which are constructed in seaside areas where no public control sewage system exists, irrespective of the composition of the soil, it shall be imperative that the hotel be equipped with a system for sewage treatment, which shall be constructed in accordance with specified standards.

(2) Where it shall not be possible for the hotel waste to be disposed of by a public service for the removal of waste, it shall be imperative that there should be a special incineration furnace, and a suitable and isolated place for their temporary deposit until their removal for incineration shall be created. The said place as well as the position for installing the

incineration furnace shall be selected so that the waste may not be visible by the guests nor their odour cause annoyance to the guests and the hotel staff, or in any way attract small animals, flies and other harmful or annoying insects.

External shops.

19. -(1) Notwithstanding the provisions of paragraph (1) of Regulation 14, the operation of exterior shops in hotel premises shall be permitted on the ground floor or basement thereof, on condition that the main entrances to such shops shall be independent of the main entrance to the hotel and there shall be provided additional parking place for vehicles as required by the Street and Buildings Regulations in force for the time being.

Such shops shall invariably be intended for use without creating noise or bad odours or otherwise prejudicing the operation of the hotel and the comfortable stay of the guests thereof.

(2) The existence of theatre, cinema, concert halls of discotheques and other similar places shall be allowed provided that measures can be taken to make such halls sound-proof, to provide them with private main entrances and exits and additional parking place for vehicles as required by the Streets and Buildings Regulations in force for the time being.

Minimum number of beds.

Official Gazette,

Supplement III (I): 11.8.93.

- **20.** The minimum number of beds of a hotel shall be fixed as follows:
 - (a) 5 star hotel: 160 beds
 - (b) 4 star hotel: 100 beds
 - (c) 3 star hotel: 50 beds
 - (d) 2 star hotel: 25 beds
 - (e) 1 star hotel: 15 beds
 - (f) (Repealed)
 - (g) (Repealed)
 - (h) (Repealed)

Provided that, the Committee may grant a relaxation of the above numbers in cases where, in its discretion, there exist special reasons, such as architectural shape, position and general characteristics of the premises.

Distinction of spaces.

- 21. The hotel areas shall be classified as follows:-
 - (a) communal:
 - (b) bedrooms and suites;
 - (c) auxiliary rooms.

Communal areas.

- **22.** -(1) Hotel communal areas shall be those constructed for the purpose of serving all guests and visitors of the hotel.
 - (2) Communal areas indispensable for every hotel, irrespective of class, shall be-
 - (a) The lobby;
 - (b) Breakfast-room;
 - (c) The entrances, corridors and staircases;
 - (d) The communal sanitary areas;
- (3) In addition to the abovementioned communal areas, the hotel, according to its class, shall provide:

- (a) a lounge, in the case of 5, 4, 3 and 2- star hotels;
- (b) a bar-room, in the case of 5, 4 and 3- star hotels;
- (c) a dining-room and television room in the case of 5 and 4-star hotels;
- (d) for five, four and three star hotels a closed hall of multiple use, of a dimension of 0,3 sq.m for every bed for five and four star hotels and 0,25 sq.m for every three star hotel, with a minimum area of 50 sq.m.
- (e) halls offering a multitude of amenities for the guests thereof, such as a ball room conference room- seminar halls.

Official Gazette, Supplement III (I): 11.8.93.

Official Gazette.

11.8.93.

Supplement III (I):

(4) The communal areas must comply with the conditions of Regulations 23 to 27.

Lobby.

23. -(1) The area of the entrance lobby shall be proportionate to the class and capacity of the hotel. The minimum area thereof shall be:

Official Gazette, Supplement III (I): 11.8.93.

(a) As regards five and four star hotels 2,00 sq.m per bedroom for the first 40 bedrooms increasing by at least 1,25 sq.m for every additional bedroom,

Official Gazette, Supplement III (I): 11.8.93. (b) as regards three star hotels 1,50 sq. m per bedroom for the first 35 bedrooms and at least 1 sq.m for every additional bedroom.

Official Gazette, Supplement III (I): 11.8.93

- (c) as regards two star and one star hotels 1,00 sq.m per bedroom for the first 35 bedrooms and at least 0,75 sq.m for every additional bedroom.
- (2) In the entrance lobby or adjacent to it, but in any case directly communicating with it, there shall be situated the reception and registration hall for the arriving guests and the cloak-room.

Lounge, Bar etc.

- **24.** -(1) The communal lounge shall be preferably situated on the same floor as the entrance lobby and, if possible, in continuation with it. The lounge shall be large and the provisions of paragraph (1) of Regulation 23 shall apply as regards the area thereof. Provided that the lounge is situated immediately next to the entrance lobby without the existence of a dividing wall in between and is used jointly with it, the total area of both spaces may be less than the aggregate area according to the aforesaid dimensions up to thirty per cent.
- (2) The bar of a 5-, 4- and 3-star hotel shall be situated in a separate space of an area of at least 40sq.m., which shall preferably communicate directly with the lobby or the lounge. In the case of a 2-star or 1-star hotel, the bar, if there is one, it may be situated in the entrance lobby or the lounge or other public space. In the bar there shall invariably exist a water supply installation together with drainage.
- (3) The total area in square meters of the ball-room and the conference-seminar halls shall be at least equal to the number of beds of the hotel and shall be provided with mechanical means of ventilation for the constant renewal of the air during the time the hall is in use. The area of the television room shall be of a ratio of at least one square meter per eight beds:

Provided that, these proportions may be reduced in accordance with the capacity of the hotel.

(4) At the entrance of the ball-room, where such room exists, there shall be a cloak-room.

Breakfast-room and dining- room.

- **25.** -(1) The breakfast-room shall have an area in square metres, equal to at least to one-half of the number of beds of the hotel. The dining-room, if there is one, may be used as a breakfast-room. In 5 and 4-star hotels the existence of a separate breakfast-room is compulsory.
- (2) The dining-room may be a single room or may be composed of more than one adjoining rooms. The total area thereof in square metres shall be equal at least to the number of beds, and shall be increased, in the case of hotels of superior classes, up to fifty per cent. In the case of units of a big capacity these ratios may be restricted. The dining-room may have a second entrance directly from the street for the use of non-residents. In such a case, next to the second entrance on the street there shall be a small lobby. In 5-star and 4-star hotels near that lobby there shall be a cloak-room. Further, in 5-star hotels the dining-room there shall be placed mechanical means of ventilation for the constant renewal of the air during the time when the dining-room is in use.

Entrance, corridors, Staircases

- **26.** -(1) The door of the main entrance of a 5-star, 4-star, 3-star and 2-star hotel shall be double of four parts arranged in pairs so as to create a windbreak and double-swinging, that is, opening inwards and outwards or single, of two parts, but equipped with an automatically-operating air curtain.
 - (2) There shall be a service entrance outside the main entrance.
- (3) The corridors and staircases shall have a width corresponding to the class of each hotel and to the dimensions of the floors. The longer corridors as well as those leading to communal areas and those in front of lifts shall be wider. In any case the corridors and the main staircase shall not have a width of less than one and a half meters:

Provided that, in the case of hotels with two floors, that is ground and first floor, the minimum width of the staircase may be reduced to 1.20m.:

Provided further that, in the case of conversion of old buildings with notable architectural elements to a hotel, the Committee may approve a smaller width of corridors and staircases, as the case may be.

- (4) Apart from the main staircase, in every building with one or more floors apart from the ground floor, there shall also be a second staircase the width of which may be reduced up to 1.10m., according to the capacity of the hotel.
- (5) The corridors of a 5-star, 4-star and 3-star hotel shall be laid with carpets or other suitable materials to minimize the noise caused by walking, and access between them and the staircase or staircases shall not be directly but through a spacious landing or through a landing isolated by a door opening in the direction of the exit.
- (6) The staircases and the corridors shall be adequately and naturally lighted and ventilated.

Common sanitary parts.

27. -(1) Near the entrance lobby and the halls of a hotel there shall be communal groups of toilets, and there shall be at least one toilet to 30 beds, separately for gentlemen and ladies, with private anterooms invariably provided with wash-basins and, those intended for ladies in 5-star, 4-star and 3-star hotels, shall be provided with elementary make-up facilities (such as stool, big full length mirror, etc.):

Provided that this ratio may be reduced in the case of hotels with a capacity exceeding 250 beds.

- (2) In the main corridor of each floor of bedrooms of a 1-star hotel not provided with private bathrooms or showers, there shall be at least two groups, separately for gentlemen and ladies, of communal bathrooms or showers with anterooms provided with a washbasin.
- (3) The number of the communal bathrooms or showers mentioned in paragraph (2), shall correspond to the number of rooms to be served, and it shall be imperative that there shall be (equally divided between those intended for gentlemen and ladies) at least one bathroom or shower per five beds.
- (4) In the communal toilet areas, bathrooms and showers there shall either be direct ventilation through windows accessible and easily used or adequate manmade ventilation.
- (5) The toilets for use in entrance lobbies and the halls of the ground floor may be situated on the basement or mezannine, provided that the main staircase and the guest lift, if there is one, shall reach the basement and the mezannine and that access by the guests to it shall be easy.
- (6) The toilets, which are intended for use by the guests shall invariably be kept apart from the auxiliary rooms.
- (7) The walls of the communal toilets, bathrooms or showers shall be tiled to a height of at least one metre and eighty centimetres, the remaining part being suitably painted.

Car parking place.

- **28.** -(1) The garage or parking area shall be compulsory for every hotel and may be covered or open within the site on which the hotel is erected. Such parking area shall, in the case of a town hotel, preferably be located in inner places or yards. In the case of a hotel in a mountainous area operating during the winter in areas with exceptionally low temperatures, at least one-half of the parking area shall be covered.
- (2) (i) The parking area, in case of hotels situated within the water supply area of a town or existing densely populated areas of a village shall satisfy the following ratios: in a 5-star hotel, 1 vehicle to 2 bedrooms; in a 4-star hotel, 1 vehicle to 3 bedrooms; in a 3-star, 2-star and 1-star hotel, 1 vehicle to 4 bedrooms.
- (ii) In case of hotels situated outside the areas mentioned in (i) above the parking area shall satisfy: In a 5-star hotel, 1 vehicle per bedroom; in a 4-star hotel, 1 vehicle to 2 bedrooms; in a 3-star hotel, 1 vehicle to 3 bedrooms; in a 2-star and 1-star hotels, 1 vehicle to 4 bedrooms.
- (iii) For spaces or part of spaces of hotels, which are provided in addition to those required by these Regulations, additional parking areas shall be as required by the Streets and Buildings Regulations in force for the time being.
- (3) Notwithstanding the provisions of this Regulation, the Committee may, in exceptional cases and in the cases of hotels of mountain resorts where the ground does not permit the creation of the required parking area, grant relaxations or reduction of the requirements imposed under paragraph (2) (i) or the required parking areas, if such relaxation is, according to its discretion, in the public interest.

Bedrooms.

Official Gazette, Supplement III (I):

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- **29.** -(1) The bedrooms of a hotel shall be situated above the ground level up to their entire height.
- (2) The height of the bedrooms shall be in conformity with the provisions of the Town and Country Planning legislation in force, and the Street and Buildings Regulations with a clear height of not less than two metres and sixty centimetres.
- (3) The windows of bedrooms on the ground floor, which open into the streets shall be at a height of at least two metres from the ground.
- (4) The bedrooms shall be classified into single and double. Ten percent of the total bedrooms of a three, two and one star hotel must be single. The hotel bedrooms may be arranged into suites with the addition of at least a private sitting room for every suite. The minimum area of the sitting room must be equal to the area of the bedrooms as set out in paragraph (6) below, increasing by 15%. The bedroom cannot be used as the entrance to the suite. Up to 10% of all suites may provide a small kitchenette. In case of a four, three, two or one star hotel only twenty percent of the total number of bedrooms may be arranged into suites.
- (5) Where an internal connecting door between two adjoining bedrooms exists it must be provided with two parts, which may be secured from both sides. The existence of the aforesaid door does not by itself confer the right to describe the connecting rooms as a suite.
 - (6) The minimum floor area of the bedrooms shall be fixed as follows in square metres:

(a) 5-star hotel, single-bedrooms: 14sq. m., twin-bedrooms: 20sq. m.;

(b) 4-star hotel, single-bedrooms: 12sq. m., twin-bedrooms: 17sq. m.;

(c) 3-star hotel, single-bedrooms: 11sq. m., twin-bedrooms: 15sq. m.;

(d) 2-star hotel, single-bedrooms: 10sq. m., twin-bedrooms: 13sq. m.;

(e) 1-star hotel, single-bedrooms: 9sq. m., twin-bedrooms: 12sq. m.;

(7) (a) Floor area shall be considered to be the net area, not including the space occupied by any internal ante-room or corridor, the bathroom or shower and any built-in wardrobe. The minimum dimension of the side of a bedroom shall not be less than three metres and fifty centimetres for a 5-star hotel, three and thirty centimetres for a 4-star hotel, three metres for a 3-star and 2-star hotel and two metres and eighty centimetres for a 1-star hotel.

Official Gazette, Supplement III (I): 11.8.93.

- (b) The length of a bedroom wardrobe for five and four star hotels must be at least 1,50 m. and for the rest of the classes 1,20 m. The depth of the wardrobe for all classes of hotels must be at least 0,60 m.
- (c) Deviation as regards the minimum dimension of the side of a bedroom, as the same is prescribed in sub-paragraph (a), may be permitted in exceptional cases, provided the Committee considers such deviation expedient due to the shape of the bedroom.

Official Gazette, Supplement III (I): 11.8.93. (8) Five and four star hotel bedrooms shall have a balcony with a minimum side dimension of 1,50 m. and minimum area of 3,50 sq.m and three star hotel bedrooms shall have a balcony with a side dimension of 1,20 m. and minimum area of 3,00 sq.m.

- (9) It shall be prohibited to place a third bed in a bedroom or to use a sofa, whether folding or not, as a third bed, unless this is requested by a family occupying the bedroom and only for the use of a member thereof.
- (10) The bedroom wings shall be separate from the communal and auxiliary spaces. No bedroom shall be adjacent to an elevator well unless provision has been made for the middle wall to be double and with the appropriate insulation.

Bedroom, bathrooms and showers.

- **30. -**(1) All bedrooms and bedroom suites of a 5-star hotel shall be provided with a private complete bathroom. All bedrooms of a 4-star hotel shall be provided with a private bathroom, those of a 3-star hotel, a private bathroom or shower at a ratio of 50%, those of 2-star hotels at least a private shower and those of 1-star hotels at least running cold and hot water.
 - (2) (a) Each private complete bathroom of a 5-star hotel shall include:
 - (i) a European style toilet basin with automatic flushing apparatus;
 - (ii) a bath-tub with cold and hot water mixer as well as a suitable, preferably movable, appliance for mixing cold and hot water with a fixed rack for affixing it on the wall;
 - (iii) soap boxes, towel-racks, bath-tub curtain;
 - (iv) a wash-basin with a suitable mixer, a shelf, two glasses, a mirror and electric lamp the two latter at such height as to allow their comfortable use by the guest, a lamp as well as a special electric socket for a shaving appliance;

Official Gazette, Supplement III (I): 11.8.93.

- (v) a bidet or other sanitary article.
- (b) Subject to the provisions of paragraph (1), each private bathroom of a hotel of 4 to 1 stars shall compulsorily include the articles mentioned under items (i) to (iv) of Subparagraph (a):

Provided that, the placing of a special electric socket for a shaving appliance is optional for 2-star and 1-star hotels.

- (3) The walls of the private bathrooms or showers rooms shall be decorated with tiles or other suitable material, up to a height of at least one metre and eighty centimetres, and as to the remaining part they shall be suitably painted.
- (4) The dimensions of the private bathrooms or shower rooms shall be such as to allow the free opening of the door and secure the comfortable movement therein and use thereof. In any case the area of a bathroom of a 5-star, 4-star and 3-star hotel shall be at least 5.00, 4.50 and 4.00 square metres respectively.

Official Gazette, Supplement III (I): 11.8.93.

(5) In bathroom and shower areas there shall be direct ventilation from an uncovered space through an accessible and easily operated window. Where this is structurally impossible, adequate artificial ventilation through a complete mechanical apparatus may be permitted but always provided that all measures designed to extinguish offensive smell and odour, shall be applied.

Auxiliary spaces.

31. -(1) Auxiliary spaces indispensable for every hotel irrespective of class, shall be the following:

- (a) the breakfast preparation room;
- (b) the floor or bedroom linen rooms;
- (c) the dressing-rooms, wardrobes, dining-rooms and staff toilets-showers.
- (d) the offices;
- (e) the storerooms;
- (f) the engine-boiler room with an auxiliary workshop.
- (2) Next to the service entrance there shall be a lobby, which shall be used for control and reception. The area thereof shall be proportionate to the activities and capacity of the hotel
- (3) In case of a hotel operating a restaurant the following shall be auxiliary rooms, in addition to the above mentioned:
 - (a) the kitchen;
 - (b) the restaurant linen room;
 - (c) the food and beverage storerooms.
- (4) Auxiliary spaces shall also be considered the internal shops for serving hotel guests, where such shops exist. The said shops shall bear no relation to the external shops prescribed in paragraph (1) of Regulation 19.
- (5) The auxiliary rooms shall fulfil the conditions laid down by Regulations 32 to 35 and shall be independent from the public spaces and bedrooms of the hotel.

Breakfast preparation room, Office of the storeys.

- **32.** -(1) The breakfast preparation room shall operate either in a separate area or in the kitchen area, if one is available.
- (2) In the case of bed and breakfast hotels, the minimum area of the breakfast preparation room shall be equal to 40% of the area of the breakfast room.
- (3) The breakfast preparation room shall be adequately lighted and ventilated from an uncovered space and shall include:
 - (a) refrigerators;
 - (b) three apparatuses for cleaning utensils i.e.
 - (i) kitchen utensils;
 - (ii) coffee and tea sets;
 - (iii) glasses;
 - (c) cooking stove;
 - (d) working surfaces;
 - (e) cupboards;
 - (f) cupboards capable of being used for storing items.
- (4) The provision for linen rooms on floors or the wings of bedrooms shall be compulsory for every hotel if it has more than two floors (including the ground-floor). These shall, if possible, be served by the service lift if there is one. They shall have a sink, distribution surface, linen cupboards and cupboards for cleaning materials. Their area shall be proportionate to the activity and number of beds of each floor or bedroom wing.

Kitchen.

33. -(1) The minimum area of the kitchen shall be equal to at least 70% of the area of the dining room for 5-star and 4-star hotels, 60% for 3-star hotels and 50% for 2-star and 1-star hotels as prescribed by Regulation 25.

- (2) The kitchen shall be adequately lighted and ventilated from an uncovered space and shall, in addition, be provided, above the cooking stove, with a fume extractor. At all external openings of the kitchen there shall be placed light protective mesh which shall always be kept in good condition.
- (3) The kitchen shall be provided with suitable private areas for cleaning and preparing of foodstuff as well as a confectionary area which is compulsory only in the case of a 5-star hotel, adequate storing areas shall be compulsory only in the case of a 5-star hotel, and adequate storing areas and cupboards and freezers or refrigerators.
- (4) Near the kitchen and in an area lying in between the kitchen and the dining-room there shall be a linen room. In 5-star, 4-star, 3-star and 2-star hotels this shall communicate with the dining-room through a pair of double-swinging doors so as to afford protection against the wind, and with the kitchen through a wide opening where there shall be placed a dividing counter suitable for the kitchen staff to place there on the dishes to be taken by the waiters, and, conversely, for the latter to place the used utensils for washing. The area of the linen room shall correspond to the use of the dining-room and allow the staff to move comfortably therein. In the linen room the cupboards and linen of the restaurant shall be placed, working surfaces as well as any other auxiliary installation for the functioning of the restaurant.
- (5) The walls of the kitchen and the private areas thereof shall be dressed with tiles or other suitable material up to a height of at least one metre and eighty centimetres and as to the remaining part shall be suitably painted.

34. -(1) The staff bedrooms, where such bedrooms exist, shall be spacious, well lighted and shall satisfy all sanitary conditions. The free floor area to each bed shall not be less than four square metres.

(2) The staff sanitary areas shall be at a ratio of one shower and one toilet to 60 beds for the men, and one shower and one toilet to 80 beds for women and such areas shall be provided with individual wardrobes sufficient for all the staff:

Provided that, for hotels having a capacity of more than 240 beds, such ratios may be restricted accordingly.

- (3) At least one staff room shall be provided for each hotel.
- (4) The staff rooms shall be kept separate from the operating areas of the hotel, especially from the bedrooms of the guests and the communal areas. These rooms, apart from the area where the staff have their meals, shall be separate for men and women.
- **35.** The stores shall have an area corresponding to the number of beds and the business of the hotel. The stores shall be divided at least into the following:
 - (a) stores for guests' luggage;
 - (b) stores for clothes;
 - (c) stores for furniture, utensils and any other kind of material;
 - (d) stores for foodstuffs;
 - (e) stores for beverages;
 - (f) stores for fuel.

Staff rooms

Stores.

Internal Shops.

- **36. -**(1) For shops situated within the hotel intended to serve the guests thereof, areas shall be provided for preferably near the entrance lobby and directly communicating with it. These shall be run either under the immediate control of the hotel business or may be assigned to third persons.
 - (2) Such shops may include:
 - (a) barber shop and hair dressing saloon;
 - (b) a shop for the sale of books and other printed material, tobacconists, photographic material, cosmetics, etc.;
 - (c) a shop for the sale of articles of folk art;
 - (d) a branch of a Tourism and Travel Agency;
 - (e) a bank branch office.
- (3) Apart from the shops referred to in the preceding paragraph, other shops situated within the hotel may be run, on condition that they are intended to serve the guests thereof and for a use not causing noise or bad odours or otherwise prejudicing the operation of the hotel.
- (4) The running of the shops referred to under the items (a), (b) and (c) of paragraph (2) shall be compulsory in the case of 5-star hotels, and of those referred to under items (a) and (b) in the case of 4-star hotels.

Offices.

- **37.** -(1) The offices shall, as regards the number thereof, the area and appearance, correspond to the number of the persons employed therein, the class and the general appearance of the hotel.
 - (2) An office area shall be provided next to the reception and registration hall for guests.
- (3) 5-star, 4-star and 3-star hotels shall invariably be provided with a separate office for the Manager, of appropriate appearance.

Electrical and mechanical installations

- **38.** -(1) Electrical and mechanical installations of a hotel shall be:
 - (a) the electrical installations;
 - (b) the telephone and signal installations;
 - (c) the plumbing installations;
 - (d) the gas installations;
 - (e) the central heating or air conditioning installations or both;
 - (f) the lift installations;
 - (g) the installations for auxiliary services (fume extraction and waste incineration etc.).
- (2) The electrical and mechanical installations shall satisfy the conditions of Regulation 39 to 45.

Electrical installations.

39. -(1) The electrical installations which are indispensable for every hotel shall include the service lines of the electric current from the central network and, in default thereof, the installations for the production of the same current, the transforming equipment of electric current, where such are necessary, the distribution network within the main space and the buildings to the points of supply, the electric light installations for socket outlets for electrical machinery appliances of the hotel. The Regulations for the time being in force relating to Electricity shall apply to the electrical installations.

- (2) The electric light installations shall be complete and extend to all suites and areas of every hotel including auxiliary spaces, the sanitary parts and outdoor spaces. The fixing of the light fittings shall be made in accordance with the accepted technical and aesthetic rules and their intensity shall be adequate. Auxiliary socket outlets shall be placed in suitable positions to serve special needs.
- (3) At the main and auxiliary entrances exits and in the corridors and staircases as well as the escape exits of every hotel there shall be placed special emergency lighting to operate in case of interruption of the electricity supply.
- (4) The power of the light fittings of the bedrooms shall permit the comfortable lighting of the rooms and, depending on the type of the light fitting, shall not be less than forty watts. The operation of the switches of such fittings shall be possible both from the entrance of each room and from each bed. Near each bed there shall invariably be a socket outlet for placing a portable lamp, which shall be compulsory where above each bed no wall mounted lighting fitting is fixed or functions.
- (5) All light fittings shall be covered by a shade or decorative cover according to the use of each, the aesthetic requirements and the class of the hotel.
- (6) 5-star and 4-star hotels shall be provided with a reserve installation of a private electric current generator.

Telephone bell system.

- **40. -**(1) Every 5-star, 4-star, 3-star and 2-star hotel shall be provided with a telephone exchange and sufficient number of lines connecting the same with the central network. A 1-star hotel shall be exempt from this obligation, provided, however, that it shall be provided with at least one telephone line with an apparatus.
- (2) The telephone exchange of the hotel may operate at the reception service. However, as regards hotels of a capacity of more than one hundred beds it shall be installed and operate in a private area or apartment.
 - (3) Every 5-star, 4-star and 3-star hotel shall be provided with public telephone booths in the entrance lobby near the reception space corresponding to its capacity, and in all bedrooms there shall be a telephone capable of being connected through the telephone exchange of the hotel with the central external network. The lines of the bedrooms of a 5-star hotel shall be extended to the private bathrooms thereof. In 5-star hotels there shall be installed automatic answering devices of PABX system or other equivalent. In 2-star and 1-star hotels the installation of a telephone apparatus in the bedrooms shall not be compulsory.
 - (4) In 2-star and 1-star hotels where telephone apparatuses are not provided for all bedrooms, there shall invariably be installed one such telephone apparatus on each storey to be available for use by the guests during the whole twenty-four hour period.
 - (5) In hotel bedrooms, which are not provided with a telephone the installation of a bell system shall be compulsory.
 - (6) Every 5-star, 4-star and 3-star hotel shall be provided with telex service. This service may operate at the reception service.

Plumbing Installations.

- **41.** -(1) The plumbing installations shall include:
 - (a) the water supply network at its natural temperature;
 - (b) the network for the supply of hot water;
 - (c) the sewage system distinguished as:
 - (i) network for the sewage of lavatories and urinals, and
 - (ii) network for the sewage of other installations (bathrooms, showers, washbasins, kitchens etc.)

The pipes of these networks shall be separate even though they end into the same sewage system or septic tanks.

- (2) All plumbing installations shall be accessible and capable of being checked as to the proper functioning thereof.
 - (3) The installation for producing hot water shall satisfy the following requirements:
 - (a) quantity equal to five per cent of a cubic metre per person;
 - (b) temperature equal to fifty to sixty degrees Centigrade;
 - (c) maximum consumption per hour equal to one seventh of the daily consumption and a four-hour duration of the maximum consumption.

Solar Energy. **42.** The use of solar energy for the general heating of the hotel, the swimming pool and the supply of hot water to all the hotel spaces is advisable where this is possible.

Gas Installations. Official Gazette, Supplement III (I): 11.8.93

Air Conditioning.

- **42A.** A gas installation system must be in accordance with the provisions of the Petroleum Law and Regulations made thereunder.
- **43.** -(1) The cooling installations shall be indispensable for every 5-star, 4-star and 3-star hotel, with the exception of those operating in mountain regions prescribed by the Board of Directors. These shall extend, through a centrally installed system, to all bedrooms and public spaces.
- (2) The spaces of a 2-star and 1-star hotel, not served as above by air cooling installations, shall, during the hot periods of the year, be provided with fans of sufficient capacity, situated in all bedrooms and public spaces as above.
- (3) As regards heating during the cold months of the year, this shall, in the case of a hotel not suspending its operation during the winter months, be provided to the whole hotel either by means of an air conditioning system or by means of a central heating system.
- **44.** -(1) In every hotel there shall compulsorily be installed lifts for the guests and lifts for the staff separately, if such hotel has more than two storeys apart from the ground floor. In 5-star and 4-star hotels a lift shall be installed even if the same have only two storeys apart from the ground floor.
- (2) The number and capacity of the lifts shall depend on the number of rooms being served. The lifts must be installed and inspected in accordance with the Factories Laws and Regulations in force.

Lifts.

Cap. 134.
43 of 1964
32 of 1972
22 of 1982
25 of 1989
20 of 1990
220 of 1991
90(I) of 1996.

Air pollution.

Furniture, equipment,

- **45.** Gases emanating from the electrical and mechanical apparatuses and installations shall be subjected, where this is required, to a special cleaning procedure by means of smoke-collectors etc., to avoid air pollution.
- **46.** -(1) The furniture, equipment and linen of the hotel shall appear to be adequate so as to ensure conditions of comfortable living and efficient service of the guests, well-ordered functioning of the services and aesthetic appearance. The degree of luxury, the quality as well as the decoration shall correspond to the class to which the hotel belongs. The movable items of decoration shall be considered to be part of the furniture.
- (2) The minimum items of furniture required in respect of each bedroom are the following:
 - (a) One or two beds (depending on whether it is a single or twin bedroom);
 - (b) One small bedside table with a drawer and a small shelf by each bed or two by each double bed;
 - (c) One portable or walled lamp next to each bed;
 - (d) One wardrobe, preferably built-in, containing a number of parallel drawers;
 - (e) One dressing table with a mirror fixed in front thereof and with the appropriate table or walled lighting;
 - (f) One arm-chair;
 - (g) Two chairs;
 - (h) Two ashtrays;
 - (i) One small luggage table;
 - (j) One small carpet for each bed or two for each double bed;
 - (k) Window curtains (opaque);
 - (l) One waste-paper basket;
 - (m) Furniture for the balcony, if there is one.
- (3) The bedrooms of a 5-star and 4-star hotel shall have in addition to the above:
 - (a) a small breakfast table;
 - (b) a carpet covering the whole or at least the greatest part of the floor;
 - (c) semi-transparent window curtains;
 - (d) lamps-chandeliers, as well as an adequate number of table lamps;
 - (e) flower vases:
 - (f) decorative paintings, pictures, drawings or photographs;
 - (g) one 'thermos' flask with two glasses
- (4) All the bedrooms of a 5-star hotel also have a wireless set transmitting music, regulated by the hotel management, offering the guest the possibility of choosing from at least three different programmes as well as sets for receiving television programmes. A 4-star and 3-star hotel shall have a set transmitting music of at least three programmes.

Forms, etc.

47. The Board of Directors may, with regard to any matter provided by these Regulations, prescribe the form required for such matter and may amend or annul the form so prescribed:

Provided that until any form is prescribed under these Regulations, the existing forms in use on the date of the coming into operation of these Regulations shall, until revoked or substituted, continue to be used with the necessary modifications.

Amenities for the disabled. Official Gazette, Supplement III (I): 11.8.93

- **47A.** The taking of measures for the comfortable and secure movement, stay and service of disabled persons shall be obligatory for all businesses. For this purpose:
- (a) The communal areas, which have morphological surface variations must be suitably adjusted, to facilitate the movement of disabled persons on wheelchairs.
- (b) The main entrance door must provide a clear width of flap of at least 1.00m. and have suitable equipment for easy use. Installation of an automatic door is recommended. On the main entrance there must be a ramp of minimum 0,90 m width and a maximum inclination 1:20m.
- (c) At least one communal toilet for every gender must be suitably constructed for use by disabled persons. Its dimensions must be at least 2,00m X 2,00 m, whilst the toilet-seat must be installed at a distance of 0.50m from the wall.
- (d) 3% of the parking areas must be suitably constructed, to be used by disabled persons. These areas must provide suitable signs for their use.
- (e) 5% of the bedrooms must be suitably constructed, so that they may be used by disabled persons, and preferably be situated on the ground floor.
- (f) The private bathrooms of bedrooms must be constructed accordingly. The bedrooms and private bathroom doors must have a clear width of 0,90m.
- (g) The biggest height of the electricity switches in the communal areas and the bedrooms must be 1,05m up to 1,30m.
- (h) A communal telephone must be placed at a height of approximately 1,00m in a suitable area, so that it is within easy reach by a disabled person on a wheelchair.
- (i) A lift for guests, where such lifts are provided for, must have a minimum door width of 0,90m. and minimum dimensions of lift-booth 1,40m.(depth) x 1,10m (width). The maximum height of the buttons is set at 1,05m up to 1,36m.

PART IV RELATIONS BETWEEN HOTELIER AND CUSTOMERS

Interpretation.

48. In this Part:

«customer» means the lessee of a hotel room and the persons accompanying him;

«hotelier» means the Manager of the hotel or the owner of the business managing the same and includes any employee authorised thereby;

«room» means a room of a hotel as well as a suite of a hotel in the meaning of paragraphs (4) and (5) of Regulation 29 the lease for which has been applied for by the customer or which the customer has already leased.

Obligation to let

49. -(1) The hotelier is bound to let the vacant rooms or suites of the hotel to every customer applying therefore. He may, however, refuse letting if the customer suffers from any infectious or contagious disease, mental illness, is in drunken condition or is repulsively dirty.

(2) The hotelier, where the hotel is in operation, is bound to keep it open and provide a reception service on a twenty-four hour basis.

Contents of lease, full-board or halfboard.

- **50.** -(1) The letting of a room by a hotel may fall into one of the following three classes:
- (a) accommodation only, that is, the letting of a bedroom with the existing auxiliary rooms thereof as well as the indispensable furniture, equipment and other items and installations therein, according to the class of the hotel, all in good condition and good working order. This includes also the obligation of the hotel-keeper to provide, free of extra charge, to the customer, in adequate supplies of continued flow of cold and hot water (subject to the provisions of Regulations 17 and 41), electric current, as well as necessary heating during the cold months of the year (subject to the provision of paragraph (3) of Regulations 42) as well as any indispensable service of the hotel staff;
- (b) bed and breakfast, that is, the letting described under subparagraph (a) above together with compulsory continental breakfast;
- (c) full-board or half-board, that is, the letting described under paragraph (a) above together with compulsory full-board or half-board:

Provided that the type of letting shall be stated upon the arrival of the customer. Where this is not done, the class described in subparagraph (b) shall be deemed to apply.

- (2) Full-Board or half-Board imply an agreement for the letting of the room with an obligation on behalf of the customer to have his meals in the hotel according to the fixed menus prescribed by the hotelier, at a fixed total price.
- (3) The agreement for compulsory meals shall be distinguished into full-board and halfboard. According to the first, the customer shall be entitled to have three meals daily (continental breakfast, lunch and dinner and according to the latter two meals daily (breakfast, as above, and one of the two other main meals, as stated by the customer at the beginning).
- (4) Full-Board or half-Board shall be available to the customer who at the time of his arrival at the hotel shall make a statement to that effect and who will stay at the hotel for at least two days. It shall be calculated from the day and hour of the customer's arrival.
- (5) A customer staying at the hotel on the terms laid down in subparagraph (b) or (c) of paragraph (1) who does not take one or more of the meals provided in the agreement shall not be entitled to any reduction from the originally agreed total price.

Rights of use

- 51. -(1) The customer may make reasonable and according to the prevailing customs, use of -
 - (a) the leased rooms;
 - (b) the public spaces of the hotel;
 - (c) the services of the staff:
 - (d) the umbrellas, armchairs and chairs which shall be offered by the hotel on the area of the hotel without any charge for such use, provided they are intended for use by customers of the hotel who are staying therein.
- (2) The use of the leased room shall be permitted exclusively to the customer who has leased the same and to the persons, expressly declared by him, at the time of his arrival, as accompanying him.

Office of the Law Commissioner - Provisional Release

by customer.

Official Gazette, Supplement III (I): 11.8.93

Lease of unspecified period.
Commencement.

- **52.** -(1) The lease of a room shall be considered as having been made for one day only, unless it is otherwise agreed upon between the hotelier and the customer.
- (2) The aforesaid lease shall commence as from 2.00 p.m., unless otherwise expressly agreed. A customer arriving at the hotel before such hour shall be entitled to make use of the room leased, but only provided that it is not occupied by another customer.

Renewal and termination of lease.

53. In case the duration of the lease is not expressly agreed upon between the hotelier and the customer, such lease shall be considered mutually renewed for each succeeding day, provided that on the previous day the hotelier does not notify the customer that the lease shall be terminated and the customer does not notify the hotelier that he will not continue the lease. Such notification, if given within the same day, shall be valid only for the following day.

Vacation of room, expulsion of customer.

- **54.** -(1) When the lease of a room is terminated the customer shall be bound to vacate the room not later than 12 noon of the day of the departure. A stay beyond such hour, with the approval of indulgence of the hotelier, till 6.00 p.m., shall render the customer liable to pay one half of the charge for accommodation only for the lease of the room for one day. A stay beyond such latter hour shall render the customer liable to pay the whole of the charge for the lease of the room for one day for accommodation only.
- (2) In the event of the customer's refusal to vacate the room occupied by him upon the termination of the lease, the hotelier shall be entitled to expel him and his luggage from the room.

Lease of a specified period.

- **55.** -(1) Where the room has been leased for a specified period the hotelier shall not be entitled to terminate the lease before the expiration of the agreed period, unless the customer:
 - (a) commits a serious breach of the provisions of these Regulations;
 - (b) becomes ill from a contagious or other disease constituting or undoubtedly capable of constituting danger or causing intense nuisance to the other customers of the hotel;
 - (c) acts in a manner contrary to the moral precepts.
- (2) On his own part the customer shall keep his room until the expiration of the agreed period of the lease, and if he does not do so he shall be bound to pay the hotelier by way of compensation a sum equal to one half of the total charge for accommodation only for the remaining days.
- (3) The provisions of paragraph (2) of Regulation 52 as well as Regulation 54 shall also apply to a room leased for a specified period.

Reservation of a room.

- **56.** -(1) Provided the hotelier has vacant rooms he shall be bound to reserve the room applied for personally or by a telephonic, written or telegraphic request, but he shall be entitled to ask for an advance payment not exceeding the rent for one day, during low season, and the charge for accommodation only for a period of three days, during high season.
- (2) In case the hotelier cannot make the reservation, he shall be bound to notify the applicant accordingly, at least 15 days before the customer's date of arrival.

- (3) The customer shall be bound to accept the room reserved by him or through a third person by his authority, unless it is not in accordance with the request.
- (4) As regards the reservations, it shall be necessary to fix the date and as far as possible the exact time of the customer's arrival and to give the full address of the applicant.

Official Gazette Supplement III (I): 11.8.93 (5) In case where the leasing of rooms has been agreed to a group or a person and at the day of arrival of the customers the hotelier cannot provide the number of leased beds due to exceptional and justifiable circumstances or special circumstances, he shall be considered as having fulfilled his obligation, only if he had secured before the customers' arrival an equal number of similar rooms at the nearest possible hotel of the same class situated in the same town, offering the same amenities, upon the same terms of accommodation as offered and published for his own hotel. In such case the hotelier must pay the transport expenses and the likely difference in price between his hotel and the other hotel, without the customer having the right to claim compensation for this alternative arrangement. Otherwise, the hotelier must compensate the customer for the reservation made with the payment of the whole lease for accommodation only for a maximum of three days.

Non- use of a reserved Room.

57. A person who has reserved a room and not used it without notice shall be bound to compensate the hotelier by paying the charge for accommodation only for one day, during low season, and the charge for accommodation only for three days, during high season:

Provided that, the aforementioned obligation shall not exist where the customer notifies the hotelier at least seven days before the date specified for the commencement of the reservation.

Calculation of rent.

- **58.** -(1) For the purposes of calculating the rent payable by the customer, the day of arrival shall be considered as having been spent on the whole in the hotel, irrespective of the actual time of the customer's arrival, whereas the day of departure shall not be taken into consideration provided the customer shall have vacated the room before 12.00 noon.
- (2) If the customer remains in the bedroom after 12.00 noon the provisions of Regulation 54 shall apply.

List of fixed prices.

- **59.** -(1) In every room at a conspicuous place thereof, there shall be a list of the Organisation which shall record the number of the room or suite, the number of beds thereof, the fixed price of leasing the same according to subsection (2) of section 10 of the Law and Regulation 7 of these Regulations, as well as any other particular which may be prescribed by the Board of Directors.
- (2) It shall be prohibited for the hotel to charge greater sums or to grant reductions exceeding those approved by the Organisation and to record false or incorrect particulars or prices in the aforesaid list.

Any person who contravenes the provisions of this paragraph shall be guilty of an offence and shall be liable to the penalties provided by these Regulations.

Price lists of food, beverages and telephone calls. **60.** In every public space of a hotel where food and beverages are served there shall be displayed at a conspicuous place of the said space, price lists of such food and beverages and there shall be available in such spaces price lists thereof. As regards the charge of telephone calls, the hotel shall apply the fees prescribed by the Telecommunications Authority.

Payment of bills.

61. -(1) The bills of the customers shall be settled on presentation.

Official Gazette, Supplement III (I): 11.8.93 (2) If bills are not promptly paid the hotelier may, apart from eviction, hold upon the guest's departure all items kept in safety for him as well as all items brought by him in the hotel except for items worn by him and his accompanying persons, notifying for the purpose within twenty four hours the nearest Police Authority.

Declaration of ill customer.

- **62.** -(1) Where an infection or contagious disease shall occur, the relatives of the patient and the doctor attending him shall forthwith notify the manager of the hotel, the Police Division concerned and the Health Centre, where such centre exists.
- (2) Any person who contravenes the provisions of paragraph (1) shall be guilty of an offence and shall be liable to the penalties provided by these Regulations.

Restoration of damage.

- **63.** -(1) In the event of a customer's illness from an infectious or contagious disease, mental illness or death in the hotel from natural or other causes etc., the hotel-keeper shall be entitled to be compensated by the customer or his beneficiaries for his actual damage suffered or expensed incurred by him for disinfecting the room, replacing the bedding and similar articles.
- (2) The customer of the hotel shall be liable to the full for every damage or loss caused to the hotel by him or his visitors or the staff in his service or other person for whom the guest is responsible (breaking of glass or porcelain articles, wash-basins etc., damage to furniture, carpets, drapery and similar articles), and he shall immediately notify the Manager about every such damage or loss caused.

Obligation of customer. Registration cards.

- **64. -**(1) The customer shall-
 - (a) complete and sign upon entering into the hotel the registration card of customers prescribed by the authorities;
 - (b) deliver his passport if asked to do so by the hotelier;
 - (c) deliver to the reception desk the key of his room every time he leaves the hotel;
 - (d) not receive visitors in the bedrooms unless he notifies the hotel reception therefore.
- (2) The hotelier shall not accept in the hotel customers refusing to complete and sign the aforesaid registration cards, or the delivery of the passport otherwise he shall be guilty of an offence and shall be liable to the penalties provided by these Regulations.

Restrictions of customers and liability of juveniles.

- **65.** -(1) It shall be prohibited for a customer:
 - (a) to bring into the rooms or to use therein any articles which might endanger the life, safety or health of any other customer of the hotel and the persons employed therein or which might constitute a danger to the hotel itself and the furniture and equipment;
 - (b) to use, directly or indirectly, the rooms or the public spaces of the hotel in such manner as to cause a nuisance to the other customers of the hotel;
 - (c) to keep any animal in the hotel without the permission of the hotelier.
- (2) The parents or guardians accompanying a juvenile shall be liable for any contravention of the provisions of these Regulations committed by the juvenile.

Protection of bathers.

- **66.** -(1) Hotels operating on the beach shall be provided with a number of life-savers.
- (2) Hotels with a swimming pool shall occupy a life-guard or suitably trained staff for the purpose of the protection of bathers during the time the swimming pool is in operation.

Conduct of customers and staff, complaints.

- **67.** -(1) Customers having any complaint against any member of the staff shall apply to the person who is hierarchically superior to him or the Manager of the hotel.
- (2) The Manager of the hotel and its staff shall behave with utmost courtesy towards the customers of the hotel and shall display willingness and energy in the performance of their duties. In the event of a complaint by a member of the staff against a customer the former shall report the particular complaint to the person hierarchically superior to him, and, if he shall not be satisfied to the Manager of the hotel, but he shall be expressly forbidden to refer directly to the customer.

PART V SERVICE OF CUSTOMERS, EMPLOYMENT OF STAFF AND SERVICES RENDERED.

Service.

68. The offer of a high standard of services and the variety of meals shall constitute an important factor for the classification and preservation of the class of each hotel. In 5-star and 4-star hotels the service shall be of analogous standard and shall correspond to the class of the hotel.

Structure of the staff.

69. Each business shall, according to the class and capacity thereof, employ the necessary and properly specialised staff for the rendering of services of a satisfactory degree and standard.

Staff uniforms.

70. The staff employed in 5, 4, 3 and 2-star hotels shall invariably wear a uniform appropriate to the specialisation thereof, which shall always be kept in good and clean condition.

Carrying out of work.

71. The work in all parts of the hotel shall be carried out with the greatest care so that the creation, in any way, of nuisance to the customers be avoided.

Meals

- 72. -(1) The offer and composition of the main meals mentioned in Regulation 7(2)(b) shall be according to circular directions of the Organisation depending on the class of each hotel.
- (2) The composition of the meals (lunch and dinner) of all classes of hotels shall include one dish of Cypriot cuisine.

Obligations of the owner of a hotel business.

- **73.** The owner of the hotel business or Manager shall be responsible for:
 - (a) the perfect maintenance of all spaces, furniture and equipment of the hotel;
 - (b) immaculate state of all hotel spaces from the point of cleanliness;
 - (c) the offer of service which is fast and of high standard in all parts of the hotel;
 - (d) the supply of well-prepared and satisfactory meals as regards quality and quantity;

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Official Gazette, Supplement III (I): 11.8.93. Official Gazette, Supplement III (I): 11.8.93. Official Gazette, Supplement III (I): 11.8.93. Official Gazette, Supplement III (I):

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Letting of rooms. Official Gazette, Supplement III (I): 11.8.93.

- (e) the supply of the services and amenities offered and advertised by the hotel;
- (f) the daily cleaning of bedrooms and the supply of sanitary paper and soap;
- (g) the impeccable cleanliness and appearance of clothing and utensils used;
- (h) the supply of clean linen and towels for every new customer;
- (i) the replacement of towels and bed linen as described herein below:
 - (i) daily as regards five star hotels,
 - (ii) every two days for four and three star hotels,
 - (iii) every three days for two and one star hotels;
- (j) the disinfection with suitable spraying of all hotel areas at least twice a year;
- (k) the beautification and decoration of the uncovered area of the building site of the business with the creation of green and gardens and its preservation in a clean aesthetic condition;
- (l) the availability of hotel beds in such a way so as to avoid over bookings beyond the hotel's capacity and the policy of «STOP SALES».
- 74. It shall be prohibited for the owner or Manager of the hotel business-
- (1) to let any rooms or operate any hotel spaces if the building and the space surrounding the hotel have not been completed.
- (2) to let part of the hotel bedrooms with the parallel undertaking by him not to let the remaining beds to other particular persons or Tourist Offices or Travel Agencies (exclusiveness).
- (3) to refuse to offer rooms for the satisfaction of local tourism, if such rooms are available on the day on which the customer applies for the reservation of the room.
 - (4) to adopt the «STOP SALES» policy.
 - (5) to use any non-licensed establishments for accommodating hotel customers.
- (6) to let any rooms or to conclude any agreements for the leasing of beds on a half board or full board basis when the hotel does not have a restaurant or kitchen.
- (7) to let or sublet to persons foreign to the business of restaurants or other establishment categories which may operate in the hotel.

74A. (Repealed)*

Official Gazette, Supplement III (I): 11.8.93. Official Gazette, Supplement III (I): 11.8.93. Official Gazette, Supplement III (I): 11.8.93.

Official Gazette, Supplement III (I): 11.8.93.

Service of internal tourism.
Official Gazette,
Supplement III (I):
11.8.93.
Official Gazette,
Supplement III (I):
8.11.2002.*

*This Regulation shall be repealed at the date of accession of the Republic to the European Union

Reclassification in certain cases.
Official Gazette,
Supplement III (I):
11.8.93.

Official Gazette Supplement III (I): 21.3.80 7.11.80. **75.** Notwithstanding the provisions of Regulation 3-

in the case of contravention of or failure to comply with, the provisions of Regulations 59 and 68 up to 74 or the Convention which regulates the relations between tourist offices and agencies and hotels (as set out in Part II of the Fifth Table of the Tourist Occupations and Associations Regulations 1980), the Board of Directors may proceed to reclassify the hotel in respect of which the contravention has been committed, by placing it in the immediately lower class.

PART VI MISCELLANEOUS

Offences and penalties.

76. Any person who contravenes any of the provisions of these Regulations or omits to comply therewith shall, unless otherwise provided in these Regulations, be guilty of an offence and shall be liable on conviction to imprisonment for a term not exceeding six months or to a fine not exceeding five hundred pounds.

Provisions of Regulations in addition to other provisions. 77. The provisions of these Regulations which are applicable to any matter shall be in addition to any provisions in force for the time being, applicable to the same matter, of any law, regulation, order or any other provision of a statutory nature or the provisions of any public instrument.

Application of Regulations to Lodging Houses.

78. These Regulations, with the exception of Part III thereof, shall apply, *mutatis mutandis*, to existing hotels without star and lodging houses classified according to the provisions of section 25A of the Law.

Relaxations.

79. For the purpose of classification of hotels the Board of Directors may, upon the reasoned recommendation of the Committee approve relaxations of a limited degree of particular Regulations where the existing buildings or existing hotels otherwise exceed the minimum requirements prescribed by these Regulations for classification in one of the classes provided by section 4 of the Law.

Official Gazette, Supplement III (I): 11.8.93.

The Board of Directors may, following the Committee's reasoned recommendation approve relaxation of the Regulations regarding the approval of plans and classification of hotels in rural areas where there is no hotel development and for reasons of promotion of country tourism.

Transitional provisions.

- **80.** -(1) Any classification made pursuant to the repealed Regulations of a hotel in operation or under construction on the date of publication of these Regulations in the official Gazette of the Republic or of the hotels in respect of which an application for classification has been submitted and the architectural plans of which have been approved by the Committee, shall be deemed to be, and be valid as a classification of the same class under these Regulations.
- (2) Any notification made under paragraph (2) of Regulation 8 of the repealed Regulations shall be deemed to be and shall be valid as a classification under paragraph (2) of Regulation 10 of these Regulations.
- P.I. 313/73 Official Gazette, Supplement III (I): 28.12.73

(3) All obligations arising out of the Hotels and Tourist Establishments (Payment of Percentages) Regulations 1973 shall remain in force as if the said Regulations had not been repealed and any investigation relating to the commission of an offence in contravention of the provisions of the said Regulations may be continued and any

proceedings, civil or criminal, before any Court shall not be prejudiced in any way, as if the above mentioned Regulations had not been repealed.

Repeal of the Hotels and Tourist Establishment (General)Regulations of 1974. Official Gazette Supplement III (I): 20.9.74. Repeal of the Hotels and Tourist Establishments (Payment of Percentage) Regulations of 1973. Supplement III (I): 28.12.73.

81. The Hotels and Tourist Establishments (General) Regulations, 1974 and the Hotels and Tourist Establishments (Payment of Percentages) Regulations 1973, are hereby repealed.

FIRST TABLE FORM OF LICENCE

(Regulation 4(2))

Serial Number Number of licence
CYPRUS TOURISM ORGANISATION LICENCE TO OPERATE A HOTEL
Pursuant to the provisions of the Hotels and Tourist Establishments Laws, 1969 to 1985 and the Regulations made thereunder
is hereby granted a licence to operate the premises in
situated atknown as
and classified inconsisting of the ground
floor and floors
bedrooms beds
This licence shall be valid until the 31 st of December
(Fee paid CYP)
Nicosia the19

Director-General Cyprus Tourism Organisation Official Gazette,

Supplement III(I): SECOND TABLE
11.8.93 LICENCE FEES
(Regulation 4(4)

- 1. The fees for a licence to operate a hotel or a lodging house for a period of two years or a part thereof are as follows:
- (a) For hotels other than those prescribed in paragraph (b)
 - (i) 5-star hotel, £6 for every bedroom for the initial licence and £5 for every licence other than the initial one.
 - (ii) 4-star hotel, £5 for every bedroom for the initial licence and £4 for every licence other than the initial one.
 - (iii) 3-star hotel, £4 for every bedroom for the initial licence and £3 for every licence other than the initial one.
 - (iv) 2-star hotel, £80 for the initial licence and £60 for every licence other than the initial one.
 - (v) 1-star hotel, £60 for every initial licence and £45 for every licence other than the initial one.
 - (vi) Without star and lodging houses, £40 for the initial license and £30 for every licence other than the initial one.
- (b) For hotels and lodging houses in hill resorts, 25% of the above fees
- 2. For each copy of a licence there shall be paid a fee of £10.

Official Gazette, THIRD TABLE

Supplement III (I): FEES FOR APPROVAL OF PLANS

11.8.93 (Regulation 15(7))

Fees for approval or renewal of approval of hotels plans-

- (a) For every application submitted for approval of plans of a new hotel:
 - (i) 5-star hotel, £400
 - (ii) 4-star hotel, £300
 - (iii) 3-star hotel, £200
 - (iv) 2-star hotel, £160
 - (v) 1-star hotel, £100
- (b) For every application submitted for renewal of approval of plans of a new hotel, 50% of the above fees
- (c) For every application submitted for approval or renewal of approval of extension plans or alteration of an existing hotel, £100 and £50 respectively.