



MINIMUM STANDARDS and CLASSIFICATION for Tourism Accommodation



Ministry of
Culture and Tourism
TOURISM DIVISION



EIF

Enhanced
Integrated
Framework



**SOLOMON ISLANDS
TOURISM**
QUALITY STANDARDS PROGRAM



This document has been prepared by the Minimum Standards Working Committee:

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15th December 2017*



Foreword

On behalf of the Tourism Department of the Ministry of Culture and Tourism, I am pleased to introduce you to the **Minimum Standards and Classification for Tourism Accommodation**. This document is a key component of the Tourism Quality Standards Program which aims to improve the quality and increase the competitiveness of our domestic tourism sector. The document outlines the processes and procedures of the program and will guide the work of the Tourism Department during the implementation of minimum standards in the tourism sector.

It is well known that tourism has the potential to be one of the most important drivers of our economy. It is also well known that we have some work to do before this goal can be realized. The Solomon Islands National Tourism Development Strategy 2015-2019 outlines the need for improved quality standards in the accommodation sector. Minimum standards is a system that has proven very effective as a tool to lift standards in tourism. Minimum standards will eventually guide all activities within the industry but this document focuses on the accommodation sector, which is the foundation of a healthy tourism sector. The minimum standards program was approved and endorsed by Solomon Islands Cabinet on 12th June 2017.

With the launch of this program we now for the first time have clear national guidelines on key aspects of operating a tourism accommodation. It is a blueprint for the industry on how to achieve international standards. During the roll-out the government will do its part by assisting the industry to meet the standards by providing advice and training. From the private sector side it is important that the operators actively engage in this process. Increased tourism is of the national interest, but the main benefactors will eventually be the tourism operators themselves. I would like to stress that all stakeholders should work together to make this program work, and we in the tourism department look forward to this exciting new chapter in the development of our tourism sector.

This document is the result of the hard work of many people and I would like to express my thanks to everyone who have been part of this process. In particular, members of the Minimum Standards Working Committee Chaired by Ms Savita Nandan, the Deputy Director of Tourism and the Enhanced Integrated Framework (EIF) who contributed financial assistance to the project. A very special thanks to the Australian Volunteer International (AVI) through Mr. Bjorn Svensson who provided the technical inputs and guidance in finalizing the document.

Finally, I also want to acknowledge and thank the accommodation operators who assisted the Tourism Department during the research and development phase of this program.

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Executive Summary

The tourism sector on Solomon Islands has great potential, but remains relatively undeveloped. Visitor numbers are on the increase but are still significantly lower than that of neighbouring countries. There are several factors that acts as barriers to tourism development in Solomon Islands. One important factor that has been overlooked is the lack of quality control and standards in the tourism industry, particularly when it comes to tourism accommodation.

The Tourism Division is addressing quality issues in the tourism sector through the Tourism Quality Standards Program. A key element of this program is the Minimum Standards and Classification for tourism accommodation. Currently there are some 160 accommodation providers operating in Solomon Islands. Out of these only 10 % can be sold to overseas wholesalers by Solomon Islands Visitor Bureau. The remaining 90% fall well below international standards. For this reason improving quality standards in the tourism accommodation sector is a vital component in efforts to improve and increase tourism.

Minimum Standards are a set of measurable criteria that outlines items and services that must be in place for a tourism accommodation to operate according to internationally recognized standards.

Classification is the process by which different types of tourism accommodation are broken down into categories. This document outlines a system where all accommodation providers will be classified into one of 8 categories. Each category caters for a specific market segment and specific minimum standards have been developed for each classification.

This document describes in detail the Minimum Standards and Classification system and how it can be applied to improve quality of the tourism accommodation sector in Solomon Islands. Starting in early 2018 each accommodation establishment will be assessed by specially trained staff from the Tourism Division who will also advice individual businesses on how to improve quality standards.

The objectives of the Minimum Standards program is to enable the destination (SI) to offer quality products and services that is of internationally recognised standards and thus be competitive with the tourism sector of our neighbouring Countries. The expected outcomes of a successful implementation of Minimum Standards in the accommodation sector are increased visitor satisfaction leading to increased visitor arrivals.



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1. Background

The tourism sector on Solomon Islands has great potential, and room for further development. Visitor numbers are on the increase. There are several factors that act as barriers to tourism development in Solomon Islands. However, great efforts are taken to develop and introduce quality control - minimum standard in the tourism industry, particularly in tourism accommodation as the starting point. The quality control measures will spread to other tourism related sectors. This program was approved and endorsed by Solomon Islands Cabinet on 12th June 2017.

Currently there are some 160 accommodation providers operating in Solomon Islands. Out of these only 10 % can be sold to overseas wholesalers by Solomon Islands Visitor Bureau. The remaining 90% of does not meet the quality standards as required by wholesalers. These establishments survive on a handful of direct bookings, locally based tourists and business travellers. Many of these establishments fall well below international standards and needs to upgrade, improve or change in order to survive.

Acceptable standards in tourism accommodation are vital for successful tourism development. Due to the nature of our infrastructure travelling to the provinces can be difficult and expensive. To arrive to a sub-standard room after having spent a lot of money is unacceptable to most tourists. For this reason Minimum Standards for tourism accommodation is a vital component in efforts to improve and increase tourism.

In the past many tourism projects were started with limited knowledge about tourism and the needs and expectations of international visitors. There has also been a lack of planning to ensure the viability of certain tourism projects. Furthermore, many accommodation providers that were once operational have fallen into disrepair due to bad management.

Without proper procedures to guide the tourism sector, quality standards were overlooked. Today, Tourism Division is keen to rectify issues in the tourism sector through a Tourism Quality Standards Program. This document explains how Minimum Standards and Classification processes can be used to overcome one of the barriers facing the tourism sector in SI.

2. Introduction

The Tourism Division of Ministry of Culture & Tourism is the mandated body of the National Government for the tourism sector of Solomon Islands. All Provinces of SI fall under the care and directions of the Tourism Division.

The *Solomon Islands National Tourism Development Strategy 2015-2019* outlines practical and systematic measures that can be made to build the tourism sector. It highlights the need for Minimum Standards and Classification:

“There is no system of quality standards or tourism accreditation currently operating in the Solomon Islands. There is a need to develop and introduce a system of classification and minimum standards across the accommodation sector”.



Minimum Standards are a set of measurable criteria that outlines items and services that must be in place for a tourism accommodation establishment to operate according to internationally recognized quality standards.

Classification is the process by which different types of tourism accommodation are broken down into categories. Common accommodation categories are Hotel, Resort, Motel, etc. Each category caters for a specific market segment and specific minimum standards have been developed for each classification.

This document describes in detail the Minimum Standards and Classification system and its various procedures.

3. Objectives & Outcomes

By implementing Minimum Standards the Tourism Division is working towards the objectives outlined in the National Tourism Development Strategy 2015-2019.

Objectives

- To enable the destination (SI) to offer quality products and services that is of internationally recognised standards.
- To achieve consistency in and quality of SI tourism products and services (TTF Report 2011).
- To be able to provide tourism products that are marketable to international visitors.
- To be competitive with the tourism sector of our neighbouring Countries.

Expected Outcome:

- Tourism Division quality standard measures implemented across industry leading to increased visitor satisfaction.
- Increase in sales of tourism products
- Increase in visitors arrivals

4. Tourism Quality Standards Program

Hence forthwith all actions taken by the Tourism Division aimed at managing and improving quality standards in the tourism industry will fall under the **Solomon Island Tourism Quality Standards Program**.

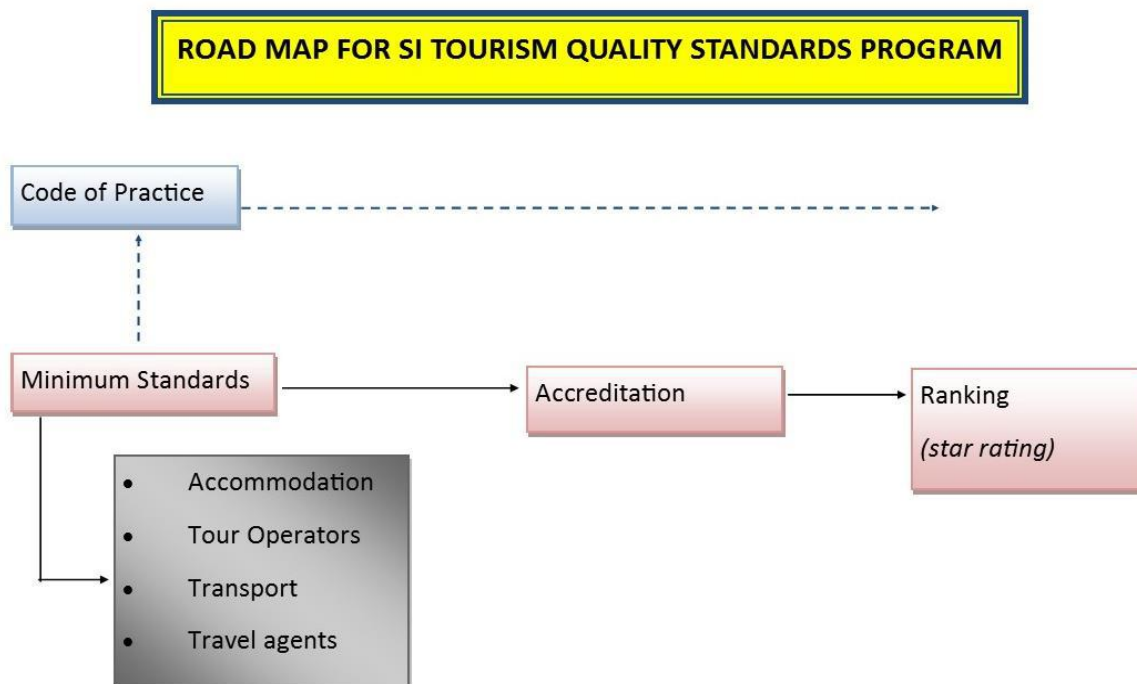
Most countries have systems in place to manage quality standards in the tourism sector. They may differ in detail but overall similar procedures are used. SI tourism quality standards procedures have been developed by careful study of international practises, particularly from our regional neighbours who work within a similar context.

The most important tool in the Tourism quality management process is the Minimum Standards. Introducing Minimum Standards is a vital step towards improving the quality of the accommodation sector. Once successfully implemented Minimum Standards will be developed for other sectors within



the tourism industry, such as tour operators, tourism transport and travel agents. In order for Minimum Standards to be effective it should be linked to legislation and/or business licencing.

Other tools in the quality standards process are briefly outlined here:



- **Code of Practise**
A set of principles guiding the tourism sector. The aim of the Code is to inspire the industry towards higher standards in professionalism, ethics, safety and sustainability. *Proposed roll-out early 2018.*
- **Minimum Standards and Classification**
A set of quality standards criteria that all tourism businesses are required to comply with. Classification is the process of dividing accommodation establishments into categories. *Accommodation sector roll-out early 2018.*
- **Accreditation**
Accreditation is a type of recognition that is awarded to a business that operates on a higher level than the Minimum Standards. Accreditation is often an important marketing tool. *Development planned for 2019.*
- **Ranking (Star-rating)**
Ranking is used when most businesses operate on a level above Minimum Standards and Accreditation. In order to differentiate the level of service and quality a star-ranking system is used. *Development pending result of Minimum Standards and Accreditation phase.*

5. Development phase

The development of this document started in 2015. After numerous research and workshop with stakeholders, the document was revised and finalized towards the end of 2017 by the Minimum Standards Working Committee, consisting of staff from Tourism Division and SIVB. Publicly available documentation from international organisations was carefully examined, in particular the SPTO Accommodation Resource and the Vanuatu Tourism Standards Program. Committee members also consulted with representatives of AAA (Australia) and Samoa.

Early field trips included selected hotels in Honiara where current standards were observed. Once a draft version of the Minimum Standards criteria were completed a pilot assessment was made on two properties in Central Province. In late 2017 MCT staff surveyed 24 accommodation establishments in Honiara to collect data related to classification of accommodation categories (see attached). The information gathered during the pilot study and the surveys were crucial to make sure that this document is relevant and applicable to the accommodation sector in Solomon Islands. (See survey results in Annex 1.1)

6. Classification of tourist accommodation

Classification is the process by which accommodation establishments are broken down into categories according to common characteristics. Each category caters for a specific market segment and standards vary accordingly. The eight classification categories are appropriate for the region and covers all current types of accommodation in Solomon Islands.

Hotel	Resort	Motel	Budget Accommodation	Tourist Bungalow	Ecolodge	Serviced Apartments	Homestay
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(See full classification and accommodation category definitions in Annex 1.1)

Each accommodation category has its own Minimum Standards criteria to reflect the differences in characteristics. For example Hotels and Resorts have more elaborate Minimum Standard requirements than Guesthouses (classified as budget accommodation).

Classification was first introduced by consumer groups to curb misrepresentation in the accommodation sector. Today most tourists are familiar with different types of accommodation labels and what they stand for.

Many properties in Solomon Islands are mislabelled which causes confusion for tourists and travel agents. When tourists book a room, they already have a vision of the type of accommodation they have paid for. If the standards of the accommodation are not up to expectations it causes visitor dissatisfaction. Mislabelling is making it difficult to market SI tourism products on the international market. It is important for accommodation providers to recognise and understand the different types of categories before naming their business. *(See category definitions and key features in Annex 1.1).*

Tourists expect to pay more for categories with high standards and services (Hotels and Resorts) than for other types of accommodation. For this reason choosing the right category is an important factor



in pricing. The price of accommodation should reflect the quality of the establishment and services provided.

As part of the Minimum Standards implementation, accommodation providers will be asked to choose a category for their property. If the characteristics of the property does not correspond with the category they have selected, they have to upgrade or change category.

7. Minimum Standards Processes

The Minimum Standards are sets of requirements that all tourism accommodation providers in Solomon Islands must comply with. Implementation of the minimum standards will bring the accommodation sector up to an internationally acceptable level. This will make Solomon Islands more attractive to tourists and investors. The Minimum Standards are the most important component of the Tourism Quality Standards Process. They cover the key areas necessary for the operation of a successful accommodation establishment. *(Minimum standards criteria for each of the (8) accommodation categories can be found in Annex 2).*

7.1 Core standards

Each accommodation category has its own Minimum Standards requirements to reflect the differences in standards and services. However there are a number of Core criteria that applies to all categories. The Core criteria are mandatory for all accommodation providers.

Legal & Business Requirements:

- Business licence.
- Council/Provincial licence.
- SIVB Licence.
- Manager or staff on call 24 hours.
- Guest registration book.
- Guest invoice book.

Security, Emergency and Safety:

- Security on duty 24 hours and/or staff on property.
- Lockable and secure rooms and safety deposit.
- Fire and emergency evacuation procedures.
- First Aid Kit on the premises.

Accommodation:

- Rooms must be regularly cleaned.
- Mattress, Pillows and linen provided.
- Toilet and Showers clean and in working order.
- Each room must have a light source.
- Provision of safe drinking water.



Establishment:

- Buildings in good state of repair and maintenance.
- Grounds and associated facilities must be well maintained.
- Rubbish is collected and disposed of properly.

7.2 Category specific standards.

Each accommodation category has its own Minimum Standards requirements to reflect the different characteristics. While the whole point of the Minimum Standards is to lift the quality of the accommodation sector it would be impractical to have one set of standards for all categories. There must be room in the market for establishments catering for a range of different type of tourists. For this reason the standards for Hotels and Resorts are considerably higher than that of Budget Guesthouses or Homestays. Category specific standards are more elaborate and detailed than the core standards and have been developed to guide the accommodation sector to provide rooms and services that corresponds with their chosen category. *(Minimum standards criteria for each of the (8) accommodation categories can be found in Annex 2.*

7.3 Size and dimension standards

Size and dimensions of rooms, bathrooms and toilets should be in line with international standards. Size standards differ between categories, for example larger room sizes are required for a Hotel room compared with a Motel. The idea is not that all rooms in SI should look exactly the same but the Minimum Standards set a lower limit for what is acceptable in terms of size.

Many existing establishments have been poorly planned. A common problem is that toilets and showers are too small or have the wrong dimensions. Existing accommodation that does not comply with size standards may apply for assistance to rehabilitate. The feasibility of rehabilitation will be assessed on a case by case basis.

All new accommodations must comply with the size and dimension standards from the commencement of the program onwards. Developers and architects should carefully consult the Minimum Standards criteria for their category before finalizing any plans. *(See accommodation size & dimension minimum standard table in annex 1.2).*

7.4 Minimum Energy Performance Standards

The SIG under the collaborative effort of The Energy, Consumer affairs and Customs Divisions are currently implementing relevant standards to the following electrical appliances:

- Refrigerators and freezers
- Air-conditioners
- Lights

Through this, the SPC member countries have agreed for the adoption of The Australian and New Zealand standards to regulate the above appliances in the country. The minimum energy performance standards and energy labelling enforcement applies to government, private sector

and the general public. All tourism accommodation providers are advised to adhere to the energy performance standards. *(See notice issued by MMERE in Annex 1.3).*

7.5 Recommended standards

The Minimum Standards process is more than regulations and enforcement. It can also be used to guide and assist accommodation providers to better themselves. Therefore the standards documents will also include a set of recommended standards. They are based on international tourism industry best practise standards. The recommendations are above the required standards and are therefore not mandatory. They can be used as guidelines for aspiring businesses that wants to become more competitive.

In the future the recommended standards will be part of Tourism Accreditation, which is the next step in the Tourism Quality Standards process.

8. Assessment Procedures

Assessment of all existing tourism accommodation in SI will be compulsory at commencement of the program. These will be conducted by a minimum of two specially trained staff from the Tourism Division. Apart from extensive training in the Minimum Standards and Classification process the assessors will have brief knowledge about fire safety and health hazards. In case of larger establishments, experts in required areas will be requested to participate.

8.1 Classification procedures

- 1) At the start of the program businesses will be given the opportunity to choose an accommodation category and conduct a self-assessment in order to see if the chosen category is suitable for their establishment.
- 2) Businesses that are uncertain of their category can ask for advice from Tourism Division.
- 3) Businesses that do not communicate which category they belong to will be assessed according to the category used in their business name (i.e. hotel, resort, motel.)
- 4) A business that fails a number of criteria may choose or be advised to downgrade to another category.
- 5) In some cases an establishment include more than one accommodation category. A common example is hotels that also have serviced apartments. In this case each category will be assessed individually, but the overall name/category of the establishment will be based on what the majority of rooms are classified as.
- 6) A business can request a change of category. This is relevant to an operation that have improved its facilities, and want to upgrade from one category to another (for example from motel to hotel). Once the business have been successfully assessed it can start using the new category name.

8.2 Minimum Standards Assessment procedures

- 1) The business is contacted by Tourism Division and informed about a date and time for assessment.



- 2) The assessment is conducted by (minimum 2) specially trained Tourism Division staff who visits the accommodation. A checklist with category specific criteria will be used during the assessment. The owner, manager or appointed staff should assist Tourism Division staff during the assessment.
- 3) Businesses that fail to respond to contact attempts by the Tourism Division within a reasonable time will be subject to on-the-spot assessments.
- 4) If serious misconduct or breach of Minimum Standards is reported to the Tourism Division a business may be the subject of an on-the-spot inspection.
- 5) Once compliant the business will be re-assessed every 2 years.

8.3 Assessment Results

An assessment report will be returned to the business within four weeks. The report will include the following:

- 1) A Minimum standards certificate that is issued to businesses with a satisfactory assessment result. The certificate is valid for two years.
- 2) The checklist used during the assessment including pass/fail marks and comments.
- 3) In case of non-compliance; a list of items that need to be improved in order meet with minimum standards requirements. The report will also contain advice on how to rectify these issues.
- 4) A general assessment of the whole establishment in the form of a strengths, weaknesses, opportunities, threats (SWOT) analysis. This is advice that goes above and beyond the Minimum Standards process. Businesses can use this information to improve certain aspects of their operations in order to become more competitive.
- 5) A hard and soft copy of the report will be stored at the Tourism Division for future reference.

8.4 Compliance

- 1) It is mandatory for new businesses to comply with all the Minimum Standards requirements. Business owners are required to familiarize themselves with the Minimum Standards requirements before opening a new accommodation establishment.
- 2) Businesses that receive funding from the government must comply with all Minimum Standards requirements.
- 3) Business license will be renewed after a satisfactory assessment result and issuing of the Minimum standards certificate. The Minimum standards certificate is valid for two years.

8.5 Non Compliance procedures

- 1) Established businesses that have difficulties to meet the standards will be given a grace period. The time period will be determined by Tourism Division on a case by case basis but should be no longer than 6 months. Tourism Division staff will assist and advise the owner on how to meet the standards requirements.



- 2) Businesses may be advised to change accommodation category to better suit the characteristics of the establishment. If necessary the establishment must change name accordingly.
- 3) An establishment that keeps operating under an incorrect accommodation category name (for example a budget accommodation calling itself a hotel) may lose its business licence.
- 4) An establishment that fails 3 consecutive assessments over a period of one year and does not attempt to rectify issues may lose its business licence.
- 5) In cases of confirmed and ongoing non-compliance the Minimum Standards committee will advise the appropriate authorities to revoke the business licence.

8.6 Exemptions

- 1) Established businesses that fail the minimum size and dimensions standards and is unable to rehabilitate may apply for an exemption. Exemptions will be determined on a case by case basis.
- 2) Established businesses that are unable to meet a particular standard criterion due to special circumstances may apply for an exemption. Exemptions will be determined on a case by case basis.
- 3) A business that is in the process of renovating or expanding can apply for the assessment to be delayed until the upgrade is complete. The delay should be no more than 6 months.

8.7 Appeals

If a business owner disputes the findings of the assessors or takes issue with any aspect of the assessment process an appeal (in writing) should be submitted to the Tourism Division within 30 days. The Minimum Standards committee will assess if the complaint is valid and if there is a need for re-assessment.

9. Awareness campaign

Before assessments begin the tourism accommodation sector will be informed about the Minimum Standards and Classification program and about the upcoming assessments by means of an awareness campaign. Apart from the tourism sector there are other stakeholders that should be informed. The awareness campaign will be conducted as a series of meetings and workshops targeting the various stakeholders. During these events the Minimum Standards and Classification process will be explained in detail. Stakeholders that are not able to attend will receive information via other channels. The following stakeholders will be included in the awareness process:

- 1) Tourism Division; all staff must have a detailed understanding about the Minimum Standard & Classification process and will help spread awareness through their interactions with the tourism sector. Selected staff will be trained to conduct assessments.
- 2) Provincial Tourism Offices; provincial staff will assist with the awareness campaign in the provinces.

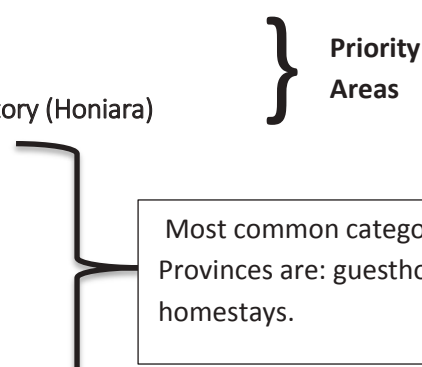
- 3) Relevant Government Organisations; City Council, Provincial Governments, Ministry of Commerce, Finance, Planning, etc.
- 4) Solomon Islands Visitor Bureau (SIVB).
- 5) Tourism accommodation establishments.
- 6) Tourism Sector (other than accommodation): tour operators, travel agents, airlines, etc.
- 7) Tourism & Hospitality Training Providers: SINU, APTC, Don Bosco, Rural training centres, etc.
- 8) Tourism Developers: building contractors, architects, banks, etc.
- 9) Donors funding tourism projects: EIF, World Bank, ADB, IFC, etc.
- 10) Organisations and programs involved in the tourism sector: SICCI, Strongim Bisnis, etc.
- 11) Media: Newspapers, Radio, TV, web and International web based tourism media.

Once the campaign has started all the necessary information related to the Minimum Standards program should be available on request from the Tourism Division.

The most important document will be the information brochure about Minimum Standards and the category specific Minimum Standards criteria that accommodation providers need to read before they are assessed. These will be available both as hard copy (from the Tourism Division office) or soft copy (via e-mail). For easy access all information relevant to the Minimum Standards process should be available at MCT. Further progress will see developing a website with downloadable forms and checklists which will facilitate the awareness and implementation of the minimum standards program.

10. Implementation

The implementation of the Minimum Standards and the assessment process will be staggered, starting in areas with high concentration of accommodations. Tourism Division have ranked provinces according to their level of tourism development. Assessments will start in high priority areas and then proceed to provinces with less tourism development.

- | | |
|---|--|
| <ol style="list-style-type: none"> 1) Western province 2) Central Province 3) Guadalcanal and Capital Territory (Honiara) 4) Malaita Province. 5) Isabel Province. 6) Makira – Ulawa Province. 7) Renbel & Belona Province. 8) Temotu Province. 9) Choiseul Province. |  |
|---|--|

Western Province has some of the most developed tourism products in SI. Many visitors here are actual tourists (coming to SI for leisure) rather than locally based tourists (expats). There are advanced plans for direct flights from Australia to Munda starting in 2018. For this reason accommodations in the area should be brought up to minimum standards as soon as possible. Assessments should start in the Munda/Gizo area and then move on to the Marovo area.



Central province have several accommodation establishments catering for international tourists. There is also a lot of weekend traffic from locally based tourists.

Honiara have the highest concentration of accommodation in SI. The majority of guests are international business travellers and local interprovincial travellers. While there are several Hotels of high standard in Honiara many smaller establishments fall below minimum standards. Guadalcanal Province have two areas with tourist accommodation, mainly frequented by locally based tourists: the coastline west of Honiara and the eastern tip of Guadalcanal (Marau).

It is estimated that roll-out of the minimum standards program will take most of 2018. To avoid unnecessary delays it important that funds released in a timely manner to cover the travel expenses for the assessment team. Inclement weather and the availability of transport may also affect the implementation process. It also important to consider that some areas will have to be revisited. Mainly because some establishments that are struggling to meet the minimum standards will have to be re-assessed. As assessments get underway the team will increasingly spend time on report writing, advising and communicating with accommodation providers. It is estimated that the roll-out will be a full time job for 2-3 staff for the entirety of 2018.



Annex 1.1

Classification and Accommodation Category Definitions

Accommodation	Definition	Features	Services
HOTEL	A Hotel provides accommodation in quality rooms with ensuite bathrooms. It should include a reception, restaurant, daily housekeeping and parking. Better hotels may offer facilities for recreation & conferences.	<ul style="list-style-type: none"> • Several different room types. • Ensuite bathrooms with shower. • Air-condition & Television. • Parking. 	<ul style="list-style-type: none"> • Restaurant & bar services. • Reception & security on duty 24 h. • Room cleaned daily. • Laundry service.
RESORT	Resorts offer similar facilities and services of a hotel but focus on providing enjoyable and memorable experiences for visiting tourists. They are usually located in a scenic location and offer many opportunities for recreational activities.	<ul style="list-style-type: none"> • Larger rooms than a standard hotel. • Ensuite bathrooms with shower. • Gardens and common areas more extensive than a hotel. 	<ul style="list-style-type: none"> • Restaurant & bar services. • Staff available during daytime. • Room cleaned daily. • A range of recreational activities on offer.
MOTEL Transit Hotel	Motels are roadside hotels with parking facilities near the room. Motels are similar to Hotels but offer less guest comforts and services. In Solomon Islands Motels are also used by interprovincial travellers and are often located near ports and airports.	<ul style="list-style-type: none"> • Parking. • Ensuite bathrooms with shower. • May include simple self-catering facilities. 	<ul style="list-style-type: none"> • Reception on duty daytime. • Security on duty 24 h. • Room cleaned daily. • Laundry service or shared laundry facilities.
BUDGET Guesthouse, Inn, Lodge, Backpacker, Hostel and Bed & Breakfast.	Budget accommodation offers simple and inexpensive lodging, often with shared facilities. Rooms can be private or shared. May serve simple meals or have shared kitchens with communal eating areas for guests.	<ul style="list-style-type: none"> • Bathrooms and showers may be shared. • Shared kitchen facilities. • Common room/area for guests. 	<ul style="list-style-type: none"> • Staff present during daytime. • Security on duty night-time.



TOURIST BUNGALOW Beach Bungalow, Water bungalow, Villa and Traditional house.	Tourist bungalows are detached houses usually containing one or two rooms. Typically bungalows are built in scenic locations raised on stilts with a front porch. They are used by holiday makers. A bungalow operation is similar to a resort, but smaller and with less facilities.	<ul style="list-style-type: none"> • View from Bungalow overlooks scenic area such as beach, ocean or mountains. • Bungalows consists of detached house with front porch/balcony 	<ul style="list-style-type: none"> • Meals provided or meals available in the near vicinity. • May include self-catering. • Staff available during daytime. • Room cleaned daily.
ECOLOGDGE	Ecolodges are designed to have the minimum possible impact on the natural environment in which it is situated. It is often built in remote locations using natural materials and traditional design. Visitors are offered a range of natural and cultural experiences.	<ul style="list-style-type: none"> • Building materials usually traditional and/or natural. • Décor often reflect local customs and environments. • Operate along the principles of sustainability. 	<ul style="list-style-type: none"> • Meals provided. • Offer activities where visitors can experience and learn about the environment and culture of Solomon Islands.
SERVICED APARTMENT Self-contained units/rooms	Serviced apartments have more space and greater room amenities than a standard hotel. It has its own kitchen, lounge, bathroom and one or two bedrooms. Housekeeping services are provided. Serviced apartment are typically used by visitors who stay for longer periods	<ul style="list-style-type: none"> • Larger than standard Hotel rooms. • More amenities than a Hotel room. • Private kitchen facilities. • Fully furnished. • Air-condition & Television. 	<ul style="list-style-type: none"> • Reception on call 24 h. • Security on duty 24 h. • Housekeeping services available. • May include the use of recreational facilities and common areas.
HOMESTAY	Homestays are accommodation provided by families who offer one or more rooms in their house as lodging. Apart from lodging meals are also provided, and guests typically share meals with the family. Home stays are popular with students and visitors who wants to immerse themselves in the local culture.	<ul style="list-style-type: none"> • Rooms for guest located inside family home. • Homestays should accommodate a maximum of 6 guests. 	<ul style="list-style-type: none"> • Meals are provided and guests usually eats with family. • Guests experience local life through interactions with host family



Annex 1.2

Accommodation Size & Dimension Minimum Standards

Note: the following measurements are MINIMUM STANDARDS size requirements. It is recommended that new establishments add 20-50 % to these measurements.

ACCOMODATION CATEGORY	Room Size m ² (Including wardrobe space)	Bathroom (Toilet & Shower)	Room Height	Minimum Clearance around Bed - (2 sides)
HOTEL	12 m ² Minimum width 3 m	4 m ² Width min. 1.8 m	2.4 m (2 m for slanting roof at lowest point)	70 cm
RESORT	14 m ² Minimum width 3 m	4 m ² Width min. 1.8 m	2.4 m (2 m for slanting roof at lowest point)	80 cm
MOTEL	Single 8 m ² . Min width 2.5 m Double 10 m ² . Min width 2.7 m	3m ² Width min. 1.5 m	2.4 m (2 m for slanting roof at lowest point)	60 cm
BUDGET	Single 6 m ² . Min. width 2 m Double 9 m ² . Min width 2.7 m	3 m ²	2.4 m (1.8 m for slanting roof at lowest point)	60 cm
TOURIST BUNGALOW	12 m ² Minimum width 3 m	3 m ² Width min. 1.5 m	2.4 m (1.8 m for slanting roof at lowest point)	70 cm
ECOLOGDE	12 m ² Minimum width 3 m	3 m ² Width min. 1.5 m	2.4 m (1.8 for slanting roof at lowest point)	70 cm
SERVICED APARTMENT	Bedroom 12 m ² Minimum width 3 m Kitchen/living room 16 m ²	3 m ² Width min. 1.5 m	2.4 m (2 m for slanting roof at lowest point)	70 cm
HOMESTAY	Single 6 m ² . Min. width 2 m Double 9 m ² . Min width 2.7 m	3 m ²	2.3 m (1.8 m for slanting roof at lowest point)	60 cm

Annex 1.3

Minimum Energy Performance Standards



PUBLIC NOTICE

From: Ministry of Mines, Energy and Rural Electrification (MMERE)

To: Government Ministries, Importers, Wholesalers, Retailers and the General Public

MINIMUM ENERGY PERFORMANCE STANDARDS AND ENERGY RATING LABELING ENFORCEMENT

The SIG under the collaborative effort of The Energy, Consumer affairs and Customs Divisions are currently implementing relevant standards to the following Electrical appliances:

1. Refrigerators and freezers
2. Air-conditioners
3. Lights

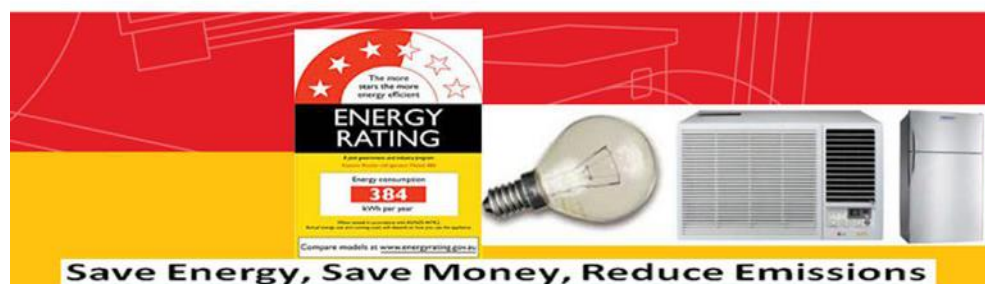
Through this, the SPC member Countries have agreed for the adoption of The Australian and New Zealand Standards to regulate the above appliances in the country.

All procurement government departments and the General public are hereby advised to adhere to this notice as appliance that do not meet the above standard will not be permitted to enter the country or to be offered for sale in shops.

Stakeholders are therefore advised to **REGISTER** any of the above regulated products they intend to import and/or currently being offered for sale in the country with the Energy division – Ministry of Mines & Energy. For more information contact us on:

Ministry of Mines, Energy and Rural Electrification (Energy Division). Phone: (677) 21522/21525

Fax: (677) 25811, Mob: (677) 7442955, Email: RBapo@mmere.gov.ab.



HOTEL ACCOMMODATION

Minimum Standards Criteria

Description

A hotel provides accommodation in quality rooms with ensuite bathrooms. Typically there are a several different room types on offer. Hotels have numerous amenities and services available to guests. It should include a reception, restaurant, bar, daily housekeeping and parking. Better hotels often have facilities for recreation & conferences.

Key features

- Several different room types
- Ensuite bathrooms with shower
- Air-condition & Television
- Parking

Services

- Restaurant & bar services
 - Reception & security on duty 24 hr
 - Daily room cleaning Local context
-

Local Context

Hotels in Solomon Islands are mainly located in Honiara with a few in provincial capitals. They are frequented by both business travelers and tourists. Hotels in Solomon Islands typically have between 30 to a 100 rooms. It is common for hotels to also offer long term rentals (serviced apartments or self-contained units) for expats working in Solomon Islands.

Minimum Standards

Hotels have the highest minimum standards requirements of all accommodation categories. A hotel that fails to fulfil the minimum standards criteria can downgrade to the 'motel' category.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
1.1.1	Business reg.	Business registration certificate up to date	Core
1.1.2	Business license	Provincial or City council business license up to date and displayed	Core
1.1.3	SIVB license	Up to date. Compliant with bed levy regulations	Core
1.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
1.2.1	Communication	Business can be contacted by phone/mobile/email	Core
1.2.2	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay	Core
1.2.3	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
1.2.4	Guest register	A register of current guests (who stays in what room)	Mandatory
1.2.5	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
1.2.6	Staff uniform	All front of house staff	Mandatory
1.2.7	Staff training	All staff receive training in the area of work	Mandatory
1.2.8	Room types	Guests can choose between different type of rooms	Mandatory
1.2.9	Name signage	Name of business clearly displayed on property	Mandatory
1.2.10	Hotel classification	Establishment has the characteristics of a hotel offering quality rooms and facilities for business travelers and tourists	Mandatory
1.2.11	Receipts	Upon payment guest are provided with a receipt	Mandatory
1.2.12	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
1.2.13	Credit cards	Major credit cards accepted	Mandatory
1.2.14	Name tags	Staff wear name & position tags, particularly key staff	Recommended
1.2.15	Online booking	Booking possible via website or booking platform	Recommended
1.2.16	Web marketing	Dedicated website promoting establishment	Recommended
1.2.17	Social media	Active on relevant social media platforms	Recommended
1.2.18	Brochure	Informative brochure promoting establishment	Recommended
3. FRONT OFFICE & LOBBY			
1.3.1	Duty manager	Manager or appointed staff contactable 24 hours	Core
1.3.2	Reception	Clean and tidy with proper counter	Mandatory
1.3.3	Reception hours	Manned 7 am to 11 pm, preferably 24 hours	Mandatory
1.3.4	Receptionist	Receptionists speak English and Pijin	Mandatory
1.3.5	Safe deposit	Safe deposit available for guest (not mandatory if guestrooms have safe)	Mandatory
1.3.6	Luggage storage	Short term luggage storage available for guests	Mandatory
1.3.7	Luggage handling	Staff available to bring luggage to guest room	Mandatory
1.3.8	Guest access	Once checked-in guest have access to hotel 24 hours	Mandatory
1.3.9	Room tariffs	Room tariffs for different room categories displayed or available on request	Mandatory
1.3.10	Wi-Fi	Wi-Fi for guests (Honiara based hotels only)	Mandatory
1.3.11	Toilet	Male/female toilets available for guests in lobby area	Mandatory
1.3.12	Seating	Adequate seating for reception/lobby area	Mandatory
1.3.13	Tables	Adequate tables for reception/lobby area	Mandatory
1.3.14	Lighting	Adequate natural and artificial lighting	Mandatory
1.3.15	Cleanliness	Reception and lobby area is neat and clean	Mandatory
1.3.16	Information board	Well displayed and informative	Recommended

HOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

1.3.17	Tour information	Tour desk, or tours/activities information board/brochures with booking information	Recommended
1.3.18	Decoration/art	Artwork, sculptures or images on display	Recommended
1.3.19	Plants	Decorative plants in good conditions	Recommended
1.3.20	Telephone	House/public telephone available	Recommended
1.3.21	Umbrella	Umbrella in every room or in reception	Recommended
4. EMERGENCY, SAFETY & SECURITY			
1.4.1	Natural disasters	Evacuation plans for disasters such as tsunami/ cyclone/earthquake available to guests	Core
1.4.2	Fire exits	Information on fire exits and evacuation routes are clearly posted	Core
1.4.3	First aid kit	First aid kit available and well stocked	Core
1.4.4	Security	Uniformed security staff on duty 24 hours	Mandatory
1.4.5	Fire safety	Appropriate fire extinguishing equipment available	Mandatory
1.4.6	Fire alarm	Fire alarm, either manual or connected to smoke alarm	Mandatory
1.4.7	Staff preparedness	Staff understand evacuation plans and how to use emergency equipment	Mandatory
1.4.8	Emergency lights	Emergency lighting available for power outages	Mandatory
1.4.9	Safe environment	Care is taken in the operation and maintenance of facilities to ensure a safe environment for guests and staff at all times	Mandatory
1.4.10	Lifesaving equipment	If the hotel has a pool, beach or jetty there should be lifesaving equipment in close proximity	Mandatory
1.4.11	Staff training	First aid training of at least one staff	Mandatory
1.4.12	Staff safety	Staff equipped with safety gear during hazardous work (helmet, goggles, boots, gloves, facemask, etc.)	Mandatory
1.4.13	Emergency drill	Staff training in emergency and evacuation procedures (twice yearly)	Recommended
5. GUEST ROOMS			
1.5.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
1.5.2	Mattress	Good quality mattress with mattress protection	Core
1.5.3	Pillow	2 clean pillows for each sleeping position	Core
1.5.4	Linen	Clean sheets and pillow cases in good condition	Core
1.5.5	Lighting	Sufficient lighting and switches in working order	Core
1.5.6	Security	Room secure against unauthorized entry	Core
1.5.7	Curtain/blinds	When closed the curtains/blinds should ensure privacy	Core
1.5.8	Room size	Minimum room size 12 m ² . Minimum width 3 m. Space around bed minimum 70 cm	Mandatory
1.5.9	Room height	2.4m, 2 m for slanting roof at lowest point	Mandatory
1.5.10	Laundry basket	Laundry basket/bag in each room	Mandatory
1.5.11	Housekeeping	Daily housekeeping. Sign to hang on door (do not disturb/clean my room)	Mandatory
1.5.12	Bedside lamps	Lamp with sufficient lighting to read next to each bed	Mandatory
1.5.13	Power socket	Sufficient and available power sockets in strategic locations: next to each bed and next to desk	Mandatory
1.5.14	Air condition	In working order with remote temperature control	Mandatory
1.5.15	Television	With a selection of channels. Remote control in room	Mandatory
1.5.16	Door lock	Keys or key cards are available for each guest. Latch or double lock from inside as additional security	Mandatory
1.5.17	Mini fridge	Clean and in good condition	Mandatory
1.5.18	Electric kettle	Hot water boiler, coffee/ tea & sugar/milk	Mandatory
1.5.19	Crockery	Two cups, spoons and glasses	Mandatory
1.5.20	Desk & chair	Writing table minimum size 30 x 60 cm with chair	Mandatory
1.5.21	Night stand	Small bedside table or shelving next to each bed	Mandatory
1.5.22	Wardrobe	Sufficient size with adequate number of hangers (+ 8)	Mandatory
1.5.23	Waste bin	Clean and of sufficient size	Mandatory

HOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

1.5.24	Balcony/veranda	(If applicable) outdoor area has lighting, 2 chairs, 1 table and an ashtray	Mandatory
1.5.25	Iron/Ironing board	In room or available on request	Recommended
1.5.26	Internet	Internet accessibility in room	Recommended
1.5.27	Fan	Clean and in good condition	Recommended
1.5.28	Decoration/art	Room decoration; framed art, images or decor	Recommended
1.5.29	Telephone	Telephone with external line	Recommended
1.5.30	Information book	Guest information booklet in each room	Recommended
1.5.31	Room safe	Secured and in good condition	Recommended
1.5.32	Luggage rack	Sufficient size and in good condition	Recommended
1.5.33	Mirror	Full length mirror behind door or next to wardrobe	Recommended
1.5.34	Insect screen	Windows and doors equipped with insect screen	Recommended
1.5.35	Insect repellent	Coil or spray available on request	Recommended
1.5.36	Mosquito net	Bed nets available in each room (on request)	Recommended
1.5.37	Mini bar	Drinks and snacks for sale in room	Recommended
1.5.38	Wheelchair access	Offer rooms adapted for wheelchair access	Recommended
6. BATHROOMS			
1.6.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
1.6.2	Toilet	Working toilet with seat	Core
1.6.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
1.6.4	Wash-basin	Working wash basin in good condition	Core
1.6.5	Bathroom size	Minimum bathroom area (incl. shower) 4 m ² . Minimum width 1.8m	Mandatory
1.6.6	Ensuite	Each guest room shall have its own toilet and shower	Mandatory
1.6.7	Water supply	24 hour supply of hot/cold water	Mandatory
1.6.8	Toilet brush	Clean toilet brush next to toilet	Mandatory
1.6.9	Shower	Working shower with shower head	Mandatory
1.6.10	Shower curtain	Clean shower curtain or door in place	Mandatory
1.6.11	Floor	Well drained non-slip floor with bath mat	Mandatory
1.6.12	Lighting	Working lights and switches	Mandatory
1.6.13	Power socket	Located near mirror	Mandatory
1.6.14	Mirror	Mirror positioned above wash basin	Mandatory
1.6.15	Waste bin	Lined waste bin, preferably with lid	Mandatory
1.6.16	Door	Lockable bathroom door	Mandatory
1.6.17	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
1.6.18	Shelf	Shelf or tray for toiletries	Mandatory
1.6.19	Bath towel	Clean and in good condition	Mandatory
1.6.20	Hand towels	Clean and in good condition	Mandatory
1.6.21	Toiletries	Soap and shampoo for new guests and replaced when finished for long term guests	Mandatory
1.6.22	Bath tub	Clean and in good condition	Recommended
1.6.23	Hair dryer	Clean and in good condition	Recommended
7. RESTAURANT			
1.7.1	Menu	A good selection of international dishes	Mandatory
1.7.2	Menu options	Options in consideration of dietary requirements (allergies, vegetarian, religious)	Mandatory
1.7.3	Breakfast	Served at appropriate times for at least two hours	Mandatory
1.7.4	Chairs & tables	In good condition and sufficient for venue	Mandatory
1.7.5	Cleanliness	Clean, tidy and odor free	Mandatory
1.7.6	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
1.7.7	Lighting	Sufficient lighting in working order	Mandatory
1.7.8	Crockery	Tableware and linen clean and of good quality	Mandatory

HOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

1.7.9	Toilet	Male/female toilets in working order no more than 50 meters from the restaurant	Mandatory
1.7.10	Local food	Local food items included and promoted in menu	Recommended
8. BAR			
1.8.1	Liquor permit	Up to date and in compliance with regulations	Mandatory
1.8.2	Cleanliness	Clean, tidy and well maintained	Mandatory
1.8.3	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
1.8.4	Chairs & tables	In good condition and sufficient for venue	Mandatory
1.8.5	Lighting	Sufficient lighting in working order	Mandatory
1.8.6	Spirits & liquor	A selection of spirits and liquor including the ingredients to popular drinks & cocktails	Mandatory
1.8.7	Wine	A selection of both red and white wines	Mandatory
1.8.8	Beer & soft drinks	A selection of popular beer and soft drinks	Mandatory
1.8.9	Refrigeration	Drinks are adequately chilled	Mandatory
1.8.10	Ice	Ice made from clean drinking water available	Mandatory
1.8.11	Hot drinks	Hot drinks (coffee & tea) available	Mandatory
1.8.12	Bar menu	Cocktails & drinks menu	Mandatory
1.8.13	Bar tender	Able to prepare popular drinks and cocktails	Mandatory
1.8.14	Drink glasses	A selection of clean glasses for different types of drinks	Mandatory
1.8.15	Ashtray	Emptied regularly and placed in designated smoking area.	Mandatory
1.8.16	Security	Security on duty (or available) during peak hours	Mandatory
1.8.17	Toilet	Male/female toilets in working order no more than 50 meters from the bar	Mandatory
1.8.18	Bar snacks	A selection of snacks available at the bar	Recommended
9. KITCHEN			
1.9.1	Food safety	Food prepared by hotel must comply with national food hygiene requirements	Mandatory
1.9.2	Cleanliness & hygiene	All areas of the kitchen observe high level of hygiene and cleanliness	Mandatory
1.9.3	Food storage	Food storage area clean and rodent free	Mandatory
1.9.4	Kitchen equipment	All kitchen equipment is clean, in good condition and safe to operate	Mandatory
1.9.5	Refrigeration	Fridge and freezer in good condition with different types of food kept separately and at right temperature	Mandatory
1.9.6	Kitchen sink	Clean and in working order (minimum 2)	Mandatory
1.9.7	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
1.9.8	Ventilation	Good ventilation	Mandatory
1.9.9	Drainage	Kitchen drains should be covered and connected to the drainage system of the building	Mandatory
1.9.10	Waste bins	Clean bins with liner and lid	Mandatory
1.9.11	Crockery	Properly cleaned between use	Mandatory
1.9.12	Sanitation equipment	Appropriate product and stored away from food	Mandatory
1.9.13	Fire safety	Fire fighting equipment available in kitchen	Mandatory
10. GUEST SERVICES			
1.10.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
1.10.2	Laundry service	Clean, dry and ironed laundry returned within 24 hours	Mandatory
1.10.3	Room service	Food and beverages delivered to room (7am to 10 pm)	Mandatory
1.10.4	Wake-up service	Alarm/call/wake up service (at least one)	Mandatory
1.10.5	Taxi service	Taxi and/or airport transfer available on request	Mandatory
1.10.6	Tour services	A range of tours on offer, or brochures stand and contact with tour operators provided	Recommended
1.10.7	Conference	Conference and meeting rooms incl. AV equipment	Recommended

HOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

1.10.8	Entertainment	Cultural performance and/or musical entertainment	Recommended
1.10.9	Recreation	Recreational facilities such as pool, gym or spa	Recommended
1.10.10	Shop	Shopping facilities on the premises	Recommended
1.10.11	Baby sitting	Child care service available for guests	Recommended
11. BUILDING, GROUNDS & MAINTAINENCE			
1.11.1	Building facade	In good state of repair	Core
1.11.2	Maintenance procedures	There is ongoing maintenance of buildings, facilities and equipment. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
1.11.3	Storage	Building material, machinery and equipment is not stored in guest areas	Mandatory
1.11.4	Generator	If using generator noise level is acceptable	Mandatory
1.11.5	Power supply	Back-up generator available in cases of power outage	Mandatory
1.11.6	Free parking	(If applicable) sufficient space, clean, safe and without potholes	Mandatory
1.11.7	Access roads	(If applicable) road is clean and unobstructed with no potholes	Mandatory
1.11.8	Jetty	(If applicable) safe and in good condition	Mandatory
1.11.9	Landscaping	Well-designed landscaping suitable for establishment	Mandatory
1.11.10	Foot paths	Hard surface footpath between rooms and buildings	Mandatory
1.11.11	Outdoor lighting	Adequate lighting in areas accessible by guests	Mandatory
1.11.12	Grounds	Grounds are well maintained, neat and tidy	Mandatory
1.11.13	Signage	Proper and clear signage (rooms, restaurants, emergency exit, etc.)	Mandatory
1.11.14	Staff areas	Staff & work areas clearly separated from guest areas	Mandatory
1.11.15	Swimming pool	(If applicable) In good condition with clear water	Mandatory
1.11.16	Wheelchair access	Entrance and communal areas accessible by wheel chair	Recommended
12. ENVIRONMENTAL MANAGEMENT			
1.12.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (new appliances)	Core
1.12.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
1.12.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
1.12.4	Waste disposal	Rubbish is collected and disposed of properly	Core
1.12.5	Noise pollution	Noise must be kept at acceptable levels, especially at night. Avoid excessive noise from machinery or entertainment venues	Core
1.12.6	Odor	No unpleasant odors in guest areas	Core
1.12.7	Rubbish bins	Sufficient rubbish bins strategically placed throughout the facility. Emptied regularly before overflowing	Mandatory
1.12.8	Recycling	Recyclable materials are separated from rubbish and stored separately	Mandatory
1.12.9	Environmental policy	Comprehensive environmental policy in place	Recommended
1.12.10	Certification	Accredited with green/environmental hotel scheme	Recommended
1.12.11	Water saving	Water saving measures and policies in place	Recommended
1.12.12	Rain water harvesting system	Rain water harvesting system installed	Recommended
1.12.13	Solar power	Solar panels used to generate power	Recommended
1.12.14	Compost	Green waste composted and used in gardens rather than burned	Recommended

RESORT ACCOMMODATION

Minimum Standards Criteria

Description

Resorts offer similar facilities and services of a hotel but focus on providing enjoyable and memorable experiences for visiting tourists. They are usually located in scenic locations and offer many opportunities for recreational activities.

Key Features

- Larger rooms than a standard hotel
- Ensuite bathrooms with shower
- Gardens and common areas are more extensive than a hotel

Services

- Restaurant & bar services.
 - Staff available during daytime.
 - Daily room cleaning.
 - A range of recreational activities on offer
-

Local Context

Resorts in Solomon Islands are mainly located in scenic coastal locations throughout our islands. They are designed for and mainly frequented by holiday makers. Resorts in Solomon Islands are often called 'beach' or 'island' resorts and focus on water sports such as diving, fishing or surfing.

Minimum Standards

Resort has similar standards to that of a hotel. The difference is that while a hotel focuses on comfortable accommodation and good service, a resort focus on relaxation, leisure and recreational activities. A resort that fails to fulfil the minimum standards criteria can downgrade to either 'tourist bungalow' or 'budget' category.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
2.1.1	Business reg.	Business registration certificate up to date	Core
2.1.2	Business license	Provincial or City Council business license up to date and displayed	Core
2.1.3	SIVB license	SIVB license up to date. Compliant with bed levy regulations	Core
2.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
2.2.1	Communication	Business can be contacted by phone/mobile/email	Core
2.2.2	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay	Core
2.2.3	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
2.2.4	Guest register	A register of current guests (who stays in what room)	Mandatory
2.2.5	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
2.2.6	Staff uniform	All front of house staff	Mandatory
2.2.7	Staff training	All staff receive training in the area of work	Mandatory
2.2.8	Room types	Guests can choose between different type of rooms	Mandatory
2.2.9	Name signage	Name of business clearly displayed on property	Mandatory
2.2.10	Resort classification	Resort has at least one major attraction/activity that classifies it as a resort (beach, diving, spa, casino, etc.)	Mandatory
2.2.11	Receipts	Upon payment guest are provided with a receipt	Mandatory
2.2.12	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
2.2.13	Credit cards	Major credit cards accepted	Recommended
2.2.14	Name tags	Staff wear name & position tags, particularly key staff	Recommended
2.2.15	Online booking	Booking possible via website or booking platform	Recommended
2.2.16	Web marketing	Dedicated website promoting the resort	Recommended
2.2.17	Social media	Active on relevant social media platforms	Recommended
2.2.18	Brochure	Informative brochure promoting the resort	Recommended
3. FRONT OFFICE & LOBBY			
2.3.1	Duty manager	Manager or appointed staff contactable 24 hours	Core
2.3.2	Reception	Clean and tidy with proper counter	Mandatory
2.3.3	Reception hours	Manned 7 am to 11 pm, preferably 24 hours	Mandatory
2.3.4	Safe deposit	Safe deposit available for guest (not mandatory if guestrooms have safe)	Mandatory
2.3.5	Luggage handling	Staff available to bring luggage to guest rooms	Mandatory
2.3.6	Room tariffs	Room tariffs for different room categories displayed or available on request	Mandatory
2.3.7	Toilet	Male/female toilets available for guests in lobby area	Mandatory
2.3.8	Seating	Adequate seating for reception/lobby area	Mandatory
2.3.9	Tables	Adequate tables for reception/lobby area	Mandatory
2.3.10	Lighting	Adequate natural and artificial lighting	Mandatory
2.3.11	Cleanliness	Reception and lobby area is neat and clean	Mandatory
2.3.12	Wi-Fi	Wi-Fi for guests	Recommended
2.3.13	Luggage storage	Short term luggage storage available for guests	Recommended
2.3.14	Information board	Well displayed and informative	Recommended
2.3.15	Tour information	Tour desk, or tours/activities information board/brochures with booking information	Recommended

RESORT ACCOMMODATION - MINIMUM STANDARDS CRITERIA

2.3.16	Lobby decor	Artwork, sculptures or images on display	Recommended
2.3.17	Plants	Decorative plants in good conditions	Recommended
2.3.18	Telephone	House/public telephone available	Recommended
2.3.19	Umbrella	Umbrella in every room or in reception	Recommended
4. EMERGENCY, SAFETY & SECURITY			
2.4.1	Natural disasters	Evacuation plans for disasters and information about assembly point available to guests	Core
2.4.2	Fire exits	Information about fire exits clearly posted (where applicable)	Core
2.4.3	First aid kit	First aid kit available and well stocked	Core
2.4.4	Security	Security staff on duty nighttime	Mandatory
2.4.5	Fire safety	Appropriate fire extinguishing equipment available	Mandatory
2.4.6	Staff preparedness	Staff understand evacuation plans and how to use emergency equipment	Mandatory
2.4.7	Emergency lights	Emergency lighting available for power outages	Mandatory
2.4.8	Safe environment	Care is taken in the operation and maintenance of facilities to ensure a safe environment for guests and staff at all times	Mandatory
2.4.9	Life jackets	(If applicable) resort operated boat equipped with life jackets in good conditions for all passengers	Mandatory
2.4.10	Lifesaving equipment	If the hotel has a pool, beach or jetty there should be lifesaving equipment in close proximity	Mandatory
2.4.11	Staff training	First aid training of at least one staff	Mandatory
2.4.12	Staff safety	Staff equipped with safety gear during hazardous work (helmet, goggles, boots, gloves, facemask, etc.)	Mandatory
2.4.13	Fire alarm	Fire alarm, either manual or connected to smoke alarm	Recommended
2.4.14	Emergency drill	Staff training in emergency and evacuation procedures (twice yearly)	Recommended
5. GUEST ROOMS			
2.5.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
2.5.2	Mattress	Good quality mattress with mattress protection	Core
2.5.3	Pillow	1 clean pillow for each sleeping position	Core
2.5.4	Linen	Clean sheets and pillow cases in good condition	Core
2.5.5	Lighting	Sufficient lighting and switches in working order	Core
2.5.6	Security	Room secure against unauthorized entry	Core
2.5.7	Curtain/blinds	When closed the curtains/blinds should ensure privacy	Core
2.5.8	Room size	Minimum room size 14 m ² . Minimum width 3 m. Space around bed minimum 80 cm	Mandatory
2.5.9	Room height	2.4m, 2 m for slanting roof at lowest point	Mandatory
2.5.10	Housekeeping	Daily housekeeping. Sign to hang on door (do not disturb/clean my room)	Mandatory
2.5.11	Laundry basket	Laundry basket/bag in each room	Mandatory
2.5.12	Bedside lamps	Lamp with sufficient lighting to read next to each bed	Mandatory
2.5.13	Power socket	Sufficient and available power sockets in strategic locations: next to each bed and next to desk	Mandatory
2.5.14	Air condition/fan	One or the other in working order	Mandatory
2.5.15	Door lock	Keys or key cards are available for each guest. Latch or double lock from inside as additional security	Mandatory
2.5.16	Desk & chair	Writing table minimum size 30 x 60 cm with chair	Mandatory
2.5.17	Night stand	Bedside table or shelving next to each bed	Mandatory
2.5.18	Wardrobe	Sufficient size with adequate number of hangers (+ 8)	Mandatory
2.5.19	Room waste bin	Clean and of sufficient size	Mandatory
2.5.20	Balcony/veranda	Outdoor area has lighting, 2 chairs, 1 table and an ashtray	Mandatory
2.5.21	Mini fridge	Clean and in good condition	Recommended
2.5.22	Electric kettle	Hot water boiler, coffee/ tea & sugar/milk	Recommended
2.5.23	Crockery	Two cups, spoons and glasses	Recommended

RESORT ACCOMMODATION - MINIMUM STANDARDS CRITERIA

2.5.24	Internet	Internet accessibility in room	Recommended
2.5.25	Room decor	Room decoration; framed art, images or decor	Recommended
2.5.26	Information book	Guest information booklet in each room	Recommended
2.5.27	Room safe	Secured and in good condition	Recommended
2.5.28	Luggage rack	Sufficient size and in good condition	Recommended
2.5.29	Mirror	Full length mirror behind door or next to wardrobe	Recommended
2.5.30	Insect screen	Windows and doors equipped with insect screen	Recommended
2.5.31	Insect repellent	Coil or spray available on request	Recommended
2.5.32	Mosquito net	Bed nets available in each room (on request)	Recommended
2.5.33	Iron/Ironing board	Available on request	Recommended
2.5.34	Mini bar	Drinks and snacks for sale in room	Recommended
6. BATHROOMS			
2.6.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
2.6.2	Toilet	Working toilet with seat	Core
2.6.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
2.6.4	Wash-basin	Working wash basin in good condition	Core
2.6.5	Bathroom size	Minimum bathroom area (incl. shower) 4 m ² . Minimum width 1.8m	Mandatory
2.6.6	Ensuite	Each guest room shall have its own toilet and shower	Mandatory
2.6.7	Water supply	24 h supply of hot/cold water	Mandatory
2.6.8	Toilet brush	Clean toilet brush next to toilet	Mandatory
2.6.9	Shower	Working shower with shower head	Mandatory
2.6.10	Shower curtain	Clean shower curtain or door in place	Mandatory
2.6.11	Floor	Well drained non-slip floor with bath mat	Mandatory
2.6.12	Lighting	Working lights and switches	Mandatory
2.6.13	Power socket	Located near mirror	Mandatory
2.6.14	Mirror	Mirror positioned above wash basin	Mandatory
2.6.15	Bathroom bin	Lined waste bin, preferably with lid	Mandatory
2.6.16	Door	Lockable bathroom door	Mandatory
2.6.17	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
2.6.18	Shelf	Shelf or tray for toiletries	Mandatory
2.6.19	Bath towel	Clean and in good condition	Mandatory
2.6.20	Hand towels	Clean and in good condition	Mandatory
2.6.21	Toiletries	Soap and shampoo for new guests and replaced when finished for long term guests	Recommended
2.6.22	Bath tub	Clean and in good condition	Recommended
2.6.23	Hair dryer	Clean and in good condition	Recommended
7. RESTAURANT			
2.7.1	Location	Resort restaurants should be open air or have a scenic view from within the restaurant	Mandatory
2.7.2	Menu	A good selection of international dishes	Mandatory
2.7.3	Menu options	Options in consideration of dietary requirements (allergies, vegetarian, religious)	Mandatory
2.7.4	Breakfast	Served at appropriate times for at least two hours	Mandatory
2.7.5	Chairs & tables	In good condition and sufficient for venue	Mandatory
2.7.6	Cleanliness	Clean, tidy and odor free	Mandatory
2.7.7	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
2.7.8	Lighting	Sufficient lighting in working order	Mandatory
2.7.9	Crockery	Tableware and linen clean and of good quality	Mandatory
2.7.10	Toilet	Male/female toilets in working order no more than 50 meters from the restaurant	Mandatory
2.7.11	Local food	Local food items included and promoted in menu	Recommended

RESORT ACCOMMODATION - MINIMUM STANDARDS CRITERIA

8. BAR			
2.8.1	Liquor permit	Up to date and in compliance with regulations	Mandatory
2.8.2	Cleanliness	Clean, tidy and well maintained	Mandatory
2.8.3	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
2.8.4	Chairs & tables	In good condition and sufficient for venue	Mandatory
2.8.5	Lighting	Sufficient lighting in working order	Mandatory
2.8.6	Beer & soft drinks	A selection of popular beer and soft drinks	Mandatory
2.8.7	Refrigeration	Drinks are adequately chilled	Mandatory
2.8.8	Ice	Ice made from clean drinking water available	Mandatory
2.8.9	Hot drinks	Hot drinks (coffee & tea) available	Mandatory
2.8.10	Toilet	Male/female toilets in working order no more than 50 meters from the bar	Mandatory
2.8.11	Ashtray	Emptied regularly and placed in designated smoking area	Mandatory
2.8.12	Spirits & liquor	A selection of spirits and liquor including the ingredients to popular drinks & cocktails	Recommended
2.8.13	Wine	A selection of both red and white wines	Recommended
2.8.14	Bar menu	Cocktails & drinks menu	Recommended
2.8.15	Bar tender	Able to prepare popular drinks and cocktails	Recommended
2.8.16	Drink glasses	A selection of clean glasses for different types of drinks	Recommended
2.8.17	Bar snacks	A selection of snacks available at the bar	Recommended
9. KITCHEN			
2.9.1	Food safety	Food prepared by resort must comply with national food hygiene requirements	Mandatory
2.9.2	Cleanliness & hygiene	All areas of the kitchen observe high level of hygiene and cleanliness	Mandatory
2.9.3	Food storage	Food storage area clean and rodent free	Mandatory
2.9.4	Kitchen equipment	All kitchen equipment is clean, in good condition and safe to operate	Mandatory
2.9.5	Refrigeration	Fridge and freezer in good condition with different types of food kept separately and at right temperature	Mandatory
2.9.6	Kitchen sink	Clean and in working order (minimum 2)	Mandatory
2.9.7	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
2.9.8	Ventilation	Good ventilation	Mandatory
2.9.9	Drainage	Kitchen drains should be covered and connected to the drainage system of the building	Mandatory
2.9.10	Waste bins	Clean bins with liner and lid	Mandatory
2.9.11	Crockery	Properly cleaned between use	Mandatory
2.9.12	Sanitation equipment	Appropriate product and stored away from food	Mandatory
2.9.13	Fire safety	Firefighting equipment available in kitchen	Mandatory
10. GUEST SERVICES			
2.10.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
2.10.2	Activities	Offers a range of recreational activities such as snorkeling, walking, village tours, bird watching, etc.	Mandatory
2.10.3	Leisure	Resort grounds offers ample opportunities for relaxation such as beach, pool-side, gardens, etc.	Mandatory
2.10.4	Transfer service	Transfer to airport/port or other locations available on request	Mandatory
2.10.5	Laundry service	Clean, dry and ironed laundry returned within 24 h	Mandatory
2.10.6	Entertainment	Cultural performance and/or musical entertainment	Recommended
2.10.7	Recreation	Recreational facilities such as pool, gym or spa	Recommended
2.10.8	Shop	Shopping facilities on the premises	Recommended
2.10.9	Room service	Food and beverages delivered to room (7am to 10 pm)	Recommended
2.10.10	Wake-up service	Alarm/call/wake up service (at least one)	Recommended

RESORT ACCOMMODATION - MINIMUM STANDARDS CRITERIA

2.10.11	Baby sitting	Child care service available for guests	Recommended
11. BUILDING, GROUNDS & MAINTAINENCE			
2.11.1	Building facade	In good state of repair	Core
2.11.2	Maintenance procedures	There is ongoing maintenance of buildings, facilities and equipment. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
2.11.3	Storage	Building material, machinery and equipment is not stored in guest areas	Mandatory
2.11.4	Generator	If using generator noise level is acceptable	Mandatory
2.11.5	Power supply	Back-up generator available in cases of power outage	Mandatory
2.11.6	Free parking	Sufficient space, clean, safe and without potholes	Mandatory
2.11.7	Access roads	Road is clean and unobstructed with no potholes	Mandatory
2.11.8	Jetty	(If applicable) safe and in good condition	Mandatory
2.11.9	Landscaping	Well-designed landscaping suitable for establishment	Mandatory
2.11.10	Outdoor lighting	Adequate lighting in areas accessible by guests	Mandatory
2.11.11	Grounds	Grounds are well maintained, neat and tidy	Mandatory
2.11.12	Signage	Proper and clear signage (rooms, restaurants, emergency exit, etc.)	Mandatory
2.11.13	Staff areas	Staff & work areas clearly separated from guest areas	Mandatory
2.11.14	Swimming pool	(If applicable) In good condition with clear water	Mandatory
2.11.15	Foot paths	Footpath between rooms and buildings	Recommended
12. ENVIRONMENTAL MANAGEMENT			
2.12.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (for new appliances)	Core
2.12.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
2.12.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
2.12.4	Waste disposal	Rubbish is collected and disposed of properly	Core
2.12.5	Noise pollution	Noise must be kept at acceptable levels, especially at night. Avoid excessive noise from machinery or entertainment venues	Core
2.12.5	Odor	No unpleasant odors in guest areas	Core
2.12.7	Recycling	Recyclable materials are separated from rubbish and stored separately	Mandatory
2.12.8	Rubbish bins	Sufficient rubbish bins strategically placed throughout the facility. Emptied regularly before overflowing	Mandatory
2.12.9	Environmental policy	Comprehensive environmental policy in place	Recommended
2.12.10	Certification	Accredited with green/environmental resort scheme	Recommended
2.12.11	Water saving	Water saving measures and policies in place	Recommended
2.12.12	Rain water harvesting system	Rain water harvesting system installed	Recommended
2.12.13	Solar power	Solar panels used to generate power	Recommended
2.12.14	Gardens	Vegetables and/or fruit are grown in the garden	Recommended
2.12.15	Compost	Green waste composted and use in gardens	Recommended

MOTEL ACCOMMODATION

Minimum Standards Criteria

Description

Motels are roadside hotels with parking facilities near the room. Motels are similar to hotels but offer less guest comforts and services. In Solomon Islands motels are also used by interprovincial travelers and are often located near ports and airports. Motels are sometimes called transit hotels and are more affordable than hotels.

Key Features

- Parking
- Ensuite bathrooms with shower
- May include simple self-catering facilities

Services

- Reception on duty daytime
 - Security on duty 24 hours
 - Daily room cleaning
 - Laundry service or shared laundry facilities.
-

Local context

Motels in Solomon Islands are mainly located in Honiara with a few in provincial capitals. They are frequented mainly by business and interprovincial travelers but sometimes also by tourists. Motel often have both local and foreign guests. The focus of motels are to be affordable but still offer comfortable accommodation.

Minimum Standards

Motels have slightly lower standards to that of a hotel. A motel that improves standards and services may upgrade to the 'hotel' category. A motel that fails to fulfil the minimum standards criteria can downgrade to the 'budget' category.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
3.1.1	Business reg.	Business registration certificate up to date	Core
3.1.2	Business license	Provincial or City Council business license up to date and displayed	Core
3.1.3	SIVB license	SIVB license up to date. Compliant with bed levy regulations	Core
1.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
3.2.1	Communication	Business can be contacted by phone/mobile/email	Core
3.2.2	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay	Core
3.2.3	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
3.2.4	Guest register	A register of current guests (who stays in what room)	Mandatory
3.2.5	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
3.2.6	Staff training	All staff receive training in the area of work	Mandatory
3.2.7	Name signage	Name of business clearly displayed on property	Mandatory
3.2.8	Motel classification	Located in a convenient location for business and interprovincial travelers (near major road, airport, or port) and has ample parking near rooms	Mandatory
3.2.9	Receipts	Upon payment guest are provided with a receipt	Mandatory
3.2.10	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
3.2.11	Room types	Guests can choose between different type of rooms	Recommended
3.2.12	Credit cards	Major credit cards accepted	Recommended
3.2.13	Staff uniform	All front of house staff	Recommended
3.3.14	Online booking	Booking possible via website or booking platform	Recommended
3.3.15	Web marketing	Dedicated website promoting business	Recommended
3.3.16	Social media	Active on relevant social media platforms	Recommended
3.3.17	Brochure	Informative brochure promoting establishment	Recommended
3. FRONT OFFICE & LOBBY			
3.3.1	Duty manager	Manager or appointed staff contactable 24 hours	Core
3.3.2	Reception	Clean and tidy with proper counter	Mandatory
3.3.3	Reception hours	Manned 7 am to 10 pm, preferably 24 hours	Mandatory
3.3.4	Receptionist	Receptionists speak English and Pijin	Mandatory
3.3.5	Safe deposit	Safe deposit available for guest (not mandatory if guestrooms have safe)	Mandatory
3.3.6	Guest access	Once checked-in guest have access to motel 24 hours	Mandatory
3.3.7	Room tariffs	Room tariffs for different room categories displayed or available on request (if applicable)	Mandatory
3.3.8	Toilet	Male/female toilets available for guests in lobby area	Mandatory
3.3.9	Lighting	Adequate natural and artificial lighting	Mandatory
3.3.10	Cleanliness	Reception and lobby area is neat and clean	Mandatory
3.3.11	Seating	Adequate seating for reception/lobby area	Recommended
3.3.12	Wi-Fi	Wi-Fi for guests	Recommended
3.3.13	Information board	Well displayed and informative	Recommended
3.3.14	Lobby decor	Artwork, sculptures or images on display	Recommended
3.3.15	Telephone	House/public telephone available	Recommended
4. EMERGENCY, SAFETY & SECURITY			

MOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

3.4.1	Natural disasters	Evacuation plans for disasters and information about assembly point available to guests	Core
3.4.2	Fire exits	Information about fire exits clearly posted	Core
3.4.3	First aid kit	First aid kit available and well stocked	Core
3.4.4	Security	Security staff on duty night-time	Mandatory
3.4.5	Fire safety	Appropriate fire extinguishing equipment available	Mandatory
3.4.6	Fire alarm	Fire alarm, either manual or connected to smoke alarm	Mandatory
3.4.7	Staff preparedness	Staff understand evacuation plans and how to use emergency equipment	Mandatory
3.4.8	Emergency lights	Emergency lighting available for power outages	Mandatory
3.4.9	Safe environment	Care is taken in the operation and maintenance of facilities to ensure a safe environment for guests and staff at all times	Mandatory
3.4.10	Staff training	First aid training of at least one staff	Recommended
3.4.11	Staff safety	Staff equipped with safety gear during hazardous work (helmet, goggles, boots, gloves, facemask, etc.)	Recommended
3.4.12	Emergency drill	Staff training in emergency and evacuation procedures (twice yearly)	Recommended
5. GUEST ROOMS			
3.5.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
3.5.2	Mattress	Good quality mattress with mattress protection	Core
3.5.3	Pillow	1 clean pillow for each sleeping position	Core
3.5.4	Linen	Clean sheets and pillow cases in good condition	Core
3.5.5	Lighting	Sufficient lighting and switches in working order	Core
3.5.6	Security	Unit secure against unauthorized entry	Core
3.5.7	Curtain / blinds	When closed the curtains/blinds should ensure privacy	Core
3.5.8	Room size	Minimum room size (single) 8 m ² & (double) 10 m ² . Minimum width (single) 2.5 m, (double) 2.7 m. Space around bed min. 60 cm	Mandatory
3.5.9	Room height	2.4m, 2 m for slanting roof at lowest point	Mandatory
3.5.10	House keeping	Regular housekeeping (every other day)	Mandatory
3.5.11	Power socket	Sufficient power sockets in strategic locations	Mandatory
3.5.12	Air condition/fan	One or the other in working order	Mandatory
3.5.13	Door lock	Keys or key-cards are available for each guest. Latch or double lock from inside as additional security	Mandatory
3.5.14	Mini fridge	Clean and in good condition	Mandatory
3.5.15	Electric kettle	Hot water boiler, coffee/ tea & sugar/milk	Mandatory
3.5.16	Crockery	Two cups, spoons and glasses	Mandatory
3.5.17	Night stand	Bedside table or shelving next to each bed	Mandatory
3.5.18	Wardrobe or hanger	Sufficient size with adequate number of hangers (+ 6)	Mandatory
3.5.19	Room waste bin	Clean and of sufficient size	Mandatory
3.5.20	Balcony/veranda	(If applicable) outdoor area has lighting, 2 chairs, 1 table and an ashtray	Mandatory
3.5.21	Desk & chair	Writing table minimum size 30 x 60 cm with chair	Recommended
3.5.22	Bedside lamps	Lamp with sufficient lighting to read next to each bed	Recommended
3.5.23	Television	With a selection of channels. Remote control in room	Recommended
3.5.24	Internet	Internet accessibility in room	Recommended
3.5.25	Iron/Ironing board	In room or available on request	Recommended
3.5.26	Decoration/art	Room decoration; framed art, images or decor	Recommended
3.5.27	Telephone	Telephone with external line	Recommended
3.5.28	Information book	Guest information booklet in each room	Recommended
3.5.29	Room safe	Secured and in good condition	Recommended
3.5.30	Luggage rack	Sufficient size and in good condition	Recommended
3.5.31	Mirror	Full length mirror behind door or next to wardrobe	Recommended
3.5.32	Insect screen	Windows and doors equipped with insect screen	Recommended
3.5.33	Insect repellent	Coil or spray available on request	Recommended

MOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

3.5.34	Mosquito net	Bed nets available in each room (on request)	Recommended
6. BATHROOMS			
3.6.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
3.6.2	Toilet	Working toilet with seat	Core
3.6.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
3.6.4	Wash-basin	Working wash basin in good condition	Core
3.6.5	Bathroom size	Minimum bathroom area (incl. shower) 3 m ² . Minimum width 1.5 m	Mandatory
3.6.6	Ensuite	Each guest room shall have its own toilet and shower	Mandatory
3.6.7	Water supply	24 hour supply of water	Mandatory
3.6.8	Toilet brush	Clean toilet brush next to toilet	Mandatory
3.6.9	Shower	Working shower with shower head	Mandatory
3.6.10	Shower curtain	Clean shower curtain or door in place	Mandatory
3.6.11	Floor	Well drained non-slip floor with bath mat	Mandatory
3.6.12	Lighting	Working lights and switches	Mandatory
3.6.13	Power socket	Located near mirror	Mandatory
3.6.14	Mirror	Mirror positioned above wash basin	Mandatory
3.6.15	Bathroom bin	Lined waste bin, preferably with lid	Mandatory
3.6.16	Door	Lockable bathroom door	Mandatory
3.6.17	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
3.6.18	Shelf	Shelf or tray for toiletries	Mandatory
3.6.19	Bath towel	Clean and in good conditions	Mandatory
3.6.20	Hand towels	Clean and in good condition	Mandatory
3.6.21	Toiletries	Soap and shampoo for new guests and replaced when finished for long term guests	Recommended
3.6.22	Hair dryer	Clean and in good conditions	Recommended
7. RESTAURANT (Not mandatory for motel)			
<i>Restaurants are not mandatory for motels. However motels that offer this service must comply with the following criteria:</i>			
3.7.1	Meal service	Either menu or set meals	Mandatory
3.7.2	Meal options	Options in consideration of dietary requirements (allergies, vegetarian, religious)	Mandatory
3.7.3	Breakfast	Served at appropriate times for at least two hours	Mandatory
3.7.4	Chairs & tables	In good condition and sufficient for venue	Mandatory
3.7.5	Cleanliness	Clean, tidy and odor free	Mandatory
3.7.6	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
3.7.7	Lighting	Sufficient lighting in working order	Mandatory
3.7.8	Crockery	Tableware and linen clean and of good quality	Mandatory
3.7.9	Toilet	Male/female toilets in working order no more than 50 meters from the restaurant	Mandatory
8. BAR (Not mandatory for motel)			
<i>Motels that serve alcohol should comply with the following criteria:</i>			
3.8.1	Liquor permit	Up to date and in compliance with regulations	Mandatory
3.8.2	Cleanliness	Bar or serving area clean, tidy and well maintained	Mandatory
3.8.3	Staff appearance	Staff clean and tidy in appearance	Mandatory
3.8.4	Chairs & tables	In good condition and sufficient for venue	Mandatory
3.8.5	Lighting	Sufficient lighting in working order	Mandatory
3.8.6	Ambience	Bar does not play loud music after hours and patrons are not disturbing motel guests	Mandatory
3.8.7	Beer & soft drinks	A selection of popular beer and soft drinks	Mandatory
3.8.8	Refrigeration	Drinks are adequately chilled	Mandatory
3.8.9	Ice	Ice made from clean drinking water available	Mandatory

MOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

3.8.10	Ashtray	Emptied regularly and placed in designated smoking area	Mandatory
3.8.11	Toilet	Male/female toilets in working order no more than 50 meters from the bar	Mandatory
3.8.12	Spirits & liquor	A selection of spirits and liquor including the ingredients to popular drinks & cocktails	Recommended
3.8.13	Wine	A selection of both red and white wines	Recommended
3.8.14	Hot drinks	Hot drinks (coffee & tea) available	Recommended
3.8.15	Bar snacks	A selection of snacks available at the bar	Recommended
9. KITCHEN (Not mandatory for motel)			
<i>Motels with kitchens should comply with the following criteria:</i>			
3.9.1	Food safety	Food prepared by motel must comply with national food hygiene requirements	Mandatory
3.9.2	Cleanliness & hygiene	All areas of the kitchen observe high level of hygiene and cleanliness	Mandatory
3.9.3	Food storage	Food storage area clean and rodent free	Mandatory
3.9.4	Shared kitchen	(If applicable) shared kitchens should be equipped with: pots & pans, toaster, microwave, stove top, water heater and rice cooker	Mandatory
3.9.5	Kitchen equipment	All kitchen equipment is clean, in good condition and safe to operate	Mandatory
3.9.6	Crockery	Sufficient amount. Properly cleaned between use	Mandatory
3.9.7	Refrigeration	Fridge and freezer in good condition with different types of food kept separately and at right temperature	Mandatory
3.9.8	Kitchen sink	Clean and in working order	Mandatory
3.9.9	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
3.9.10	Ventilation	Good ventilation	Mandatory
3.9.11	Drainage	Kitchen drains should be covered and connected to the drainage system of the building	Mandatory
3.9.12	Waste bins	Clean bins with liner and lid	Mandatory
3.9.13	Sanitation equipment	Appropriate product and stored away from food	Mandatory
3.9.14	Fire safety	Firefighting equipment available in kitchen	Mandatory
10. GUEST SERVICES			
3.10.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
3.10.2	Laundry service	Laundry returned within 24 hours	Mandatory
3.10.3	Wake-up service	Alarm/call/wake up service (at least one)	Mandatory
3.10.4	Transfer service	Taxi and/or airport/port transfer available on request	Mandatory
3.10.5	Tour services	Brochures stand and contact with tour operators provided	Recommended
3.10.6	Conference	Conference and meeting rooms incl. AV equipment	Recommended
3.10.7	Entertainment	Cultural performance and/or musical entertainment	Recommended
3.10.8	Recreation	Recreational facilities such as pool, gym or spa	Recommended
3.10.9	Shop	Shop with snacks and basic supplies on the premises	Recommended
11. BUILDING, GROUNDS & MAINTAINENCE			
3.11.1	Building facade	In good state of repair	Core
3.11.2	Maintenance procedures	There is ongoing maintenance of buildings, facilities and equipment. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
3.11.3	Storage	Building material, machinery and equipment is not stored in guest areas	Mandatory
3.11.4	Generator	If using generator noise level is acceptable	Mandatory
3.11.5	Power supply	Back-up generator available in cases of power outage	Mandatory
3.11.6	Free parking	Sufficient space, clean, safe and without potholes	Mandatory
3.11.7	Access roads	Road is clean and unobstructed with no potholes	Mandatory
3.11.8	Grounds	Grounds are well maintained, neat and tidy (if applicable)	Mandatory

MOTEL ACCOMMODATION - MINIMUM STANDARDS CRITERIA

3.11.9	Signage	Proper and clear signage (rooms, restaurants, emergency exit, etc.)	Mandatory
3.11.10	Staff areas	Staff & work areas clearly separated from guest areas	Mandatory
12. ENVIRONMENTAL MANAGEMENT			
3.12.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (for new appliances)	Core
3.12.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
3.12.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
3.12.4	Waste disposal	Rubbish is collected and disposed of properly	Core
3.12.5	Noise pollution	Noise must be kept at acceptable levels, especially at night. Avoid excessive noise from machinery or entertainment venues	Core
3.12.6	Odor	No unpleasant odors in guest areas	Core
3.12.7	Rubbish bins	Sufficient rubbish bins strategically placed throughout the facility. Emptied regularly before overflowing	Mandatory
3.12.8	Recycling	Recyclable materials are separated from rubbish and stored separately	Recommended
3.12.9	Environmental policy	Comprehensive environmental policy in place	Recommended
3.12.10	Certification	Accredited with green/environmental hotel scheme	Recommended
3.12.11	Water saving	Water saving measures and policies in place	Recommended
3.12.12	Rain water harvesting system	Rain water harvesting system installed	Recommended
3.12.13	Solar power	Solar panels used to generate power	Recommended

BUDGET ACCOMMODATION

Minimum Standards Criteria

(Guesthouse, Inn, Lodge, Backpackers, Hostel and Bed & Breakfast)

Description

Budget accommodation offers simple and inexpensive lodging, often with shared facilities. Rooms can be private or shared. Simple meals may be served but usually there is a shared kitchen with a communal eating area for guests. Several different names are used for budget accommodation, such as guesthouse, inn, lodge, backpackers, hostel and bed & breakfast.

Key features

- Affordable room rates
- Bathrooms facilities may be shared
- Shared kitchen facilities

Services

- Common room/area for guests
- Staff present during daytime
- Security on duty night-time

Local context

Budget accommodation in Solomon Islands are mainly located in Honiara with a few in provincial capitals. They are typically frequented by budget travelers who don't mind more basic and shared facilities. Guests are mainly locals, but some foreigners such as students and volunteers may also stay there. Budget accommodation offers the most affordable type of lodging.

Minimum Standards

The 'budget' category is the most basic type of accommodation. The minimum standards for budget accommodation is below that of a motel. A budget accommodation that improves standards and services may upgrade to the 'motel' category. A budget accommodation that fails to fulfil the minimum standards criteria risks losing its business license.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
4.1.1	Business reg.	Business registration certificate up to date	Core
4.1.2	Business license	Provincial or City Council business license up to date and displayed	Core
4.1.3	SIVB license	SIVB license up to date. Compliant with bed levy regulations	Core
4.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
4.2.1	Communication	Business can be contacted by phone/mobile/email	Core
4.2.2	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay	Core
4.2.3	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
4.2.4	Guest register	A register of current guests (who stays in what room)	Mandatory
4.2.5	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
4.2.6	Staff training	All staff receive training in the area of work	Mandatory
4.2.7	Name signage	Name of business clearly displayed on property	Mandatory
4.2.8	Receipts	Upon payment guest are provided with a receipt	Mandatory
4.2.9	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
4.2.10	Budget classification	Establishment has the characteristics of a budget accommodation with low prices and shared facilities	Mandatory
4.2.11	Room types	Guests can choose between different type of rooms such as dorms, with or without bathroom, etc.	Recommended
4.2.12	Credit cards	Major credit cards accepted	Recommended
4.2.13	Staff uniform	All front of house staff	Recommended
4.2.14	Online booking	Booking possible via website or booking platform	Recommended
4.2.15	Web marketing	Dedicated website promoting business	Recommended
4.2.16	Social media	Active on relevant social media platforms	Recommended
4.2.17	Brochure	Informative brochure promoting establishment	Recommended
3. FRONT OFFICE & LOBBY			
4.3.1	Duty manager	Manager or appointed staff contactable 24 hours	Core
4.3.2	Reception	Clearly marked counter or desk	Mandatory
4.3.3	Reception hours	Manned 7 am to 10 pm (alt. staff on premises)	Mandatory
4.3.4	Receptionist	Receptionists speak English and Pijin	Mandatory
4.3.5	Safe deposit	Safe deposit available for guest at reception	Mandatory
4.3.6	Room tariffs	Room tariffs for different room categories displayed or available on request (if applicable)	Mandatory
4.3.7	Toilet	Male/female toilets available for guests in lobby area	Mandatory
4.3.8	Lighting	Adequate natural and artificial lighting	Mandatory
4.3.9	Cleanliness	Reception and lobby area is neat and clean	Mandatory
4.3.10	Seating	Adequate seating for reception/lobby area	Recommended
4.3.11	Wi-Fi	Wi-Fi for guests	Recommended
4.3.12	Information board	Well displayed and informative	Recommended
4.3.13	Lobby decor	Artwork, sculptures or images on display	Recommended
4.3.14	Telephone	House/public telephone available	Recommended
4. EMERGENCY, SAFETY & SECURITY			
4.4.1	Natural disasters	Evacuation plans for disasters and information about assembly point available to guests	Core

BUDGET ACCOMMODATION - MINIMUM STANDARDS CRITERIA

4.4.2	Fire exits	Information about fire exits clearly posted (where applicable)	Core
4.4.3	First aid kit	First aid kit available and well stocked	Core
4.4.4	Security	Security staff on duty evening/nighttime (mandatory for urban areas, recommended for rural areas)	Mandatory/ Recommended
4.4.5	Fire safety	Appropriate fire extinguishing equipment available	Mandatory
4.4.6	Staff preparedness	Staff understand evacuation plans and how to use emergency equipment	Mandatory
4.4.7	Emergency lights	Emergency lighting and/or torches available for power outages	Mandatory
4.4.8	Safe environment	Care is taken in the operation and maintenance of facilities to ensure a safe environment for guests and staff at all times	Mandatory
4.4.9	Fire alarm	Fire alarm, either manual or connected to smoke alarm	Mandatory
4.4.10	Staff training	First aid training of at least one staff	Recommended
4.4.11	Emergency drill	Staff training in emergency and evacuation procedures (twice yearly)	Recommended
5. GUEST ROOMS			
4.5.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
4.5.2	Mattress	Good quality mattress with mattress protection	Core
4.5.3	Pillow	1 clean pillow for each sleeping position	Core
4.5.4	Linen	Clean sheets and pillow cases in good condition	Core
4.5.5	Lighting	Sufficient lighting and switches in working order	Core
4.5.6	Security	Room secure against unauthorized entry	Core
4.5.7	Curtain/blinds	When closed the curtains/blinds should ensure privacy	Core
4.5.8	Room size	Minimum room size (single) 6 m ² , (double) 9 m ² . Minimum width (single) 2 m, (double) 2.7 m. Space around bed min. 60 cm	Mandatory
4.5.9	Dorm/bunk room	4 m ² per bed (or bunk). Max 8 guests in each room	Mandatory
4.5.10	Room height	2.4m, 1.8 m for slanting roof at lowest point	Mandatory
4.5.11	Housekeeping	Regular housekeeping (every other day)	Mandatory
4.5.12	Mosquito net	Bed nets available in each room alt. windows are fitted with mosquito screen	Mandatory
4.5.13	Power socket	Sufficient power sockets in strategic locations	Mandatory
4.5.14	Air condition/fan	One or the other in working order	Mandatory
4.5.15	Night stand	Bedside table or shelving next to each bed	Mandatory
4.5.16	Hanger	Sufficient size with adequate number of hangers (+ 6)	Mandatory
4.5.17	Room waste bin	Clean and of sufficient size	Mandatory
4.5.18	Door lock	Keys or keycards are available for each guest.	Recommended
4.5.19	Room decor	Room decoration; framed images or decor	Recommended
4.5.20	Information book	Guest information booklet in each room	Recommended
4.5.21	Locker	Small lockers next to/under each bed, particularly in dorm	Recommended
4.5.22	Mirror	Large mirror in each guest room	Recommended
6. BATHROOMS (Bathrooms in budget accommodation is usually shared)			
4.6.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
4.6.2	Toilet	Working toilet with seat	Core
4.6.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
4.6.4	Wash-basin	Working wash basin in good condition	Core
4.6.5	Bathroom size	Minimum bathroom area (incl. shower) 3 m ² .	Mandatory
4.6.6	Bathrooms & showers	May be a combination of shared (with toilets and showers separated) and ensuite bathrooms. Shared toilets should be separated male/female	Mandatory
4.6.7	Bathroom numbers	A minimum of 1 toilet/shower per 8 guests beds	Mandatory
4.6.8	Water supply	24 hours supply of water	Mandatory
4.6.9	Toilet brush	Clean toilet brush next to toilet	Mandatory
4.6.10	Shower	Shower or bucket bath	Mandatory
4.6.11	Shower curtain	Shower curtain or door in place	Mandatory

BUDGET ACCOMMODATION - MINIMUM STANDARDS CRITERIA

4.6.12	Floor	Hard floor (wood, cement or tiles)	Mandatory
4.6.13	Lighting	Working lights	Mandatory
4.6.14	Mirror	Mirror positioned above wash basin	Mandatory
4.6.15	Bathroom bin	Lined waste bin, preferably with lid	Mandatory
4.6.16	Door	Lockable bathroom door	Mandatory
4.6.17	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
4.6.18	Shelf	Shelf or tray for toiletries	Recommended
4.6.19	Bath towel	Clean and in good conditions	Recommended
4.6.20	Hand towels	Clean and in good condition	Recommended
4.6.21	Power socket	Located near mirror	Recommended
7. KITCHEN (Budget accommodation should have shared kitchen facilities for guests)			
4.7.1	Shared kitchen	Simple kitchen facilities for guest use that is of appropriate size for establishment	Mandatory
4.7.2	Cleanliness & hygiene	Staff is responsible for hygiene & cleanliness of the shared kitchen and all items/equipment	Mandatory
4.7.3	Work top	Table top with sufficient space for food preparation	Mandatory
4.7.4	Kitchen equipment	Pots & pans, cutting board, kitchen utensils, stove top, electric kettle, toaster, (microwave, and rice cooker)	Mandatory
4.7.5	Crockery	Sufficient amount. Properly cleaned between use	Mandatory
4.7.6	Kitchen sink	Clean and in working order	Mandatory
4.7.7	Shelves	Shelves for food storage	Mandatory
4.7.8	Drainage	Kitchen drains should be covered and connected to the drainage system of the building	Mandatory
4.7.9	Kitchen bins	Clean waste bins with liner and lid	Mandatory
4.7.10	Fire safety	Firefighting equipment available in or near kitchen	Mandatory
4.7.11	Breakfast	A simple breakfast is available for guests	Recommended
4.7.12	Fridge	Clean and in good condition	Recommended
8. GUEST SERVICES			
4.8.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
4.8.2	Common room	A room or covered area where guests can eat, relax and socialize	Mandatory
4.8.3	Transfer service	Taxi and/or airport/port transfer available on request	Mandatory
4.8.4	Laundry service	Available on premises or nearby	Mandatory
4.8.5	Laundry	Washing machine or wash area available for guest use	Recommended
4.8.6	Tour & activities information	Brochures stand and contact with tour operators provided	Recommended
4.8.7	Television	In common room	Recommended
4.8.8	No alcohol policy	It is recommended that budget accommodation do not sell alcohol on the premises	Recommended
4.8.9	Shop	Shop with snacks and basic supplies on the premises	Recommended
9. BUILDING, GROUNDS & MAINTAINENCE			
4.9.1	Building facade	In good state of repair	Core
4.9.2	Maintenance procedures	There is ongoing maintenance of buildings, facilities and equipment. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
4.9.3	Storage	Building material, machinery and equipment is not stored in guest areas	Mandatory
4.9.4	Generator	If using generator noise level is acceptable	Mandatory
4.9.5	Power supply	Back-up generator available in cases of power outage	Mandatory
4.9.6	Grounds	Grounds are well maintained, neat and tidy (if applicable)	Mandatory
4.9.7	Signage	Proper and clear signage (rooms, kitchen, emergency exit, etc.)	Recommended
4.9.8	Staff areas	Staff & work areas clearly separated from guest areas	Recommended
10. ENVIRONMENTAL MANAGEMENT			

BUDGET ACCOMMODATION - MINIMUM STANDARDS CRITERIA

4.10.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (for new equipment)	Core
4.10.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
4.10.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
4.10.4	Waste disposal	Rubbish is collected and disposed of properly	Core
4.10.5	Noise pollution	Noise must be kept at acceptable levels, especially at night. Avoid excessive noise from machinery or entertainment venues	Core
4.10.6	Odor	No unpleasant odors in guest areas	Core
4.10.7	Rubbish bins	Sufficient rubbish bins strategically placed throughout the facility. Emptied regularly before overflowing (if applicable)	Mandatory
4.10.8	Recycling	Recyclable materials are separated from rubbish and stored separately (where applicable)	Recommended
4.10.9	Rain water harvesting system	Rain water harvesting system installed	Recommended
4.10.10	Solar power	Solar panels used to generate power	Recommended

TOURIST BUNGALOW

Minimum Standards Criteria

(Beach Bungalow, Water bungalow, Villa and Traditional house)

Description

Tourist bungalows are detached houses usually containing one or two rooms. Typically bungalows are built in scenic locations raised on stilts with a front porch. This type of accommodation is very popular with tourist in tropical countries. A bungalow operation is similar to a resort, but smaller and with less facilities. There are different names and types of tourist bungalows, for example beach bungalows, water bungalow, villas and traditional houses.

Key features

- View from bungalow overlooks scenic area such as beach, ocean or mountains
- Detached house with front porch

Services

- Meals provided or meals available in the near vicinity
- May include self-catering
- Staff available during daytime

Local context

Tourist bungalows in Solomon Islands are mainly located along the coast or in other scenic locations. They are designed for relaxation and mainly frequented by holiday makers. A bungalow operation usually have between 2 – 8 bungalows available for guests. Prices charged for this type of accommodation vary depending on the standard of rooms and other facilities.

Minimum Standards

The standards of a typical tourist bungalow may vary from budget to resort-style luxury. The criteria outlines the required standards, but many establishments choose to go above and beyond this. Businesses who expand may upgrade to the ‘resort’ category by improving services and facilities and number of bungalows.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
5.1.1	Business reg.	Business registration certificate up to date	Core
5.1.2	Business license	Provincial or City Council business license up to date and displayed	Core
5.1.3	SIVB license	SIVB license up to date. Compliant with bed levy regulations	Core
5.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
5.2.1	Communication	Business can be contacted by phone/mobile/email	Core
5.2.2	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay	Core
5.2.3	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
5.2.4	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
5.2.5	Staff training	All staff receive training in the area of work	Mandatory
5.2.6	Name signage	Name of business clearly displayed on property	Mandatory
5.2.7	Receipts	Upon payment guest are provided with a receipt	Mandatory
5.2.8	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
5.2.9	Tourist bungalow classification	Establishment has the characteristics of a tourist bungalow operation	Mandatory
5.2.10	Location	Located in natural, coastal or rural area	Mandatory
5.2.11	Room types	Guests can choose between different type of rooms	Recommended
5.2.12	Guest register	A register of current guests (who stays in what room)	Recommended
5.2.13	Staff uniform	All front of house staff	Recommended
5.2.14	Credit cards	Major credit cards accepted	Recommended
5.2.15	Name tags	Staff wear name & position tags, particularly key staff	Recommended
5.2.16	Online booking	Booking possible via website or booking platform	Recommended
5.2.17	Web marketing	Dedicated website promoting business	Recommended
5.2.18	Social media	Active on relevant social media platforms	Recommended
5.2.19	Brochure	Informative brochure promoting establishment	Recommended
3. FRONT OFFICE & LOBBY			
5.3.1	Duty manager	Manager or appointed staff contactable 24 hours	Core
5.3.2	Reception area	Clearly marked counter or desk (can be in restaurant)	Mandatory
5.3.3	Reception hours	Staff available between 7 am to 10 pm	Mandatory
5.3.4	Safe deposit	Safe deposit available for guest (not mandatory if guestrooms have safe)	Mandatory
5.3.5	Luggage handling	Staff available to bring luggage to guest room	Mandatory
5.3.6	Room tariffs	Room tariffs for different room categories displayed or available on request (if applicable)	Mandatory
5.3.7	Toilet	Male/female toilets available for guests in lobby area	Mandatory
5.3.8	Seating	Adequate seating for reception/lobby area	Mandatory
5.3.9	Tables	Adequate tables for reception/lobby area	Mandatory
5.3.10	Cleanliness	Reception area is neat and clean	Mandatory
5.3.11	Wi-Fi	Wi-Fi for guests	Recommended
5.3.12	Information board	Well displayed and informative	Recommended
5.3.13	Tour Information	Tour desk, or tours/activities information board/brochures with booking information	Recommended
5.3.14	Lobby decor	Artwork, sculptures or images on display	Recommended

5.3.15	Plants	Decorative plants in good conditions	Recommended
5.3.16	Telephone	House/public telephone available	Recommended
5.3.17	Umbrella	Umbrella in every room or in reception	Recommended
4. EMERGENCY, SAFETY & SECURITY			
5.4.1	Natural disasters	Evacuation plans for disasters and information about assembly point available to guests	Core
5.4.2	Fire exits	Information about fire exits clearly posted (where applicable)	Core
5.4.3	First aid kit	First aid kit available and well stocked	Core
5.4.4	Security	Security staff on duty evening/nighttime	Mandatory
5.4.5	Fire safety	Appropriate fire extinguishing equipment available	Mandatory
5.4.6	Staff preparedness	Staff understand evacuation plans and how to use emergency equipment	Mandatory
5.4.7	Emergency lights	Emergency lighting or torches available for power outages	Mandatory
5.4.8	Safe environment	Care is taken in the operation and maintenance of facilities to ensure a safe environment for guests and staff at all times	Mandatory
5.4.9	Staff training	First aid training of at least one staff	Recommended
5.4.10	Emergency drill	Staff training in emergency and evacuation procedures (twice yearly)	Recommended
5. GUEST ROOMS			
5.5.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
5.5.2	Mattress	Good quality mattress with mattress protection	Core
5.5.3	Pillow	1 clean pillows for each sleeping position	Core
5.5.4	Linen	Clean sheets and pillow cases in good condition	Core
5.5.5	Lighting	Sufficient lighting and switches in working order	Core
5.5.6	Security	Room secure against unauthorized entry	Core
5.5.7	Curtain/blinds	When closed the curtains/blinds should ensure privacy	Core
5.5.8	Room size	Minimum room size 12 m ² . Minimum width 3 m. Space around bed minimum 70 cm	Mandatory
5.5.9	Room height	2.4m, 1.8 m for slanting roof at lowest point	Mandatory
5.5.10	House keeping	Regular housekeeping (every other day)	Mandatory
5.5.11	Mosquito net	Bed nets available in each room (on request)	Mandatory
5.5.12	Bedside lamps	Lamp with sufficient lighting to read next to each bed	Mandatory
5.5.13	Power socket	Sufficient and available power sockets in strategic locations: next to each bed and next to desk	Mandatory
5.5.14	Air condition/fan	One or the other in working order	Mandatory
5.5.15	Door lock	Keys available for each guest. Latch or double lock from inside as additional security	Mandatory
5.5.16	Desk & chair	Writing table minimum size 30 x 60 cm with chair	Mandatory
5.5.17	Night stand	Bedside table or shelving next to each bed	Mandatory
5.5.18	Wardrobe	Sufficient size with adequate number of hangers (+ 6)	Mandatory
5.5.19	Room waste bin	Clean and of sufficient size	Mandatory
5.5.20	Balcony/veranda	Outdoor area has 2 chairs, 1 table and an ashtray	Mandatory
5.5.21	Mini fridge	Clean and in good condition	Recommended
5.5.22	Electric kettle	Hot water boiler, coffee/ tea & sugar/milk	Recommended
5.5.23	Crockery	Two cups, spoons and glasses	Recommended
5.5.24	Internet	Internet accessibility in room	Recommended
5.5.25	Room decor	Room decoration; framed art, images or decor	Recommended
5.5.26	Information book	Guest information booklet in each room	Recommended
5.5.27	Room safe	Secured and in good condition	Recommended
5.5.28	Luggage rack	Sufficient size and in good condition	Recommended
5.5.29	Mirror	Large mirror behind door or next to wardrobe	Recommended
5.5.30	Insect screen	Windows and doors equipped with insect screen	Recommended
5.5.31	Insect repellent	Coil or spray available on request	Recommended

TOURIST BUNGALOW - MINIMUM STANDARDS CRITERIA

6. BATHROOMS			
5.6.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
5.6.2	Toilet	Toilet with seat. May be flush toilet or compost toilet	Core
5.6.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
5.6.4	Wash-basin	Working wash basin in good condition	Core
5.6.5	Bathroom size	Minimum bathroom area (incl. shower) 3 m ² . Minimum width 1.5 m	Mandatory
5.6.6	Bathrooms & showers	May be a combination of shared (with toilets and showers separated) and ensuite bathrooms. Shared toilets should be separated male/female	Mandatory
5.6.7	Bathroom numbers	A minimum of 1 toilet/shower per 6 guests	Mandatory
5.6.8	Water supply	24 hours supply of water	Mandatory
5.6.9	Toilet brush	Clean toilet brush next to toilet	Mandatory
5.6.10	Shower	Shower with sufficient water pressure	Mandatory
5.6.11	Shower curtain	Shower curtain or door in place	Mandatory
5.6.12	Floor	Well drained non-slip floor with bath mat	Mandatory
5.6.13	Lighting	Working lights and switches	Mandatory
5.6.14	Mirror	Mirror positioned above wash basin	Mandatory
5.6.15	Bathroom bin	Lined waste bin, preferably with lid	Mandatory
5.6.16	Door	Lockable bathroom door	Mandatory
5.6.17	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
5.6.18	Shelf	Shelf or tray for toiletries	Mandatory
5.6.19	Bath towel	Clean and in good conditions	Mandatory
5.6.20	Hand towels	Clean and in good condition	Mandatory
5.6.21	Power socket	Located near mirror	Recommended
5.6.22	Toiletries	Soap and shampoo for new guests and replaced when finished for long term guests	Recommended
7. RESTAURANT / DINING			
5.7.1	Location	Bungalow restaurants should be open air or have a scenic view from within the restaurant	Mandatory
5.7.2	Menu/meal	May be set meals or a menu with a selection of dishes	Mandatory
5.7.3	Menu options	Options in consideration of dietary requirements (allergies, vegetarian, religious)	Mandatory
5.7.4	Breakfast	Served at appropriate times for at least two hours	Mandatory
5.7.5	Chairs & tables	In good condition and sufficient for venue	Mandatory
5.7.6	Cleanliness	Clean, tidy and odor free	Mandatory
5.7.7	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
5.7.8	Lighting	Sufficient lighting in working order	Mandatory
5.7.9	Crockery	Tableware and linen clean and of good quality	Mandatory
5.7.10	Toilet	Male/female toilets in working order no more than 50 meters from the restaurant	Mandatory
5.7.11	Local food	Local food items included and promoted in menu	Recommended
8. BAR (If applicable)			
5.8.1	Liquor permit	Up to date and in compliance with regulations	Mandatory
5.8.2	Cleanliness	Clean, tidy and well maintained	Mandatory
5.8.3	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
5.8.4	Chairs & tables	In good condition and sufficient for venue	Mandatory
5.8.5	Lighting	Sufficient lighting in working order	Mandatory
5.8.6	Beer & soft drinks	A selection of popular beer and soft drinks	Mandatory
5.8.7	Refrigeration	Drinks are adequately chilled	Mandatory
5.8.8	Ice	Ice made from clean drinking water available	Mandatory
5.8.9	Hot drinks	Hot drinks (coffee & tea) available	Mandatory

5.8.10	Toilet	Male/female toilets in working order no more than 50 meters from the bar	Mandatory
5.8.11	Ashtray	Emptied regularly and placed in designated smoking area	Mandatory
5.8.12	Spirits & liquor	A selection of spirits and liquor including the ingredients to popular drinks & cocktails	Recommended
5.8.13	Wine	A selection of both red and white wines	Recommended
5.8.14	Bar menu	Cocktails & Drinks menu	Recommended
5.8.15	Bar tender	Able to prepare popular drinks and cocktails	Recommended
5.8.16	Drink glasses	A selection of clean glasses for different types of drinks	Recommended
5.8.17	Bar snacks	A selection of snacks available at the bar	Recommended
9. KITCHEN			
5.9.1	Food safety	Food prepared must comply with national food hygiene requirements	Mandatory
5.9.2	Cleanliness & hygiene	All areas of the kitchen observe high level of hygiene and cleanliness	Mandatory
5.9.3	Food storage	Food storage area clean and rodent free	Mandatory
5.9.4	Kitchen equipment	All kitchen equipment is clean, in good condition and safe to operate	Mandatory
5.9.5	Refrigeration	Fridge and freezer in good condition with different types of food kept separately and at right temperature	Mandatory
5.9.6	Kitchen sink	Clean and in working order	Mandatory
5.9.7	Staff appearance	Staff clean and tidy in appearance	Mandatory
5.9.8	Waste bins	Clean bins with liner and lid	Mandatory
5.9.9	Crockery	Properly cleaned between use	Mandatory
5.9.10	Sanitation equipment	Appropriate product and stored away from food	Mandatory
5.9.11	Fire safety	Firefighting equipment available in kitchen	Mandatory
10. SELF-CATERING (Bungalows may contain kitchen facilities)			
<i>The following criteria only applies to bungalows with self-catering facilities:</i>			
5.10.1	Stove	Gas stove with two burners in good condition	Mandatory
5.10.2	Work top	Table/bench with flat area for food preparations	Mandatory
5.10.3	Sink	Sink with running water in good condition	Mandatory
5.10.4	Ventilation	Sufficient for cooking area	Mandatory
5.10.5	Crockery	Sufficient for 4 people	Mandatory
5.10.6	Cookware	Pots & pans, kettle, cutting board, knives, etc.	Mandatory
5.10.7	Shelves	Shelves/cupboards for storage incl. plastic containers for storage to avoid rodents getting to open packaging (also explained to guest)	Mandatory
5.10.8	Waste bins	Clean bins with liner and lid	Mandatory
5.10.9	Drainage	Kitchen drains should be covered and connected to the drainage system of the building	Mandatory
5.10.10	Fridge	Mini fridge in good condition	Recommended
11. GUEST SERVICES			
5.11.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
5.11.2	Transfer service	Transfer to airport/port or other locations available on request	Mandatory
5.11.3	Laundry service	Available for guests	Mandatory
5.11.4	Activities	Offers a range of recreational activities such as snorkeling, walking, village tours, bird watching, etc.	Recommended
5.11.5	Leisure	Bungalow surroundings offers ample opportunities for relaxation such as beach, gardens, etc.	Recommended
5.11.6	Entertainment	Cultural performance and/or musical entertainment	Recommended
5.11.7	Recreation	Recreational facilities such as pool, gym or spa	Recommended
5.11.8	Shop	Shop with snacks and basic supplies on the premises	Recommended
5.11.9	Room service	Food and beverages delivered to room (on request)	Recommended

TOURIST BUNGALOW - MINIMUM STANDARDS CRITERIA

12. BUILDING, GROUNDS & MAINTAINENCE			
5.12.1	Building facade	In good state of repair	Core
5.12.2	Maintenance procedures	There is ongoing maintenance of buildings, facilities and equipment. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
5.12.3	Storage	Building material, machinery and equipment is not stored in guest areas.	Mandatory
5.12.4	Generator	If using generator noise level is acceptable	Mandatory
5.12.5	Outdoor lighting	Adequate lighting in areas accessible by guests	Mandatory
5.12.6	Landscaping	Well-designed landscaping suitable for establishment	Mandatory
5.12.7	Grounds	Grounds are well maintained, neat and tidy	Mandatory
5.12.8	Signage	Proper and clear signage (rooms, restaurants, emergency exit, etc.)	Recommended
5.12.9	Power supply	Back-up generator available in cases of power outage	Recommended
5.12.10	Foot paths	Footpath between rooms and buildings	Recommended
13. ENVIRONMENTAL MANAGEMENT			
5.13.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (for new appliances)	Core
5.13.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
5.13.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
5.13.4	Waste disposal	Rubbish is collected and disposed of properly	Core
5.13.5	Noise pollution	Noise must be kept at acceptable levels, especially at night. Avoid excessive noise from machinery or entertainment venues	Core
5.13.6	Odor	No unpleasant odors in guest areas	Core
5.13.7	Rubbish bins	Sufficient rubbish bins strategically placed throughout the facility. Emptied regularly before overflowing	Mandatory
5.13.8	Recycling	Recyclable materials are separated from rubbish and stored separately	Mandatory
5.13.9	Environmental policy	Comprehensive Environmental policy in place	Recommended
5.13.10	Water saving	Water saving measures and policies in place	Recommended
5.13.11	Rain water harvesting system	Rain water harvesting system installed	Recommended
5.13.12	Solar power	Solar panels used to generate power	Recommended
5.13.13	Gardens	Vegetables and/or fruit are grown in the garden	Recommended
5.13.14	Compost	Green waste composted and use in gardens (if applicable)	Recommended

ECOLOGDE ACCOMMODATION

Minimum Standards Criteria

Description

Ecolodges are designed to have the minimum possible impact on the natural environment in which it is situated. It is often built in remote locations using natural materials and traditional design. Guests are offered a range of natural and cultural experiences. Guides are often employed by the ecolodge for the purpose of organizing tours and activities. Ecolodges are often involved in activities that support conservation and/or the local community.

Key Features

- Building materials usually traditional and/or natural
- Décor often reflect local customs and environment
- Operate along the principles of sustainability

Services

- Meals provided
 - Offer activities where visitors can experience and learn about the environment and culture of Solomon Islands
-

Local context

Ecolodges in Solomon Islands are located in scenic and natural areas throughout the country. They are designed for and mainly frequented by foreign tourists with a special interest in nature and culture. Ecolodges offer activities where visitors not only experience, but also learn about the local environment and culture. The ecolodge concept is often misunderstood and used for any type of accommodation in remote or natural areas. A key feature of an ecolodge is a high commitment to sustainability principles.

Minimum Standards

The standards of an ecolodge may vary from budget to resort-style luxury. The criteria outline the required standards, but many establishments choose to go above and beyond this. Ecolodges may look similar to a resort or tourist bungalow but have a much higher commitment to sustainability principles as well as experiences and activities focused on the local environment and culture. Businesses that do not fulfil the ecolodge minimum standards criteria can change to the resort, tourist bungalow or budget accommodation category.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
6.1.1	Business reg.	Business registration certificate up to date	Core
6.1.2	Business license	Provincial or City Council business license up to date and displayed	Core
6.1.3	SIVB license	SIVB license up to date. Compliant with bed levy regulations	Core
6.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
6.2.1	Communication	Business can be contacted by phone/mobile/email	Core
6.2.2	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay	Core
6.2.3	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
6.2.4	Guest register	A register of current guests (who stays in what room)	Mandatory
6.2.5	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
6.2.6	Staff training	All staff receive training in the area of work	Mandatory
6.2.7	Name signage	Name of business clearly displayed on property	Mandatory
6.2.8	Receipts	Upon payment guest are provided with a receipt	Mandatory
6.2.9	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
6.2.10	Ecolodge classification	Establishment has the characteristics of an ecolodge offering natural & cultural activities and experiences. Operates according to sustainability principles	Mandatory
6.2.11	Location	Located in natural or rural area	Mandatory
6.2.12	Ecolodge practice	Supports conservation and/or local community through funding/material/logistics/training	Mandatory
6.2.13	Guide	Trained staff or professional guide with significant knowledge of local environment and culture	Mandatory
6.2.14	Room types	Guests can choose between different type of rooms	Recommended
6.2.15	Staff uniform	All front of house staff	Recommended
6.2.16	Credit cards	Major credit cards accepted	Recommended
6.2.17	Name tags	Staff wear name & position tags, particularly key staff	Recommended
6.2.18	Online booking	Booking possible via website or booking platform	Recommended
6.2.19	Web marketing	Dedicated website promoting business	Recommended
6.2.20	Social media	Active on relevant social media platforms	Recommended
6.2.21	Brochure	Informative brochure promoting establishment	Recommended
3. FRONT OFFICE & LOBBY			
6.3.1	Duty manager	Manager or appointed staff contactable 24 hours	Core
6.3.2	Reception	Clean and tidy with proper counter	Mandatory
6.3.3	Reception hours	Staff available 7 am to 10 pm	Mandatory
6.3.4	Safe deposit	Safe deposit available for guest (not mandatory if guestrooms have safe)	Mandatory
6.3.5	Luggage handling	Staff available to bring luggage to guest room	Mandatory
6.3.6	Room tariffs	Room tariffs for different room categories displayed or available on request (if applicable)	Mandatory
6.3.7	Toilet	Male/female toilets available for guests in lobby area	Mandatory
6.3.8	Seating	Adequate seating for reception/lobby area	Mandatory
6.3.9	Tables	Adequate tables for reception/lobby area	Mandatory
6.3.10	Lighting	Adequate natural and artificial lighting	Mandatory
6.3.11	Cleanliness	Reception and lobby area is neat and clean	Mandatory

ECOLOGDE ACCOMMODATION - MINIMUM STANDARDS CRITERIA

6.3.12	Information board	Information about tours and activities available for guests	Mandatory
6.3.13	Lobby decor	Artwork, sculptures or images on display	Mandatory
6.3.14	Wi-Fi	Wi-Fi for guests	Recommended
6.3.15	Luggage storage	Short term luggage storage available for guests	Recommended
6.3.16	Plants	Decorative plants in good conditions	Recommended
6.3.17	Telephone	House/public telephone available	Recommended
6.3.18	Umbrella	Umbrella in every room or in reception	Recommended
4. EMERGENCY, SAFETY & SECURITY			
6.4.1	Natural disasters	Evacuation plans for disasters and information about assembly point available to guests	Core
6.4.2	Fire exits	Information about fire exits clearly posted (where applicable)	Core
6.4.3	First aid kit	First aid kit available and well stocked	Core
6.4.4	Security	Security or staff on premises 24 hours	Mandatory
6.4.5	Fire safety	Appropriate fire extinguishing equipment available	Mandatory
6.4.6	Staff preparedness	Staff understand evacuation plans and how to use emergency equipment	Mandatory
6.4.7	Emergency lights	Emergency lighting or torches available for power outages	Mandatory
6.4.8	Safe environment	Care is taken in the operation and maintenance of facilities to ensure a safe environment for guests and staff at all times	Mandatory
6.4.9	Life jackets	(If applicable) ecolodge operated boat equipped with life jackets in good conditions for all passengers	Mandatory
6.4.10	Lifesaving equipment	If the ecolodge has a pool, beach or jetty there should be lifesaving equipment in close proximity	Mandatory
6.4.11	Staff training	First aid training of at least one staff	Mandatory
6.4.12	Staff safety	Staff equipped with safety gear during hazardous work (helmet, goggles, boots, gloves, facemask, etc.)	Mandatory
6.4.13	Fire alarm	Fire alarm, either manual or connected to smoke alarm	Recommended
6.4.14	Emergency drill	Staff training in emergency and evacuation procedures (twice yearly)	Recommended
5. GUEST ROOMS			
6.5.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
6.5.2	Mattress	Good quality mattress with mattress protection	Core
6.5.3	Pillow	1 clean pillows for each sleeping position	Core
6.5.4	Linen	Clean sheets and pillow cases in good condition	Core
6.5.5	Lighting	Sufficient lighting and switches in working order	Core
6.5.6	Security	Unit secure against unauthorized entry	Core
6.5.7	Curtain/blinds	When closed the curtains/blinds should ensure privacy	Core
6.5.8	Room size	Minimum room size 12 m ² . Minimum width 3 m. Space around bed minimum 70 cm	Mandatory
6.5.9	Room height	2.4m, 1.8 m for slanting roof at lowest point	Mandatory
6.5.10	House keeping	Regular housekeeping (every other day)	Mandatory
6.5.11	Mosquito net	Bed nets available in each room	Mandatory
6.5.12	Bedside lamps	Lamp with sufficient lighting to read next to each bed	Mandatory
6.5.13	Power socket	Sufficient power sockets in strategic locations	Mandatory
6.5.14	Air condition/fan	One or the other in working order	Mandatory
6.5.15	Door lock	Keys are available for each guest. Latch or double lock from inside as additional security	Mandatory
6.5.16	Desk & chair	Writing table minimum size 30 x 60 cm with chair	Mandatory
6.5.17	Night stand	Bedside table or shelving next to each bed	Mandatory
6.5.18	Wardrobe	Sufficient size with adequate number of hangers (+ 8)	Mandatory
6.5.19	Room waste bin	Clean and of sufficient size	Mandatory
6.5.20	Balcony/veranda	Outdoor area has 2 chairs and 1 table	Mandatory
6.5.22	Room decor	Room decoration; framed art, images or decor	Mandatory

ECOLOGDE ACCOMMODATION - MINIMUM STANDARDS CRITERIA

6.5.22	Laundry basket	Laundry basket/bag in each room	Recommended
6.5.23	Mini fridge	Clean and in good condition	Recommended
6.5.24	Electric kettle	Hot water boiler, coffee/tea & sugar/milk	Recommended
6.5.25	Crockery	Two cups, spoons and glasses	Recommended
6.5.26	Internet	Internet accessibility in room	Recommended
6.5.27	Information book	Guest information booklet in each room	Recommended
6.5.28	Room safe	Secured and in good condition	Recommended
6.5.29	Luggage rack	Sufficient size and in good condition	Recommended
6.5.30	Mirror	Large mirror behind door or next to wardrobe	Recommended
6.5.31	Insect screen	Windows and doors equipped with insect screen	Recommended
6.5.32	Insect repellent	Coil or spray available on request	Recommended
6. BATHROOMS			
6.6.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
6.6.2	Toilet	Toilet with seat. May be flush toilet or compost toilet	Core
6.6.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
6.6.4	Wash-basin	Working wash basin in good condition	Core
6.6.5	Bathroom size	Minimum bathroom area (incl. shower) 4 m ² . Minimum width 1.5 m	Mandatory
6.6.6	Bathrooms & showers	May be a combination of shared (with toilets and showers separated) and ensuite bathrooms. Shared toilets should be separated male/female	Mandatory
6.6.7	Bathroom numbers	A minimum of 1 toilet/shower per 8 guests beds	Mandatory
6.6.8	Water supply	24 hours supply of water	Mandatory
6.6.9	Toilet brush	Clean toilet brush next to toilet	Mandatory
6.6.10	Shower	Shower	Mandatory
6.6.11	Shower curtain	Shower curtain or door in place	Mandatory
6.6.12	Floor	Well drained non-slip floor with bath mat	Mandatory
6.6.13	Lighting	Working lights and switches	Mandatory
6.6.14	Mirror	Mirror positioned above wash basin	Mandatory
6.6.15	Bathroom bin	Lined waste bin, preferably with lid	Mandatory
6.6.16	Door	Lockable bathroom door	Mandatory
6.6.17	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
6.6.18	Shelf	Shelf or tray for toiletries	Mandatory
6.6.19	Bath towel	Clean and in good conditions	Mandatory
6.6.20	Hand towels	Clean and in good condition	Mandatory
6.6.21	Power socket	Located near mirror	Recommended
7. RESTAURANT / DINING ROOM			
6.7.1	Location	Restaurant/dining room should be open air or have a scenic view from within the restaurant	Mandatory
6.7.2	Menu/meal	May be set meals or a menu with a selection of dishes	Mandatory
6.7.3	Meal options	Options in consideration of dietary requirements (allergies, vegetarian, religious)	Mandatory
6.7.4	Local food	Local food items included in meals	Mandatory
6.7.5	Fruit & veg	Fruit and vegetables offered with all meals	Mandatory
6.7.6	Breakfast	Served at appropriate times for at least two hours	Mandatory
6.7.7	Chairs & tables	In good condition and sufficient for venue	Mandatory
6.7.8	Cleanliness	Clean, tidy and odor free	Mandatory
6.7.9	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
6.7.10	Lighting	Sufficient lighting in working order	Mandatory
6.7.11	Crockery	Tableware and linen clean and of good quality	Mandatory
6.7.12	Toilet	Male/female toilets in working order no more than 50 meters from the restaurant	Mandatory

8. BAR (If applicable)			
6.8.1	Liquor permit	Up to date and in compliance with regulations	Mandatory
6.8.2	Cleanliness	Clean, tidy and well maintained	Mandatory
6.8.3	Staff appearance	Staff clean and tidy in appearance	Mandatory
6.8.4	Chairs & tables	In good condition and sufficient for venue	Mandatory
6.8.5	Lighting	Sufficient lighting in working order	Mandatory
6.8.6	Beer & soft drinks	A selection of popular beer and soft drinks	Mandatory
6.8.7	Refrigeration	Drinks are adequately chilled	Mandatory
6.8.8	Ice	Ice made from clean drinking water available	Mandatory
6.8.9	Hot drinks	Hot drinks (coffee & tea) available	Mandatory
6.8.10	Toilet	Male/female toilets in working order no more than 50 meters from the bar	Mandatory
6.8.11	Ashtray	Emptied regularly and placed in designated smoking area	Mandatory
6.8.12	Spirits & liquor	A selection of spirits and liquor including the ingredients to popular drinks & cocktails	Recommended
6.8.13	Wine	A selection of both red and white wines	Recommended
6.8.14	Fruit juices	A selection of fruit juices/cocktails on offer	Recommended
6.8.15	Bar menu	Cocktails & drinks menu	Recommended
6.8.16	Bar tender	Able to prepare popular drinks and cocktails	Recommended
6.8.17	Drink glasses	A selection of clean glasses for different types of drinks	Recommended
6.8.18	Bar snacks	A selection of snacks available at the bar	Recommended
9. KITCHEN			
6.9.1	Food safety	Food prepared at ecolodge must comply with national food hygiene requirements	Mandatory
6.9.2	Cleanliness & hygiene	All areas of the kitchen observe high level of hygiene and cleanliness	Mandatory
6.9.3	Food storage	Food storage area clean and rodent free	Mandatory
6.9.4	Kitchen equipment	All kitchen equipment is clean, in good condition and safe to operate.	Mandatory
6.9.5	Refrigeration	Fridge and freezer in good condition with different types of food kept separately and at right temperature	Mandatory
6.9.6	Kitchen sink	Clean and in working order	Mandatory
6.9.7	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
6.9.8	Ventilation	Good ventilation	Mandatory
6.9.9	Waste bins	Clean bins with liner and lid	Mandatory
6.9.10	Crockery	Properly cleaned between use	Mandatory
6.9.11	Sanitation equipment	Appropriate product and stored away from food	Mandatory
6.9.12	Fire safety	Firefighting equipment available in kitchen	Mandatory
10. GUEST SERVICES			
6.10.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
6.10.2	Nature tours/ activities	Offers a range of nature based experiences such as snorkeling, walking, bird watching, etc.	Mandatory
6.10.3	Cultural tours/ activities	Offers experiences based on the local culture such as village tours or cultural performances	Mandatory
6.10.4	Learning experiences/ participation	Offers experiences where guest have the opportunity to learn about local environment/culture/daily life such as lectures, cooking classes, handicraft workshops, farming,	Mandatory
6.10.5	Information	Provides books, maps, poster, images about local ecology and culture	Mandatory
6.10.6	Transfer service	Transfer to airport/port or other locations available on request	Mandatory
6.10.7	Laundry service	Available for guests	Mandatory
6.10.8	Entertainment	Cultural performance and/or musical entertainment	Recommended
6.10.9	Shop	Shop on the premises (supplies, local souvenirs, etc.)	Recommended

ECOLOGDE ACCOMMODATION - MINIMUM STANDARDS CRITERIA

6.10.10	Room service	Food and beverages delivered to room (if requested)	Recommended
6.10.11	Wake-up service	Alarm/call/wake up service (at least one)	Recommended
6.10.12	Baby sitting	Child care service available for guests	Recommended
11. BUILDING, GROUNDS & MAINTAINENCE			
6.11.1	Building facade	In good state of repair	Core
6.11.2	Maintenance procedures	There is ongoing maintenance of buildings, facilities and equipment. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
6.11.3	Ec lodge design	Buildings and interiors reflects the ecolodge concept of using local/natural materials and/or traditional architecture and design. Built with minimal impact on the natural environment	Mandatory
6.11.4	Storage	Building material, machinery and equipment is not stored in guest areas.	Mandatory
6.11.5	Generator	If using generator noise level is acceptable	Mandatory
6.11.6	Staff areas	Staff & work areas clearly separated from guest areas	Mandatory
6.11.7	Outdoor lighting	Adequate lighting in areas accessible by guests	Mandatory
6.11.8	Grounds	Grounds are well maintained, neat and tidy	Mandatory
6.11.9	Signage	Proper and clear signage (rooms, restaurants, emergency exit, etc.)	Mandatory
6.11.10	Interpretive signage	Educational signs in gardens (tree names, etc.)	Recommended
6.11.11	Power supply	Back-up generator available in cases of power outage	Recommended
6.11.12	Swimming pool	(If applicable) In good condition with clear water	Recommended
6.11.13	Foot paths	Footpath between rooms and buildings	Recommended
12. ENVIRONMENTAL MANAGEMENT			
<i>Ec lodges have higher environmental standards than other types of tourism accommodation and should have several minimal impact procedures in place</i>			
6.12.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (for new appliances)	Core
6.12.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
6.12.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
6.12.4	Waste disposal	Rubbish is collected and disposed of properly	Core
6.12.5	Noise pollution	Noise must be kept at acceptable levels, especially at night. Avoid excessive noise from machinery or entertainment venues	Core
6.12.6	Odor	No unpleasant odors in guest areas	Core
6.12.7	Environmental policy	Comprehensive environmental policy in place	Mandatory
6.12.8	Rubbish bins	Sufficient rubbish bins strategically placed throughout the facility. Emptied regularly before overflowing	Mandatory
6.12.9	Recycling	Recyclable materials are separated from rubbish and stored separately	Mandatory
6.12.10	Certification	Accredited with green/environmental hotel scheme	Recommended
6.12.11	Energy saving	Where possible use energy saving measures and renewable energy technology	Recommended
6.12.12	Water saving	Water saving measures and policies in place	Recommended
6.12.13	Rain water harvesting system	Rain water harvesting system installed	Recommended
6.12.14	Solar power	Solar panels used to generate power	Recommended
6.12.15	Gardens	Vegetables/herbs and/or fruit are grown in the garden	Recommended
6.12.16	Compost	Green waste composted and use in gardens (if applicable)	Recommended

SERVICED APARTMENT

Minimum Standards Criteria

(Furnished Apartment, Studio, Self-contained Unit)

Description

Serviced apartments have more space and greater room amenities than a standard hotel room. It has its own kitchen, lounge, bathroom and one or two bedrooms. Housekeeping services are provided. Serviced apartment are typically used by visitors who stay for longer periods. This type of accommodation is also known as furnished apartment, studio or self-contained unit.

Key Features

- Larger than standard hotel rooms
- More amenities than a hotel room
- Private kitchen facilities
- Fully furnished
- Air-condition & television

Services

- Staff on call 24 hours
- Security on duty 24 hours
- Housekeeping services available
- May include the use of recreational facilities and common areas

Local Context

Serviced apartments in Solomon Islands are mainly located in Honiara. Most of the guests are expats working in Solomon's who stay for weeks, months or even years. Serviced apartments can be found in apartment blocks designed specifically for this purpose or inside hotels and resorts. Some motels also offer more basic and affordable self-contained units.

Minimum Standards

The minimum standards criteria for serviced apartments are similar to the room standards of a hotel. When a hotel, resort or motel also offers serviced apartments, the business must comply with the minimum standards requirements for both categories. Businesses that do not fulfill the serviced apartment's minimum standards criteria may change to the hotel, motel or budget accommodation category.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
7.1.1	Business reg.	Business registration certificate up to date	Core
7.1.2	Business license	Provincial or City Council business license up to date and displayed	Core
7.1.3	SIVB license	SIVB license up to date. Compliant with bed levy regulations	Core
7.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
7.2.1	Communication	Business can be contacted by phone/mobile/email	Core
7.2.2	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay. (Guest registration or rental contract)	Core
7.2.3	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
7.2.4	Guest register	A register of current guests (who stays in what room)	Mandatory
7.2.5	Staff appearance	Staff should be clean and tidy in appearance	Mandatory
7.2.6	Staff training	All staff receive training in the area of work	Mandatory
7.2.7	Name signage	Name of business clearly displayed on property	Mandatory
7.2.8	Classification	Establishment has the characteristics of serviced apartments offering long and short term rentals	Mandatory
7.2.9	Receipts	Upon payment guest are provided with a receipt	Mandatory
7.2.10	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
7.2.11	Staff uniform	All front of house staff	Recommended
7.2.12	Credit cards	Major credit cards accepted	Recommended
7.2.13	Name tags	Staff wear name & position tags, particularly key staff	Recommended
7.2.14	Room types	Guests can choose between different type of rooms	Recommended
7.2.15	Online booking	Booking possible via website or booking platform	Recommended
7.2.16	Web marketing	Dedicated website promoting business	Recommended
7.2.17	Social media	Active on relevant social media platforms	Recommended
7.2.18	Brochure	Informative brochure promoting establishment	Recommended
3. FRONT OFFICE & LOBBY			
7.3.1	Duty manager	Manager or appointed staff contactable 24 hours	Core
7.3.2	Safe deposit	Safe deposit available for guest (not mandatory if guestrooms have safe)	Mandatory
7.3.3	Guest access	Once checked-in guest have access to property 24 hours	Mandatory
7.3.4	Room tariffs	Room tariffs for different room categories displayed or available on request (if applicable)	Mandatory Recommended
7.3.5	Wi-Fi	Wi-Fi for guests (Honiara based establishments mandatory, regional recommended)	Mandatory
7.3.6	Reception area	Office or counter	Recommended
7.3.7	Reception hours	Manned daytime	Recommended
7.3.8	Information board	Well displayed and informative	Recommended
7.3.9	Tour information	Tour desk, or tours/activities information board/brochures with booking information	Recommended
7.3.10	Decoration/art	Artwork, sculptures or images on display	Recommended
7.3.11	Plants	Decorative plants in good conditions	Recommended
4. EMERGENCY, SAFETY & SECURITY			
7.4.1	Natural disasters	Evacuation plans for disasters and information about assembly point available to guests	Core

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7.4.2	Fire exits	Information about fire exits clearly posted (where applicable)	Core
7.4.3	First aid kit	First aid kit available and well stocked	Core
7.4.4	Security	Staff on premises 24 hours	Mandatory
7.4.5	Fire safety	Appropriate fire extinguishing equipment available	Mandatory
7.4.6	Fire alarm	Fire alarm, either manual or connected to smoke alarm	Mandatory
7.4.7	Staff preparedness	Staff understand evacuation plans and how to use emergency equipment	Mandatory
7.4.8	Emergency drill	Staff training in emergency and evacuation procedures (twice yearly)	Recommended
5. APARTMENTS			
7.5.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
7.5.2	Mattress	Good quality mattress with mattress protection	Core
7.5.3	Pillow	2 clean pillows for each sleeping position	Core
7.5.4	Linen	Clean sheets and pillow cases in good condition	Core
7.5.5	Lighting	Sufficient lighting and switches in working order	Core
7.5.6	Security	Unit secure against unauthorized entry	Core
7.5.7	Curtain/blinds	When closed the curtains/blinds should ensure privacy	Core
7.5.8	Apartment	Consists of bedroom, ensuite bathroom and kitchen/living room	Mandatory
7.5.9	Bed room size	Minimum bed room size 12 m ² . Minimum width 3 m. Space around bed minimum 80 cm	Mandatory
7.5.10	Living area	Kitchen/lounge/living room minimum size 16 m ²	Mandatory
7.5.11	Room height	2.4m, 2 m for slanting roof at lowest point	Mandatory
7.5.12	Housekeeping	Housekeeping available	Mandatory
7.5.13	Laundry basket	Laundry basket/bag in each room	Mandatory
7.5.14	Bedside lamps	Lamp with sufficient lighting to read next to each bed	Mandatory
7.5.15	Power socket	Sufficient and available power sockets in strategic locations	Mandatory
7.5.16	Air condition	In working order with remote temperature control	Mandatory
7.5.17	Television	With a selection of channels. Remote control in room	Mandatory
7.5.18	Door lock	Keys are available for each guest. Latch or double lock from inside as additional security	Mandatory
7.5.19	Desk & chair	Writing table with chair	Mandatory
7.5.20	Night stand	Bedside table or shelving next to each bed	Mandatory
7.5.21	Wardrobe	At least two with adequate number of hangers (+ 8)	Mandatory
7.5.22	Mirror	Large mirror behind door or next to wardrobe	Mandatory
7.5.23	Room waste bin	Clean and of sufficient size	Mandatory
7.5.24	Iron/Ironing board	In room or available on request	Mandatory
7.5.25	Balcony/veranda	(If applicable) outdoor area has lighting, 2 chairs, 1 table and an ashtray	Mandatory
7.5.26	Coffee table	Small table with two chairs/armchairs	Mandatory
7.5.27	Sofa	In good conditions	Recommended
7.5.28	Internet	Internet accessibility in room	Recommended
7.5.29	Fan	Clean and in good condition	Recommended
7.5.30	Decoration/art	Room decoration; framed art, images or decor	Recommended
7.5.31	Telephone	Telephone with external line	Recommended
7.5.32	Information book	Guest information booklet in each room	Recommended
7.5.33	Room safe	Secured and in good condition	Recommended
7.5.34	Insect screen	Windows and doors equipped with insect screen	Recommended
7.5.35	Mosquito net	Bed nets available in each room (on request)	Recommended
7.5.36	Washing machine	In good condition	Recommended
7.5.37	Dryer	In good condition	Recommended
6. BATHROOMS			
7.6.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
7.6.2	Toilet	Working toilet with seat	Core

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7.6.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
7.6.4	Wash-basin	Working wash basin in good condition	Core
7.6.5	Bathroom size	Minimum bathroom area (incl. shower) 3 m ² . Minimum width 1.5 m	Mandatory
7.6.6	Ensuite	Each apartment shall have its own toilet and shower	Mandatory
7.6.7	Water supply	24 h supply of hot/cold water	Mandatory
7.6.8	Toilet brush	Clean toilet brush next to toilet	Mandatory
7.6.9	Shower	Working shower with shower head	Mandatory
7.6.10	Shower curtain	Shower curtain or door in place	Mandatory
7.6.11	Floor	Well drained non-slip floor with bath mat	Mandatory
7.6.12	Lighting	Working lights and switches	Mandatory
7.6.13	Power socket	Located near mirror	Mandatory
7.6.14	Mirror	Mirror positioned above wash basin	Mandatory
7.6.15	Bathroom bin	Lined waste bin, preferably with lid	Mandatory
7.6.16	Door	Lockable bathroom door	Mandatory
7.6.17	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
7.6.18	Shelf	Shelf or tray for toiletries	Mandatory
7.6.19	Bath towel	Clean and in good condition	Mandatory
7.6.20	Hand towels	Clean and in good condition	Mandatory
7.6.21	Bath tub	Clean and in good condition	Recommended
7. KITCHEN			
7.7.1	Stove	Stove top with burners in good condition	Mandatory
7.7.2	Work top	Table top with sufficient space for food preparation	Mandatory
7.7.3	Fridge	Clean and in good condition	Mandatory
7.7.4	Kitchen equipment	Toaster, microwave, rice cooker and electric kettle	Mandatory
7.7.5	Crockery	Sufficient amount	Mandatory
7.7.6	Cookware	Pots & pans, cutting board, knives, utensils, etc.	Mandatory
7.7.7	Storage	Shelves & cupboards for storage	Mandatory
7.7.8	Kitchen sink	Clean and in working order	Mandatory
7.7.9	Drainage	Kitchen drains should be covered and connected to the drainage system of the building	Mandatory
7.7.10	Kitchen bins	Waste bin with lid	Mandatory
7.7.11	Fire safety	Fire extinguisher available in or near kitchen	Mandatory
7.7.12	Dishwasher	In good condition	Recommended
8. GUEST SERVICES			
7.8.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
7.8.2	Laundry service	Available for guests	Mandatory
7.8.3	Taxi service	Taxi and/or airport transfer available on request	Mandatory
7.8.4	Shared laundry	Laundry machine available for guests	Recommended
7.8.5	Tour services	A range of tours on offer, or brochures stand and contact with tour operators provided	Recommended
7.8.6	Recreation	Recreational facilities such as pool, gym or BBQ area	Recommended
9. BUILDING, GROUNDS & MAINTAINENCE			
7.9.1	Building facade	In good state of repair	Core
7.9.2	Maintenance procedures	There is ongoing maintenance of buildings, facilities and equipment. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
7.9.3	Storage	Building material, machinery and equipment is not stored in guest areas	Mandatory
7.9.4	Generator	If using generator noise level is acceptable	Mandatory
7.9.5	Power supply	Back-up generator available in cases of power outage	Mandatory

SERVICED APARTMENT - MINIMUM STANDARDS CRITERIA

7.9.6	Free parking	Sufficient space, clean, safe and without potholes	Mandatory
7.9.7	Access roads	Road is clean and unobstructed with no potholes	Mandatory
7.9.8	Landscaping	Well-designed landscaping suitable for establishment	Mandatory
7.9.9	Foot paths	Hard surface footpath between rooms and buildings	Mandatory
7.9.10	Outdoor lighting	Adequate lighting in areas accessible by guests	Mandatory
7.9.11	Grounds	Grounds are well maintained, neat and tidy	Mandatory
7.9.12	Signage	Proper and clear signage (rooms, emergency exit, etc.)	Mandatory
7.9.13	Staff areas	Staff & work areas clearly separated from guest areas	Mandatory
7.9.14	Swimming pool	(If applicable) In good condition with clear water	Recommended
7.9.15	Wheelchair access	Entrance and communal areas accessible by wheel chair	Recommended
10. ENVIRONMENTAL MANAGEMENT			
7.10.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (new appliances)	Core
7.10.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
7.10.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
7.10.4	Waste disposal	Rubbish is collected and disposed of properly	Core
7.10.5	Noise pollution	Noise must be kept at acceptable levels, especially at night. Avoid excessive noise from machinery or entertainment venues	Core
7.10.6	Odor	No unpleasant odors in guest areas	Core
7.10.7	Rubbish bins	Sufficient rubbish bins strategically placed throughout the facility. Emptied regularly before overflowing	Mandatory
7.10.8	Recycling	Recyclable materials are separated from rubbish and stored separately	Mandatory
7.10.9	Environmental policy	Comprehensive environmental policy in place	Recommended
7.10.10	Rain water harvesting system	Rain water harvesting system installed	Recommended
7.10.11	Solar power	Solar panels used to generate power	Recommended
7.10.12	Compost	Green waste composted and use in gardens (if applicable)	Recommended

HOMESTAY ACCOMODATION

Minimum Standards Criteria

Description

Homestays are affordable accommodation provided by local families who offer one or more rooms in their house as lodging for guests. Meals are also provided, and guests typically share meals with the family. Homestays are popular with students and visitors who want to immerse themselves in the local culture.

Key Features

- Rooms for guest located inside family home
- Homestays should accommodate a maximum of 6 guests

Services

- Meals are provided and guests usually eats with family
 - Guests experience local life through interactions with host family
-

Local context

There are only a few homestay operators in the Solomon Islands. Homestay guests are usually students or volunteers who study or work for a few weeks or months in the Solomon's. Some guesthouses (budget category) are calling themselves homestay's which is misleading. The difference is not the level of standards, but how the guests are treated. In a homestay the guests are treated like family guests, rather than paying guests in a hotel.

Homestays are a type of accommodation that doesn't require large investments and can be a good option for locals who wants to enter the tourism industry.

Minimum Standards

The homestay category is one of the most basic types of accommodation. The minimum standards for a homestay is similar to the standards of a budget accommodation. Homestay accommodation that improves standards and services may upgrade to the 'budget' category and operate as a guesthouse. A homestay accommodation that fails to fulfil the minimum standards criteria risks losing its business license.

Core Standards: Compulsory standards for all tourism accommodation categories without exception.

Mandatory Standards: Minimum standards criteria specific for this accommodation category.

Recommended Standards: Recommendations to be used as best practice guidelines.

CRITERIA		MINIMUM STANDARDS	
1. LEGAL REQUIREMENTS			
8.1.1	Business reg.	Business registration certificate up to date	Core
8.1.2	Business license	Provincial or City Council business license up to date and displayed	Core
8.1.3	SIVB license	SIVB license up to date. Compliant with bed levy regulations	Core
8.1.4	IRD number (TIN)	Registered with Inland Revenue Office (Tax Identification number)	Core
2. BUSINESS OPERATIONS			
8.2.1	Communication	Business can be contacted by phone/mobile/email	Core
8.2.2	Duty manager	House guests can contact appointed staff/family member 24 hours	Core
8.2.3	Guest registration	Record of guest details: name, nationality, passport/ID, contact details, length of stay	Core
8.2.4	Reservation	System in place for room reservations to avoid double booking or room shortage (software or book)	Core
8.2.5	Receipts	Upon payment guest are provided with a receipt	Mandatory
8.2.6	Book keeping	Payments are registered and invoices/receipts saved	Mandatory
8.2.7	Hospitality	All members of homestay household are friendly and helpful towards guests	Mandatory
8.2.8	Homestay classification	Establishment has the characteristics of Homestay accommodation located inside a family home	Mandatory
8.2.9	Guest limit	Maximum 6 guests	Mandatory
8.2.10	Online booking	Booking possible via website or booking platform	Recommended
8.2.11	Web marketing	Dedicated website promoting business	Recommended
8.2.12	Social media	Active on relevant social media platforms	Recommended
8.2.13	Brochure	Informative brochure promoting establishment	Recommended
3. EMERGENCY, SAFETY & SECURITY			
8.3.1	Natural disasters	Evacuation plans for disasters and information about assembly point available to guests	Core
8.3.2	Fire exits	Information about fire exits clearly posted (where applicable)	Core
8.3.3	First aid kit	First aid kit available and well stocked	Core
8.3.4	Emergency lights	Emergency lighting available for power outages (torches)	Mandatory
8.3.5	Security	At least one staff or family member on the premises at all times	Mandatory
8.3.6	Safe location	Located in an area without high levels of crime and anti-social behavior	Mandatory
8.3.7	Safe environment	Care is taken in the operation and maintenance of facilities to ensure a safe environment for guests at all times	Mandatory
4. GUEST ROOMS			
8.4.1	Cleanliness	Floors, walls and ceiling free from obvious dirt	Core
8.4.2	Mattress	Good quality mattress with mattress protection	Core
8.4.3	Pillow	1 clean pillow for each sleeping position	Core
8.4.4	Linen	Clean sheets and pillow cases in good condition	Core
8.4.5	Lighting	Sufficient lighting and switches in working order	Core
8.4.6	Security	Unit secure against unauthorized entry	Core
8.4.7	Curtain/blinds	When closed the curtains/blinds should ensure privacy	Core
8.4.8	Room size	Minimum room size (single) 6 m², (double) 9 m². Minimum width (single) 2 m, (double) 2.7 m. Space around bed min. 60 cm	Mandatory
8.4.9	Room height	2.3 m, 1.8 m for slanting roof at lowest point	Mandatory
8.4.10	House keeping	Regular housekeeping of bed and common rooms	Mandatory
8.4.11	Mosquito net	Bed nets available in each room alt. windows are fitted with mosquito	Mandatory

HOMESTAY ACCOMODATION - MINIMUM STANDARDS CRITERIA

		screen	
8.4.12	Power socket	Sufficient power sockets in strategic locations	Mandatory
8.4.13	Air condition/fan	One or the other in working order	Mandatory
8.4.14	Door lock	Key available for each guest.	Mandatory
8.4.15	Night stand	Bedside table or shelving next to each bed	Mandatory
8.4.16	Hanger	Sufficient size with adequate number of hangers (+ 6)	Mandatory
8.4.17	Waste bin	Clean and of sufficient size	Mandatory
8.4.18	Desk & chair	Writing table minimum size 30 x 60 cm with chair	Recommended
5. BATHROOMS			
<i>Bathrooms in homestay accommodation may be shared with host family</i>			
8.5.1	Cleanliness	Bathroom hygienic, clean, without mold and free from odor	Core
8.5.2	Toilet	Working sit down toilet with seat	Core
8.5.3	Toilet paper	Paper holder with toilet paper. Spare toilet paper rolls in bathroom	Core
8.5.4	Wash-basin	In good condition	Core
8.5.5	Bathroom size	Minimum bathroom area (incl. shower) 3 m ² . Minimum width 1.5 m	Mandatory
8.5.6	Bathrooms & showers	May be a combination of shared (with toilets and showers separated) or ensuite bathrooms.	Mandatory
8.5.7	Water supply	24 h supply of water	Mandatory
8.5.8	Toilet brush	Clean toilet brush next to toilet	Mandatory
8.5.9	Shower	Shower or bucket bath	Mandatory
8.5.10	Shower curtain	Shower curtain or door in place	Mandatory
8.5.11	Floor	Hard floor (wood, cement or tiles)	Mandatory
8.5.12	Lighting	Working lights	Mandatory
8.5.13	Mirror	Mirror positioned above wash basin	Mandatory
8.5.14	Door	Lockable bathroom door	Mandatory
8.5.15	Hangers/rack	Hangers and rack for clothes and towels available	Mandatory
8.5.16	Waste bin	Lined waste bin, preferably with lid	Recommended
8.5.17	Shelf	Shelf or tray for toiletries	Recommended
8.5.18	Bath towel	Clean and in good conditions	Recommended
8.5.19	Hand towels	Clean and in good condition	Recommended
8.5.20	Power socket	Located near mirror	Recommended
6. MEAL SERVICE			
<i>Meals in homestay accommodation is usually shared with the family</i>			
8.6.1	Meal service	Breakfast, lunch and dinner provided at homestay	Mandatory
8.6.2	Meal options	Options in consideration of dietary requirements (allergies, vegetarian, religious)	Mandatory
8.6.3	Kitchen	Food is stored and prepared in a hygienic environment	Mandatory
8.6.4	Dining room	Dining room or table where guests can eat	Mandatory
8.6.5	Chairs & tables	In good condition and sufficient for venue	Mandatory
8.6.6	Cleanliness	Clean, tidy and odor free	Mandatory
8.6.7	Lighting	Sufficient lighting in working order	Mandatory
8.6.8	Crockery	Tableware clean and of good quality	Mandatory
7. GUEST SERVICES			
8.7.1	Drinking water	Clean and safe drinking water readily available; either in room or for sale on premises alt. nearby (no more than 200 meters away)	Core
8.7.2	Common room	A room or covered area where guests can relax and socialize	Mandatory
8.7.3	Transfer service	Taxi and/or airport/port transfer available on request	Mandatory
8.7.4	Laundry service	Available on premises	Mandatory
8.7.5	Laundry	Washing machine or wash area available for guest use	Recommended
8. BUILDING, GROUNDS & MAINTAINENCE			

8.8.1	Building facade	In good state of repair	Core
8.8.2	Maintenance procedures	There is ongoing maintenance of buildings and facilities. Issues are seen to in a timely manner. Broken equipment is repaired or replaced	Core
8.8.3	Storage	Building material, machinery and equipment is not stored in guest rooms	Mandatory
8.8.4	Generator	If using generator noise level is acceptable	Mandatory
8.8.5	Grounds	Grounds are well maintained, neat and tidy	Mandatory
9. ENVIRONMENTAL MANAGEMENT			
8.9.1	Energy standards	Compliant with national energy performance standards for refrigerators, freezers, AC's and lights (for new appliances)	Core
8.9.2	Sewage	Sewage system is of appropriate type and size for the location and establishment	Core
8.9.3	Waste storage	Rubbish and recycled material awaiting disposal is stored appropriately and away from public areas	Core
8.9.4	Waste disposal	Rubbish is collected and disposed of properly	Core
8.9.5	Noise pollution	Noise must be kept at acceptable levels, especially at night	Core
8.9.6	Odor	No unpleasant odors	Core
8.9.7	Rain water harvesting system	Rain water harvesting system installed	Recommended
8.9.8	Solar power	Solar panels used to generate power	Recommended