

THE PAKISTAN HOTELS AND RESTAURANTS RULES, 1977

S.R.O. 1150 (I)77.-In exercise of the powers conferred by section 29 of the Pakistan hotels and restaurants Act, 1976 (LXXXI of 1976), the Federal Government is pleased to make the following rules, namely:-

1. Short title and commencement –(1) These rules may be called the Pakistan hotels and restaurants rules,1977.
(2) They shall come into force at once.
2. **Definitions-** In these rules, unless there is anything repugnant in the subject or context,
 - (a) “Act” means the Pakistan Hotels and Restaurants Acts, 1976 (LXXXI of 1976) ;
 - (b) “Chairman” means the chairman of the committee;
 - (c) “form” means form appended to these rules;
 - (d) “member” means a member of the committee;
 - (e) “schedule” means schedule appended to these rules; and
 - (f) “section” means a section of the Act.
3. **Functions of the Committee.**----- The Hotels and Restaurants Committee set up under section 4 may render aid and advise to the Federal Government in relation to ---
 - (i) the classification of hotels ;
 - (ii) the determination and revision of fair rates ; and
 - (iii) such matters as may be referred to it by the Federal Government in relation to ----
4. **Meetings of the Committee. ---- (1)** Meetings of the committee shall be called by the Chairman as and when considered necessary and at such times and places and places as he may deem fit:

Provided that not less than one meeting shall be held in six months.

- (2) A written notice with respect to the time and place together with the agenda and the working papers of the meeting shall be sent by post by the secretary of the Committee to all the members at least fifteen days before the day fixed for the meeting.
- (3) Six members including its Chairman shall constitute the quorum for a meeting of the committee.
- (4) The proceedings of every meeting shall be circulated by the secretary of the Committee among all the members as soon as possible after confirmation by the chairman.

5. **Method of advice.**---- The advice of the Committee shall be expressed in the form of resolution passed in its meeting by consensus of opinion .
6. **Standard of health ,hygiene and comfort.**-----**(1)** Every hotel applying for registration and classification shall conform to the standard of health, hygiene and comfort set out as minimum criteria for one star , two stars, three stars. Four stars or five stars hotel, as the case may be , in forms A,B,C,D and E respectively in Schedule I.

(2) Every restaurant applying for registration shall conform to the standard of health, hygiene and comfort set out in Schedule II

[7. Application for registration.----- Application for registration and determination of fair rates and for classification of a hotel under sub-section and in form ‘G’ for a restaurant together with a certificate of medical fitness in form ‘I’ from a registered medical practitioner in respect of the staff of the hotel or the restaurant.]

7. **Procedure for registration.**-----**(1)** on receipt of an application under rule 6. The Controller may ,either himself or through an officer authorized by him, make such enquiries and seek such additional information as he may consider necessary and conduct inspection of the premises of the hotel or the restaurant [for any purpose, including the ascertainment of the fact that it conforms to the reasonable standards of health , hygiene and comfort.]
- (2)** The Controller shall, if satisfied that the hotel or the restaurant conforms to the standard of health, hygiene and comfort, direct the owner thereof in writing to deposit the registration and licence fees as specified in schedule III and IV in a scheduled bank and to submit the bank receipt to him within fifteen days of such direction.

1[Rule 7 substituted by S.R.O. 824 (1)/82 dated 3rd August, 1980, Gazette of Pakistan, Extra-ordinary, part II, page No.1535 ,dated August 4, 1982]

2[In rule 8, in sub-rule (1) added, ibid.]

- (3)** The controller shall, on receiving the bank receipt under sub-rule (2) grant a registration certificate in form ‘K’ for a hotel and in form ‘L’ for a restaurant and issue a licence in form ‘M’ for a hotel and in form ‘N’ for a restaurant .
- (4)** Where the controller is of the opinion that a hotel or restaurant does not conform to the standard of health, hygiene and comfort, he shall record his reason and refuse to register such hotel or restaurant.

Provided that such refusal shall not debar the applicant from seeking registration a fresh after conformation to the standard of health , hygiene and comfort.

(9) **Record of registration and licences.** The Controller shall maintain province-wise registers for hotels and restaurants in the forms set out in schedule V to VIII containing particulars of their registration and licences .

(10) **Certificate of medical fitness.**-----**(1)** The owner of manager of a hotel or restaurant shall furnish to the Controller a certificate of medical fitness in form 'I' in respect of every new employee within a week of his employment .

(2) The owner or manager of a hotel or restaurant shall furnish certificates of medical fitness in forms 'I' in respect of its staff by the 15th day of January every year.

(11). **Classification of hotels.**--- **(1)** A hotel conforming to any of the minimum criteria set out in form 'A' , 'B' , 'C' , 'D' and 'E' shall be classified as one star, two stars, three stars, four stars or five stars hotel, respectively.

(2) A hotel which conforms to the minimum criteria of the class applied for shall be classified as such by the controller and shall be issued a star sign shield of the design set out in schedule IX to be conspicuously displayed in the reception hall or lounge of the hotel.

(3) If a hotel does not conform to the minimum criteria of the classification applied for, the controller may classify the hotel according to the classification to which it conforms and issue a star sign shield as laid down in sub-rule (2).

12. **Renewal of licence**

(1) the owner of a hotel or restaurant may apply to the Controller for the renewal of a licence at least fifteen days before the date of its expiry failing which his licence shall stand canceled on such date.

(2). **The licence of a hotel or restaurant cancelled under sub rule (1) or suspended or cancelled under the provisions of the Act may be renewed by the Controller on a written request by the owner on payment of the licence fee and a penalty of such sum not exceeding one thousand rupees as the Controller may impose.**

13. **Change of classification.**

(1) if at any time in the opinion of the Controller a hotel has failed to maintain the standard of classification assigned to it he may lower or alter the classification of such hotel.

Provided that no action under sub-rule (1) shall be taken unless the owner is served with a notice directing him to carry out within a reasonable period such renovations or improvements as the Controller may consider necessary for the maintenance of the classification assigned to it.

(2) In case the owner of the hotel carries out the renovations or improvements as contained in the notice under the proviso to sub-rule (1) within the specified period the Controller shall withdraw the notice.

14 Principles governing fair rates ----

(1) the Controller may fix fair rates to be charged for boarding, lodging and any other service provided in a hotel having regard to-----

- i) the location of the hotel;
- ii) the standard of facilities, amenities and services available at the hotel;
- iii) the classification of the hotel;
- iv) the business activities limited to a particular season;
- v) the taxes levied by the Federal Government or a Provincial Government concerned on boarding, lodging and services; and
- vi) the General index of prices prevailing in the locality.

Provided that the Controller may fix minimum fair rates in excess of ten percent of the minimum rates for a particular class of hotels in a particular area and allow the owner of a hotel to adopt rates within that range.

(2) the Controller may fix fair rates for food, drinks and any other services provided in a restaurant, having regard to-----

- (i) The location of the restaurant;
- (ii) The standard and variety of food, drinks and services provided in the restaurant;
- (iii) The taxes levied by the Federal Government or the Provincial Government concerned on the sales and services of the restaurant; and
- (iv) The general index of prices prevailing in the locality.

Provided that the Controller may fix fair rates for each item of food, drinks and services available at the restaurant or a consolidated rate for the full menu of courses and dishes inclusive of service charges;

Provided further that the Controller may fix minimum and maximum fair rates in respect of restaurants having common standard of food, drinks and services in a particular area.

- (3) **The fair rates once fixed shall remain in force until revised by the Controller.**

15. Revision of fair rates.---

- (1) **The Controller may, at any time if he is satisfied that special circumstances requiring revision of fair rates have arisen or exist, revise the fair rates of al or any particular hotel or restaurant.**

(2) the Controller may, on an application made to him by owner or manager of a hotel or restaurant stating the reasons for the revision of fair rates in respect of such hotel or restaurant and being satisfied of the necessity for such revisions, revise the fair rates of that hotel or restaurant.

16. Rules of the establishment –

- (1) Every owner shall submit to the Controller the rules of the establishment in respect of his hotel or restaurant within thirty days of the registration thereof.
- (2) Within one month from the date of submission of the rules of establishment under sub-rule (1), the Controller shall approve the rules with or without amendments.
- (3) An owner desiring to amend the rules of the establishment in respect of his hotel or restaurant shall submit the proposed amendments to the Controller for his approval, and the Controller shall within one month from the date of their submission if he considers them appropriate, approve the amendments, with such modifications, if any, as he may consider necessary.

17. Display of fair rates.

- (1) The fair rates chargeable in a hotel shall be displayed in a conspicuous manner at the reception, bill counters and in the office of the manager, indicating separately the daily rates for a single room, double room, suite, the rate chargeable in case of a double room or suite if occupied by a single person, the service charges, the taxes and the slack season rates, if different from the normal rates.
- (2) The rate cards and advertisements issued by a hotel for the benefit of prospective guests shall contain all the details specified in sub-rule (1) and the concessions allowed for special categories of guests like persons connected with airlines, the travel agencies, businessmen and students.
- (3) The fair rates chargeable in a restaurant shall be displayed in a conspicuous manner at the reception and bill counters, in the office of the manager and shall also be mentioned in the menu cards indicating the rates of each item of food, drinks service charges, taxes and the consolidated rates for the full menu with prescribed courses and dishes.

18. Register of guests. Every owner or manager of a hotel shall maintain a register in for O in which the names and other particulars of guests checked in the hotel shall be recorded.

19. Procedure for summary enquiry ---

- (1) Where the Controller is required to have summary enquiry under the Act or these rules, he shall recorded the statement the complainant, the owner or manager of the hotel or restaurant concerned and any other person or persons who may have information on the subject of enquiry and afford an opportunity to the accused to explain his position and produce his defence, if any.
- (2) After the enquiry under sub-rule – (1), the Controller shall recorded his decision with his reasons.

20. Appeal and revision

- (1) Subject to the provisions contained in section 25, any person aggrieved by an order passed by the Controller may, within thirty days from the date of such order, prefer an appeal to the Joint Secretary, Tourism Division, Islamabad.
- (2) Any person aggrieved by an order passed by the Controller under the Act or these rules against which no appeal has been preferred may, within thirty days from the date of such order, file an application for revision before the Federal Government.
- (3) Every appeal or revision shall be filed in duplicate and be accompanied by a copy of the order appealed against.

Schedule –I
(See rule 6(a))

Form-A
(See rule 11(1))

No.1(1) Location And Building	The locality and environment including the approach shall be suitable for a hotel.
(b)	The general construction of the building shall be durable, structurally safe and in

	good condition.
(c)	The exterior and interior of the building and its furniture, fixtures, bedrooms, public areas, etc., shall be maintained at a reasonable standard and kept in a clean and hygienic condition.
(d)	There shall be separate and independent entrances to the hotel and to the restaurant, if any.
(e)	There shall be proper cooling and heating arrangements according to the local conditions and the weather.
No.2 Capacity.	There shall be at least <u>ten bedrooms</u> .
No.3 Bedrooms	Each bedroom shall have separate access from a corridor or verandah or gallery and be separate from other bedrooms by walls.
(a)	Each bedroom shall be properly ventilated and lighted and shall have at least one window.
(b)	Each bedroom shall have comfortable beds and furniture a mirror a cupboard with hangers, a comfortable chair a coffee table, a luggage stand and a litter box or basket.
(c)	There shall be a locking system outside and a bolting or locking system inside the door of each bedroom opening into a passage.
(d)	Each bedroom shall be separately numbered.
(e)	
(f)	The minimum floor area of each bedroom shall be:-
(i)	120sq. ft. for a single bedroom;
(ii)	160sq. ft. for a double bedroom;
(iii)	(iii) <u>60 sq. ft. for each additional bed</u> over and above two beds in a room; and
(iii)	(iv) the room width and ceiling height shall not be less than 10ft.

(iv)	
No.4 Bath rooms (a)	At least 25% of the rooms shall have attached bathrooms. In all other cases there shall be at least one bathroom on each floor for every eight bed; with a separate bath and toilet for ladies.
(b)	If toilets are separate from the bathrooms, there shall be at least one toilet for every four beds on each floor, one exclusively for ladies.
(c)	Every bathroom shall be welllighted,ventilated and provided with an air freshner.
(d)	There shall be a shower and a basin in each bathroom
(e)	Every bathroom or toilet and have a minimum floor area of 36 sq. ft.
(f)	There shall be mirror with a light over it, above a wash basin shelf, towel rails and pegs in each bathroom.
(g)	There shall be modern sanitary ware in all bathrooms and toilets. At least 50% of the toilets shall have water closets of western type.
(h)	Each bathroom shall have two points electric socket for shavers.
(i)	There shall be an adequate supply of soap, clean, towels and toilet paper in each bathroom.
(j)
5. Lighting (a)	All the public areas including the restaurant, dining room bathrooms, and corridors shall be well lighted and ventilated.
(b)	There shall be a proper lighting arrangements and fixtures in all rooms with the light switch nears the room entrance, a light control next to the bed, fans or heating according to local conditions, a call bell and an electric socket for plugs.

6. Linen	Clean linen of good quality, mosquito nets, pillows, bedding and blankets or quilts shall be supplied to each new guest and otherwise changed twice a week.
7. Reception center	There shall be reception counter with telephone facilities round the clock.
8. Restaurant/ dinning room (a)	There shall be a clean, hygienically maintained and moderately equipped restaurant/ dinning room.
N.B. ---	A restaurant is obligatory in case of the hotels on the outskirts of a town or in places where no restaurant is available within half a mile from the hotel.
(b)	There shall be comfortable seating arrangement in the restaurant/dinning room.
(c)	There shall be provision of Pakistani food.
(d)	Menu cards shall be available to the guests.
(e)	The dinning room shall be separate from the kitchen.
(f)	A wash basin with soap and towels shall be provided close to the dinning room.
9. Breakfast service (a)	The supply of breakfast to guests in the bedrooms shall be arranged on request.
(b)	Tea, coffee and snacks shall be provided on request.
10 Kitchen	There shall be a clean, hygienic, well equipped, fly-proofed and well maintained kitchen and pantry, cooking utensils should be clean and well kept.
11. Crockery	Crockery, cutlery and glassware shall be of good quality, clean and unshipped.
12. Drinking water	Where tap water is not potable, boiled or filtered drinking water shall be provided in flasks with a clean glass for each guest in each bedroom and in the restaurant/dinning room.
13. Washing arrangements	Arrangements for the hygienic washing of utensils, crockery, cutlery and glassware shall be made.
14 Staff and service (a)	All members of the staff shall be experienced, courteous and efficient.
(b)	All staff shall wear smart and clean uniforms on duty.
(c)	The Manager shall have a working knowledge of English and shall be trained in hotel management and first-aid. The possession of a certificate from a recognized training institute shall be considered to be adequate proof of training.
(d)	At least two employees shall be qualified in first-aid.
15. Laundry service	Laundry and dry cleaning service shall be provided.
16. House keeping	House keeping shall be of a good standard. The premises and all furniture and

	fixture shall be properly cleaned, dusted and periodically fumigated.
17. Fire fighting.	Fire fighting equipment and electrical and gas safe devices shall be available on the premises at all times.
18. Facilitie. (a)	There shall be space for parking of cars.
(b)	There shall be at least a telephone on each floor for external communication.

Form-B

MINIMUM PRESCRIBED CRITERIA FOR THE CLASSIFICATION OF TWO STAR HOTEL

No.1, Location (a)	The locality and environment in cluding the approach shall be suitable for a good hotel.
(b)	The building shall be well designed, well constructed, durable and structurally safe. All new buildings shall be designed by qualified architects.
(c)	The exterior and interior of the building and its furniture, fixtures, bedrooms, bathroom,

	toilets, kitchens, public rooms shall be maintained at a high standard and kept in a clean and hygienic condition.
(d)	There shall be separate and independent entrances to the hotel and to the restaurant, if any.
(e).	Each bedroom shall be separately numbered.
(f)	There shall be a lift if there are more than two floors including the ground floor.
(g)	There shall be parking space for at least ten cars
2. Capacity	There shall be at least twenty bedrooms.
No.3 Bedrooms (a)	Each bedroom shall have separate access from a corridor or verandah or gallery and be separate from other bedrooms by walls.
(b)	Each bedroom shall be properly ventilated and lighted with at least one window.
(c)	Each bedroom shall have comfortable beds with spring or foam mattresses and furniture, a mirror, a wardrobe with hangers, a comfortable upholstered chair, a coffee table, a luggage stand and a litter box or basket.
(d)	There shall be a locking system outside and a bolting or locking system inside the door of each bedroom opening into a passage.
(e)	Each bedroom shall be separately numbered.
(f)	The minimum floor area of each bedroom shall be:-

(i)	120sq. ft. for a single bedroom; 160sq. ft. for a double bedroom;
(ii)	(iii) <u>60 sq. ft. for each additional bed</u> over and above two beds in a room; and (iv) the room width and ceiling height shall not be less than 10ft.
(g)	All bedrooms shall have attached bathrooms.
No.4 Bath rooms (a)	Every bathroom shall be well lighted and ventilated
(b)	Each bathroom shall have -
(i)	A wash basin with a mirror and a light above it, a towel rack, a shelf, clothes hooks or hangers, an electric socket for plugs and a shower.
(ii)	A toilet with a minimum floor area of 36 sq. ft. All water closets shall be of western type;
(iii)	Modern sanitary ware;
(iv)	Running hot and cold water round the clock.
(v)	A bath towel, a face towel and a hand towel for each guest which should be changed daily; and
(vi)	An adequate supply of soap and toilet paper.
5. Lighting (a)	All the public rooms including the restaurant, dining room bathrooms, and corridors shall be well lighted and ventilated.
(b)	There shall be a proper lighting arrangements and fixtures in all rooms with the light point near the room entrance, a light control next to the bed, fans or heating according to local conditions, a call bell and an electric socket for plugs.
6. Linen	Clean linen of good quality, mosquito nets, pillows, bedding and blankets or quilts shall be supplied to each guest. Fresh linen shall be supplied to each new guest and otherwise thrice a week.
No.7 Lounge Lobby	There shall be a reasonably furnished lounge/lobby proportionate to the number of beds in the hotel.
8. Reception center	There shall be reception counter with telephone facilities round the clock. Lockers for

	luggage and safe deposit facilities shall be provided at the reception counter.
9. Telephone	There shall be a telephone for external calls for the use of the guests.
8. Restaurant/ dinning room (a)	There shall be a clean, hygiencially maintained and well equipped restaurant/ dinning room with comfortable seating arrangements.
(b)	Provision of Pakistani and continental food shall be ensured. .
(c)	Menu cards shall be available to the guest.
(d)	The dinning room shall be separate from the kitchen.
(e)	A bathroom and toilet shall be available conveniently close to the dinning room/restaurant.
11. Breakfast service (a)	The supply of breakfast to guests in the bedrooms shall be arranged on request.
(b)	Tea, coffee and snacks shall be provided on request.
10 Kitchen (a)	There shall be well equipped kitchen and pantry with adequate fly proofing. Cooking utensils should be clean and well kept; and
(b)	A refrigerator or cold storage facilities for the preservation of food and perishable items.
11. Crockery	All crockery, cutlery and galssware shall be of good quality, clean and unchipped.
12. Drinking water	The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bed rooma nd in the restaurant/dinning room.
13. Washing arrangements	Arrangements for the hygienic washing of utensils, crockery, cutlery and galssware shall be made. If washing is done manually, it is essential that the three tier system should be followed.
14 Staff and service (a)	The serving staff shall be experienced, courteous and efficient and at least 25% of them shall have been professionally trained at a recognized training institute.
(b)	All staff shall wear smart and clean uniforms on duty.
(c)	The Managerial and supervisory staff shall be fluent inEnglish. The Manager should possess at least a diploma in hotel management from a recognized hotel training institute.
(d)	At least two employees shall be qualified to first-aid.
15. Laundry service	Laundry and dry cleaning service shall be provided on the premises under the responsibility of the hotel management.
16. House keeping	House keeping shall be of a good standard. The premises and all furniture and fixture shall be properly cleaned, dusted and periodically fumigated.

17. Fire fighting.	Fire fighting equipment and electrical and gas safety devices shall be available on the premises at all times.
18. Facilitie. (a)	There shall be sufficient parking space for at least twenty cars..
(b)	The hotel shall make available on the premises picture post cards, postal stamps, books,newspapers and articles of daily use like toilet goods and cosmetics.
(c)	There shall be a cloak room, facilities of lockers for luggage and a safe deposit.
(d)	There shall be a telephone for external calls in each bedroom.
No.21 General	The floors of rooms and public areas shall be covered by carpet of good quality.

Form "C"

MINIMUM PRESCRIBED CRITERIA FOR THE CLASSIFICATION OF THREE STAR HOTEL

Location and building (a)	The locality and environment including the approach shall be suitable for a hotel.
(b)	The architectural features and general construction of the building shall be of a good standard, durable, structurally safe, and in good condition. All new buildings shall be designed by a qualified architect.
(c)	The exterior and interior of the building and its furniture, fixtures, bedrooms, bathrooms, toilets,

	public rooms and kitchens shall be maintained at a high standard.
(d)	There shall be separate and independent entrances to the hotel and restaurant, if any.
(e)	There shall be cooling and heating arrangements according to the local conditions and the weather.
(f)	There shall be a lift, if there are more than two floors including the ground floor.
(g)	A lawn or roof garden shall be maintained.
No.2 Capacity.	There shall be at least thirty <u>bedrooms</u> .
3. Bedrooms (a)	Each bedroom shall have separate access from a corridor or verandah or gallery and be separate from other bedrooms by walls.
(b)	Each bedroom shall be properly ventilated lighted clean and shall have one or more windows with glass panes measuring at least one fourth of the floor space and provided with curtains of high quality.
(c)	Each bedroom shall have a comfortable bed or beds not less than 6-1/2, x 3' (single) and 6-1/2x4-1/2'(double) with a spring or foam mattress, pillows, blankets or quilts, bed sheets, and pillow covers.
(d)	Each bedroom shall have reasonable free space, a wardrobe with space for the storage of luggage containing coat and dress hangers, a luggage stand, a coffee table, two upholstered chairs, a bed side table a dressing-cum-writing table with large mirror, a wastepaper basket, an ashtray, a vacuum flask for drinking water with a hygienically cleaned glass for each guest and a free supply of stationery bearing the name and address of the hotel.
(e)	There shall be a lock on the door of each bedroom opening into a corridor with a double locking device from within. All locks shall operate on a master key system.
(f)	Each bedroom shall be separate numbered.
(g)	The minimum floor area of each bedroom shall be:-
(i)	160sq. ft. for a single bedroom;
(ii)	220sq. ft. for a double bedroom;
(iii)	(iii) 80 sq. ft. for each additional bed over and above two beds in a room; and
(iv)	(iv) the room width and ceiling height shall not be less than 10ft.
(h)	All bedrooms shall have attached bathrooms.

(i)	All bedrooms shall be provided with package or unit air-onditioning except in cold places and hill stations where heating arrangements for the cold weather shall be provided.
(j)	The floor in all bedrooms shall be fully covered with carpet.
(k)	There shall be a table lamp for every bed.
(l)	The rules of establishment, instructions on how to be have in case offire and all pertinent local and hotel information including on room service and the meal hours shall be kept in each bedroom.
4. bathroom (a)	Every bathroom shall be well lighted and ventilated provided with a deodorant airfreshner and shall have a floor area of at least 40 sq.ft.
(b)	Each bathroom shall have -
(i)	A wash basin wih a mirror and a light over it, an electric plugs point, a shelf, a towel rack clothes hooks or hangers, a sanitary litter bin, a toilet, and electric socket for plugs, a flexible showerenclosed with water proof curtains and a mug, a face towel and a bath towel for each guest.
(ii)	All water closets shall be of western type;
(iii)	Each bathroom hall be modern in design and equipped with fittings of good standard;
(iv)	Running chemically sterlized hot and cold water round the clock;
(v)	A pair each, of bath towels, face and hand towels for every guest which should be changed daily.
(vi)	An adquate supply of toilet paper of superior quality and
(vii)	A long bath tub enclosed with waterproof curtains.
5. Lighting	All the public rooms including the restaurant, dining room bathrooms, and corridors shall be well lighted and ventilated.
(a)	
(b)	There shall be a proper lighting arrangements and fixtures in all rooms with the light point near the room entrance, a light control next to the bed, fans or heating according to local conditions, a call bell and an electric socket for plugs.
6. Linen	Clean linen and curtain of good quality, together with, pillows, bedding and blankets and bed shall be supplied to each new guest. Fresh linen shall be supplied to each new guest and otherwise change daily.
No.7 Lounge	There shall be well equipped lounge proportionate in size to the bed capacity of the hotel..
8. Reception	There shall be reception and information counter with telephone for external calls manned

counter	round the clock. Lockers for luggage and safe deposit facilities shall be provided at the reception counter.
9. Restaurant/ dinning room (a)	There shall be an airconditioned, hygienically maintained, well designed and well equipped restaurant and a dining room with comfortable seating arrangements of superior quality.
(b)	The restaurnt and dinning room shall service a wide variety of Pakistani and Continental food. Service shall be prompt, courteous, and efficient.
(c)	Menu cards shall be available to the guest.
(d)	The restaurant and dinning room shall be separate from the kitchen.
(e)	Separate male and female toilets shall be available coveniently close to the restaurant and dining room.
(f)	Music shall be played in the restaurant and dinning room during meal hours.
(g)	The floor of the restaurant and dinning room shall be fully carpeted.
(h)	Room service facilities shall be provided to all bedrooms on request.
10 Kitchen and pantry	There shall be a clean, hygienic, well equipped and well maintained kitchen and pantry with adequate fly proofing.; Cooking utnsils should be clean and well kept.
(b)	There shall be a cold storage unit to serve the kitchen and pantry.
(c)	Arrangements for the hygienic washing of utensils, crockery, cutlery and galssware by a machinised system shall be made.
11. Crockery	All utensils, crockery, cutlery and galssware shall be of high quality, clean and well maintained. No piece in use shallbe chipped, cracked or grazed. Cutlery anjd silverware shall be properly plated and polished.
12. Drinking water. (a)	The hotel shall provide boiled and filtered drinking water in covered flasks with a clean and well maintained. No piece in use shall be chipped, cracked or grazed. Cutllery and silverware shall be properly plated and polished.
(b)	NIL
13	As in Paragraph 13 of Form D.
14 Staff and service (a)	The serving staff shall be experienced, courteous and efficient and at least 50% of them hall have been professionally trained at a recognized training institute.
(b)	All staff shall wear smart and clean uniforms on duty.

(c)	The Managerial and supervisory and front office staff shall be fluent in English and one other foreign language and should possess at least a diploma or certificate for their jobs from a recognized institute.
(d)	The Manger shall possess a diploma in hotel management from a recognized institute and have fluent knowledge of English and one other foreign language.
(e)	All room bearers, bartenders, dining room bearers etc. Coming into frequent contact with foreigners shall have a working knowledge of English.
(f)	A supervisor and another employee shall be qualified in first aid and fire fighting.
15. Laundry service	Laundry and dry cleaning service shall be provided on the premises under the responsibility of the hotel management.
16. House keeping	House keeping shall be of a good standard. The premises and all furniture and fixture shall be properly cleaned, dusted and periodically fumigated.
17. Fire fighting.	Fire fighting equipment and electrical and gas safety devices shall be available on the premises at all times.
No.18 Facilities	There shall be sufficient parking space for at least 30 cars..
(b)	The hotel shall make available on the premises picture post cards, postal stamps, books,newspapers and articles of daily use like toilet goods, cosmetics and medicines..
(c)	Separate well equipped cloak rooms shall be provided for ladies and gentlemen.
(d)	There shall be a telephone for external and internal calls in each bedroom.
(e)	There shall be a banquet-cum-conference room proportionate in capacity to the size of the hotel.
(f)	The hotel shall provide postal and telegraphic services on its premises.
(g)	A taxi service shall be provided for guests under the auspice of the hotel management

(h)	There shall be a foreign exchange counter within the hotel premises.
(i)	There shall be a chemists shop on the hotel premises.
(j)	There shall be a page boy and shoe shine service.

FORM 'D'

MINIMUM PRESCRIBED CRITERIA FOR CLASSIFICATION OF FOUR STAR HOTEL

No.1(1) Location and Building (a)	The locality and environment including the approach shall be suitable for a hotel of international standards.
(b)	The façade, architectural features, constructions and finish of the building shall be of a high standard durable, safe and well maintained.
(c)	The building shall be designed by a qualified and renowned architect
(d)	The maintenance of the exterior and interior of the building, grounds, gardens, its furniture, fixture bedrooms, toilets, kitchens, public rooms, etc. shall be of the highest standards
(e)	There shall be separate and independent entrances to the hotel and restaurant with separate service entrances for deliveries.
(f)	The building shall be centrally air-conditioned and all rooms including the dining room, conference room and banquet halls shall be sound proof.

(g)	There shall be at least one lift for every 100 rooms or major part thereof, in addition to one service lift or more.
(h)	A lawn or roof garden shall be maintained
2.	Capacity There shall be at least fifty bedrooms
3 Bedrooms (a)	At least 20 of the bedrooms shall be singles and four per cent suits.
(b)	Each bedrooms shall have separate and independent access from a corridor, verandah or gallery and be separate from other bedrooms by walls. All rooms shall be out of the view of the public rooms
(c)	Each bedroom shall be properly ventilated, lighted, clean and shall have one or more windows with glass panes measuring one fourth of the floor space or more and provided with curtains of high quality.
(d)	Each bedroom shall have reasonable free space and be furnished with-
(1)	6-1/2-ft. x 3-ft. single or 6-1/2.ft. x4-1/2-ft. double beds with foam rubber or spring mattresses;
(2)	Two pillows and a blanket for each guest with bedsheets and pillow covers;
(3)	a dressing-cum-writing table with a large mirror, a wardrobe with space for the storage of luggage, containing coat and dress hangers, a luggage stand, coffee table, two upholstered foam, occasional chairs, a bed side table, a waste paper basket two ash trays, a vacuum flask for drinking water, and two high quality hygienically cleaned glasses for each guest, and a free supply of good quality stationery bearing the name and address of the hotel; and
(4)	an electric call bell
(e)	There shall be a lock on the door of each bed room opening into a corridor a double locking device from within the bed room. All lock shall operates on a master key system.
(f)	Each bed room shall be separate numbered
(g)	The minimum floor area of each bed shall be –

(i)	160 sq.ft. for a single bed;
(ii)	220 sq.ft. for double bed
(iii)	An additional 80 sq.ft. for each bed over and above two beds in a room,; and
(iv)	The room width and ceiling height shall not be 10 ft.;
(h)	All bed rooms shall have attached bath rooms,
(i)	Every bed room shall have wall to wall floor covering of high quality and in good condition.
(j)	There shall be temperature control device in e ach bed room.
(k_)	Every bed room shall have a radio with separate channels relaying news and music both piped and lived.
(l)	Suits shall be well furnished and maintained. A radio and T.V. shall be provided in each suit.
(m)	There shall be a table lamp for every bed.
(n)	The rules of establishment, instructions on how to behave in case of fire and all pertinent and hotel information on room service and the meal hours all be kept in each room
(o)	
4. <u>BATHROO</u> <u>M</u>	Each bath room shall have minimum floor area of 40 sq. ft.. All water closets shall be western type.
(b)	Each bath room shall be modern in design, equipped with fitting of a high quality. And have its walls and floors covered with impervious materials of attractive design and workmanship.
(c)	Each bath room shall have –

(i)	an electric two points plug socket for a shaver;
(ii)	a wash basin with a mirror over it at a face height, and a shelf conveniently at hand
(iii)	hooks or hangers for cloths, an ash tray towel rack, a flexible shower, sanitized toilet bowls, a bidet, a receptacle for soap and used blades, a sanitary litterbin, used blades, a sanitary litter bin, a bath mat, two glasses and a mug;
(vi)	An adequate supply of soap, toilet paper, an air freshener and pair each of bath, face and hand trowels for each guest;
(vii)	A long bath tub with a flexible shower enclose with water proof curtain; and
(viii)	Running chemically sterilized hot and cold water round the clock.
(d)	Separate male and female toilet should be provided in the public areas.
5. Lights	All public areas including in the restaurants, dining room, bath room and corridors shall be well lighted and ventilated.
(a)	There shall be a controlled lighting system in all public areas.
(b)	There shall be proper lighting arrangements and fixtures in all rooms with a light switch and point near the room entrance, a light control next to the bed, fans and heating equipments according to local conditions, a call bell and electric socket for plugs.
(c)	There shall be alternative arrangements for lighting in case of failure of the electric power supply
(d)	there shall be a stand by generator for electricity
6. Linen	Clean linen and curtain of high quality, together with pillows, bedding, blankets and bed cover shall be supplied to each new guest and otherwise changed daily.
7.Lounge/Lobby	There shall be-
(a)	a well equipped and furnished lounge or lobby with space proportionate to the number of the bed rooms;
(b)	Wall to wall floor covering of high quality;
(c)	A public call telephone booth for visitors;
(d)	Comfortable seating arrangements; and
(e)	Adequate provision of ash trays and waste disposal facilities.

8. Reception counter	There shall be a reception and information counter with a telephone for external calls and manned round the clock,
(b)	A concierge and porter service round the clock;
(c)	A page service or public address system;
(d)	An information service providing general tourist information such as local events, attractions, transport, rent a car and taxi service and current and advance reservations;
(e)	Wake up call service
(f)	Numbered room keys;
(g)	Professionally trained staff fluent in English with one member having a working knowledge of an other foreign language;
(h)	Facilities for acceptance of cables, telegram, postal letters and supply of postage stamps; and
(i)	Lockers for luggage and safe deposit facilities
9. Conference & Banquet Hall	There shall be a well furnished separate room for holding conferences and banquets
10. Restaurants & Dining Room	There shall be at least two restaurants and a dining room . The dining room shall be proportionately spacious to the number of beds in the hotels and shall have comfortable seating arrangements.
(a)	
(b)	The restaurant and dining room shall be well designed , well equipped and maintained at a high standard. They shall have –

(i)	Furnishing and décor of superior quality reflecting the local culture, history and traditions;
(ii)	The floor of the restaurants and dining room shall be fully carpeted
(iii)	Cuisine of high quality-Pakistani, Chinese and continental dishes;
(iv)	Prompt, courteous and efficient service;
(v)	Attractive menu cards indicating the prices of dishes and full meals; and
(vi)	Music at meal hours
(vii)	The kitchen separate from the dining area.
(c)	There shall be separate male and female toilets with adequate supply of soap, towel and toilet paper in the vicinity.
(d)	All stewards shall be fluent in English with at least 10% knowing another foreign language.
(e)	Meals and breakfast timings shall be specified and properly notified at the entrances in the lobby/ lounge and at the reception counters.
(f)	There shall be a dance floor and an orchestra in the dining room.
(g)	Room service facilities shall be provided in all bed rooms on request.
11. Kitchen and Pantry:	There shall be a clean and well equipped pantry attached to the kitchen.
(b).	The kitchen and pantry shall be completely modern, professionally designed and equipped to ensure efficient operation, with arrangements for proper ventilation and efficient removal of hot air and odours.
(c)	The kitchen floor shall be of impervious material conducive to easy and quick cleaning.
(d)	There shall be free of all insects and pests
(e)	The kitchen table tops and shelves shall be of stainless steel or impervious material kept in hygienic, clean and good condition.
(f)	Utensils kept and used shall be of high quality, hygienically cleaned and in very good condition.

(g)	There shall be a dish washing machine for washing crockery and cutlery and separate sink with running hot and cold water for washing utensils.
(h)	There shall be cold storage and deep freeze facilities for perishable food and eatable
(i)	There shall be sufficient waste bins with covers or wasatex disposal units.
(j)	separate areas for the preparation of meat, fish, vegetable, salads, sweets etc..
(k)	There shall be efficient kitchen staff with at least one executive chef trained at recognized hotel training institute.
12.	<p>CROCKERY</p> <p>All utensils, crockery, cutlery, glass and table wear shall be of a high quality, clean well m maintained and hygienically treated. No crockery or glass war used shall be chipped, cracked or grazed. Cutlery and silver wear shall be properly plated and polished.</p>
13.	<p>DRINKING WATER</p> <p>The hotel shall provide boiled and filtered drinking g water in covered flasks with a clean glass for each guest in each bed room and in the restaurant and dinning room. There shall be a chemical filtration plant for the treatment of water used in the hotel.</p>
14.	<p>BAR</p> <p>There shall be a well equipped and well stocked bar with a counter of high quality, necessary furnishings, controlled lighting arrangements, adequate refrigeration facilities, all type of glass wear necessary wines, spirits and beverages, a sufficient quantity and variety of liquors and beverages, cigarettes, cigars, snacks and ice cube making machine.</p>
15., STAFF AND SERVICE	The serving staff shall be experienced, courteous and efficient and at least 75% of them shall have been professionally trained at a recognized training institute.
(a)	
(b)	All staff shall wear smart and clean uniform on duty.
(c)	The managerial supervisory and front office staff shall be fluent in English and in one other foreign language and should

	posses a diploma or certificate for their jobs from a recognized institute.
(d)	The manager shall posses a diploma in hotel management from recognized institute and have fluent knowledge of English and at least one other foreign language
(c)	All room bearers, bar tenders, dinning room bearer etc. coming into frequent contact with foreigners shall have working knowledge of English
(d)	A supervisor and three other employees shall be qualified in first aid and fire fighting
(e)	Booking shall be honoured on the terms quoted and all contractual obligations shall be met properly.
16. LAUNDRY AND DRY CLEANIN G	There shall be a modern laundering, dry cleaning and pressing units on the premises under the management of the hotel
17. HOUSE KEEPING (a)	House keeping shall be of internationally standards. The premises, furniture and fixtures shall be spotlessly c lean and tidy at all times.
(b)	House keeping shall be under the supervision of professionally qualified, trained and experienced House Keeper assisted by a sufficient number of supervisory staff and house maids, all trained at recognized training institute
(c)	House maids shall be available on call from 8 a.m. to 10 p.m..
18.	FIRE FIGHTING Adequate precautions against fire together with fire escapes, alarms and modern fire fighting equipments shall be available on the promises. Precautionary arrangements and modern equipments to prevent and deal with electricity and gas accidents shall also be provided.
19. MANAGEM ENT (a)	The hotel shall be under the supervision of a manager trained at an internationally recognized institute, and sufficient experience in hotel management
(b)	The manager shall be fluent in english and shall know one of the following languages:-

	<ul style="list-style-type: none"> (i) French (ii) German (iii) Arabic
20 FACILITIES	There shall be a sufficient parking space for at least 50 cars.
(a)	
(b)	A book and newspapers stall, a chemist shop, a stall for cosmetics and items of daily use including postal stamps and tourist picture post cards, a bank facilities for travel booking and information, a souvenirs stall, barber shops for men and women, a beauty parlour and a tobacconist shall be provided on the premises.
(c)	There shall be a shopping arcade within the premises of the hotel.
(d)	There shall be separate, well equipped and properly manned cloak room for ladies and gentlemen
(e)	There shall be a telephone for external and internal calls in each bedroom
(f)	There shall be a well equipped and decorated banquet-cum-conference hall separate from the dining room and proportionate in capacity to the size of the hotel
(g)	A taxi or tourist car service shall operate within the hotel premises under the auspices of the hotel management. All vehicles shall operate on meters at rates to be fixed and notified by the Regional Transport Authority.
(h)	There shall be a foreign exchange counter within the hotel premises
(i)	There shall be valet and shoe shine service
(j)	There shall be separate dining room for the staff.
(k)	There shall be staff changing/rest room with lockers and necessary furniture
(l)	TV sets shall be supplied on request in bed rooms and in all suits.
(m)	There shall be a swimming pool within the hotel premises. The pool shall be subject to chemical treatment. A filtration plant shall serve the pool.

FORM 'E'

MINIMUM PRESCRIBED CRITERIA FOR CLASSIFICATION OF FIVE STAR HOTEL

No.1(1) Location and Building (a)	The locality and environment including the approach shall be suitable for a hotel of international standards.
(b)	The façade, architectural features, constructions and finish of the building shall conform to high international standards.
(c)	The building shall be designed by a qualified and renowned architect
(d)	The maintenance of the exterior and interior of the building, grounds, gardens, its furniture, fixture curtains, bedrooms, toilets, kitchens, public areas, etc. shall be of the highest standards
(e)	There shall be separate and independent entrances to the hotel and restaurant with separate service entrances for deliveries etc.
(f)	The building shall be centrally air-conditioned and the bedroom, dining room, conference and banquet halls lobbies and lounge etc. shall be sound proof.
(g)	There shall be at least one lift for every 100 rooms or major part thereof, in addition to service lift of which there shall be at least one.

(h)	A lawn or roof garden shall be maintained
2.	Capacity The hotel shall have at least 60 bedrooms.
3 Bedrooms (a)	At least 20 of the bedrooms shall be singles and five per cent suits.
(b)	Each bedrooms shall have separate and independent access from a corridor, verandah or gallery and be separate from other bedrooms by walls. All bedrooms shall be out of the view of the public areas
(c)	Each bedroom shall be properly ventilated, lighted, clean and shall have one or more windows with glass panes measuring at least one fourth of the floor space and provided with curtains of high quality.
(d)	Each bedroom shall have reasonable free space and superior quality finishing with-
(1)	6-1/2-ft. x 3-ft. single or 6-1/2.ft. x4-1/2-ft. double beds of high quality with double foam rubber mattresses;
(2)	Two pillows and a blanket for each guest with bed sheets and pillow covers in addition to two extra pillow and a blanket.
(3)	a dressing-cum-writing table with a large mirror, and a chair a wardrobe or wall cupboard with space for the storage of luggage, containing coat and dress hangers, a luggage stand, coffee table, a three piece of sofa set a side table, a waste paper basket two ash trays, a vacuum flask for drinking water, and two high hygienically cleaned glasses for each guest, and a free supply of good quality stationery bearing the name and address of the hotel; and
(4)	an electric call bell “do not disturb” indicator fixed outside the door.
(e)	There shall be an automatic locking system on the door of each bed room opening into the corridor with a double locking device from within. All lock shall operates on a master key system.
(f)	Each room shall be separately numbered
(g)	The minimum floor area of each bed shall be –

(i)	160 sq.ft. for a single bed;
(ii)	220 sq.ft. for a double bed; and
(iii)	An additional 80 sq.ft. for each bed over and above two beds in a room,; and
(iv)	The room width and ceiling height shall not be 10 ft.;
(h)	All bed rooms shall have attached bath rooms,
(i)	Every bed room shall have wall to wall floor covering of superior quality.
(j)	There shall be temperature control device in e ach bed room.
(k_)	Every bed room shall have a four band radio and system of playing piped music for guest there shall be separate channel for oriental and western music and a channel for relaying live musc from the premises of the hotel itself such as from the night club, coffee shop etc.
(l)	Suits shall be well furnished and decorated A radio, T.V. bar counter kitchenette and Refrigerator shall be provided in each suites
(m)	There shall be a table lamp for every bed.
(n)	The rules of establishment, instructions on how to act in case of fire and all pertinent local and hotel information including that on room service and the meal hours shall be kept in each bedroom .
(o)	A bouquet of fresh flowers shall be supplied in each bedroom daily.
(p)	NIL
(q)	NIL
<u>4. BATH ROOMS</u>	
(a)	Each bath room shall have minimum floor area of 40 sq. ft.. All water closets shall be of western type.
(b)	Each bath room shall be extremely modern in design, and equipped with modern fittings of superior quality with

	the walls and floors covered with impervious material of attractive designs and workmanship.
(c)	Each bath room shall have –
(i)	an electric two points plug socket for a shaver;
(ii)	a wash basin with a mirror over it at a face height, and a light over the mirror.
(iii)	Hooks or hangers for cloths, an ash tray, towel rails, sanitized toilet bowls abidet a receptacle for soap and used blades, a sanitary litter bin, a bath mat and , two sanitized glasses .
(vi)	An adequate supply of soap, , an air freshener, toilet paper and shampoo a fresh cake of soap to be provided every morning.
(v)	A pair of bath, face and hand towel for each guests.
(vi)	A long bath tube enclosed with water proof curtains, a flexible shower and two sanitized shower caps.
.(vii)	Running chemically sterilized hot and cold water round the clock.
(viii)	A non-skid device in the bath tub
(d)	Separate male and female toilets should be provided in the public areas.
5. Lights	All public areas including the restaurants, dining room, bath rooms and corridors shall be well lighted and ventilated.
(a)	There shall be a controlled lighting system in all public areas.
(b)	There shall be proper lighting arrangements and fixtures in all rooms with a light switch and point near the room entrance, a light control next to the bed, a call bell and electric socket for plugs.
(c)	There shall be alternative arrangements for lighting in case of failure of the electric power supply
(d)	there shall be a stand by generator for electricity
6. Linen	Clean linen of superior quality, together with pillows, bedding, blankets and bed cover shall be supplied to each new guest and otherwise changed daily.
7.Lounge/Lobby (a)	There shall be- a well equipped and furnished lounge or lobby with space proportionate to the number of the bed rooms;
(b)	Wall to wall floor covering of a superior quality;

(c)	A public call telephone booth for visitors;
(d)	Comfortable seating arrangements; and
(e)	Adequate provision of ash trays and waste disposal facilities.
8.Reception counter	There shall be-
(a)	a reception and information counter with a telephone for external calls and manned round the clock;
(b)	A concierge porter service round the clock;
(c)	A page service or public address system;
(d)	An information service providing general tourist information on local events, attractions, transport, rent a car and taxi service and current and advance reservations;
(e)	A wake up call service
(f)	Numbered room keys;
(g)	Professionally trained staff fluent in English at least one member shall have a working knowledge of an other foreign language;
(h)	Facilities for acceptance of cables, telegram, postal letters and supply of postage stamps; and
(i)	Lockers for luggage and safe deposit facilities.
(j)	NIL
9. Conference & Banquet Hall	There shall be well furnished and fully equipped halls for holding conferences and banquettes
10. Restaurants &	

Dining Room (a)	There shall be at least two restaurants, a dining room and a round the clock coffee shop. The dining room and the coffee shop shall be spacious in proportion to the capacity of the hotel.
(b)	The restaurant, dining room and coffee shop shall be well designed , well equipped and maintained at a high standard. They shall have –
(i)	Furnishing and décor of superior quality reflecting the local culture, history and traditions;
(ii)	The floor of the restaurants, dining room and coffee shop shall be fully carpeted
(iii)	Cuisine of high quality-with Pakistani, Chinese and continental dishes with prompt, courteous and efficient service;
(iv)	Attractive menu cards indicating the prices of dishes and full meals; and
(v)	Music at meal hours; and
(vi)	A kitchen separate from the dining area.
11. Kitchen and Pantry: (a)	There shall be a clean and well equipped pantry attached to the kitchen.
(b).	The kitchen and pantry shall be completely modern, professionally designed and equipped to ensure efficient operation, with arrangements for proper ventilation and efficient removal of hot air and odors.
(c)	The kitchen floor shall be of impervious material conducive to easy and quick cleaning.
(d)	They shall be free of all insects and pests
(e)	The kitchen table tops and shelves shall be of stainless steel or impervious material kept in hygienic, clean and good

	condition.
(f)	Utensils kept and used shall be of high quality, hygienically cleaned and in very good condition.
(g)	There shall be a dish washing machine for washing crockery and cutlery and separate sink with running hot and cold water for washing utensils.
(h)	There shall be cold storage and deep freeze facilities for perishable food and eatables
(i)	There shall be sufficient waste bins with covers or waste disposal units.
(j)	There shall be separate areas for the preparation of meat, fish, vegetable, salads, sweets etc..
(k)	There shall be efficient kitchen staff with at least one executive chef trained at recognized hotel training institute or catering institute.
12.	<p>CROCKERY</p> <p>All utensils, crockery, cutlery, glass and table wear shall be of the best available quality, hygienically treated and sterilized. No piece in use shall be chipped, cracked or grazed.. Cutlery and silver wear shall be properly plated and polished.</p>
13.	<p>DRINKING WATER</p> <p>The hotel shall provide boiled and filtered drinking water in covered flasks with a clean glass for each guest in each bed room and in the restaurant and dining room. There shall be a chemical filtration plant for the treatment of water used in the hotel.</p>
14. BAR	There shall be a well equipped and well stocked bar with a counter of high quality, necessary furnishings, controlled lighting arrangements, adequate refrigeration facilities, all type of glass wear necessary for wines, spirits and beverages, a sufficient quantity and variety of liquors and beverages, cigarettes, cigars, snacks and an ice cube making machine.
15., STAFF AND SERVICE (a)	All staff members shall be professionally trained, experienced, courteous and efficient.

(b)	All staff shall wear smart and clean uniform on duty.
(c)	The managerial, supervisory and front office staff shall be fluent in English and in one other foreign language and should possess a diploma or certificate for their jobs from a recognized institute.
(d)	The manager shall possess a diploma in hotel management from recognized institute and have fluent knowledge of English and at least one other foreign language
(e)	All room bearers, bar tenders, dining room bearer etc. coming into frequent contact with foreigners shall have working knowledge of English
(f)	A supervisor and three other employees shall be trained in first aid and fire fighting
(g)	Bookings shall be honoured on the terms quoted and all contractual obligations shall be met promptly.
16. LAUNDRY AND DRY CLEANING	There shall be a modern laundering, dry cleaning and pressing units on the premises under the management of the hotel
17. HOUSE KEEPING	House keeping shall be of internationally recognized standards. The premises, furniture and fixtures shall be kept spotlessly clean and tidy at all times.
(a)	
(b)	House keeping shall be under the supervision of an experienced house keeper holding an executive rank and trained at an internationally recognized institute who shall be assisted by a sufficient number of supervisory staff and stewardesses trained at a recognized institute.
(c)	House keeping staff shall be available on call round the clock.
18. FIRE FIGHTING	Adequate precautions against fire, together with fire escapes, alarms and modern fire fighting equipments shall be available on the premises. Precautionary arrangements and modern equipments to prevent and deal with electricity and gas accidents shall also be provided.
19. MANAGEMENT	The hotel shall be under the supervision of a manager holding a degree or diploma in hotel management from an internationally recognized institute and with sufficient experience in hotel management.
(a)	
(b)	The manager shall be fluent in English and shall know one of the following languages:- (i) French (ii) German

	(iii) Arabic
20. Telephone (a)	There shall be telephones for external communication with a PBX functioning round the clock.
(b)	There shall be room telephones to provide contact with various service departments in the hotel.
21 FACILITIES (a)	There shall be a sufficient parking space for at least 100 cars;
(b)	A book and newspapers stall, a chemist shop, a stall for cosmetics and items of daily use including postal stamps and tourist picture post cards, a bank facilities for travel booking and information, a souvenirs stall, barber shops for men and women, a beauty parlor and a tobacconist.
(c)	A shopping arcade within the premises of the hotel.
(d)	Separate, well equipped and properly manned cloak room for ladies and gentlemen with toilet facilities.
(e)	A well equipped and decorated banquet-cum-conference hall separate from the dinning room and proportionate in capacity to the size of the hotel
(f)	A post and telegraphic office on the premises of the hotel.
(g)	A taxi or tourist car service shall operate within the hotel premises under the auspices of the hotel management. All vehicles shall operate on meters at the rates to be fixed and notified by the Regional Transport Authority.
(h)	A foreign exchange counter within the hotel premises
(i)	A valet and shoe shine service
(j)	A separate dinning room for the staff.
(k)	A staff changing/rest room with lockers and necessary furniture.
(l)	TV sets shall be supplied on request in bed rooms and in all suits.
(m)	A chemically treated swimming pool within the hotel premises with a filtration plant to serve the pool.
(n)	Facilities for travel information, bookings and conducted tours for guests.
(o)	A head waiter or hostess in attendance in the dinning rooms at breakfast and during meal hours.
(p)	There shall be a daily supply of newspapers to guests in bedrooms; and

(q)	A liveried doorman on duty at the entrance to the hotel.
No.22 Security	The hotel shall maintain trained security to ensure security on its premises.

Schedule-II

(See rule 6(b))

STANDARD OF HEALTH, HYGIENE AND COMFORT FOR THE REGISTRATION OF A RESTAURANT.

1. The restaurant shall be suitably located in good and clean environment.
2. It shall have seating capacity for at least ten persons at a time at a minimum of three tables.
3. A wash basin with soap and clean towel and a toilet for customers in clean and working condition with modern sanitary fittings shall be provided at all times.
4. Kitchen shall be separate from the dining room.
5. Heating and cooling arrangements shall be available according to local conditions and the weather.
6. Serving staff shall wear clean uniforms while on duty.
7. The manager shall be professionally trained and have a working knowledge of English language .
8. There shall be good quality crockery, cutlery, glassware, tableware and linen in the restaurant.

9. Kitchen shall be properly equipped, hygienically clean and well maintained with clean cooking utensils.
10. The restaurant shall be antify and anti mosquito proofed.

SCHEDULE-III

[See rule 8(2)]
REGISTRATION FEE

(a) hotels:

Class of hotel	Rate per bed	Minimum
One Star Hotel	Rs.200/-	Rs.4000/-
Two Hotel	Rs.400/-	Rs.16000/-
Three Star Hotel	Rs.600/-	Rs.36,000/-
Four Star Hotel	Rs.800/-	Rs.80,000/-
Five Star Hotel	Rs.1000/-	Rs.120,000/-

(b) for restaurants:

	Seating capacity of not More than, 50		Seating capacity of above 50 persons	
	A.C.	Without A.C.	A.C.	Without A.C.
(i) In Karachi, Hyderabad, Sukkar, Bahawalpur, Multan, Lahore, Faisalabad, Rawalpindi, Islamabad, Murree, Peshawar, Swat and Quetta	10000	5000	20000	10000

ii) Other places	3000	1600	6000	3000
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SCHEDULE-IV

[See rule 8(2)]
LICENCE FEE

(a) for hotels:

Class of hotel	Rate per bed	Minimum
One Star Hotel	Rs.100/-	Rs.2000/-
Two Hotel	Rs.200/-	Rs.8000/-
Three Star Hotel	Rs.300/-	Rs.18,000/-
Four Star Hotel	Rs.400/-	Rs.40,000/-
Five Star Hotel	Rs.500/-	Rs.60,000/-

SCHEDULE-IV

[See rule 8(2)]
LICENCE FEE

ii) for restaurants:

	Seating capacity of not More than, 50		Seating capacity of above 50 persons	
	A.C.	Without A.C.	A.C.	Without A.C.

(i) In Karachi, Hyderabad, Sukkar, Bahawalpur, Multan, Lahore, Faisalabad, Rawalpindi, Islamabad, Murree, Peshawar, Swat and Quetta	5000	2600	10000	5000
ii) Other places	2600	1600	5000	2600

SCHEDULE-V

S. No.	Registration No.	Name of hotel & address	Name of owner and address	Classification and any subsequent change in classification with dates.	Date of registration	Date of cancelation	Date and period of suspension	Date of restoration of registration
1	2	3	4	5	6	7	8	9