

**DRAFT SAINT LUCIA NATIONAL STANDARD**

**DNS 22 – 3**

**TOURIST ACCOMMODATION — PART 3: GUESTHOUSES —  
REQUIREMENTS (CRS 11-3:2017, IDT)**

**Stage 40 – Enquiry stage**

**(December 2017)**

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**THIS IS AN IDENTICAL ADOPTION OF CRS 11-3: 2017**

## **GENERAL STATEMENT**

The Saint Lucia Bureau of Standards was established under the Standards Act (No. 14 of 1990) and started operations on 01 April 1991. A broad-based 15-member Standards Council directs the affairs of the Bureau.

The Standards Act gives the Bureau the responsibility to develop and promote standards and codes of practice for products and services for the protection of the health and safety of consumers and the environment as well as for industrial development in order to promote the enhancement of the economy of Saint Lucia. The Bureau develops standards through consultations with relevant interest groups. In accordance with the provisions of the Standards Act, public comment is invited on all draft standards before they are declared as Saint Lucia National Standards.

The Bureau also administers the Metrology Act No. 17 of 2000. This legislation gives the Bureau the responsibility to regulate all weights and measures and to manage and co-ordinate the metrication of Saint Lucia.

The Bureau operates a Product Certification Scheme applicable to all products for which national standards exist. If a product satisfies all the requirements for certification, a licence to carry the Saint Lucia Standard Mark is issued to the manufacturer of the product. The presence of the mark on a product indicates that the product conforms to all the requirements of a specific national standard and assures consistent quality (of the product) to the consumer.

The Bureau is a member body of the International Organisation for Standardisation (ISO), an affiliate member of the International Electrochemical Commission (IEC) and a member of the CARICOM Regional Organisation for Standards and Quality (CROSQ) and the Pan American Standards Commission (COPANT). The Bureau is the local agent for several foreign standards bodies such as the British Standards Institution (BSI) and the ASTM International (formerly known as the American Society for Testing and Materials). The Bureau serves as the enquiry point for the World Trade Organisation (WTO) on matters pertaining to the Technical Barriers to Trade (TBT) Agreement. The Bureau also serves as the National CODEX Alimentarius enquiry point with responsibility for coordinating national positions on CODEX matters.

In accordance with good practice for the adoption and application of standards, Saint Lucia National Standards are subject to review every five years. Suggestions for improvements are always welcomed at any time after publication of the standard.

**TOURIST ACCOMMODATION – PART 3: REQUIREMENTS FOR  
GUESTHOUSES (CRS 11-3:2017, IDT)***AMENDMENTS ISSUED SINCE LAST PUBLICATION*

<b>Amendment No.</b>	<b>Date of Issue</b>	<b>Type of Amendment</b>	<b>Text(s) Affected</b>

FOR PUBLIC COMMENT

ATTACHMENT PAGE FOR SLBS AMENDMENT SHEET

FOR PUBLIC COMMENT

**DRAFT SAINT LUCIA NATIONAL STANDARD****DNS 22 – 3****TOURIST ACCOMMODATION — PART 3: REQUIREMENTS FOR  
GUESTHOUSES (CRS 11-3:2017, IDT)****TECHNICAL COMMITTEE FOR TOURISM AND HOSPITALITY  
SERVICES**

**The following persons comprised the Technical Committee which was responsible for the overseeing the adoption:**

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<b>Contents</b>	<b>Page</b>
National foreword .....	1
1 Scope .....	1
2 Normative references.....	2
3 Terms and definitions .....	2
4 Requirements for infrastructure and personnel .....	3
5 Requirements for public areas .....	4
6 Requirements for private areas .....	7
Annex A (informative) Drinking water quality guidelines.....	9

FOR PUBLIC COMMENT

## National foreword

This newly adopted national standard is an identical adoption of the CARICOM Regional Standard CRS 11-3 *Tourist Accommodation – Part 3: Requirements for guesthouses*. This new standard was adopted by the national standards council on...

This standard is prepared specifically for guesthouses and establishes the minimum requirements for this type of accommodation. Compliance to the minimum requirements outlined in this standard will enable service providers to meet and exceed customer expectations.

This standard contains additional requirements specific to the type of establishment and does not supersede the requirements of Part 1. It is intended that this standard be used as a supplement to *SLNS 22-1:2012, Specification for tourist accommodation – Part 1: General requirements*.

This standard can be used as a tool by competent authorities under any programme that promotes continual protection of the national tourism industry on the international market. It is recommended that a quality management system be introduced to ensure enhanced guest satisfaction in a safe and secure environment.

The following deviations as permitted by the CARICOM Regional Organisation for Standards and Quality have been made to this national adoption:

- reference to CRS 11-3 *Tourist Accommodation – Part 3: Requirements for guesthouses* has been replaced with SLNS 22-1, *Specification for tourist accommodation – Part 1: General requirements*;
- reference to “CARICOM region” replace with “Saint Lucia”.

Annex A is informative and provides supplementary information for use during application of this standard.

## 1 Scope

This standard specifies the minimum requirements for any guesthouse, operating in Saint Lucia, which provides accommodation to tourists. It establishes requirements for:

- a) physical and personnel issues;
- b) guest facilities;
- c) public and private areas; and
- d) health and safety.

## 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

### Saint Lucia Bureau of Standards

— SLNS 22-1, Specification for tourist accommodation — Part 1: General requirements

## 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 3.1 guest house

commercial accommodation establishment offering between 5 to 16 bedrooms, which has as its primary source of business the supply of tourist accommodation

NOTE Breakfast and dinner may be made available by prior arrangement to guests, particularly where they are not readily available in the vicinity of the establishment.

### 3.2 guestroom

room where temporary lodging or sleeping accommodation is provided for commercial basis

### 3.3 kitchenette

a small kitchen or part of a room equipped as a kitchen

### 3.4 lettable room

room where temporary lodging or sleeping accommodation is offered on a commercial basis to persons who are not members of the immediate family of the operator or owner

### 3.5 national competent authority

a Minister, Ministry, any named government agency or agencies assigned, separately or jointly, the different areas of legal responsibility associated with tourism accommodation

### 3.6 relevant authority

any agency or organisation, other than tourism that is responsible for one or more of the following:

- a) water supply and waste water disposal;
- b) sewage and garbage disposal;
- c) environment;
- d) emergency preparedness plans;
- e) public utilities;



- f) waste disposal;
- g) sanitation;
- h) construction, design and placement of pools; or
- i) any other public services.

## **4 Requirements for infrastructure and personnel**

### **4.1 Physical**

**4.1.1** The physical infrastructure shall comply to the requirements outlined in SLNS 22-1, Specification for tourist accommodation – Part 1: General requirements.

NOTE Where SLNS 22-1 is used in the document it means SLNS 22-1, Specification for tourist accommodation – Part 1: General requirements.

**4.1.2** Housekeeping services shall be provided by the operator when a room is rented.

### **4.2 Personnel**

**4.2.1** Staff shall comply to the requirements outlined in *SLNS 22-1*.

**4.2.2** Staff shall be trained and certified in first aid techniques and the use of fire safety equipment.

### **4.3 Safety and security**

**4.3.1** In addition to the requirements of *SLNS 22-1* the establishment shall have a disaster management plan which includes disaster recovery and is reviewed and approved by the competent authorities.

**4.3.2** The electrical system shall be inspected in accordance with the requirements of the relevant authority.

### **4.4 Water quality**

**4.4.1** In cases where the operator's source of water is not from the public supplier, the operator shall:

- a) ensure that the water supply is monitored;
- b) show documentary evidence that the water is tested periodically, to any interested party; and
- c) comply with the recommended standard by the national competent authority.

**4.4.2** Any abnormalities shall be reported to the relevant authorities.

NOTE Annex A provides parameters to be monitored with acceptable limits as per World Health Organization (WHO) Drinking Water Quality Guidelines.

**4.4.3** Records shall be made available for inspection upon request by the relevant authorities.

#### **4.5 Chemicals and hazardous materials**

**4.5.1** In addition to the requirements in *SLNS 22-1*, chemicals and hazardous materials shall only be used when necessary and shall be securely stored in accordance with the manufacturer's instructions and labelled with information about and corresponding to the nature of the hazard.

**4.5.2** Material safety data sheet, for any product which is in use or stored, shall be readily available upon request.

#### **4.6 Waste management**

In addition to the requirements in *SLNS 22-1*, wastewater shall be managed in accordance with national requirements.

### **5 Requirements for public areas**

#### **5.1 Reception area**

There shall be a reception or front desk area where guests are received and transactions carried out.

#### **5.2 Public restrooms**

In addition to the requirements in *SLNS 22-1*, public restrooms shall be conveniently available where food and beverage is provided to non-residents.

#### **5.3 Dining area**

Where meals are provided, a dining area shall be made available as outlined in *SLNS 22-1*.

#### **5.4 Swimming pools**

**5.4.1** A swimming pool at a guest house shall be optional.

**5.4.2** Where an establishment has a swimming pool on the premises, intended for use by guests, it shall be approved and:

- a) meet the requirements of the relevant authority for construction, design, placement and use;
- b) be provided with signs indicating:

- 1) the opening hours;
- 2) that children shall be supervised by an adult;
- 3) action that shall be taken in case of an emergency;
- 4) that guests shower before entering the pool; and
- 5) information on whether there is a lifeguard on duty.

NOTE It is recommended that a member of staff who is trained in resuscitation techniques be available at the poolside when the pool is open.

- c) have rescue equipment including, as necessary, life rings, kick-board, rescue cans, reserve poles and throw ropes, in a clearly visible and easily accessible location;
- d) be provided with conspicuous markings to indicate depth. These markings shall be:
  - 1) clearly visible and not faded or washed out;
  - 2) accurate and indicate the exact depth of the water;
  - 3) adequate in frequency, approximately at every 3 m or every change of 0.3 m depth.
- e) provide hand rails for safe access to, and egress from pool;
- f) prohibit diving where the depth of water is less than 1.5 m or the forward clearance is less than 7.6 m;
- g) prominently display 'NO DIVING' signs around the pool, wherever diving is dangerous;
- h) where diving is permitted the following clearances and pool depths shall be provided in the diving area:
  - 1) if a 1 m diving board is present the depth of the water below the board shall be at least 3.5 m and this depth shall extend forward for 5 m with a total forward clearance of at least 9 m; and
  - 2) if a 1 m fixed platform is present the depth of the water below the platform shall be at least 3.2 m and this depth shall extend forward for 4.5 m with a total forward clearance of at least 8 m.
- i) be free from mould, mildew, algae, debris and stains;
- j) have a documented maintenance and sanitation schedule;
- k) have visibility to the bottom of the pool, at the deepest point, at all times;
- l) be closed for use while being sanitized.

**5.4.3** A log shall be kept of the pool maintenance schedule. This log shall:

- a) be signed by the person responsible for pool maintenance; and
- b) include records of date, times, work done, chemicals used and dosage.

**5.4.4** Visual checks of the pool shall be made throughout the day, pre and post opening and whilst pool is in use.

**5.4.5** Pool water shall meet water quality requirements of the relevant authorities.

## **5.5 Beachfront properties**

**5.5.1** Warning signs regarding beach rules, regulations or disclaimers shall be situated at prominent locations.

**5.5.2** Operators promoting beach activities shall:

- a) ensure that signage, flags and other means of communication are installed on the beachfront for the customer's safety;

NOTE For public beaches the signage can be placed in conjunction with national authorities at property entrance to the beach.

- b) have a sign prominently displayed at the beachfront to inform guests whether lifeguards are provided;
- c) display the days and times of duty where lifeguards are provided;
- d) provide rescue equipment in an area that is clearly visible and easily accessible;

EXAMPLE Life rings, kick-board, rescue cans, reserve poles and throw ropes are examples of rescue equipment.

- e) check all beach equipment provided as part of a maintenance programme and record and retain the results;

NOTE Beach equipment includes the rescue and recreational equipment that are provided.

- f) maintain the beachfront in conjunction with the relevant authority so that it is free from clutter and garbage;
- g) provide waste disposal units with lids; and
- h) provide adequate lighting on the property, including the perimeter.

**5.5.3** Security should be provided at the beachfront, where necessary.

## 5.6 Parking facility

Guesthouses shall have parking spaces available in accordance with national requirements.

## 6 Requirements for private areas

### 6.1 Guestrooms

Guestrooms shall comply to the requirements in *SLNS 22-1*.

### 6.2 Kitchenettes

**6.2.1** Where kitchenette facilities are available the operator shall:

- a) provide equipment, fittings and amenities all of which shall be of good quality and condition;
- b) ensure these facilities are constructed of materials which are easily cleaned and suitable for storage, preparation and service of food; and
- c) make available suitable facilities for the storage and cleaning of utensils used for these purposes.

**6.2.2** Equipment and fittings shall include:

- a) cooker with hot plates and oven;
- b) refrigerator;
- c) sink unit complete with all plumbing for water supply and discharge;
- d) impermeable work top;

NOTE If cutting boards are provided, it is recommended that colour coding be employed to indicate usage.

- e) cooking utensils including pots, pans, and kettle or coffee maker;

NOTE It is recommended that utensils should not be of a material that is easily cracked or chipped and therefore enamel type utensils are not recommended.

- f) lined pedal or swing type garbage bin;
- g) storage cupboards, racks or shelving which are durable and have an impermeable surface;

NOTE Varnished wood may be used for shelving.

**DNS 22 – 3**

- h) cutlery, crockery, glassware and linen;
- i) fire extinguisher(s);
- j) smoke detector; and
- k) a first aid kit which is easily accessible.

FOR PUBLIC COMMENT

**Annex A**  
(informative)

**Drinking water quality guidelines**

**Table A.1 — Drinking water quality parameters**

<b>Test parameters</b>	<b>Limits</b>
E. coli count	<1 CFU/ 100ml
pH	6.5 – 8.0
Residual chlorine	5mg/l (ideally 0.2 – 1 at tap)
Turbidity	<1 NTU

**END OF DOCUMENT**