



## BAHAMAS NATIONAL STANDARD

### SPECIFICATION FOR TOURIST ACCOMMODATION

#### PART 1 – GENERAL REQUIREMENTS

**BNS CRS 11: Part 1: 2011**

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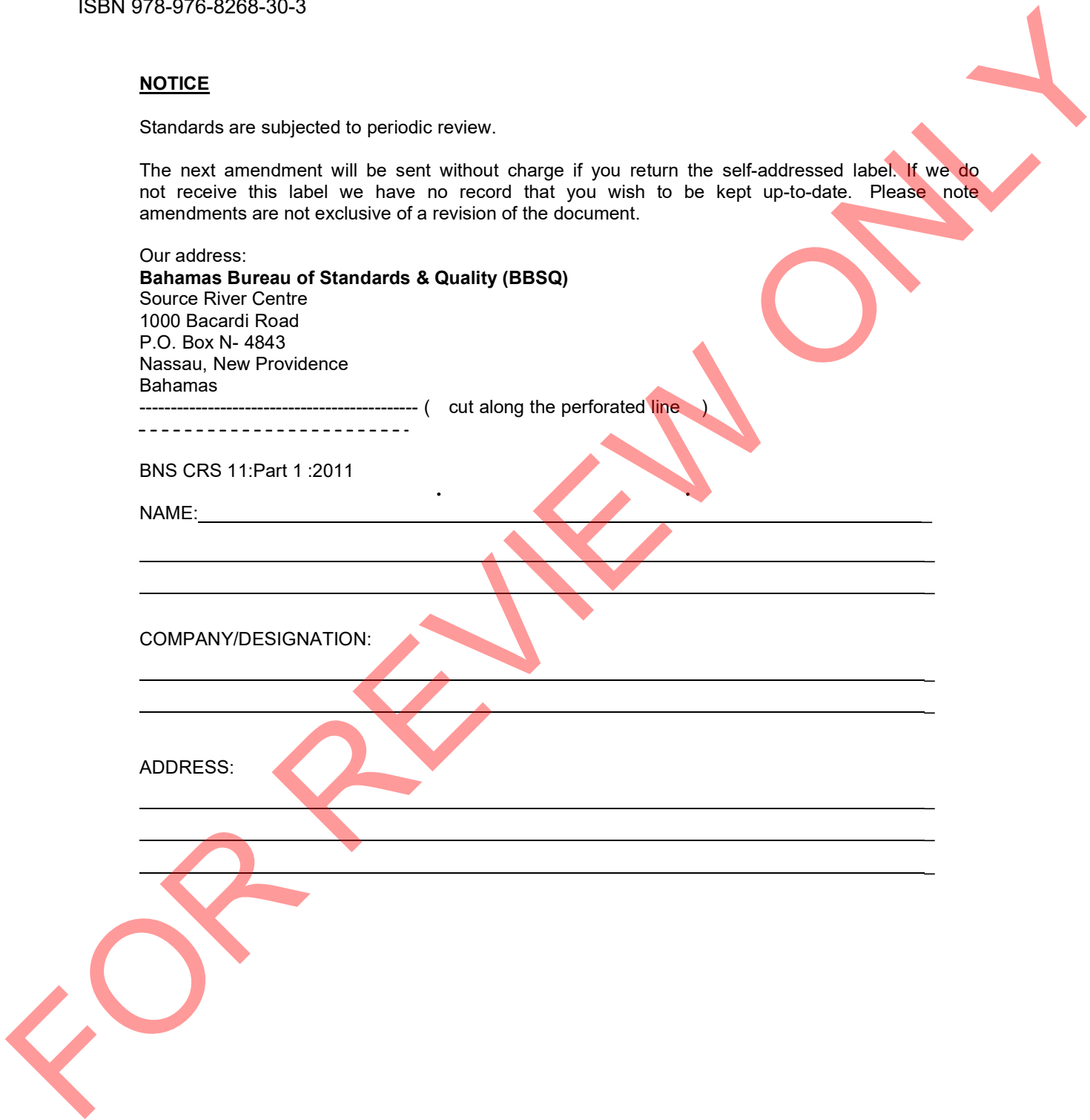
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ATTACHMENT PAGE FOR BNS AMENDMENT SHEETS

**BBSQ Foreword**

This national standard is a modified adoption of CROSQ's *Regional* Standard CRS 11: Part 1:2011 Specification For Tourist Accommodation Part 1 – General Requirements. The national committee responsible for this standard is Technical Committee 10 Tourism and Related Services. This standard contains requirements that are relevant for Accommodations in The Bahamas.

In this standard, certain modifications due to national requirements and the particular needsof Tourism industry have been made.

**Committee representation**

This Bahamas national standard was developed by the national technical committee 10 for Tourism and Relative Services, under the supervision of the Standards Development Department of The Bahamas Bureau of Standards and Quality (BBSQ) which at the time of developing this standard, comprised the following persons:

**Members**

- Ms. Janet Johnson (Chairman)
- Mr. Marcus Laing (Vice chairman)
- Mr. Breandan Foulkes (Technical Secretary)
- Mr. Kerry Fountain (Technical Secretary)
- Mr. Earl Miller (Technical Secretary)
- Ms. Ecarscha Smith (Recording Secretary)
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**Representing**

- Ministry of Tourism and Aviation - SpecialProjects
- TDG Architects
- Hospitality Management & Services Ltd.
- Bahama Out Islands Promotion Board
- BTO –Miami
- Ministry of Tourism Maritime and Cruise Department
- Ministry of Tourism Maritime and Cruise Department
- NCPD Secretariat
- Ministry of Tourism Training & Education
- Ministry of Transport & Local Government
- Bahamas Hotel & Tourism Association
- Ministry of Tourism and Aviation – SpecialProjects
- The Ministry of Tourism and Aviation
- BTO –Miami

## Contents

Foreword.....	viii
<b>1 Scope.....</b>	<b>1</b>
<b>2 Terms and definitions.....</b>	<b>1</b>
<b>3 General requirements.....</b>	<b>2</b>
3.1 Legal requirements.....	2
3.2 Physical requirements.....	2
3.3 Personnel requirements.....	3
3.4 Safety and security requirements.....	4
3.5 Pest control.....	7
3.6 Waste management.....	7
<b>4 Public areas.....</b>	<b>8</b>
4.1 Reception or front desk.....	8
4.2 Public restrooms.....	9
4.3 Dining area.....	9
4.4 Sitting Area.....	10
<b>5 Private areas.....</b>	<b>10</b>
5.1 Guestrooms.....	10
5.2 Balconies.....	12
5.3 Bathrooms.....	12
<b>6 Customer satisfaction.....</b>	<b>13</b>
6.1 Customer feedback.....	13
6.2 Complaints management system.....	14
<b>7 Food preparation and service.....</b>	<b>14</b>
<b>8 Staff facilities.....</b>	<b>14</b>
8.1 Staff restrooms.....	14
8.2 Break areas.....	15
8.3 Staff storage and changing facilities.....	15
<b>9 Onsite Laundry facilities.....</b>	<b>15</b>
<b>10 Records.....</b>	<b>15</b>
<b>Annex A (informative) Health, safety, and environmental considerations.....</b>	<b>16</b>
<b>Annex B (informative) Guide to providing facilities for persons with disabilities.....</b>	<b>18</b>

### List of tables

Table 1 — Minimum luminance by area.....	3
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## CROSQ Foreword

Given the increasing importance of the tourism sector to the economies of CARICOM Member States, this CARICOM Regional Standard (CRS) was developed to address the following specific concerns:

- a) the increase in demand for the provision of a range of accommodation services;
- b) the need to provide quality services consistent with improved visitor satisfaction, safety and security; and
- c) the need to promote sustainable development and care for the environment.

This standard, therefore, establishes the minimum requirements for providing quality service at tourism accommodation facilities such as hotels, guest-houses and self-catering establishments. By complying with and improving these minimum requirements it is hoped that the service providers will consistently meet and exceed customer expectations in an efficient and cost effective manner.

It is recommended that a quality management system be introduced in such establishments to ensure that the service provides high visitor satisfaction in a safe and secure environment.

This Regional Standard was approved by the Thirty-second Meeting of the Council for Trade and Economic Development (COTED) on 16-18 May 2011.

In the development of this Regional Standard, considerable assistance was derived from the following:

- a) SLNS 22: 1995 Standard for the Accommodation Sector;
- b) TTS 22: Part 1: 2006 Requirements for tourist accommodation Part 1: Hotels and Guesthouses;
- c) ISO 18513: 2003 Tourism Services – Hotels and other types of tourism accommodation – Terminology;
- d) QTC 100: 2001-12-06 Food Safety and Sanitation;
- e) Organization of American States Caribbean experiences, brands and standards;
- f) Federation of Tour Operators Preferred Code of Practice.

Annexes A and B which form part of this regional standard are informative, intended to provide additional information to assist with the understanding and use of this standard.



**Committee representation**

This CARICOM Regional Standard was developed under the supervision of the Regional Technical Committee for Tourism and Hospitality Services (RTC 6) (hosted by the CARICOM Member States, St. Lucia and Barbados) which at the time of developing this standard, comprised the following persons:

**Members**

Ms. Kim Osborne (**Chairperson**)

Ms. Bonita Morgan

Mrs. Nadia Pacquette-Anselm

Ms. Nkechi Williams

Ms. Renate Sealy

Ms. Tzarmallah Haynes (**Technical Secretary**)

**Representing**

Organization of American States

Caribbean Tourism Organisation

Dominica Bureau of Standards

Trinidad & Tobago Bureau of Standards

Barbados National Standards Institute\*

Saint Lucia Bureau of Standards \*

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## **1 Scope**

This CARICOM Regional Standard specifies the minimum requirements for any commercial enterprise providing accommodation to tourists operating in the CARICOM Region.

This standard shall not apply to enterprises that are bed and breakfast and home-accommodation establishments.

## **2 Terms and definitions**

For the purpose of this standard the following terms and definitions shall apply.

### **2.1**

#### **airborne sound insulation**

measure taken to reduce the transmission of sound between two rooms

### **2.2**

#### **bed and breakfast**

private, and in most cases, an operator-occupied residence which provides guest accommodation at a rate which includes breakfast

### **2.3**

#### **guest**

person received into an establishment for the purpose of using accommodation or any other services provided by the establishment

### **2.4**

#### **home accommodation**

dwelling house where temporary accommodation is provided for compensation to persons who are not members of the immediate family of the operator or owner

### **2.5**

#### **operator**

individual, partnership or company that manages a tourist accommodation establishment owned by or leased to the individual, partnership or company

### **2.6**

#### **owner**

individual, partnership or a company that owns a tourist accommodation establishment but that may or may not be an operator in respect of that property

### **2.7**

#### **rate**

amount charged for a room before any discounts, taxes, service and other charges are added

### **2.8**

#### **resident guest capacity**

maximum number of overnight guests that can be accommodated by the establishment

### **2.9**

#### **sound absorption material**

absorb sound waves and prevent them from bouncing off the walls.

### **2.10**

#### **sound proofing material**

material that traps the sound by containing it within an area making it impossible for the sound to move to other parts and also stops unwanted sound from entering the area