

BOTSWANA TOURISM ORGANISATION ACT
(Cap 42:10)

BOTSWANA TOURISM ORGANISATION REGULATIONS, 2010
(Published on 14th May, 2010)

ARRANGEMENT OF REGULATIONS

REGULATION

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IN EXERCISE of the powers conferred on the Minister of Environment, Wildlife and Tourism by section 36 of the Botswana Tourism Organisation Act, the following Regulations are hereby made —

Citation

1. These Regulations may be cited as the Botswana Tourism Organisation Regulations, 2010.

Form of application for grading

2. An application made under section 26 of the Act, for a grade, shall be in the forms set out in Part A of the First Schedule.

Issue of grading certificate, plaque

3. (1) Botswana Tourism shall grade the tourist enterprise in accordance with the grades specified in Part A of the Second Schedule.

(2) Where a tourist enterprise meets the terms and conditions of section 27 of the Act, Botswana Tourism shall, on payment of the fees set out in the Third Schedule, issue a grading certificate set out in Part B of the Second Schedule.

(3) Botswana Tourism shall issue a plaque depicting the name of the tourist enterprise and the grade assigned to it under subregulation (2).

Conditions of grading certificate

4. (1) A tourist enterprise shall operate in accordance with the terms and conditions stipulated in the grading certificate issued under regulation 3.

(2) A grading certificate shall be granted to a tourist enterprise licensed under the Tourism Act.

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Application for renewal of grading certificate

5. (1) An application under section 28 (2) of the Act, for renewal of a grading certificate, shall be in the form set out in Part B of the First Schedule.

(2) On an application for renewal under this regulation, the applicant shall pay the grading fees set out in the Third Schedule.

Application for amendment of grade

6. (1) An application under section 29 (1) of the Act, for amendment of a grade, shall be in the form set out in Part C of the First Schedule.

(2) On an application for amendment under this regulation, the applicant shall pay a non-refundable fee of P1 000.

FIRST SCHEDULE

PART A – APPLICATION FOR GRADE

(regulation 2)

BOTSWANA TOURISM
Plot 50676, Fairgrounds Office Park,
Block B, Ground Floor
Private Bag 275, Gaborone
Tel: 3913111 Fax: 3959220

Please complete and return to the Quality Assurance Manager at the above address.

For purposes of section 26 of the Botswana Tourism Organisation Act, (Cap. 42:10), we hereby apply for the grading of our establishment. We will abide by the terms, conditions and requirements of the Botswana Standard Hotel and Related Establishments Grading Requirements.

1. Details of the Applicant

Name of Applicant:.....
(Surname and initials of a person authorised to make declarations on behalf of the establishment)

Applicant's Designation:.....

Registered Name of the Establishment:.....

Trade Name:.....

Postal Address of the Establishment:.....

Physical Address of the Establishment:.....

Telephone:..... Fax:.....

Email:.....

Website Address:.....

2. Details of the Establishment

Type of Establishment:.....
(Hotel/Guesthouse/Game Lodge and camps/Self-Catering/camping site/caravan park/cultural village/mobile safaris/other – specify)

Current Tourism Enterprise Licence No:.....

Total number of employees:.....

Total number of bedrooms (where applicable).....

Total number of beds (where applicable).....

3. Category of accommodation facility:

Tick where applicable

<p>Fully Serviced Hotel: A commercial undertaking that provides accommodation, meals and multi-purpose public facilities and is open to the general public. (A hotel normally comprises of more than ten rooms).</p> <hr/> <p>Selected Service Hotel: an accommodation establishment that provides breakfast, multi-purpose public facilities and selected personal services.</p> <hr/> <p>Domestic Guest House: An accommodation establishment operating from a private property that provide breakfast, has an option with regard to the provision of lunch and dinner and of which the public areas can be shared by the host and the guests.</p>	
<p>Commercial Guest House: An accommodation establishment operating from a private or purpose built property that provide breakfast and has public areas which are normally reserved for the use of resident guests. (A guesthouse normally comprises of less than ten rooms).</p>	
<p>Game Lodge & Camps: An accommodation facility which primarily utilises outdoor activities to sell inclusive packages for guests to visit natural or historical locations. The accommodation facilities are usually for the exclusive use of resident guests.</p>	
<p>Self Catering: An accommodation establishment that provide the facilities and equipment necessary for guests to prepare their own meals.</p>	
<p>Camping and Caravan Park: An open space where guests or proprietors may provide tents or caravans. There must be provision for an ablution block and a fireplace.</p>	
<p>Cultural Village: An accommodation establishment that is built in a local, traditional style serving largely traditional meals and generally providing a cultural experience for guests through local guides.</p>	
<p>Other (please specify):</p>	

4. What grade are you applying for?

Tick

ONE STAR	Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care. Clean, comfortable and functional accommodation.	
TWO STAR	Good quality in the overall standard of furnishings, service and guest care.	
THREE STAR	Very good quality in the overall standard of furnishings, service and guest care.	
FOUR STAR	Superior (excellent) comfort and quality with a high standard of furnishings, service and guest care.	
FIVE STAR	Exceptional quality and luxurious accommodation (matching best international standards). Highest standard of furnishings, flawless service and meticulous guest care.	

We undertake to pay the prescribed fees and to abide by the terms and conditions of the grading system.

.....
Signature of applicant

Date:/...../.....
year/month/day

PART B – APPLICATION FOR RENEWAL OF GRADING CERTIFICATE
(regulation 5 (1))

BOTSWANA TOURISM
Plot 50676, Fairgrounds Office Park,
Block B, Ground Floor
Private Bag 275, Gaborone
Tel: 3913111 Fax: 3959220

Please complete and return to the Quality Assurance Manager at the above address.

For purposes of section 28 (2) of the Botswana Tourism Organisation Act (Cap. 42:10), we hereby apply for the renewal of the grading certificate issued to our establishment. We will abide by the terms, conditions and requirements of the Botswana Standard Hotel and Related Establishments Grading Requirements.

1. Details of the Applicant

Name of Applicant:.....
(Surname and initials of a person authorised to make declarations on behalf of the establishment)

Applicant's Designation:.....

Registered Name of the Establishment:.....

Trade Name:.....

Postal Address of the Establishment:.....

Physical Address of the Establishment:.....

.....

Telephone:..... Fax:..... Email:.....

Website Address:.....

2. Details of the Establishment

Type of Establishment:.....
(Hotel/Guesthouse/Game Lodge and camps/Self-Catering/camping site/caravan park/cultural village/mobile safaris/other – specify)

Current Tourism Enterprise Licence No.....

Expiry Date of the Current Grading Certificate:.....

Total number of employees:.....

Total number of bedrooms (where applicable).....

Total number of beds (where applicable).....

3. Category of Accommodation Facility:

(Tick)

Fully Service Hotel: A commercial undertaking that provides accommodation, meals and multi-purpose public facilities and is open to the general public. (A hotel normally comprises of more than ten rooms).	
Selected Service Hotel: An accommodation establishment that provides breakfast, multi-purpose public facilities and selected personal services.	
Domestic Guest House: An accommodation establishment operating from a private property that provide breakfast, has an option with regard to the provision of lunch and dinner and of which the public areas can be shared by the host and the guests.	
Commercial Guest House: An accommodation establishment operating from a private or purpose built property that provide breakfast and has public areas which are normally reserved for the use of resident guests. (A guesthouse normally comprises of less than ten rooms).	
Game Lodge & Camps: An accommodation facility which primarily utilise outdoor activities to sell inclusive packages for guests to visit natural or historical locations. The accommodation facilities are usually for the exclusive use of resident guests.	
Self Catering: An accommodation establishment that provide the facilities and equipment necessary for guests to prepare their own meals.	
Other (please specify):	

4. What grade are you applying for?

(Tick where applicable)

		Current Star grade	Star grading applied for
ONE STAR	Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care. Clean, comfortable and functional accommodation.		
TWO STAR	Good quality in the overall standard of furnishings, service and guest care.		
THREE STAR	Very good quality in the overall standard of furnishings, service and guest care.		
FOUR STAR	Superior (excellent) comfort and quality with a high standard of furnishings, service and guest care.		
FIVE STAR	Exceptional quality and luxurious accommodation (matching best international standards). Highest standard of furnishings, flawless service and meticulous guest care.		

We undertake to pay the prescribed fees and to abide by the terms and conditions of the grading system.

.....
Signature of applicant

Date:...../...../.....
year/month/day

.....
Position in the company

PART C – APPLICATION FOR AMENDMENT OF GRADE

(regulation 6 (1))

BOTSWANA TOURISM
Plot 50676, Fairgrounds Office Park,
Block B, Ground Floor
Private Bag 275, Gaborone
Tel: 3913111 Fax: 3959220

Please complete and return to the Quality Assurance Manager at the above address.

For purposes of section 29 (1) of the Botswana Tourism Organisation Act, (Cap. 42:10), we hereby apply for an amendment to the grading of our establishment. We will abide by the terms, conditions and requirements of the Botswana Standard Hotel and Related Establishments Grading Requirements.

1. Details of the Applicant

Name of Applicant:.....
(Surname and initials of a person authorised to make declarations on behalf of the establishment)

Applicant's Designation:.....

Registered Name of the Establishment:.....

Trade Name:.....

Postal Address of the Establishment:.....

Physical Address of the Establishment:.....

Telephone:..... Fax:.....

Email:.....

Website Address:.....

2. Details of the Establishment

Type of Establishment:.....
 (Hotel/Guesthouse/Game Lodge and camps/Self-Catering/camping/
 caravan park/cultural village/mobile safaris/other – specify)

Current Tourism Enterprise Licence No.....

Expiry Date of the Current Grading Certificate:.....

Total number of employees:.....

Total number of bedrooms (where applicable).....

Total number of beds (where applicable).....

3. Category of Accommodation Facility:

(Tick)

Fully Serviced Hotel: A commercial undertaking that provide accommodation, meals and multi-purpose public facilities and is open to the general public. (A hotel normally comprises of more than ten rooms).	
Selected Service Hotel: An accommodation establishment that provide breakfast, multi-purpose public facilities and selected personal services.	
Domestic Guest House: An accommodation establishment operating from a private property that provides breakfast, has an option with regard to the provision of lunch and dinner and of which the public areas can be shared by the host and the guests.	
Commercial Guest House: An accommodation establishment operating from a private or purpose built property that provide breakfast and has public areas which are normally reserved for the use of resident guests. (A guesthouse normally comprises of less than ten rooms).	
Game Lodge & Camps: An accommodation facility which primarily utilise outdoor activities to sell inclusive packages for guests to visit natural or historical locations. The accommodation facilities are usually for the exclusive use of resident guests.	
Self Catering: An accommodation establishment that provide the facilities and equipment necessary for guests to prepare their own meals.	
Other (please specify):	

4. Reasons for re-grading:.....
.....
.....

5. What grading are you applying for?

(Tick where applicable)

		Current Star grade	Star grading applied for
ONE STAR	Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care. Clean, comfortable and functional accommodation.		
TWO STAR	Good quality in the overall standard of furnishings, service and guest care.		
THREE STAR	Very good quality in the overall standard of furnishings, service and guest care.		
FOUR STAR	Superior (excellent) comfort and quality with a high standard of furnishings, service and guest care.		
FIVE STAR	Exceptional quality and luxurious accommodation (matching best international standards). Highest standard of furnishings, flawless service and meticulous guest care.		

We undertake to pay the prescribed fees and to abide by the terms and conditions of the grading system.

.....
Signature of applicant

Date:/...../.....
year/month/day

.....
Position in the company

SECOND SCHEDULE
PART A – GRADING OF TOURIST ENTERPRISES
(regulation 3 (1))

Tourist enterprises licensed under the Tourism Act (Cap. 42:09) shall be given the following grades –

- (a) five-star
- (b) four-star
- (c) three-star
- (d) two-star
- (e) one-star

CLASSIFICATION AND GRADING

Tourist enterprises licensed under the Tourism Act (Cap. 42:09) shall be classified and graded in accordance with the following Standards Specifications for Botswana –

- (a) BOS 50 - 1: 2001 for a fully serviced hotel
- (b) BOS 50 - 2: 2001 for a selected service hotel
- (c) BOS 50 - 3: 2001 for a game lodge and camp
- (d) BOS 50 - 4: 2001 for a domestic guesthouse
- (e) BOS 50 - 5: 2001 for a commercial guesthouse and;
- (f) BOS 50 - 6: 2001 for a self-catering establishment

PART B – GRADING CERTIFICATE
(regulation 3 (2))

In terms of section 27 of the Botswana Tourism Organisation Act, (Cap. 42:10), this is to certify that

.....
.....

has been graded and awarded,
in the category of

.....
.....

on this day of
valid until the end of

.....
CHIEF EXECUTIVE OFFICER

***conditions overleaf**

- (a) the certificate is only valid for the individual establishment that has been graded
- (b) the certificate must be displayed in a conspicuous place within the facility
- (c) change of classification of a graded facility shall require re-grading
- (d) the certificate is valid for a period of 2 years. An application for renewal shall be made at least 30 days before the expiry of the current certificate.

THIRD SCHEDULE
GRADING FEES
(regulations 3 (2), 5 (2))

BOTSWANA TOURISM ORGANISATION ACT
(Cap. 42:10)

The grading fees required to be paid by a tourist enterprise licensed under the Tourism Act (Cap. 42:09) shall be as follows —

(a) Guesthouse	P500
(b) Apartment or self-catering	P2 500
(c) Other tourist enterprises:	
(i) One-star	P3 000
(ii) Two-star	P3 500
(iii) Three-star	P4 000
(iv) Four-star	P4 500
(v) Five-star	P5 000

MADE this 4th day of May, 2010.

ONKOKAME K. MOKAILA,
Minister for Environment,
Wildlife and Tourism.