

Introduction

- In order to create conducive environment for the citizens to engage themselves on tourist service providing activities.
- To rectify and notify the law concerning regional tourism service providing institutions licensing systems and controlling mechanisms for the concerned bodies.
- To facilitate better working conditions for those who are authorized &, to put in place barrier to impede the progress of illegal actors, focusing on tourism related activities.
- In order protect and maintain regional heritages (natural, historical & cultural attractions), with the view to make these attractions exceptional and attractive tourist destination so that boost the economy of the regional state & benefit the surrounding community.
- To adopt laws/ principles that guide all those engaged in tourism activities and other concerned bodies to abide by the law.

“The South Nations Nationalities Peoples Regional State Trade and Industry Bureau, according to proclamation No.90/98 of revised authority of the executive body of the regional government Article 8 sub article 3 and article 1 sub article 6, as per the given authority, has developed & made available the following “Tourist Service Providing Institutions work permit standard & controlling system Directive ”

PART ONE

General:

1 . Short Title

This directive may be cited as SNNPRS Trade , Industry & Urban Development Bureau “Tourist Service Providing Institutions work permit standard & controlling system Directive” no1/ 1998

2. Definitions

Unless the context otherwise requires, in the directive:

- 2.1 “**person**” means natural human being or any legal physical person
- 2.2 “**Regional state**” means Southern Nations, Nationalities & peoples regional state.
- 2.3 “**Bureau**” means Southern Nations, Nationalities & Peoples Regional state Trade ,Industry and Urban Development Bureau.
- 2.4 “**Commission**” means SNNPRS Tourism Parks and Hotels Commission.
- 2.5 “**Trader**” means any person engaged in tourism service providing trade activities authorized by the regional government to benefit from such activities.
- 2.6 “**Legal sector** ”means SNNPRS trade and transport sector.
- 2.7 “**Society**’ means group of people living in one area i.e. town or village, sharing common identity, religion, occupation e.t.c.
- 2.8 “**Tourist**” means a person who is not engaged in any income generating activities but moved form his residence or home country to another place for any reason not for less than 12 hours but less than 1 year.
- 2.9 “**National tour Guide** ” means an organization authorized by the Ministry of Trade and Industry to give guiding service for local and foreign visitors in the national boundary.
- 2.10 “**Regional tour Guide**” means an organization within the reach of SNNPRS administrative and gives guiding service as per the authorization.
- 2.11 “**Local guide**” means an organization authorized to give guiding service in one particular area or with in limited destinations of the region.

- 2.12 **“Travel Agency”** means an organization which undertakes those all tourists travel processes on behalf of the tourists.
- 2.13 **“Tour guide”** means a professional & experienced personnel’s in charge of leading the domestic tourists to the destinations.
- 2.14 **“Tourist service providing establishments ”** means an organizations in charge of selling services like accommodation, food, provide guiding & tour operation, gift & artifact products , night clubs & other related services for tourists.
- 2.15 **“Hotel”** means an establishment which sells or provides services like accommodation, food, drinks, and other luxurious services.
- 2.16 **“Motel”** means an establishment placed at the outskirts of a town, by the side of high ways, which provides or sells services like rooms, food, drinks, garage, filling, station, and other related services.
- 2.17 **“Lodge”** means a country house built in a natural attractions or country side, having similar appearance with traditional houses, made of locally available building materials to provide services like feeding, and accommodation
- 2.18 **“Pension”** means an organization where visitors can get rooms and breakfast for sell.
- 2.19 **“Campsite”** means mostly placed around natural reserves and is an open area enables to setup tents as a group or individually, for a stay having common shower & toilets facilities.
- 2.20 **“Restaurant”** means an tourist service rendering institutions which sells foods and drinks for customers.
- 2.21 **“Bar”** means a place where light food and drinks are sold also tea and coffee is serviced.
- 2.22 **“snack”** means a place where alcohol free drinks and light foods is served .
- 2.23 **“Safari”** means a travel to natural attractions for visiting , recreation and for photographing purposes.
- 2.24 **“Safari service”** means an organization in charge of facilitating hunting, photographing, mountain tracking, fishing, bird viewing, rafting e.t.c services for tourists.

- 2.25 “**Hunting safari** ” means an organization in charge of facilitating hunting facilities at hunting sites, for hunters allowed to hunt as per the authorizing agency.
- 2.26 “**Cold/ hot water services**” means an organization in charge of developing cold or hot springs for recreational purposes.
- 2.27 “**Night club**” means an organization provides overnight music and dance accompanied by drinks and light food.
- 2.28 “**Boat service**” means an organization in charge of giving small boats transport for recreational purposes but not for people or bulky goods.
- 2.29 “**Car renting**” means an organization which provides cars for rents with a driver or with out but not for public transportation.
- 2.30 “**Souvenir shops**” means an enterprise that sells artifacts and crafts of nations & nationalities of southern people, initiating and promoting the culture.

3 Scope of application

This directive applies ;

- 3.1 To any organization engaged in tourism service activities.
- 3.2 It works trough all legalized tourism service agencies in the regional state up on the authorization.

PART TWO

The authorization and monitoring processes

4.0 Authorization process

- 4.1 All persons to be engaged on business related to tourism sector shall fulfill all the minim requirements stated on this manual.
- 4.2 While ideas in sub article 4(1) stands, in case the business claim for licensing needs additional proof of professional competency , that person/s shall present a legal document from a recognized institution to defend his case.

5.0 Principles, Obligations & Rights to be followed by Tourist Establishments

5.1 Principles

- 5.1.1 Tourism service agencies have to adopt the likings/ customs of the international tourism organizations.
- 5.1.2 Tourists demands shall find a solution or the right response in a language that is understandable by the tourists at all times.
- 5.1.3 Any unpleasant comments from the tourists about the tradition, belief, dressing, shall be tolerated and told in manner that the tourists understand. No harsh reactions taken against them.
- 5.1.4 Being a host in humanity taking this in consideration, no one shall maltreat the visitors and take them as personal guests and give reasonable service.
- 5.1.5 Every citizen shall give the right information to the tourists in need.
- 5.1.6 Being honest to the tourists does not only help the tourist but also promotes the good image of this country.
- 5.1.7 Protect and maintain all regional heritages like cultural, historical , and natural resources .
- 5.1.8 Any illegal acts on visitors because of inability to understand languages, tradition, customs , exchange etc... will not be tolerable or has to be condemned .

5.2. Obligations

- 5.2.1 Any legalized tour agency shall place a copy of updated certificate of trade in their office or vehicles.

- 5.2.2 Those licensed tour agencies shall be open to give any job related requirements or information needed by the officials assigned to undertake business monitoring or controlling .
- 5.2.3 According to the guidelines produced by the tourism commission information shall be kept or produced as required.
- 5.2.4 Organizations/persons/ whose certificate of trade is taken/ suspended shall be called up on to reconsider their consent about the faulty deeds.
- 5.2.5 An authorized shall use the certificate of trade that declared by his name and failure to respect will result punishments.
- 5.2.6 No person or organization shall open officially closed businesses due to failure to comply with the set rules for use, before the clarification .
- 5.2.7 An accused shall receive and sign summons up on request by concerned bodies or give an answer to the information required.
- 5.2.8 All persons / organizations shall write their trade names in bald on a sign board to be seen.
- 5.2.9 Tourism service providing agencies shall observe the job nature and fulfill all minimum requirements stated in this manual or that may come about in the future.
- 5.2.10 Tourism service providing agencies shall observe activities or services delivered does not cause harm to the users or to the economy of the country.
- 5.2.11 Tourism service providing agencies shall be obliged to check its services or products are not the wrong ones to customers.

5.2.12 Any tourism service providing organization shall not involve itself with illegal or prohibited activities like contraband or smuggling .

5.2.13 Tourism agencies shall be advised and be informed about its product type or services quality, safety and other technical reliability to the customers.

5.2.16. All tourist service agencies shall be liable to the failure to maintain healthy, hygiene, environmental protection and safety precautions.

5.2.17 It is illegal to cheat the visitors on the bases of they foreigners and will not understand, languages, money, local habits etc... also agencies shall not let their workers do this.

5.2.18 Any condition contrary to regional and country treasure, tradition, history, and rule of the law shall not be acceptable ,offenders should be reported and dealt with accordingly.

5.2.19 All persons shall present and defend his/ her case up on the call by the commission.

5.3 Rights of the Tourism service Providing institutions.

5.3.1 Legalized organizations or persons have the right to ask the supervisors to show ID card or legal papers of the authoring body .

5.3.2 They also have the right to ask supports from the all concerned bodies.

6. Follow up and monitoring

6.1 The regional tourism commission has the right to monitor and supervise all registered regional tourism service providers if they

are within the scope of their limits and are observing the agreement they have signed with the commission.

The commission checks if the services provide by the tourist service providing agencies are formidable for health and not causing any economic misfortunes to the country.

The commission also monitors all matters concerning health, hygiene environmental protection, safety conditions and all other precautions of all tourist establishments within the region.

The commission also has the right to monitor those establishments which require special performance skill, focusing either these agencies are secured the required professional license or renewed it regularly.

The commission upon any incomplete documentation of specified criteria shall notify to tourism organization or persons to come and clarify such documentation within a period of time.

The commission according to its investigations and findings shall reward professional advice to the organizations under investigations about quality service delivery & other relate matters.

If necessary the commission in collaboration with other concerned organizations can supervise and monitor any functions relating to this area.

The commission shall notify to a concerned bodies to take measures upon any failure observed with respect to agreement , and follows up if these offices take timely actions.

The commission also monitors movements of all those illegal activities in cooperation with legal bodies,and reports them to enforce law for action to be taken and sees to its effectiveness.

7.0 The Responsibilities and Duties of Supervisors.

7.1 The tourism service monitoring personnel upon arrival to their specified areas shall show their identity cards from authoring office and explain the purpose of their visit, to the office or persons they approached.

7.2 During supervision, the number of workers to be assigned shall not be less than two.

7.3 In accordance with to the size, distance and the number of organization in the area of studies, two or more supervision groups with minimum number of 2 supervisors can take part visiting different places at the same time.

7.4 These groups shall give notice of their functions of district, town, community, duration of their stay, type of the undertakings, and organizations they intend to visit to the commissioner.

7.5 If the owner or the representative is not cooperating the supervising body, can record on the daily slip and report the case to the commissioner.

7.6 During the course of analyzing and monitoring period, if an organization has not fulfilled the licensing criteria, the team has to give call paper to owner or the legitimate representative to come and clarify the case.

7.7 If the owner or representative of the organization is not available, the supervisors can give the summonses to a person not less than 18 years and document all particulars about that personality. If the person disappears the notice should be posted on the wall for the people in the organization to see.

8. The discipline or manners of the supervising group.

8.1 Supervisory and monitoring workers shall at all times be honest, diligent, hard working and be up to the task.

8.2 They shall respect the name of the organization, which sent them ,and shall not involve themselves in shameful actions like corruption , bribery, favoritism & bias.

8.3 Since the task of the supervisory workers is done right in the face of the public, the supervisors shall be of themselves and reserved even if things are not going according to their plan, they have to be tolerant and be polite to the people.

8.4 The supervisors shall also be serious, spiritually strong and job loving citizens.

9. Information provision obligation

9.1 All tourist service providers shall give the condition of their works when asked by the commissioner is mandatory.

9.2 The in formations given by the tourist service providers shall only be of use to accomplish the task of the commission

10 . The Supervision Report

10.1 The monitoring and supervisory group shall deliver post research report on the tourist service providing organizations, problems encountered, and suggested solution to the problems.

10.2 For those who have fulfilled the minimum requirements to enter into the business and those who ready to fulfill the requirements but already given the mandate to go ahead, the condition of their current business shall be noted, and to complete the incomplete documents, supervisors and monitoring group should take note of the name of the organizations, the

registration number, type of the business, visiting period, observed incomplete cases, the agreement of the owner or representative to clear his case, and comment of the supervisors concerning this matter, and shall be given urgent solution.

10.3 If the owner of the incomplete criteria has already knew his case and wish to correct them then to help the organization all the cases of the incomplete criteria are documented on three copies and presented to the officer in charge .The commission notify these information's to the organization and be forced within 15 to 30 days to correct all the cases of incomplete criteria.

10.4 For those institutions appear & explain their faults & agree to correct shall be cleared after documenting short written promise paper.

10.5 Unless there is identified critical problems, monitoring and supervisory group shall deliver the report with in two days, upon their completion of their visits.

10.6 Those supervisory and monitoring workers who involve themselves in shameful actions like corruption , bribery, favoritism & bias ,will be punished according to laws enforcing on civil servants.

11. Actions to be taken on those failed to respect the rules.

11.1 Authorized tourist service providing agencies /persons/

A. If the enterprise is proved of not observing conditions of health, hygiene, environmental protection, and safety precaution and if the standard of the service is below the set criteria.

B. If the office does not present the information required right on time.

C. If the enterprise does not fulfill the criteria stated in this book the commission will stop the enterprise not to do any tourism business in the area.

11.2 The reason to prevent the enterprise from its activity shall be made clear through the owner or the representative contact address for the organization to improve on its defaults.

11.3 If the reason of prevention is due to the contamination of public health or hygiene problems the commissioner will seal the enterprise for some time till the case is clarified by law.

11.4 If the tourism service enterprise has been broken this law repeatedly the owner or the representative shall be called to defend his case by writing through multimedia or by a letter. If the defendant does not appear within 30 days the authorization /permit shall be cancelled.

11.5 If the tourist service providing organization is using forged or false certificate of trade or is being observed while engaging out of what the law allows in this book., or if the enterprise is undertaking activities before completing the criteria the commission has the right to cancel of the enterprise work permit license.

11.6 even though closing illegal tourism enterprises is right, but care shall be taken concerning those perishable goods or food stuffs and note shall be given to the owner to clear up within 48 hours before the closing.

PART THREE
Miscellaneous Provisions

12. Service charges

The commission can ask for charge from the organizations as to the cost incurred while affecting these rules. Implementation details will be available afterwards.

13. Right to the enforcement

13.1 Those concerned government bodies, NGO's, community based groups & other organizations which are authorized from the federal government and working in this region shall play an important role for that rule to be working.

13.2 The law forces the owners or representatives to be cooperative to the supervising team if asked to do so.

14. Inapplicable systems

No regulations, directive or traditional systems, insofar as it is inconsistent with this directive be applicable with respect to matters provided for in this directive.

15. Giving attorney:

In order to bring this directive workable or in effect, the bureau & the commission can authorize / make partnership with different zones and woredas offices and to any other legal organizations.

16 Conditions for amendment

The Bureau shall have the power and duties to amend this regulation, partially or totally, whenever necessary.

17. Effective Date

This directive shall enter in to action as of April 2006 .

Mekuria Haile

At SNNPRS Trade, Industry, and Urban development Head

PART FOUR

ANNEX 1

MINIMUM REQUIREMENT TO BE FULFILLED TO GET HOTEL WORK

PERMIT

Hotel : is an establishment that provides lodging & usually meals & other services for travelers & other paying guests.

The Building

1. The selected area shall be allowed for business purposes .
2. The building should be convenient to hotels activities.
3. The entrance or the main gate should serve the guests and there shall be other entrance for the workers and goods.
4. It should allow for car entrances as well as parking services.

B. Reception Room

1. There should be registration book for guests.
2. There should be neat and uniform dressed workers.
3. There should be receptionist counter
4. There should be room key hangers.
5. There shall be stamp by the organization name.
6. There shall be legal cash receipts.
7. There should be lists of room fees.
8. There should be chairs, and a table in the guest rooms.
9. The workers shall be free of any transmitting diseases and shall be examined regularly in accordance with health regulation.
10. There shall be sign boards.
11. The rooms shall have ceiling, the floors shall be cemented and the walls shall be painted and cleaned.

12. There shall be toilet for ladies and gents separately as well as washing sinks.

13. There should be wall clock .

14. It should be placed in front of shall be windows for the entrance of fresh air.

C .Bed Rooms

1. The number of bed rooms shall not be less than ten.
2. Excluding the toilet and the entrance and the veranda, the size of single & double rooms should be at least 8 & 12 sq .meters respectively.
3. Size of Single bed should be 90 centimeters by 200centimetres, while family beds should have 120 by 200 centimeters.
4. The pillows should be made of sponge or cotton .
5. There should be enough bed sheets to change.
6. There should be enough blankets and bed spreads.
7. At least there shall be chair and a small table, shelve, coat hangers, clean drinking water in a bottle and a glass.
8. There shall be switches at the entrance and bed side of the room.
9. There shall be window with a curtain.
10. The floor shall be cemented.
11. The rooms shall be numbered.
12. There shall be ceiling and the rooms shall be painted.
13. The room shall have a locker.
14. There shall be waste bins.
15. There shall be hand washing sink for 5 rooms in common.

16. There shall be a bathroom for 5 rooms in common for men and women separately.

17. The toilet should have locker, window and water.

18. If the toilet is water closet it shall have a cover.

19. There shall be a sign board.

20. 25% bed rooms shall have their bathrooms, sinks and toilets.

D. BAR

1. There should be uniform dressed and skilled workers.
2. There shall be enough chairs and tables that can serve at least 15 or more people at a time.
3. It shall have balcony and shelves for drinks.
4. There shall be two or more washbasin.
5. There should be a quality and enough drinks.
6. There shall be sufficient utensils.
7. The liquid waste shall be directed to the main septic tanker for disposals.
8. Standardized solid waste disposal pit.
9. There shall be menu.
10. There shall be sufficient ventilation.
11. There shall be toilet for ladies and gents with hand washing and a towel.
12. The workers shall be free from any transmitting disease and shall be examined regularly.
13. The floor shall be cemented and the walls are painted and clean

E. Restaurant

1. There shall be uniform dressed skilled workers.
2. It should serve at least 30 people at a time, with 1.25 square meters per a person.
3. It should be close to catering room, connected by a door.
4. It should have clean plates & other standardized utensils
5. Spoons, forks& knives should be galvanized with rust resistant substances.
6. It shall have enough chairs and tables.
7. It shall serve varieties & quality of food .
8. It should have menu.
9. It shall have legal receipts for payments.
10. It shall have windows and curtains.
11. It shall have sign boards.
12. The workers shall be free from any transmitting diseases and shall be checked regularly.
13. There shall be toilet for ladies and gents with water.
14. The floor shall be cemented .
15. The walls shall be painted with a washable paints.
16. Hygienically well cleaned.
17. Well ventilated.
18. It may contain bars and restaurants at the same time.

F. Cooking Room

1. It should have well trained and experienced workers.
2. It should have at least 20 square meters area, with enough space for ventilation & sunlight.

3. It shall have chimney and cooking stands.
4. It shall have enough kitchen utilities.
5. It shall have shelves and hungers.
6. It shall have shelves with net for vegetables and other food stuffs.
7. There shall be refrigerator.
8. Plates and glasses shall be washed separately from other items in the kitchen, & the liquid wastes should be disposed to externally connected septic tankers.
9. Should have waste bins .
10. The floor shall be washable and made of cement or tiles..
11. The walls shall be painted and washable .
12. In general the walls, floors tools at all times shall be clean.
13. There shall be clean & sufficient duty uniforms.
14. There shall be first aid tool kit.
15. There shall be fire extinguisher
16. The workers shall be kept free of any transmitting diseases and shall be examined regularly.
17. The catering room shall space well from the toilets and passages. It shall also be free of contaminating animals or creatures.

G. Accident prevention & Hygiene

1. Fire accident control rules shall be available and place somewhere it can be seen to everyone.
2. There shall be fire extinguishers.
3. There shall be signs to show emergency doors when fire accident occurs.
4. Electricity service facilities shall fulfill the rules & standard declared

by the EPCO.

5. There shall be 24 hours security system.
6. There should be alternative power supply like generators, lamps, torches, candles...e.t.c at time of power failure.
7. Waste from the hotel should follow direct route to the main pipe connected with external septic tankers.
8. There shall at least be common toilet with locker and hand washing area with a face mirror.

H. The workers

1. There should be enough workers according to the needs.
2. The waiters should have good skills of hosting the guests.
3. Workers in different division should be in a neat & numbered uniform.
4. The workers shall be kept free of any transmitting diseases and shall be regularly.
5. There should be dining and resting rooms for workers.
6. There should be a toilet and bathroom for the workers.
7. Those who have direct contact with the guests shall be free from any disease.

I. Services

1. There shall be enough and clean drinking pipe tap water which is approved by the health bureau. And if the pipe water is not clean enough, the hotel shall have filtering mechanism to clean the water before use.
2. The ice used for drinking shall be made from clean drinking water.
3. Should provide breakfast service.
4. Should have reception & luggage transporting services.

5. Should have lockers to keep special items.
6. Should provide storeroom service.
7. Should provide post service.
8. There should be information desk
9. Should provide laundry services.

J . Compound conditions

1. The compound should be free of stagnant water ditches, grasses, and bushes.
2. There should be a waste bins at convenient places.
3. Liquid waste from the sinks shall be directed to the main septic tankers.
4. In general the hotel compound shall be kept clean at all times.
5. Spoiled food and any form of wastes shall not be kept in the hotel compound.
6. All bins shall be kept covered and well maintained.

ANNEX 2

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET MOTEL WORK PERMIT

Motel : is a an establishment which placed at outskirts of a town at the side of high ways which provides services like filling station, garage, and hotel services for its customers &.

A. Building

1. The site shall be allowed for commercial purposes.
2. The building should be good for motel business,
3. The main gate should serve only guests .
4. There should have entrance for the workers and goods.

5. Should be established out of the town.
6. Should have numbered parking lots ,which can serve even for over nigh.
7. Has mini garage for car maintenance.
8. Has a filing station.
9. The compound is large enough for the vehicles to turn and exist.

B. reception Room

- 1.Should have registration book for guests.
2. Should have neat and uniformly dressed workers.
3. There should be receptionist counter.
4. Should be fitted with room key hangers.
5. There shall be legal stamp by the organization name.
6. There shall be legal cash receipt .
7. Should have lists of room charges.
8. There should be chairs & table in the guest rooms
9. There shall be sign board.
- 10.The rooms shall have ceiling with cemented floor.
11. The walls shall be painted and cleaned.
- 12.Should provide post service.
- 13.Should have rooms to keep luggage's .
- 14.There should be enough space for light & ventilation.
- 15.Transportation service for travelers luggage's.
- 16.There should have lockers to keep special items.
- 17.The workers shall be kept free of any transmitting diseases and shall be examined regularly.
- 18.Should have wall clock.

C. Bed rooms

1. The bed rooms shall not be less than ten.
2. Excluding the toilet and the entrance and the veranda, the size for single & double rooms should have at least 8 & 12 square meters respectively .
3. The single bed should have 90 by 200 centimetres size.
4. Size for family beds should be 120 by 200 centimeters.
5. The mattress should be made of sponge or cotton.
6. The pillows should be made of sponge or cotton .
7. There shall be enough bed sheets to change.
8. There shall be enough blankets and bed spreads.
9. At least there shall be 1 chair and a small table, shelve, coat hangers.
10. Clean drinking water in a bottle and a glass.
11. There shall be switches at the entrance and bed side of the room.
12. There shall be window with a curtain.
13. The floor shall be cemented.
14. The rooms shall be numbered .
15. There shall be ceiling and the rooms shall be painted
16. The room should have a locker.
17. For those buildings having three or more story, need to have lift facilities.
18. There should be bins.
19. There should be hand washing sink for 5 rooms in common.

20. There should be a bathroom & toilets for 5 rooms in common, separately for men and women .
21. The toilet should have locker and water available .
22. If the toilet is water closet it shall have a cover.
23. There shall be a sign board.
24. The workers shall be kept free of any transmitting diseases and shall be examined regularly.

D. Food and Drinking Services

1. There shall be neatly dressed & experienced workers.
2. There should have standard bar services .
3. The bar and the restaurant can be in one place.
4. There should be enough and quality food for the visitors in the motel.
5. There should be varieties of local and foreign wine drinks .
6. The utensils should be made of stainless steels and sufficient to the users.
7. There should be hand washing rooms for ladies and gents.
8. Should serve breakfast .
9. There shall be clean drinking water approved by the health bureau.

E other services:

1. The visitors should be helped to have wet and dry washing services.
2. There should be ironing services.
3. The visitors should be helped with first aid in case of injuries.
4. It can have a medical officer on call.
5. There shall be in door games available.

F .Accident Prevention and Hygiene

- 1 .Fire accident control rules shall be available and place somewhere it can be seen to everyone.
2. There shall be standard fire extinguishers
3. There shall be signs to show emergency doors when fire accident occurs.
4. Electricity service facilities shall fulfill the rules & standard declared by the EPCO.
5. There shall be 24 hours security system.
6. There should be alternative power supply like generators, lamps, torches, candles,.. e.t.c at time of power failure.
- 7 .The compound should be free of stagnant water ditches, grasses, and bushes.
8. There should be a waste bins at convenient places.
9. There should be standard pesticides & materials to control insects & rodents, at cooking rooms, bed rooms ,conference rooms& other common service areas.

G. Cooking Room & its Environment

1. Suitable for food preparation, washing & arrangement of service materials for use.
2. Equipped with refrigerators.
- 3 .The food and drinks should be kept under standard temperature.
4. The rooms shall have ceiling and water proof walls to prevent dust and contaminating insects.
5. Spoiled food and any form of waste shall not be kept with in hotel compound.

6. All bins shall be kept covered and well maintained.

H. Employees Condition

1. There should be equivalent number of workers to the task available in the motel.
2. All motel workers should exhibit hospitality service to builds the image of this country /region.
3. All workers should have certificate in the field of motel services or related .
4. The receptionist shall speak at least one international language.
5. All workers shall have neat and well designed uniforms .
6. The workers shall be free from any transmitting disease and shall be examined according to the rules of bureau of health.
7. There should be resting and feeding areas for workers.
8. Should have separate dressing, toilets & shower rooms for ladies & gents .

ANNEX 3

MINIMUM REQUIREMENT TO BE FULFILLED TO GET PENSION WORK

PERMIT:

Pension : is a commercial service providing institution like bed rooms and breakfast for its customers.

A. There shall be an experienced hotel manager who shall run the pension.

B. Reception Room

1. There should be experienced and adequate number of receptionist.
2. There has to be room key hungers.
3. There should be receptionist counter.

- 4 .Uniform dressed workers.
5. It should have registration book for guests.
6. There shall be stamp by the organization name.
7. There should be tables& chairs for registration.
8. There shall be legal receipts.
9. There has to be wall clock.
10. Should have room charge lists.
11. Should have lockers to keep special valuable items
12. Should have chairs and a table for guests.
13. The rooms shall have ceiling, the floors shall be cemented and the walls shall be painted and cleaned.
14. There shall be sign board.
15. The workers shall be free of any transmitting diseases and shall be examined regularly.

C. Bed rooms

1. There should be sufficient and experienced workforce .
2. Having bed rooms not be less than 10.
- 3.The size for single room should be at least 8 square meters .
- 4.The size for double rooms should be at least 12 square meters.
- 5.Size for single bed should be 90 X 200 centimeters
6. Family beds size be 120 by 200 centimeters.
7. Should have mattresses made of cotton or sponge.
8. The pillows should be made of sponge or cotton.
9. There shall be enough bed sheets to change.
- 10.There shall be sufficient blankets.
- 11 There shall be sufficient bed spreads.
12. At least there shall be 1 chair and a small table

13. There shall be window with a curtain.
14. Hangers for cloths or shelves.
15. There shall be switches at the entrance and bed side of the room
16. The doors shall have a lockers.
17. The rooms shall be numbered .
18. Should have waste bin .
19. Clean drinking water in a bottle and a glass.
20. The floor shall be cemented.
21. There should be a sign board.
22. Should have laundry & ironing services.
23. With alternative power supply in case of shortage of power.
24. The workers shall be free of any transmitting diseases and shall be examined regularly.
25. Should have parking lot.
- 26 .Clean & comfortable campus.

D. Bathrooms & Toilets

1. 25% bed rooms should have their bathrooms, sinks and toilets with sufficient light.
2. While the remaining 75% should have one bathroom for 5 rooms in common for men and women separately.
3. There should be separate toilets for gents & ladies.
4. Standard mirror for dressing & cloth hangers.
5. Toilets & bath rooms should have locker.
6. Separate washing sink, bathrooms, toilets & dressing rooms for workers.

E. Dinning room

- 1 .There should be trained & sufficient workers.
2. With dining room which at least accommodates daily bedroom gusts.
3. Having windows which allow sufficient ventilation & lights.
4. Having sufficient number of chairs with tables.
5. With sufficient & neat utensils .
6. Workers with neat & numbered uniform.
7. With workers free of any transmitting diseases and examined regularly.

F Cooking Room

1. With well trained and experienced workers .
2. Having clean uniforms for change .
3. With sufficient space for ventilation& light.
4. Should have cooking stands using gas, electric & fuel .
5. Sufficient , galvanized & quality utensils.
6. Having shelves with hangers.
7. With washing sink .
8. With refrigerator or cold room.
9. Washable floor made of cement or bricks.
10. With washable wall .
- 11.The wall should be made of blocks or bricks.
- 12.With clean or comfortable room.
- 13.Having fire controlling facilities .
- 14.The workers shall be kept free of any transmitting diseases and examined regularly.
- 15.The catering room should have sufficient space from the toilets and passages, free of contaminating animals or creatures.

ANNEX 4

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET RESTAURANT WORK

PERMIT

Restaurant :is an establishment with standardized dining room, which sales foods & drinks for customers .

- Every restaurant should serve 6 days of week, at least two times a day.

A. The Dining Room

1. Should have certified manager to run the restaurant .
2. There should be experienced workers.
- 3 .Having comfortable uniform .
4. It should serve at least 35 people at a time,1.25 square meters per a person.
5. It shall be close to catering room and connected by a door.
6. Spoons, forks & other utensils should be made of stainless steel materials.
7. With plates & glasses made of quality materials.
8. It shall have enough chairs and tables.
9. It should serve varieties & quality of food .
- 10.Should serve quality drinks as well.
- 11.With standard menu ,contains lists of foods & drinks .
- 12.Should have receipts for payments.
- 13.With windows and curtains.
- 14.It should have sign boards.
- 15.There shall be toilet for ladies and gents with water.
- 16.The floor shall be cemented

17. The walls shall be painted with washable paints, having at least 2 meters height.
18. Having attractive wall paints (pictures) .
19. Well ventilated with fresh air entering.
20. It may contain bars and restaurants at the same time
21. The workers shall be free from any transmitting diseases and examined regularly.

B. Cooking Room

1. It should have well trained and experienced workers.
2. Sufficient workers in accordance with the type of food to be served.
3. Clean & sufficient uniform .
4. Having an area not less than 20 square meters, allow sunlight and air ventilation.
5. Should have cooking stands ,working with gas, electricity & fuel.
6. It shall have sufficient kitchen utilities.
7. With refrigerator & cold rooms .
8. having shelves with net for vegetables and other food stuffs.
9. With shelves and hangers.
10. With separate washing sinks for plates & other items.
11. Waste bin , having internal as well as external outlets .
12. With floor made of cement & washable.
13. With washable Wall .
14. All rooms, chairs, tables ,other utensils kept to be clean & attractive.
15. Should have first aid kits.
16. Should have fire extinguisher & emergency exit doors.

17. the workers shall be kept free of any transmitting diseases and examined regularly.

18. The catering room shall space well from the toilets and passages. It shall also be free of contaminating animals or creatures.

C. Toilets for guests and workers.

1. Should have separate toilets for men & women gusts, with washing basin.

2.The toilets should have lockers & have to be kept clean.

3. Separate toilets for men & women workers, with washing sink .

ANNEX 5

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET SNACK WORK

PERMIT

snack :is an establishment ,where alcohol free drinks and light foods is served.

A .Dinning Room

1. There should be experienced workers.

2. It should serve at least 15 people at a time.

3 .Should have clean environment.

4. With clean & sufficient utensils

5. It should serve light foods & alcohol free drinks.

6. With windows and curtains , allow sufficient light ventilation.

7. Should have balcony.

8. With uniform dressed & numbered waiter/waitress.

9. Should have standard washing sink.

10. With standard menu ,contains lists of foods & drinks & price .

11. Washable walls .

- 12 .having clean ceiling.
13. There should be standard shelves for breads & other foods.
- 14.Should have refrigerator.
- 15 .Should have doors connected with catering (cooking) room.

B . Cooking Room

- 1 .It should have well trained and experienced workers.
2. Clean & sufficient uniform.
3. Sufficient space to sunlight and air ventilation.
4. Should have cooking stands, working with gas, electricity & fuel.
5. Should have chimney.
6. It shall have sufficient kitchen utilities
7. Washable floor made of cement
8. Should have washing sink.
9. It should have waste bin.
10. having shelves with net for vegetables and other food stuffs.
- 11.With walls made of asbestos or bricks.
- 12.With refrigerator or cold room.
13. Should have fire extinguisher & emergency exit doors.
14. Should have first aid kits.
15. The workers shall be kept free of any transmitting diseases and examined regularly.

C. Toilets.

1. Should have separate toilets for men & women guests, with washing basin.
2. The toilets should have lockers & have to be kept clean & ventilated .
3. Separate toilets for men & women workers, with washing sink .
- 4 . Should have waste bin.

ANNEX 6

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET TRAVEL AGENCY

WORK PERMIT

Travel agency ; is an organization that does accomplish all tourists travel process on be half of tourists.

A . Functions or duties

1. Sales different travel services .
- 2 . Sales air and ship tickets on commission
3. Provide Car rent if necessary.
4. Register hotel, or transit, air, sea, and travel services.
5. Follow up all tour programs and facilitate on be half of the tourists, concerning the direction, time, destinations and reservations
6. They shall have all information on foreign currency exchange, market prices and other information to pass it on to the tourists.
7. Provide consultation services about their journey and facilitate processes.
8. They shall give service concerning insurance, customs, pass port, visa to
tourists.
- 9.They shall let the tourists meet the main organization offering service and
negotiate for the agreement.
10. They can serve as international air transport agent if necessary.

B .Workers/ employees

1. There should be experienced workers in travel agency services.
2. They should at least speak one international language.

3. They shall have certificate of this field.
- 4 .There shall be at least be two workers.
5. They should have uniforms and organizational ID cards.
6. The owner shall be an Ethiopian.
- 7.The owner shall have legal and signed document for all its employees' formalities.
8. The organization shall respect cultural values and protect the natural & historical environment of the regional state.
9. The organization shall not involve itself with any activity that is contrary/ conflicting with the laws concerning protecting national/regional heritages ,& also should fight any illegal activities carried out by others, with regard to national/regional heritages.

C. Vehicles

1. The organization shall have at least one 4wd station wagon, or minibus with minimum of ten seats.
2. The organization shall at least have two 4wd station wagon with 5 seats each.
3. The shall be legal credentials confirming that the designated vehicle/s is/are assigned only for this specific purposes.
4. For vehicles obtained on rental/contractual bases, the car/s shall be insured and have written agreement paper confirming that the agreement is legal.
5. All vehicles shall have insured and equipped with safety tools.
6. All the vehicles meant for these purposes shall be in a good conditions and shall be able to work on rough roads or highlands.

7. Their outer and inner parts shall not be modified and shall be of the original shape.
8. The vehicles bodies shall not let water and dust enter
9. For the vehicles performance there shall be prove of paper endorsed by concerned bodies.

D The Office and Tools Deployed

1. There should be a signboard at a central place in a town for tourists to see.
2. There should be a well-furnished and equipped office.
3. There shall be a hard locker for keeping tickets, documents, and other important items in the office.
4. There should be provisions of pamphlets, slips, other informative scripts about areas to be visited, types of services delivered, car rental charge, & other related, to the tourists.
5. The equipment & materials installed at office level should be modern & easy for use.
6. The organization should be able to certify itself within two or three years period towards dealing with air business activities.

E .Additional Conditions to be fulfilled

1. The organization has to be registered its brand name & trade mark.
2. The vehicles used for business operation shall be differentiated with visible colors or stickers.
3. The office shall have modern booking system for the visitors.
4. The office shall also have a book keeping system for a better finance.

5. Concerning foreign exchange rates , the organization shall do it according to the national bank declarations.
6. Tools and vehicles shall be used properly for what they meant.
7. The organization shall give notice to the legitimate body (commission) when vehicles registered for certification are sold or exchanged or if new ones are added ,with in one month time.
8. The organization shall send all brochures and other information's describing the type of services, areas of visit, rate of charges etc... to the commission regularly.
9. The organization shall give quarterly report concerning number of tours to the region, nationality, duration of the stay, amount of income generated or if any loses have been made, if any opportunities of job created, and other information concerning tourism.
10. The organization has to put in practice all directives or operational manuals it announces by the commission.

ANNEX 7

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET SAFARI SERVICES WORK PERMIT.

Safari service: is an organization that deals with hunting, photographing, mountain tacking, fishing, bird viewing, and water rafting and other out door activities to the tourists for commercial purposes.

A . Workers/ Employees skills and experience

1. There shall be trained and experienced workers and shall not be less than two.
 - ◆ If the activity is hunting the workers shall be a hunter.

- ◆ It the undertaking is bird viewing, the workers shall have the experience in ornithology
 - ◆ If the activity is water rafting the workers shall have great experience in this field.
 - ◆ If the activity is mountain tracking ,the workers shall have experience in this field.
2. The organization should have legal documents so as to confirm the kind of skills the workers have acquired .
 3. In addition to its permanent staffs, other employees in this tour activities shall have the required skills indicated under article 1.

B. Vehicles and material need.

1. There shall be at least one 4 WD station wagon or minibus having at least 10 seats ,with all its ownership license .
2. The vehicles shall have a comprehensive insurance and shall be well equipped with safety tools.
3. All the vehicles meant for these purposes shall be in a good conditions and shall be able to work on rough roads , outer and inner parts shall not be modified and shall be of the original shape, vehicles bodies shall not let water and dust enter.
4. For the vehicles performance there shall be prove of paper.
5. In addition to the licensed vehicles, all rented /contracted or any other water transport means shall have comprehensive insurance, safety kits and, shall have legal tourist service license.

6.If the activity is water rafting, the organization shall present two boats with all

safety kits & ,but not be forced to have vehicles.

C .The office and its tools

1. The organization shall have an office in one of the renowned tourist destination town. The office shall be clean and on one of the principal roads in the tow, preferably around a bigger hotel where tourists can stay over.

2.The office shall be of type containing tools suitable for tourism activities.

ANNEX 8

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET BOAT SERVICE WORK PERMIT

Rafting boats service: does not include the regular water transportation for people goods but light /small/ boats rafting for leisure, presumably to let the tourists visit

attractions around the water body.

A. Employees/ workers

1. The boat operator shall have the required training according to the government policy.
2. The boat operator shall be realizable and shall also have experience in maintenance of boats.
3. At least one of the worker on the boat should speak English or French languages.
4. They should wear neat and purposefully made uniforms.

5. They shall put on their identity or ID cards, written in Amharic and English
6. They shall be of good manner.
7. They shall be free of any transmitted diseases
8. The workers shall have to be regularly checked about their health status .
9. They have to know all safety rules on water .
10. They shall be respectful and polite to the visitors.
11. They shall know how to swim.
12. They shall have sufficient knowledge about the paces to visit and water transport condition
13. In case turbulences they should know the weather condition and try to restore themselves and others traveling with them to the last.
14. They should know the capacity of the boat and the load accordingly.

B. The Boat

1. Shall at least be two boats.
2. Insured and equipped with safety kits.
3. Shall not have cracks, broken, worn out bodies.
4. Shall be light and strong .
5. Shall be in “V” shapes to resist or reduce water pressure .
6. Shall have covered motors or the motor shall be inside not exposed to water.
7. Shall be made of metal and painted anti rust .
8. Shall have flat beneath.
9. Shall have two paddling.
10. Shall have their outer and inner bodies in good conditions.

11. Shall have at least 15 horse powers /HP/.

12. Shall have loading capacity equal to their powers.

C. Accident prevention and safety

1. The operators shall renewed their operation licenses annually .

2. If the boat capacity is not stated on the license , then the owner shall show other evidence to support this.

3. There shall be direction indicator compass, and cell phone or radio for communication.

4. There shall be enough safety jackets equal to the number of passengers.

5. There shall be emergency ring that can be thrown in the water during emergencies.

6. There shall be suitable for passengers, arranged separately, are not torn or broken.

7. Shall be water proof.

8. The boat shall have windows to protect the passengers from sunlight, rain, and wind.

9. If the boat has its motor not fixed on it ,then it has to be tied firmly with chains.

10. There shall be emergency signs like sound, smoke, light, flag or floating objects.

11. They shall show emergency signs to the people in that area.

12. The operators shall make the journey good, reliable, and onboard only at known harbors or bays.

D. The office

1. It shall be around the place where they offer the service and shall have one of the telephone numbers of the nearest town.
2. The type of services, quality, prices, and address shall be given to the commission.
3. It shall follow the national bank instructions for the foreign exchanges.
4. It shall fulfill all about information it gives of its business.

ANNEX 9

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET CAR RENT

WORK PERMIT

Car renting : is a business activity where an organization provides cars for rents with a driver or with out but not for public transportation.

A. The owner

1. Shall have ownership license.
2. Shall show annually renewed technical performance papers for the cars under operation.
3. The person has to be an Ethiopian
4. The person shall give information concerning the service provides.

B. Workers/ employees

1. There shall be experienced workers according with the government policy.
2. They should wear neat and purposefully made uniforms.
3. There should be identity cards written in English & Amharic.
4. They shall be good mannered & hospitable.
5. They shall be free o transmitted diseases.

C. Vehicles

1. The organization shall have at least 1 4WD station wagon or minibus with minimum of ten seats.
2. The organization shall at least have two 4WD station wagons with 5 seats each.
3. The shall have legal paper confirming that the vehicles are assigned for the designated duties
4. All vehicles shall have insured and equipped with safety tools.
5. All the vehicles meant for these purposes shall be in good conditions and shall be able to work on rough roads .
6. Their outer and inner parts shall not be modified and shall be of the original shape.
7. Water & dust proof.
8. For the vehicles performance there shall be prove of this available.
9. They shall have signs of that organization posted vivid for the people see.
10. They shall have comfortable seats for the visitors.

D. Additional Conditions to be fulfilled

1. The organization has to provide the pamphlets it publishes about its prices and other information to the visitors.
2. The organization should have address at least in one of the town.
3. The organization has to be registered its brand name & trade mark
4. Concerning foreign exchange rates the origination shall do it according to the national bank declarations.

5. Tools and vehicles shall be used or handled properly for what they meant.
6. The organization shall give notice to the legitimate body (commission) when vehicles registered for certification are sold or exchanged or if new ones are added ,with in one month time.
7. The organization has to put in practice all directives or operational manuals it announces by the commission

ANNEX 10

MINIMUM REQUIREMENT TO BE FULFILLED A NIGHT CLUB WORK

PERMIT:

Night club: is an establishment in a town where people enjoy music and dance, here drinks and light food are served.

A. The building

It shall be away from hospital, residences, schools, and churches or other institutions.

B. Ticket Office

1. There should be a room where tickets are sold.
2. There should be a counter.
3. There should be a worker who cares for customer's overcoat or other materials.
4. There shall be numbers or tags for gussets coats.

C. Dancing Hall

1. There should be enough waiters.
2. Clean and suitable dancing hall.
3. The room shall be sound proof.
4. The service does not disturb the nearby residents.

5. There should be relaxing chairs.
6. There should be all traditional and other discothèque music available.
7. If there is a musical band, there shall be a stage.
8. If there is a musical band, there shall be an open area closer to stage for the people to dance.
9. The floor shall not be slippery.
10. There shall be changeable light displays.
11. The workers shall have uniforms .
12. There shall be a menu .
13. There shall be ventilator.

D. Bar

1. There shall be sufficient & clean utensils.
2. It shall have balcony and shelves for drinks .
3. It should provide food & drinks service for the customers.
4. There shall be menu for food & drinks to be served..
5. There shall be washbasin.
6. There should be uniform for workers .
7. There should be standardized waste bin .

E Catering room

1. It should have well trained and experienced workers.
2. It should have cooking stands working with gas or electric power.
3. There shall be refrigerator.
4. It shall have sufficient kitchen utilities
5. There should be ventilator.
6. . There shall be fire extinguisher.
7. It shall have shelves with hungers.

8. Should have washing sink.
9. The floor shall be washable and made of cement , bricks, asbestos .
- 10.The walls shall be painted and washable.
- 11.There shall be clean & sufficient duty uniforms .
- 12.In general the walls, floors tools at all times shall be clean.
- 13.There shall be first aid tool kit.
- 14.Should have waste bins.
- 15.The workers shall be kept free of any transmitting diseases and shall be examined regularly

F. Toilets

1. There should be separate toilets for gents& ladies.
2. Washing sinks with soap.
3. Clear mirror with light.
4. Toilets rooms should have locker& always be clean.
- 5.Should have vent
- 6.Shuld have standard waste bin..

ANNEX 11

MINIMUM REQUIREMENT TO BE FULFILED TO GET A REGIONAL TOUR GUIDE

Regional tour guide: means an organization within the reach of SNNPRS administrative and gives guiding service for both domestic & international tourists as per authorization.

A. Skills and experiences of workers

1. They shall have legal certificate from a regional training institutions or shall have an evidence of professional license from the commission.
The organization shall have at least two permanent workers.

2. The organization shall present a legal paper about the legality of procedures for workers to be employed.
3. If the organization use additional workers on contractual bases, the organization shall at all times fulfill the requirement stated under article A of this section.

B. Availability of vehicles.

1. The organization shall fulfill at least one 4WD station wagon or minibus with minimum of ten seats, with all its ownership license.
2. Vehicles available for rental services shall be insured and equipped with safety tools.
3. All the vehicles meant for these purposes shall be in a good conditions and be able to work on rough roads or highlands, their outer and inner parts shall not be modified and shall be of the original, and shall be water & dust proof.
4. The organization should have proof of papers from concerned bodies ,confirming that the vehicles assigned for the designated duties are good enough or capable to give the required services.
5. In addition to the licensed vehicles ,for those vehicles obtained on rental/contract bases, the organization shall have the copy of agreement of contact or rent, fulfill comprehensive insurance, safety kits and have legal tourist service license.

C. The Office and tools Deployed

1. The organization shall an office in one of the tourism destinations towns in the region and shall be on one of the major road in the town by a hotel side where tourists can lodge

2. The office shall be a well-furnished and equipped with modern furniture's & equipments .

ANNEX 12

MINIMUM REQUIREMENTS TO BE FULFILLED TO GET NATIONAL TOUR

GUIDE WORK PERMIT

National tour guide: is an organization, which gives tour guide service in and out of the regional states, with authorization from the federal government. Although the federal government authorizes these organizations, as far as their tour activities are concentrated or directed to this region and hope the organizations are the prime beneficiary of the action, they have to be governed by the policies of the regional and participate in all activities that the regional government undertakes.

To this end ,these organizations have to :

1. Present their licenses to the authorities in charge of tourism for inspection & follow up.
2. They can have a branch representatives to coordinate service activities in the region.
3. The representatives of these tour agencies shall have ID card and uniforms, provided by the regional tourism commission, and the workers shall at all times wear the uniforms and show their IDs.
4. The tour agencies shall send the report to the regional tourism commission every three months about their tour activities, including the number of tourists & other related information's based on regional prepared report formats.
5. These agencies shall give their cooperation to supervisors and other officials sent by the commission to monitor any evaluate activity.

ANNEX 13

MINIMUM REQUIREMENTS TO BE FULFILED TO GET A LOCAL GUIDE WORK

PERMIT:

The local guide license uses only to give guiding services for tourists with in those destinations owned by the Southern regional states. These may include destination sites under all zonal & special districts of the regional states issues concerning, training, and other things to be fulfilled:

1. Persons shall present certificate of this field from a recognized institution to the commission. Or shall take the written exams that the commission gives to offer the license.
2. While the point in 1” stands, any local guide shall take training which may given by the commission considered relevant. Failure to respect this, will results cancellation of professional license .
3. Persons shall present a letter of support from the Kebele’s he / she lives in ,which confirms whether he/she is capable of performing the intended activity.
4. While the point in 3 stands valid, persons shall also bring police reports of his conduct.
5. All persons shall read the scripts of the code of ethics about tourists guide and approve by the signature.

Southern Nations, Nationalities & Peoples' Regional State

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Establishments work permit standard
& controlling system Directive**

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