

## THE HOTELS LAW.

## (CAP. 104.)

## HOTELS REGULATIONS.

50 Vol. II 133  
52 Vol. II 17

Cap. 255.  
12 & 18  
of 1950.

Cap. 104.

1. These regulations may be cited as the Hotels Regulations. (a)

2. In these regulations unless the context otherwise requires—

“accommodation” means the supply of a bed with linen and sufficient and suitable bed covers and includes the cleaning of room and any other supply or service which may reasonably be expected in a hotel of the class to which the licence relates;

“bath” includes supply of adequate hot water, towels and cleaning of the bath and bathroom;

“boarding terms” and “full board” include accommodation, breakfast, lunch, dinner and bath;

“camp hotel” means a hotel carrying on business in tents and/or huts or partly in a building and partly in tents and/or huts;

“Inspector” means any person appointed by the Hotels Board to be an inspector for the purposes of these regulations;

“Summer Resort Hotel” means any hotel carrying on business at any summer resort under the Summer Resorts (Development) Law or any law amending or substituted for the same.

3.—(1) Every hotel, excepting a camp hotel, in respect of which a licence is issued under the provisions of the Hotels Law shall be classified by the Hotels Board at their discretion as:—

(a) a *de luxe* hotel.

(b) a First Class “A” hotel.

(c) a First Class “B” hotel.

(d) a First Class “C” hotel.

(e) a Second Class “A” hotel.

(f) a Second Class “B” hotel.

(g) a Second Class “C” hotel.

(h) a Third Class hotel.

(i) a Fourth Class hotel.

(j) a Fifth Class hotel.

(2) The classification as “A”, “B” or “C” hotel in the First or Second Class shall be made by the Hotels Board regard being had to particular amenities which a hotel, which otherwise complies with the requirements laid down in respect of hotels classified in that class, offers so as to make it desirable that it should be further distinguished from another hotel of the same class.

(3) Notwithstanding anything in these regulations contained, the Hotels Board may, in their discretion, accept with regard to any hotel of any class, such alternative facilities, provisions and installations as to them may seem fit, having regard to the circumstances of the case, regardless of the fact that such facilities, provisions and installations may not be specifically prescribed by the regulations.

4. A hotel shall be classified as a *de luxe* hotel if—

(a) one-half number of its bedrooms has a private bathroom or shower with complete modern installation and an adequate supply of hot and cold water;

(b) it has one bathroom and one water-closet with complete modern sanitary installation (enamelled bath and basin) and an adequate supply of running hot and cold water, to not more than six beds, excluding beds in bedrooms with private bathrooms or showers and water-closets;

(a) As amended by the Hotels (Amendment) Regulations, 1952, published in Supplement No. 3 to the *Gazette* of the 9th January, 1952.

- (c) it has an adequate and constant supply of running hot and cold water in every room ;
- (d) where the hotel consists of two storeys (apart from the ground floor) it has one lift for the guests, and if it consists of more than two storeys (apart from the ground floor) it has two lifts, one for the guests and one for the service ;
- (e) it has in every bedroom at least three electric lights (one bed light, one in the middle and a third one above the washing basin or the dressing table) and telephone installation in good working order ;
- (f) it has a reception hall, a drawing-room or a sitting room, a reading or writing-room, a card-room, a ball-room and a bar suitably furnished, and equipped with sufficient apparatus or fire-places for heating purposes in winter and in places other than summer resorts, sufficient apparatus for cooling purposes in the summer ;
- (g) it has a dining-room with separate tables and is equipped with crockery, silverware and glassware suitable, in the opinion of the Hotels Board, for a *de luxe* hotel ;
- (h) it has on the ground floor separate lavatories for ladies and gentlemen with complete sanitary installations and running water ;
- (i) it has normally a water supply at a rate of not less than 16 gallons per head per day ;
- (j) it has a competent member of the staff in attendance for service to the guests at all times ;
- (k) generally it is, in the opinion of the Hotels Board, furnished and maintained, having regard to local conditions, up to the standard of a *de luxe* hotel.

5. A hotel shall be classified as a First "A", "B" or "C" Class hotel as in regulation 3 provided, if—

- (a) one-fourth number of its bedrooms has a private bathroom or shower with complete modern installation and an adequate supply of hot and cold water ;
- (b) it has one bathroom and one water-closet with complete modern sanitary installation (enamelled bath and basin) and an adequate supply of running hot and cold water, to not more than six beds, excluding beds in bedrooms with private bathrooms or showers and water-closets ;
- (c) it has in every bedroom at least two electric lights (one bed light and another in such position as may be approved by the Board) and electric bell installation or any other efficient system of inter-communication in good working order ;
- (d) it has an adequate and constant supply of hot and cold running water in every bedroom ;
- (e) it has a reception hall, a drawing-room or sitting-room, a reading or writing-room and a bar suitably furnished and equipped with sufficient apparatus or fire-places for heating purposes in winter and in places other than summer resorts, sufficient apparatus for cooling purposes in the summer ;
- (f) it has a dining-room with separate tables and is equipped with crockery, silverware and glassware suitable, in the opinion of the Hotels Board, for a First Class hotel ;
- (g) it has on the ground floor separate lavatories for ladies and gentlemen with complete sanitary installation and running water ;
- (h) it has normally a water supply at a rate of not less than 16 gallons per head per day ;
- (i) it has a competent member of the staff in attendance for service to the guests at all times ;
- (j) generally it is, in the opinion of the Hotels Board, furnished and maintained, having regard to local conditions, up to the standard of a First Class hotel.

6. A hotel shall be classified as a Second "A", "B" or "C" Class hotel as in regulation 3 provided, if—

- (a) it has one bathroom and one water-closet with complete sanitary installations (enamelled bath and basin), an adequate supply of hot and cold running water, to not more than ten beds, and an adequate and constant supply of hot and cold running water in every bedroom;
- (b) it has in every bedroom at least two electric lights (one bed light and another in such a position as may be approved by the Board) and electric bell installation or any other efficient system of inter-communication in good working order ;
- (c) it has normally a water supply at a rate of not less than 10 gallons per head per day ;
- (d) it has a drawing-room or a sitting-room suitably furnished and equipped with sufficient apparatus or fire-places for heating purposes in winter and, in places other than summer resorts, sufficient apparatus for cooling purposes in the summer ;
- (e) it has a dining-room with separate tables ;
- (f) it has on the ground floor separate lavatories for ladies and gentlemen with complete sanitary installation and running water ;
- (g) it has a competent member of the staff in attendance for service to the guests at all times ;
- (h) generally, it is in the opinion of the Hotels Board furnished and maintained, having regard to local conditions, up to the standard of a Second Class hotel.

7. A hotel shall be classified as a Third Class hotel as in regulation 3 provided, if—

- (a) it has one bathroom and one water-closet to not more than fourteen beds with an adequate supply of hot and cold water ;
- (b) it has electric light installation in every bedroom ;
- (c) it has normally a water supply at a rate of not less than 10 gallons per head per day ;
- (d) it has a sitting-room ;
- (e) it has a dining-room with separate tables ;
- (f) it has on the ground floor suitable water-closet accommodation ;
- (g) generally it is, in the opinion of the Hotels Board, furnished and maintained, having regard to local conditions, up to the standard of a Third Class hotel.

8. A hotel shall be classified as a Fourth Class hotel as in regulation 3 provided, if—

- (a) it has one bathroom and one water-closet to not more than twenty beds with an adequate supply of hot and cold water ;
- (b) it has electric light installation in every bedroom ;
- (c) it has normally a piped water supply ;
- (d) it is in the opinion of the Hotels Board furnished and maintained, having regard to local conditions, up to the standard of a Fourth Class hotel.

9. A hotel shall be classified as a Fifth Class hotel as in regulation 3 provided, if—

- (a) it has at least one bathroom or shower with an adequate supply of hot and cold water ;
- (b) it has a water-closet and adequate washing facilities ;
- (c) it has electric light in every bedroom provided that it is situated in a town, village or place where public electric power is available ;
- (d) generally it is, in the opinion of the Hotels Board, furnished and maintained, having regard to local conditions, up to the standard of a Fifth Class hotel.

10. Every bedroom shall be numbered, the number allotted to each room being clearly marked on the outside of the door thereof. A list of the charges applicable to each particular room shall be displayed in such room in English and either Greek or Turkish.

11. Every camp hotel in respect of which a licence is issued under the provisions of the Hotels Law shall be classified by the Hotels Board as— Cap. 104.

- (a) a Camp Hotel "A";
- (b) a Camp Hotel "B".

12. A camp hotel shall be classified as a Camp Hotel "A", if—

- (a) it has proper bathroom or shower with complete modern installation and an adequate supply of hot and cold water to not more than 15 beds;
- (b) it has an adequate supply of hot water and adequate washing facilities;
- (c) it has a dining-room with separate tables;
- (d) it has a drawing-room or sitting-room suitably furnished to the satisfaction of the Hotels Board;
- (e) it has separate lavatories for ladies and gentlemen;
- (f) it has electric light in all rooms and tents;
- (g) generally it is, in the opinion of the Hotels Board, furnished and maintained, having regard to local conditions, up to the standard of a Camp Hotel "A".

13. A camp hotel shall be classified as a Camp Hotel "B" if though it may not conform to the requirements provided for by regulation 12 for Camp Hotels "A" it has an adequate supply of water and adequate supply of hot water for washing facilities to the satisfaction of the Hotels Board.

14.—(1) The Hotels Board shall, upon the classification of any hotel or camp hotel in accordance with the provisions of these regulations, forward to the hotel-keeper a notice in writing in the form contained in the First First Appendix hereto informing him of such classification together with the Appendix. appropriate classification badge.

(2) The hotel-keeper shall keep such notice exhibited in the hall of the hotel and such classification badge at a place approved by the Hotels Board and he shall not advertise or describe his hotel in any publication, leaflet, brochure, broadcast or elsewhere and otherwise except as a hotel of the class described in such notice.

15.—(a) Every hotel-keeper shall submit yearly or at any time upon request made by the Board lists in duplicate, for the approval of the Board, showing the charges to be made to guests staying in his hotel in respect of boarding terms, accommodation only and any other services with reference to the particular rooms to which such charges apply as well as a list in duplicate of prices to be charged for meals supplied to guests staying in or visiting his hotel.

(b) The original lists duly approved by the Board shall be prominently displayed in the premises of the hotel at a place approved by the Board.

(c) No hotel-keeper shall under any circumstances make any charge for boarding terms, or for meals, or for accommodation only or for any other services in excess of the charges approved by the Board and displayed in accordance with the regulations.

16.—(1) Every hotel-keeper shall cause price lists of drinks to be made available to persons visiting or staying in his hotel in all places where such drinks are served in such form and containing such particulars as may be required by the Hotels Board.

(2) A hotel-keeper shall be at liberty to provide or serve at his hotel any extra meals or other particular articles or kinds of food whatsoever, provided that the provision or service of such extra meals or specialities is not under any circumstances made a condition to or allowed to prejudice the acceptance of a visitor desirous of staying at the hotel on ordinary boarding or full board terms.

17. Save in conformity with any law or with any special order, direction or instruction given by the Hotels Board, an hotel-keeper shall not—

- (a) unreasonably refuse a request made by any person to be accepted as a customer of such hotel ;
- (b) attach any condition to the provision in the hotel of any food, drink, meal, board or service or the concomitants thereof.

18. Save under the authority and in accordance with any condition of a written permit given to him by the Hotels Board, which condition may include conditions as to the prices or charges which may be charged,

- (a) the hotel-keeper of any hotel in which any meals other than breakfast are served shall not refuse to grant full board terms to any customer residing or desiring to reside in such hotel ;
- (b) the hotel-keeper of any hotel who is not willing to supply full board shall not supply in such hotel any meals other than breakfast.

19.—(1) Every hotel-keeper shall supply the Hotels Board with a scale plan of the bedroom accommodation of his hotel in duplicate. Such plans will show the numbers allotted to bedrooms as provided for by regulation 10. The Hotels Board will indicate the capacity of bedrooms in terms of single and double rooms, and shall return the duplicate copy of the plan duly endorsed to the hotel-keeper and thereafter, save with the permission in writing of the Hotels Board, no hotel-keeper shall be allowed to add beds or accommodate guests in any room within his hotel in excess of the capacity indicated and notified to him by the Hotels Board:

Provided that the provisions of this paragraph will not apply to the addition of any beds or children's beds or baby cots added to any particular room at the request of a guest or guests occupying such room.

(2) A single person, who occupies a double room because he could not be offered single room accommodation, shall be charged, as regards the room, only single room price :

Provided that the hotel-keeper may, at any time, request such person to accept to share the room with another person and, if the first occupier of the room agrees, he shall be charged, as regards the room and for so long as the room is shared with the other person, half the price chargeable for a double room ; and, if he refuses, such occupier may be charged the full price for a double room accommodation.

20. No extra charge in addition to the charge for the room shall be made, whether in the form of a booking fee or otherwise for the reservation of a room.

21. A customer who stays on full board terms shall not be entitled to any reduction on account of the fact that he may have chosen not to take all or any of the meals supplied under full board terms.

22. Subject to the provisions of these regulations no discrimination shall be made between any customer staying in any hotel on full board terms and any other customer in respect of the quantity or quality of any food, drink or meal supplied in such hotel.

23. A hotel-keeper shall furnish every customer with a bill shewing in detail the item or items supplied and the charge or charges made therefor and, on payment being made, with a receipt duly dated and signed. Every such bill and receipt shall be numbered consecutively and a carbon copy thereof shall be kept by the hotel-keeper and always be available for inspection.

24.—(a) Every hotel-keeper shall keep a register in the form contained in the Second Appendix hereto wherein he shall enter all the particulars specified in such Appendix.

Second  
Appendix.

(b) Every hotel-keeper shall, at least once every month, supply to the Hotels Board or to any person authorized by the Hotels Board in that behalf a return showing the number of guests staying at his hotel.

25. No hotel-keeper shall employ any person in any capacity in or for the hotel, known or reputed to be suffering from any illness or disease which may, in any way, be dangerous to public health.

26. Any notice, communication or other document, issued by or on behalf of the Hotels Board shall be signed by the Chairman of the Board or by such other person as may be authorized by him in that behalf.

27.—(1) An Inspector acting in the course of his duties as such may, with a view to securing compliance with the provisions of these regulations—

- (a) at any time enter and inspect any hotel or camp hotel;
- (b) require any hotel-keeper or any of his employees, servants or agents to produce to him any article, books of accounts or other documents relating to the business of the hotel and which in his opinion requires investigation;
- (c) investigate any matter arising out of the provisions of the regulations which in his opinion requires investigation;
- (d) interrogate any person whom he believes to be employed or to have been employed in the hotel or camp hotel with respect to any of the matters dealt with in these regulations;
- (e) seize and detain any articles, books, accounts or other documents relating to the business of any hotel or camp hotel, if he suspects that they contain evidence of the commission of a contravention of the provisions of these regulations.

(2) No person shall—

- (a) prevent, obstruct, hinder or impede any Inspector in the exercise of his powers and duties under these regulations;
- (b) refuse or fail to produce any article, book, account or document relating to the business of any hotel or camp hotel on demand being made by any Inspector for such production;
- (c) refuse or fail to answer to the best of his knowledge and belief any question which any Inspector in the exercise of his powers under these regulations has put him;
- (d) refuse or fail to comply with any lawful request made by any Inspector.

28. Any person who acts in contravention of, or fails to comply with, any of the provisions of these regulations shall be guilty of an offence and, on conviction, shall be liable to a fine not exceeding fifty pounds and, if the offender is a hotel-keeper, the court trying the offence may, upon conviction, in addition to such fine, order the cancellation of his licence.



## THE HOTELS LAW.

## (CAP. 104.)

## HOTELS (CONDITIONS OF SERVICE) REGULATIONS.

46 Vol. II 245  
51 Vol. II 364

1. These regulations may be cited as the Hotels (Conditions of Service) Regulations.

2. In these regulations unless the context otherwise requires—

“hours of leisure” means a period during which a servant is free to leave the hotel without performing any work for his employer and, if he chooses and is permitted to remain on the premises, will not be required to attend upon any guest or perform any work connected with the hotel ;

“hours of sleep” means a consecutive period during which the servant shall not be interrupted except in the case of some unexpected emergency such as illness or unforeseen arrival of guests, but not waiting up for guests who come in late or getting up to call guests who wish to rise unusually early ;

“hours of duty” means any period during which a servant is required to perform work in and about a hotel or on behalf of the hotel-keeper, including any period during which, though not actually working, he is required to hold himself at the disposal of guests or the hotel-keeper ;

“servant” means any person employed in any capacity in connection with the business of a hotel and includes an employee in any restaurant or kitchen under the same management or in the same premises but shall not include the manager ;

“service charge” means any addition to guests’ bills in lieu of gratuity or as a charge for service.

3. No hotel-keeper shall employ a servant in any capacity whatsoever for a longer period than fifty-eight hours, excluding meal times, in any one week or nine hours in any one day or at other hours than those set out in the table of working hours required to be kept exhibited in accordance with the provisions of regulation 7 (1) (b) :

Provided that in case of sickness of a servant one or more of the other servants may carry out his duties for a period not exceeding one week even if such servant or servants will on this account work more than the prescribed hours :

Provided also that the Hotels Board, if satisfied that conditions of work are so light as to justify it, may grant a licence to any hotel-keeper to employ a servant for more than the above hours on such terms and conditions as may be stated in the licence :

Provided also that a servant who has not attained the age of sixteen years shall not be employed for a longer period than forty-eight hours, excluding meal times, in any one week.

4. On at least one day in each week a servant shall have a half-holiday after 2.30 p.m. and shall not, during that half-holiday, be employed in any capacity.

5. In every period of twenty-four hours every servant shall be entitled to eight hours of sleep.



6. In every four weeks of service every servant shall have one whole day's holiday.

If the hotel-keeper and the servant agree in writing these holidays may be accumulated and taken at intervals of not more than one calendar year.

7.—(1) Every hotel-keeper shall keep exhibited in a place in his hotel, to which all servants have regular access, the following :—

- (a) a list of the servants employed therein ;
- (b) a table showing the hours of duty, sleep and leisure of each servant ;
- (c) a notice showing the day appointed for the weekly half-holiday prescribed by regulation 4 and the four-weekly whole holiday prescribed by regulation 6.

(2) The list of servants, the table of hours of duty, sleep and leisure and the notice for the weekly half-holiday shall not be changed at less than forty-eight hours' notice to the servant concerned, except in the event of illness or departure of a servant without notice. Every hotel-keeper shall send a copy of such list, table and notice and of any alterations to them to the Hotels Board within twenty-four hours of posting it.

8. Subject to the provisions of regulation 9 a service charge may be charged at the rate of 10% on bills for meals, boarding terms or accommodation, on laundry carried out by the hotel staff, and on drinks served together with a meal in the dining room. No percentage shall be charged for residents or non-residents for drinks served outside the dining room.

9.—(1) No hotel-keeper shall make any addition to his bills as a service charge or otherwise unless he has adopted a scheme approved by the Hotels Board for the distribution of money so received.

(2) Such approval shall be endorsed by the Hotels Board on a copy of the approved scheme and may be revoked at any time by giving the hotel-keeper notice in writing.

(3) An approved scheme shall provide—

- (a) that the whole of any sums received by a hotel-keeper for service shall be distributed amongst the staff in such proportion as may be agreed by any associations of hotel-keepers and staffs concerned and approved by the Hotels Board or failing agreement as may be approved by the Hotels Board. Deductions may be made for loss or breakages only if such loss or breakage can be shown to have occurred during the period in respect of which gratuities are being distributed and if the person responsible for the loss or breakage is not known. If a servant is personally responsible for the loss or breakage the value of it may be deducted only from his share in the gratuities ;
- (b) that the hotel-keeper's numbered counterfoils of any receipts issued in accordance with regulation 10 and any books relating to the approved scheme may be inspected (not more than once a day and at a reasonable time) by a person nominated by the servants to ascertain that the whole of the amounts added to customers' bills have been brought to account and distributed in accordance with the scheme.

10. Every hotel-keeper who applies the 10% service charge shall issue numbered counterfoil receipts for any payments he receives.

11.—(1) The Hotels Board or any member thereof, any Labour Inspector and any police officer not below the rank of sergeant may at all reasonable hours enter, inspect and examine any hotel and every part thereof to ascertain whether the provisions of these regulations are being complied with.

(2) Every hotel-keeper, his agents and servants shall furnish such facilities, books or records as may be required by the Hotels Board or any member thereof, any Labour Inspector or any police officer for the purpose of any such inspection, enquiry or examination.

(3) If any person wilfully delays or obstructs the Hotels Board or any member thereof, or any Labour Inspector or any police officer in the exercise of the powers conferred by this regulation, such person shall be guilty of an offence against these regulations and shall be liable, on conviction, to a fine not exceeding twenty pounds.

12. If any hotel-keeper contravenes or fails to comply with any of the provisions of these regulations he shall be guilty of an offence and shall be liable on conviction to a fine not exceeding fifty pounds.