

2016

*Grenada Tourism Authority (Tourist
Accommodation and Tourism Enterprise)
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GRENADA

STATUTORY RULES AND ORDERS NO. 15 OF 2016

THE MINISTER IN EXERCISE OF THE POWERS CONFERRED ON HER PURSUANT TO
SECTION 51 OF THE GRENADA TOURISM AUTHORITY ACT NO. 42 OF 2013
MAKES THE FOLLOWING REGULATIONS—

(Gazetted 29th January, 2016).

1. Citation. These Regulations may be cited as the

GRENADA TOURISM AUTHORITY (TOURIST ACCOMMODATION
AND TOURISM ENTERPRISE) REGULATIONS, 2016.

2. Definition.—(1) In these Regulations, unless the context otherwise requires—

“Act” means the Grenada Tourism Authority Act, No. 42 of 2013;

“Authority” means the Grenada Tourism Authority established pursuant to
section 3;

“Board” means the Tourism Authority Board established under section 5 of the
Act;

“inspection officer” means an inspection officer appointed under regulation 8;

“tourist accommodation” means an apartment, a hotel, a guest house, villa or
any other premises or place where accommodation is provided for tourist
reward and is registered with the Authority for that purpose;

“tourism enterprise” includes—

- (a) car rental services;
- (b) water sports services;
- (c) tourist sites;

(d) restaurant; and

(e) any other service utilised by or offered to tourists and declared by the Minister, by Order to be a tourism enterprise.

(2) Words and expressions used in these Regulations and which are also used in the Act shall, unless the context otherwise requires, have the same meaning as assigned to it in the Act.

3. Applicability. These Regulations shall apply to tourist accommodations and tourism enterprises.

4. Application for tourist accommodation or tourism enterprise licence.—(1) An application for a licence to operate a tourist accommodation or tourism enterprise under section 28 of the Act shall be made to the Board in accordance with Forms I and II as provided in Schedule I to these Regulations.

(2) An application to operate a tourist accommodation or tourism enterprise shall be accepted and processed if the required documentation is properly completed.

(3) Where an application is made for a licence to operate a tourist accommodation or tourism enterprise, the Authority shall arrange for the premises of the tourist accommodation or tourism enterprise to be inspected and assessed by an inspection officer as provided under regulation 8, and upon completion of the inspection and assessment and after due consideration of the application, the Authority may either grant, grant subject to conditions or refuse to grant a licence to the applicant.

(4) Within sixty (60) days of the submission of a completed application for a licence to operate a tourist accommodation or tourism enterprise, the Authority shall notify the applicant in writing of the decision made regarding the application.

(5) Subject to section 31 of the Act, where the Authority refuses to grant a licence for a tourist accommodation or tourism enterprise, the Authority shall notify the applicant in writing of the right of appeal under section 33 of the Act.

5. Licence to operate a tourist accommodation or tourism enterprise.—(1) Where a person is granted a licence to operate a tourist accommodation or tourism enterprise he or she shall pay the appropriate licence fee as provided in Schedule

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IV, and shall be issued a licence in Forms I or II as provided in Schedule II to these Regulations.

(2) A person to which a licence to operate a tourist accommodation or tourism enterprise is granted, shall—

- (a) in a conspicuous place in the tourist accommodation or tourism enterprise, display the licence; and
- (b) operate the tourist accommodation or tourism enterprise in accordance with the terms and conditions as stipulated in the licence.

6. Application for renewal of a licence.—(1) Subject to section 29(5) of the Act, a person may apply to the Board for the renewal of a licence to operate a tourist accommodation or tourism enterprise at least three months before the expiry of its current licence, in the form as provided in Schedule III to these Regulations, accompanied by the prescribed fee as provided in Schedule IV.

(2) Where an application is made for the renewal of a licence to operate a tourist accommodation or tourism enterprise, the applicant may continue to operate the tourist accommodation or tourism enterprise until the application for renewal is granted or refused.

(3) Where an application is made for the renewal of a licence to operate a tourist accommodation or tourism enterprise, the Board shall arrange for the tourist accommodation or tourism enterprise to be inspected and assessed by inspection officers as provided under regulation 8 and upon completion of the inspection and due consideration of the application, the Board may either grant or refuse the renewal of a licence to the applicant.

(4) Subject to section 31 of the Act, where an application for renewal of a licence to operate a tourist accommodation or tourism enterprise is refused, the Authority shall notify the applicant in writing of the right of appeal under section 33 of the Act.

7. Compliance with standard requirements. Where any premises, boats, vehicles or any other facilities are to be used, or are being used, for tourist accommodation

or tourism enterprise, the owner or proprietor of the tourist accommodation or tourism enterprise shall comply at all material times with the licensing and standard requirements, as provided in Schedule V and Schedule VI of these Regulations.

8. Appointment of inspections officers.—(1) To ensure that an owner or proprietor of a tourist accommodation or tourism enterprise complies with the standard requirements as provided in Schedule V or Schedule VI, the Board shall appoint inspection officers as the Board considers suitable for the purpose of carrying out inspections, assessments, and such other duties as may be required for the proper functioning of the Act and Regulations.

(2) An inspection officer or a team of inspection officers may at any reasonable time inspect and assess a tourist accommodation or tourist enterprise to ascertain whether or not the standard requirements are being complied with.

(3) An inspection may be carried out at least once in each year in a tourist accommodation or tourism enterprise.

(4) An inspection officer shall be furnished by the Board with a certificate of appointment and, on entering premises of a tourist accommodation or tourism enterprise, shall produce the certificate to the owner or proprietor of the premises.

(5) Where an inspection officer, or a team of inspection officers, enters premises of a tourist accommodation or tourism enterprise pursuant to these Regulations, the inspection officer or team of inspection officers shall be accompanied by the owner, the proprietor or a senior employee of the tourist accommodation or tourism enterprise, who shall provide reasonable assistance and shall furnish the inspection officer or team of inspection officers with any information as may be required.

(6) For the purposes of performing an inspection, an inspection officer or a team of inspection officers shall—

- (a) peruse the records or documents of a tourist accommodation or tourism enterprise;
- (b) have access to all the units, facilities, vehicles, boats, equipment or machinery where applicable, as used by the owner, proprietor

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or operator in his or her operations for the tourist accommodation or tourism enterprise.

(7) Notwithstanding sub-regulation (6), an inspection officer or members of the inspection team shall not enter any room of the premises of a tourist accommodation that is rented or occupied by a registered guest without the consent of the owner or proprietor of the tourist accommodation and of the guest or occupant.

(8) An inspection officer or a member of an inspection team shall, upon inspection, record marks allotted for compliance with standard requirements in a list as prescribed and approved by the Authority, together with any relevant observation or remarks.

(9) An inspection officer or a team of inspection officers shall prepare a report of the assessment which shall—

- (a) state whether the tourist accommodation or tourism enterprise has met the minimum requirements for the granting or renewal of a licence; and
- (b) indicate the grounds, if any, for the refusal to grant or renew a licence.

(10) The report prepared by—

- (a) the inspection officer shall be signed by the officer; or
- (b) the team of inspection officers shall be signed by each member of the team, and forwarded to the Board within seven business days of the decision being made.

9. Non-compliance with standard requirements. Where a person operates a tourist accommodation or tourism enterprise in contravention of the standard requirements as provided in Schedule V or Schedule VI, the Authority/Board shall direct the person to rectify the shortcoming within a specified period of time.

(2) Where a person fails to rectify shortcomings under sub-regulation (1), the Board may—

- (a) revoke;

- (b) suspend; or
- (c) refuse to renew,

the licence to operate a tourist accommodation or tourism enterprise in accordance with sections 31 and 32 of the Act.

10. Change in ownership of a tourist accommodation.—(1) Where there is a change in the ownership of a tourist accommodation or tourism enterprise or in the use of the premises—

- (a) the proprietor or owner of the tourist accommodation or tourism enterprise; or
- (b) the person in control of a company or partnership owning or operating the tourist accommodation or tourism enterprise,

shall inform the Board of such changes in writing, within twenty-eight days of the change in ownership or in the use of the premises.

(2) Where there is any change in—

- (a) ownership, operation or control of a tourist accommodation or tourism enterprise; or
- (b) the use of the premises,

the licence shall be invalid, unless the Board reviews and approves the change.

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SCHEDULE I

(Regulation 4)

Form I**APPLICATION TO OPERATE A TOURIST ACCOMMODATION**

TO THE BOARD OF DIRECTORS OF THE GRENADA TOURISM AUTHORITY, I HEREBY APPLY FOR A LICENCE TO OPERATE A TOURIST ACCOMMODATION UNDER SECTION 28 OF THE GRENADA TOURISM AUTHORITY ACT NO. 42 OF 2013.

SECTION A *(To be filled by every applicant)*

1. Name of Applicant/Company:.....
2. Postal Address of Applicant:.....
3. National Identity Card:.....
4. Telephone No:..... Mobile No:.....
5. Fax:..... E-Mail:.....

NB: The Grenada Tourism Authority should be notified of any change of address & telephone numbers

SECTION B *(In Case of a Company or other Business)*

1. Represented by (Name of Agent):.....
2. Designation:.....
3. Company Registration No.:.....
4. Company Director and their contact No:
5. Certificate of Incorporation No. Date
6. Principal Business of the Company:.....

Please indicate with a tick the category of licence to operate a tourist accommodation for which you are applying:

- ☐ A. Licence to operate an apartment;
- ☐ B. Licence to operate a hotel;
- ☐ C. Licence to operate a guest house;
- ☐ D. Licence to operate a villa;
- ☐ E. Licence for the operation of any other type of premises or place where accommodation is provided for tourist reward.

FORM II

(Regulation 4)

APPLICATION TO OPERATE A TOURISM ENTERPRISE

TO THE BOARD OF DIRECTORS OF THE GRENADA TOURISM AUTHORITY,
I HEREBY APPLY FOR A LICENCE TO OPERATE A TOURISM ENTERPRISE
UNDER SECTION 28 OF THE GRENADA TOURISM AUTHORITY ACT NO. 42
OF 2013.

APPLICATION FORM: CATEGORIES A, B, C, D & E

(All information supplied in this Form will be treated as confidential)

1. Name of Applicant/Company
2. Postal Address of Applicant/Company:.....
3. National Identity Card/Company Registration No:.....
4. Telephone No:..... Mobile No:.....
5. Fax:..... E-Mail:.....

NB: The Grenada Tourism Authority should be notified of any change of address & telephone numbers.

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SECTION F (In Case of a Company or other Business)

1. Represented by (Name of Agent):.....
2. Designation:.....
3. National Identity Card No:.....
4. Company Director and their contact No:
5. Certificate of Incorporation No. Date
6. Principal Business of the Company:.....

Please indicate with a tick the category of licence to operate a tourism enterprise for which you are applying:

- ☐ A. Licence to operate car rental services;
- ☐ B. Licence to operate water sport services;
- ☐ C. Licence to operate at a tourist site;
- ☐ D. Licence to operate a restaurant.
- ☐ E. Licence to operate any other service utilised by or offered to tourist and declared by the Minister to be a tourist enterprise.

SCHEDULE II

(Regulation 5(1))

Form I

GRENADA TOURISM AUTHORITY ACT NO. 42 OF 2013

LICENCE TO OPERATE A TOURIST ACCOMMODATION

This is to certify that _____ of _____
_____ is licensed by the Grenada Tourism Authority Board
for the purpose of operating a tourist accommodation in the category of (a)guesthouse
(b)villa (c)apartments (d)hotel (e)other service as _____
_____ located at _____ in
compliance with the Grenada Tourism Authority Act No. 42 of 2013 and the Tourism
Regulations.

This licence is issued subject to the following conditions;

- (a)
- (b)
- (c)
- (d)

Place of issue

Date of issue

Date of expiry

Due date of renewal

Name of issuing officer

Date Official stamp

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FORM II

GRENADA TOURISM AUTHORITY ACT NO. 42 OF 2013

LICENCE TO OPERATE A TOURISM ENTERPRISE

This is to certify that _____ of _____ is licensed by the Grenada Tourism Authority Board to operate a tourism enterprise in the category of (a) restaurant (b) water sports services (c) car rental (d) tourist site (e) other services known as _____ located at _____ in compliance with the Grenada Tourism Authority Act No. 42 of 2013 and the Tourism Regulations.

This licence is issued subject to the following:

- (a)
- (b)
- (c)
- (d)

Place of issue

Date of issue

Date of expiry

Due date of renewal

Name of issuing officer

Date Official stamp

SCHEDULE III

(Regulation 6)

**APPLICATION FOR RENEWAL OF A LICENCE FOR A TOURIST
ACCOMMODATION/TOURISM ENTERPRISE**

TO THE GRENADA TOURISM AUTHORITY, I HEREBY APPLY FOR THE
RENEWAL OF A LICENCE UNDER THE GRENADA TOURISM AUTHORITY
ACT NO. 42 OF 2013.

Name of Applicant/Company _____

Licence No. _____

Address _____

Name and location of tourist accommodation/tourism enterprise _____

Enclosed is the licence now about to expire.

I the undersigned certify that:

1. The information given at the time of application for the obtaining of the licence has remained unchanged as at the date of the application for renewal of the licence.
2. The conditions as imposed by the Grenada Tourism Authority for the licence are still being complied with.
3. There has been change/no change in the shareholding of the company/ownership.
4. No relevant change has been made in the accommodation since the issue of the above licence; or
5. The following alterations have been made to the accommodation since the issue of the above licence:

Fee tendered herewith _____ \$ _____

Signed _____

Date _____

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SCHEDULE IV

FEES FOR TOURIST ACCOMMODATIONS

ACCOMMODATION	ANNUAL LICENCE FEE	RENEWAL OF LICENCE FEE
1. Hotels:		
With 20 bed rooms or Less	[EC \$1,000.00]	[EC \$1,000.00]
With 21 bedrooms up to 90 bedrooms	[EC \$1,500.00]	[EC \$1,500.00]
Over 90 bedrooms	[EC \$2,500.00]	[EC \$2,500.00]
2. Apartment	[EC \$600.00]	[EC \$600.00]
3. Guest Houses	[EC \$600.00]	[EC \$600.00]
4. Villa	[EC \$1000.00]	[EC \$1000.00]
6. Other premises or place where accommodation is provided for reward and registered with the Authority (Cottage)	[EC \$600.00]	[EC \$600.00]

FEES FOR TOURISM ENTERPRISE

TOURISM ENTERPRISE	LICENCE FEE	RENEWAL OF LICENCE FEE
1. Restaurant	[EC \$500.00]	[EC \$500.00]
2. Water-sports service (operators)	[EC \$300.00]	[EC \$300.00]
3. Car rental services (operators)	[EC \$300.00]	[EC \$300.00]
4. Tourist site (tourist guide)	[EC \$100.00]	[EC \$100.00]
5. Taxi Services	[EC\$100.00]	[EC\$100.00]
6. Other services declared by the Minister to be a tourism enterprise (Tour Operators)	[EC \$200.00]	[EC \$200.00]

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SCHEDULE V

STANDARD REQUIREMENTS FOR TOURIST ACCOMMODATION

1.0 DEFINITIONS

1.1 For the purposes of this standard the following definitions shall apply—

1.1.1 **Authority** means the Grenada Tourism Authority established pursuant to section 3 of the Act.

1.1.2 **Apartment** means any furnished premises in which—

(a) sleeping accommodation and self-catering facilities are provided in three or more self-contained units; and

(b) a charge is made for accommodation provided

1.1.3 **Guest** means any person received into a hotel, or guesthouse, for the purpose of partaking in food or drink, or using sleeping accommodations or other services provided by the establishment.

1.1.4 **Guesthouse** means any premises in which—

(a) sleeping accommodation is provided in three or more bedrooms; and

(b) a charge is made for the accommodation provided.

1.1.5 **Hotel** means any building or group of buildings contiguous to each other or not and the grounds appurtenant thereto that operate as one business venture in which—

(a) sleeping accommodation is provided in ten or more bedrooms;

(b) meals are served to guests and non-residents; and

(c) a charge is made for the accommodation provided.

1.1.6 **Hotel keeper** includes persons keeping apartments and guesthouses.

1.1.7 **Kitchen** means the main kitchen where food is prepared by the hotel or guesthouse.

1.1.8 **Proprietor** in relation to a hotel or guesthouse means any person having the management or control of a hotel or guesthouse and the conduct of business therein.

1.1.9 **Rack rate** means the normal rate charges for a room before any discounts.

1.1.10 **Tourist accommodation** means an apartment, a hotel, a guesthouse, villa or any other premises or place where accommodating is provided for tourist for reward and is registered with the Authority for that purpose.

1.1.11 **Villa** means a house that—

(a) has at least three bedrooms;

(b) is managed by a company or real estate agent, and employs no less than three persons;

(c) is registered with the Authority; and

(d) is available for the accommodation of guests for reward for at least nine months in every year.

2.0 GENERAL REQUIREMENTS

2.1 All hotel operators and proprietors shall Display at or near the reception desk the certificate issue by the Authority;

2.2 **Information for guest** – the current rack rates to be charged for guest rooms or suite of rooms shall be available in a printed form on request.

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- 2.2.1 This information shall include—
- (a) the rack rate for occupation by one person in a room or suite;
 - (b) the rack rates for occupation by more than one person in accordance with the capacity of a room or suite;
 - (c) any additional taxes or service charge that are payable.
- 2.2.2 The rack rates for accommodation shall be stated as one or more of the following—
- (a) sleeping accommodation (“**European Plan**” or “**E.P.**”);
 - (b) sleeping accommodation with breakfast (“**Continental Plan**” or “**C.P.**”);
 - (c) sleeping accommodation with breakfast and evening meal (“**Modified American Plan**” or “**M.A.P.**”);
 - (d) Sleeping accommodation with all meals and drink (“**All Inclusive**” or “**A.I.**”).
- 2.2.3 All rack rates shall be stated in advertisements, brochures, and notices displayed in the establishment.
- 2.2.4 Printed information on the rack rates to be charged for all categories of rooms, suites, or other accommodation in the establishment shall be readily available at the reception area of the establishment.
- 2.2.5 Information shall be available at the reception desk and in other appropriate areas of the hotel stating the establishment’s policies relating to—
- (a) credit, and the use of credit cards, payments by cheque, settlement of account;
 - (b) foreign exchange rates;

- (c) cancellation of bookings;
 - (d) check-out times;
 - (e) charges for telephone, telegraph (cable), fax and telex services;
 - (f) responsibility for luggage, or the personal property of guests;
 - (g) safe deposit for guests' jewellery and valuables; and
 - (h) codes of dress and behaviour applicable in the hotel or in parts of its premises.
- 2.2.6 Statements of the tourist accommodation's policies, all services offered, and their respective charges shall be available to guests.
- 2.2.7 In each guest room or suite there shall be available instructions to be followed in case of emergency such as fire, earthquake, hurricane, together with a plan showing routes to emergency exit(s) where applicable.
- 2.2.8 Emergency instructions shall be written in English and in such other languages as are appropriate to the establishment's clientele.
- 2.3 Information regarding rates and occupancies shall be supplied to the Authority on request.
- 2.4 The operator of an establishment shall keep books of accounts which shall be audited annually in an approved manner.
- 2.5 The operator of an establishment shall keep guest registration records which shall include—
- (a) name of guest;
 - (b) address and country of normal residence;

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- (c) nationality;
- (d) arrival and departure dates;
- (e) room rate charged;
- (f) disclaimer.

3.0 REQUIREMENTS FOR ELECTRICAL INSTALLATION & SUPPLY

3.1 REGULATIONS

The electrical installation shall comply with “the Grenada Electricity Regulations”, therein after referred to as “the regulations.”

3.2 GENERAL INFORMATION

The electricity Distribution Voltage Specifications are as follows–

High Tension : 11KV, 3 Phase, 50 Hz - for bulk power supply

Low Tension : 415 V, 4-wire, 3-phase, 50 Hz.
240 V, 2-wire, 1-phase, 50 Hz.

System of Earth : T T.

3.3 ELECTRICITY SUPPLY INTAKE

3.3.1 This refers to any electrical switch room, main distribution panel and other distribution boards, depending on the size of the installation.

3.3.2 Location

The location shall be easily identifiable by means of appropriate notices and labels.

3.3.3 Accessibility

Each switchgear or piece of equipment shall be readily accessible to authorised personnel for the purpose of isolation, switching, maintenance and inspection.

3.3.4 Labelling

Each switch or isolator, the purpose of which is not obvious, shall be clearly labelled to indicate its intended purpose.

3.3.5 All fuses, or circuit breakers controlling sub-circuits in distribution boards or panels shall be clearly labelled.

3.3.6 “Danger” notices and other warning notices shall be clearly displayed at the appropriate locations to indicate where there is a danger of exposure to electricity live parts.

3.3.7 Appropriate electrical diagrams, instructions or similar information to facilitate an understanding of the electrical installation shall be readily accessible.

This shall also indicate all circuits or equipment vulnerable to a typical electrical test.

3.4 CONDITION OF INSTALLATION

All installed equipment and electrical accessories shall comply with the following conditions:

- (a) shall be correctly selected and erected in accordance with the regulations and in accordance with standard practices of good workmanship.
- (b) shall not be visibly damaged or otherwise defective so as to impair safety.

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3.5 LIGHTING LEVELS

3.5.1 Adequate lighting levels shall be maintained at all areas with special attention to the following areas—

- (a) kitchen and food preparation areas, all lighting fixtures in food preparation areas having protective shields;
- (b) counter tops and work surfaces;
- (c) walkways, halls and stairways;
- (d) external areas, for security.

3.5.2 Recommended minimum levels of lighting for some areas are listed below:

- | | |
|--|----------|
| (a) kitchen | 500 lux |
| (b) walkways, etc. | 100 lux |
| (c) bedrooms | 100 lux |
| *extra lighting for writing tables, bed and mirrors. | |
| (d) restaurants and dining rooms | 150 lux. |

3.6 GARDEN LIGHTING

3.6.1 The system of wiring used for the garden lighting, while providing mechanical protection, shall be selected and erected so that no danger is posed to persons or damage caused by—

- (a) the normal landscape maintenance works;
- (b) vegetation growth;

(c) weather conditions such as ingress of water; and

(d) shall provide for ease of maintenance.

3.7 EMERGENCY LIGHTING

3.7.1 Emergency lighting shall be provided by auxiliary means (e.g. standby generator or battery), and shall illuminate all directional signs and vital areas including stairways, stairwells, corridors, lobbies and kitchen.

3.8 PARTICULAR REQUIREMENTS

3.8.1 For particular installations or locations such as listed below, special attention is drawn to part 6 of the I.E.E Regulations (16th ed.) with particular reference to the related sections:

Bathrooms and Showers – Section 601

- (a) The particular requirements of this section shall apply to bath-tubs, shower basins and their surroundings, where risk of electrical shock is increased by a reduction of body resistance and contact of the body with earth potential.
- (b) Generally no socket outlets shall be provided in bathrooms for connection of portable equipment except as provided for under the regulations for a shaver supply unit.
- (c) Where other equipment such as hair dryers, hand dryers, etc. are intended to be used, these shall be specially designed for the purpose and shall be permanently connected to the fixed wiring system of the installation without the use of a plug and socket outlet, and shall be placed out of a reach of person using a bath or shower.
- (d) Where a shower cubicle is located in a room other than a bathroom, e.g. a bedroom, all socket outlets shall be installed more than 2.5 mm from the shower cubicle and be protected by a residual current device (RCD). The protective device and earthing arrangement

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shall be such that in the event of an earth fault, disconnection occurs within 0.4 secs.

- (e) Lamp-holders installed within a distance of 2.5 m from a bath or shower cubicle must be constructed of or shrouded in insulating material. Any batten lamp-holder shall be fitted with a protective shield or skirt. Totally enclosed luminaire is recommended.
- (f) Switches or other electrical controls must be fixed so as to be inaccessible to a person using a bath or shower. Cord operated switches are permissible or switches shall preferably be located outside the bathroom door.
- (g) Metal conduit, trunking or exposed metal cable sheath surface wiring systems must not be used in such locations.
- (h) To provide protection against electric shock by providing protection against both direct and indirect contact, the following sections of the I.E.E Regulation shall be adhered to—

(1) Swimming Pools: Section 602

(2) Hot Air Saunas: Section 603

3.9 FLOOR-MOUNTED SOCKET OUTLETS:

- 3.9.1 Socket outlets, where floor mounted, shall be approved for the purpose and shall not pose any danger during normal use, cleaning and maintenance of the floor.

3.10 RETESTING SCHEDULE

- 3.10.1 Retesting schedule shall be in accordance with the Grenada Electricity Regulations.
- 3.10.2 In addition to inspection during construction and final inspection on completion, all installations, while in operation, shall be inspected at intervals of 2 years.

- 3.10.3 The stated re-inspection intervals, notwithstanding all major alterations to the approved installation, shall be reported and inspected whenever necessary.
- 3.10.4 The owner or occupier, management and persons in charge of the installation shall afford full access and facilities for inspection at all times.
- 3.10.5 The re-inspection shall be accompanied by the payment of the necessary inspection fees stated in the schedules to the regulations; this payment shall be made by the owner, occupier, management or persons in charge of the installation.
- 3.10.5.1 The inspection, comprising careful scrutiny of the installation, shall be carried out without dismantling or with partial dismantling as required, supplemented by testing to verify compliance with the regulations in force, and as far as possible provide for—
- (a) safety of persons against the effects of electric shock and burns;
 - (b) protection against damage to property by fire and heat arising from an installation defect;
 - (c) assurance/guarantee that the installation is not defective so as to compromise safety; and
 - (d) Detection of installation defects or non-compliance with the requirements of the Regulations which may give rise to danger.

4.0 FIRE SAFETY REQUIREMENTS

- 4.1 The buildings and structures on the premises shall be constructed according to CUBIC specifications, with the necessary means of escape to avoid any undue danger to the lives and safety of its occupants in the case of fire or other emergency.
- 4.2 To provide protection from the danger of fire, materials used in the construction of fire escape areas shall be at least one hour fire rated.

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- 4.3 Emergency lighting shall be generated by auxiliary power (stand by generator or battery) and shall illuminate all directional signs, corridors, lobbies and stairwells and must be fed from a separate panel.
- 4.4 Openings between floors, ceilings, doors, partition, corridors and kitchens shall be protected and materials used must be of a one hour fire rating.
- 4.5 Rising mains, fire-hydrants, hose-heels, portable hand fire-extinguisher shall be provided as required.
- 4.6 The establishment shall install a warning system comprising of an audible fire alarm with heat and smoke detector incorporated.
- 4.7 The establishment shall ensure that all staff members are trained in the use and operation of fire equipment and fire prevention measures applicable to the premises.
- 4.8 The establishment shall provide instructions for guests and residents. Such instructions shall contain details of action in the event of a fire; a drawing sketch showing the exact location of guestrooms and the way leading to exit discharge.
- 4.9 Precautionary measures against kitchen fires shall be practised. Grease hoods should be cleaned periodically.
- 4.10 No flammable liquids or explosive substances shall be stored on the premises of any establishment except with the approval of the Chief Fire Officer.
- 4.11 In every establishment, the emergency telephone number of the Grenada Fire Service shall be constantly displayed at the telephone switchboard.
- 4.12 The fire system at all establishments shall be tested at least once each month and, after such test, shall be restored promptly to normal condition of operation.

- 4.13 All establishments shall keep a log book in which shall be entered a record of every fire drill, fire training sessions, test of alarm system and outbreak of fire.

Each entry shall be signed by the person conducting such drill, session or test, or in the case of an outbreak of fire, by the person in charge of the premises at the time. This log book shall be produced for inspection by the Chief Fire Officer or a designated officer authorised by him to do so.

- 4.14 It shall be the duty of any employee to report immediately any outbreak or suspected outbreak of fire to the person in charge of the premises or the person designated for that purpose in the Fire Procedure Rules of that establishment. It shall be the duty of that person to notify the Grenada Fire Service.
- 4.15 There shall be no alterations to the structure, layout or equipment of any property or of any precautions required to be taken or of any fire Protection Rules unless the Chief Fire Officer has been duly informed.
- 4.16 Doors leading to stairwells and exit discharge shall open outward only.
- 4.17 Double swing doors shall be glass panelled.
- 4.18 The width of corridors, stairways and exit doors shall not be reduced by the placement of furniture, equipment or any other object.
- 4.19 Passages, stairways and exits shall remain free of obstruction at all times.
- 4.20 ALL EXIT doors shall be distinctly highlighted.
- 4.21 There shall be clear demarcation of EXIT signs, particularly at the end of corridors, where doors may lead into closets.

5.0 REQUIREMENTS FOR FOOD AND BEVERAGE STORAGE, PREPARATION AND SERVICE

- 5.1 All establishments providing food and drink for guests and the public shall provide adequate equipment and utensils in accordance with Public Health Regulations.

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- 5.2 All facilities provided for the storage of food and food items shall be maintained at adequate temperatures at all times. These include chillers, freezers (both walk-in and standing), as well as mechanical dishwashing machines.
- 5.3 All food and drink shall be stored and displayed in a manner to be protected from dust, flies, vermin, unnecessary handling, over-head leakage, sewage backflow, and other contamination. No food or drink shall be stored or prepared beneath over-head sewer or drain pipes.
- 5.4 All unwrapped food and drink on display shall be protected by glass or otherwise from public handling or other contamination. Approved openings for self-service may be permitted on counter fronts, but the direct line from the customers' breath to the displayed food shall be intercepted by glass or other suitable transparent material, except in case of self-service counters.
- 5.5 All food and drink shall be handled and served in such manner as to minimise the opportunities for contamination.
- 5.6 GARBAGE DISPOSAL**
- 5.6.1 Food and beverage preparation and service areas shall be equipped with adequate, covered receptacles for collection and storage of garbage within workstations.
- 5.6.2 All establishments shall provide adequate outside storage, conveniently located, well-ventilated, rodent-and-insect proof, for refuse storage prior to disposal at an authorised location.
- 5.6.3 All garbage shall be removed with sufficient frequency to prevent the occurrence of a nuisance from odour or flies and vermin or encourage them breeding therefrom.
- 5.6.4 All food and beverage premises shall be maintained free of litter, well-drained and with all articles properly stored.

6.0 GENERAL HYGIENE IN ESTABLISHMENT

- 6.1 Kitchen, food stores, restaurants, bars, and places in the hotel where food or drink is prepared or served, shall be inspected annually and registered by the appropriate health authority, and a certificate of registration shall be available in each restaurant, bar, or other area where food or drinks are served.
- 6.2 All enclosed spaces which provide harbourage for rodents shall be eliminated. All intersections between double walls and floors shall be protected against gnawing by rodents, by the installation of approved rodent-proof materials and all openings in floors, walls, and ceilings through which pipes, cables or conduits pass, shall be properly sealed with snugly fitted collars or approved rodent-proof material; and the propagation, invasion and infestation of the premises by rodents shall be permanently prevented.
- 6.3 Kitchens shall be completely separated from any part of the premises used as living quarters. With the exclusion of studio rooms, no room in which food is stored, prepared or served shall be used as a sleeping place.
- 6.4 All pesticides and toxic substances shall be clearly labelled and, when not in use, shall be kept in separate locked compartments away from food items.
- 6.5 Work surfaces coming into contact with prepared foods shall be non-porous, cleaned and sanitised daily.
- 6.6 Floors of food and beverage facilities shall be covered with a non-skid impervious, durable and easily cleanable material.
- 6.7 Kitchen utensils shall be cleaned and sanitised as often as needed and at the end of the day's activities.

7.0 EMPLOYEE HYGIENE

- 7.1 Every employee in the food service establishment shall be medically examined by an authorised registered medical practitioner. Subsequently, the employee shall be medically examined once per year or more frequently,

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if necessary, to ensure that he is medically fit and free from communicable diseases.

- 7.2 Employees with open cuts, sores and respiratory illnesses shall not work in the preparation of food.
- 7.3 All employees involved in preparing or serving food or drink shall be adequately dressed in well-laundered uniform or attire.
- 7.4 Under no circumstances may sinks and troughs for washing food or utensils be used for washing of hands.

8.0 REQUIREMENTS FOR PUBLIC AREAS

- 8.1 One or more common public rooms appropriate to the size of the establishment should be provided.
- 8.2 Separate male and female internal toilets shall be clearly demarcated in writing, and shall be conveniently located for public use.

8.2.1 These public washrooms shall—

- (a) have adequate lighting and shall be satisfactorily ventilated.
- (b) be adequately supplied with the following fixtures and accessories—
 - (i) mirror;
 - (ii) W.C.;
 - (iii) toilet tissue holder;
 - (iv) disposal bin fitted with lid;
 - (v) soap/soap dispenser;
 - (vi) hand drying facility;

- (vii) toilet brush;
- (viii) washbasins;
- (ix) adequate supply of running water;
- (x) toilet doors fitted properly with appropriate locks.

8.2.2 Washrooms shall be thoroughly cleaned at least once per day and inspected, serviced and supplies replenished at several intervals throughout the hours of operation of the establishment.

8.3 DINING AREA

8.3.1.1 The establishment shall contain a dining area with furniture, fittings and equipment of good quality and in good condition.

8.3.1.2 Dining area shall provide adequate space for the number of diners who can reasonably be expected to use it as well as for easy passage of staff in carrying out their duties.

8.3.2 The establishment shall provide matching cutlery, crockery, glassware, and table napkins, all in good condition and of a satisfactory standard in sufficient quantities.

8.3.3 Menus of all meals served shall be provided for diners.

8.4 SWIMMING POOLS

8.4.1.1 All swimming pools provided for the use of guests of the establishment shall have depth markings in a conspicuous colour and shall be maintained in a state of good repair and in a clean and hygienic condition.

8.4.2 Life-saving equipment and warning signs shall be provided for the safety of all guests.

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8.5 BEACHES

8.5.1 Beach front properties shall maintain beaches in a clean and safe condition.

MINIMUM REQUIREMENTS FOR THE LICENSING OF HOTELS

The operator of every hotel must provide the following minimum requirements for registration—

1. Planning approval from the Planning and Development Authority (PDA) for the construction of a hotel.
2. Fire safety precautions approved by the Chief Fire Officer.
3. A reasonable standard of exterior and interior decoration.
4. A high degree of general safety and cleanliness as approved by the Environmental Health Unit of the Ministry of Health.
5. A copy of the common tariff to be made available at the reception area.
6. A sign in the reception area, specifying the name and type of establishment. The licence to operate a hotel for the current year displayed in the reception area.
7. Instructions displayed in each bedroom regarding the procedures that must be followed in the event of a hurricane warning or natural or man-made disaster.
8. At least ten letting rooms, each of which must have—
 - (a) adequate lighting in accordance with minimum PDA Regulations;
 - (b) sufficient size to allow freedom of movement of the guests occupying the room, with minimum floor area (exclusive of space

occupied by any balcony, built-in cupboard, corridor or ante-room) of 350 square feet (32.5 square metres);

- (c) windows equipped with blinds, curtains or other means for ensuring privacy;
- (d) beds with modern mattresses, clean sheets, pillow cases and bed covers and of comfortable proportions: if single, to be at least 6' long and 2' 6" wide; if double, to be at least 6' long and 4' 6" wide;
- (e) wash basin with mirror, hot and cold running water, soap, glass tumbler, toilet tissue and clean towels for each person as requested per environmental policy;
- (f) bedside table, cabinet or shelf with shaded bedside light;
- (g) dressing table or vanity unit with drawers or shelves for clothes;
- (h) a chair per person;
- (i) wardrobe or other provision for hanging clothes;
- (j) waste-paper receptacle;
- (k) means of securing doors to balconies and patios from inside;
- (l) means of securing doors from inside and outside;
- (m) information to guests indicating the location of safety deposit facilities;
- (n) a hotel information sheet detailing services and facilities;
- (o) adequate ventilation in accordance with minimum PDA requirements;
- (p) a number or name placed on the door.

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9. A satisfactory standard of furnishing and equipment.
10. Prompt and courteous service.
11. Access for registered guests of the hotel to public areas of the property during the day and evening, and at all hours if pre-arranged.
12. An adequately lighted and ventilated relaxation, sitting or reception area.
13. Telephone facilities.
14. Safety deposit facilities in the hotel.
15. Facilities for breakfast, lunch and dinner for residents at reasonable times on every day of the week.
16. Lunch and dinner for non-residents on request.
17. Individual seating accommodation for each guest or party in the dining area.
18. A priced menu available for persons both in and outside the dining area.
19. A sign displayed at convenient locations indicating how to obtain emergency assistance at night.
20. Sufficient lighting for bedrooms, corridors, walkways and stairs to ensure safety during the hours of darkness.
21. Private or general bathrooms furnished with bath or shower, curtain, stool, chair or lidded WC, towel rails, bath mat, receptacle for soap, and hook for clothes, sanitary disposal unit, electric shaver point within reach of a mirror unless installed in each bedrooms to bedroom or private bathroom; the ratio of general bathrooms to bedrooms must not exceed one to two.

22. Private or general lavatories, if not attached to each bedroom, with toilet paper, cloth for cleaning and brush; the ratio of general lavatories, including those sited in general bathrooms, to bedroom must not exceed one to two.
23. Separate lavatory and washing facilities with running water, soap and towel or other hand drying method for non-resident men and women.
24. First-aid emergency kits with adequate trained personnel.
25. Adequate car parking facilities in accordance with the PDA minimum requirements and in relation to the number of bedrooms and size of restaurants in the hotel grounds or vicinity of the hotel.
26. Gardens and grounds maintained in tidy condition and the footpaths, car park and roads in serviceable state.
27. Guaranteed performance of services and maintenance of facilities of any part of the establishment let to a licensee or concessionaire.
28. A tank for the collection of water constructed in consultation with the National Water and Sewerage Authority.
29. In the case of properties with swimming pools, proper maintenance of swimming pools in accordance with the requirements of the Environmental Health Unit of the Ministry of Health.
30. A kitchen waste-water system provided with grease traps. Arrangements for all garbage on the site to be collected stored and disposed of in a manner approved by the Public Health Authority.
31. Facilities for emergency lighting, stand-by generator, candles, lamps and matches.
32. Should publish facilities available for the physically challenged.
33. Visible, adequate signage to property.

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- 34. Smoke detectors in properties with self-catering facilities.
- 35. Fire extinguishers in all properties with cooking facilities.

MINIMUM REQUIREMENTS FOR THE LICENSING OF APARTMENTS

The owner or proprietor of every apartment must provide the following requirements for registration—

- 1. Planning approval from the Planning and Development Authority (PDA) for the construction of an apartment building or complex.
- 2. Fire safety precautions approved by the Chief Fire Officer.
- 3. A reasonable standard of exterior and interior decoration.
- 4. A high degree of general safety and cleanliness as approved by the Environmental Health Unit of the Ministry of Health.
- 5. A copy of the common tariff to be made available at the reception area.
- 6. A sign in the reception area specifying the name, and type of establishment. The licence to operate an apartment for the current year displayed in the reception area.
- 7. Instructions available in each accommodation unit regarding the procedures that must be followed in the event of a hurricane warning.
- 8. At least two letting apartments, each consisting of one or more studio bedrooms, or separate bedrooms and living room, bathroom and kitchen or kitchenette.
- 9. A satisfactory standard of furnishing and equipment.
- 10. Reception facilities.
- 11. Safety deposit facilities.

12. An adequately-lit public entrance, corridors, walkways and stairways to ensure safety during the hours of darkness.
13. Telephone facilities.
14. Information indicating how to obtain emergency assistance at night.
15. Means for securing the doors from inside and outside.
16. Each bedroom must have—
 - (a) beds with modern mattresses, clean sheets, pillow cases and bed covers and of comfortable proportions: if single, to be at least 6' long and 2'6" wide; if double, to be at least 6' long and 4'6" wide;
 - (b) curtains, blinds, or other means of ensuring privacy;
 - (c) bedside table, cabinet or shelf with shaded light;
 - (d) dressing table or vanity unit with drawers or shelves for clothes;
 - (e) a chair per person;
 - (f) wardrobe or other provision for hanging clothes;
 - (g) adequate ventilation.
17. Each living room must have:
 - (a) dining facilities with a chair per person;
 - (b) settee or armchair per person.
18. A bathroom furnished with bath or shower, stool or chair or lidded WC, towel rail, bath mat, receptacle for soap, electric shaver point, hook for

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- clothes, wash basin with mirror, hot and cold running water, soap, glass tumbler and clean towels for each person.
19. A kitchen or kitchenette furnished with sink, draining board, hot and cold running water, gas or electric cooker, refrigerator, cutlery, glass and table-ware.
 20. Availability of adequate car parking facilities in the grounds or vicinity of the apartment.
 21. A first aid emergency kit with adequate trained personnel.
 22. Facilities for emergency lighting, stand-by generator, candles, lamps and matches.
 23. Should publish facilities available for the physically challenged.
 24. Visible, adequate signage to property.
 25. Smoke detectors in properties with self-catering facilities.
 26. Fire extinguishers in all properties with cooking facilities.

MINIMUM REQUIREMENTS FOR THE LICENSING OF GUEST HOUSES

The operator of every guesthouse must satisfy the following minimum requirements for registration—

1. Planning approval from the Planning and Development Control Authority (PDA) for the construction of a guesthouse.
2. Fire safety precautions approved by the Chief Fire Officer.
3. A reasonable standard of exterior and interior decoration of the buildings.

4. A high degree of general safety and cleanliness as approved by the Environmental Health Unit of the Ministry of Health.
5. A copy of the common tariff to be made available at the reception area.
6. A sign in the reception area specifying the name, and type of establishment. The licence to operate a guesthouse for the current year displayed in the reception area.
7. Instructions available in each bedroom regarding the procedures that must be followed in the event of a hurricane warning.
8. At least three letting bedrooms; each of which must have—
 - (a) direct natural light;
 - (b) sufficient size to allow freedom of movement of the guests occupying the room; with minimum floor area (exclusive of space occupied by any balcony built-in cupboard, corridor or ante-room) of 250 square feet (23.2 square metres);
 - (c) windows equipped with blinds, curtains or other means for ensuring privacy;
 - (d) beds with modern mattresses, clean sheets, pillow cases and bed covers and of comfortable proportions: if single, to be at least 6' long and 2' 6" wide; if double, to be at least 6' long and 4' 6" wide;
 - (e) wash basin with mirror, hot and cold running water, soap, glass tumbler and clean towel for each person as requested per environmental policy;
 - (f) bedside table, cabinet or shelf with shaded light;
 - (g) dressing table or vanity unit with drawers or shelves for clothes;
 - (h) a chair per person;

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- (i) wardrobe or other provision for hanging clothes;
 - (j) waste paper receptacle;
 - (k) means of securing doors or balconies and patios from inside and outside;
 - (l) means of securing the door from inside and outside;
 - (m) information to guests indicating the location of safety deposit facilities;
 - (n) adequate ventilation in accordance with minimum PDA requirements;
9. A satisfactory standard of furnishing and equipment.
10. Prompt and courteous service.
11. Access for guests during the day and evening and at all hours if pre-arranged.
12. An adequately lighted and ventilated sitting room area.
13. Telephone facilities.
14. Safety deposit facilities.
15. Facilities for breakfast and other meals by prior arrangement for guests at reasonable times on every day of the week.
16. Information displayed at convenient locations indicating how to obtain emergency assistance at night.
17. Sufficient lighting of bedroom corridors and stairs to ensure safety during the hours of darkness.

18. General or private bathroom furnished with bath or shower, stool, chair or lidded WC, towel rail, bath mat, receptacle for soap, hook for clothes, mirror an electric shaver point; the ration of general bathrooms to bedrooms should not exceed one to three.
19. General or private lavatories provided with toilet paper, cloth and brush; but the ratio of general lavatories including those sited in general bathrooms should not exceed one to every three bedrooms.
20. First-aid emergency kit with adequate trained personnel.
21. Adequate car parking facilities in accordance with the PDA minimum requirements and in relation to the number of bedrooms and size of dining rooms in the grounds or vicinity of the guest house.
21. Gardens and grounds maintained in tidy condition and the footpaths, car park and roads in serviceable state.
23. A tank for the collection of water.
24. In the case of properties with swimming pools, proper maintenance of the pool in accordance with the requirements of the Environmental Health Unit of the Ministry of Health.
25. The kitchen waste disposal system provided with grease traps. All garbage on the site to be collected stored and disposed in a manner approved by the Public Health Authority.
26. Facilities for emergency lighting, stand-by generator, candles, lamps and matches.
27. Should publish facilities available for the physically challenged.
28. Visible, adequate signage to property.
29. Smoke detectors in properties with self-catering facilities.
30. Fire extinguishers in all properties with cooking facilities.

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MINIMUM REQUIREMENTS FOR THE LICENSING OF VILLAS

The operator of every villa must satisfy the following minimum requirements for registration—

1. Planning approval from the Planning and Development Authority (PDA) for the construction of villas.
2. Fire safety precautions approved by the Chief Fire Officer.
3. A reasonable standard of exterior and interior decoration of the buildings.
4. A high degree of general safety and cleanliness as approved by the Environmental Health Unit of the Ministry of Health.
5. A copy of the common tariff to be made available at the reception area.
6. A sign in the reception area specifying the name, and type of establishment. The licence to operate a villa for the current year displayed in the reception area.
7. Instructions available in each bedroom regarding the procedures that must be followed in the event of a hurricane warning.
8. At least three letting bedrooms; each of which must have—
 - (a) direct natural light;
 - (b) sufficient size to allow freedom of movement of the guests occupying the room; with minimum floor area (exclusive of space occupied by any balcony built-in cupboard, corridor or ante-room) of 250 square feet (23.2 square metres);
 - (c) windows equipped with blinds, curtains or other means for ensuring privacy;

- (d) beds with modern mattresses, clean sheets, pillow cases and bed covers and of comfortable proportions: if single, to be at least 6' long and 2' 6" wide; if double, to be at least 6' long and 4' 6" wide;
 - (e) wash basin with mirror, hot and cold running water, soap, glass tumbler and clean towel daily each person as requested per environmental policy;
 - (f) bedside table, cabinet or shelf with shaded light;
 - (g) dressing table or vanity unit with drawers or shelves for clothes;
 - (h) a chair per person;
 - (i) wardrobe or other provision for hanging clothes;
 - (j) waste paper receptacle;
 - (k) means of securing doors or balconies and patios from inside and outside;
 - (l) means of securing the door from inside and outside;
 - (m) information to guests indicating the location of safety deposit facilities;
 - (n) adequate ventilation in accordance with minimum PDA requirements;
9. A satisfactory standard of furnishing and equipment.
10. Prompt and courteous service.
11. Access for residents during the day and evening and at all hours if pre-arranged.
12. An adequately lighted and ventilated sitting room area.

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13. Telephone facilities.
14. Safety deposit facilities.
15. Facilities for breakfast and other meals by prior arrangement for residents at reasonable times on every day of the week.
16. Information displayed at convenient locations indicating how to obtain emergency assistance at night.
17. Sufficient lighting of bedroom corridors and stairs to ensure safety during the hours of darkness.
18. General or private bathroom furnished with bath or shower, stool, chair or lidded WC, towel rail, bath mat, and receptacle for soap, hook for clothes, mirror an electric shaver point, but the ration of general bathrooms to bedrooms should not exceed one to three.
19. General or private lavatories provided with toilet paper, cloth and brush; but the ratio of general lavatories including those sited in general bathrooms should not exceed one to every three bedrooms.
20. First-aid emergency kit with adequate trained personnel.
21. Adequate car parking facilities in accordance with the PDA minimum requirements and in relation to the number of bedrooms and size of dining rooms in the grounds or vicinity of the guest house.
22. Gardens and grounds maintained in tidy condition and the footpaths, car park and roads in serviceable state.
23. A tank for the collection of water.
24. In the case of properties with swimming pools, proper maintenance of the pool in accordance with the requirements of the Environmental Health Unit of the Ministry of Health.

25. The kitchen waste disposal system provided with grease traps. All garbage on the site to be collected, stored and disposed in a manner approved by the Public Health Authority.
 26. Facilities for emergency lighting, stand-by generator, candles, lamps and matches.
 27. Should publish facilities available for the physically challenged.
 28. Visible, adequate signage to property.
 29. Smoke detectors in properties with self-catering facilities.
 30. Fire extinguishers in all properties with cooking facilities.
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SCHEDULE VI

STANDARD REQUIREMENTS FOR TOURISM ENTERPRISE

I. TOURIST SITES

1.0 Quality Requirements

Minimum requirements

- 1.1 Signage and Interpretive Media—
 - 1.1.1 The entrance to the site shall be clearly identified with appropriate signage.
 - 1.1.2 All signs posted shall be clear, accurate, easy to read and placed in a prominent position.
 - 1.1.3 Signs shall be posted for the following—
 - Directions to the site;

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- Facilities within the site;
- To identify natural or special features;
- To alert users of danger (warning signs);
- Depth markings for recreational water facilities;
- To prevent littering – “ANTI-LITTER” signs;
- ‘Smoking’ and ‘no-smoking’ designated areas;
- To inform visitors of tour rates and cost of all;
- Products and services offered at the site.

1.1.4 All interpretive signs, brochures or printed medium used shall be easy to read and placed in a prominent position. Information shall be accurate and not misleading.

1.2 Public Washrooms

1.2.1 Public washrooms shall be available at all sites.

1.2.2 There shall be separate male and female toilets.

1.2.3 The number of separate units shall be in accordance with the requirements specified in Grenada Building Code.

1.2.4 Toilets shall be adequately-lit and ventilated.

1.2.5 Toilets shall be cleaned at every operating hour or as required and signed off or verified against a cleaning service chart posted at the door.

1.2.6 Washrooms shall be fitted with–

- Toilet paper holders with paper;
- Functional locks;
- Functional toilets with lids;
- Faucets;
- Urinals;
- Washbasins with mirrors;
- Soap/soap dispenser;
- Hand drying facility (e.g. automatic hand dryer or paper towel holder with paper towel);
- Covered waste container;
- Rails and other facility for physically challenged persons.

1.2.7 Female toilets shall be fitted with a receptacle for sanitary napkins and hooks fitted behind doors as a holding area for hand bags.

1.2.8 The use of the public washroom as a changing and holding or locker room for employees shall not be allowed. Where needed, a separate locker or changing room shall be provided for employees.

1.2.9 An adequate supply of clean water shall be available at all times to keep the toilets clean and for washing hands.

1.2.10 A cleaning service chart shall be posted at each wash room.

1.3 Food Vending/Food Court/Dining Facilities

1.3.1 Persons working in the food area shall have valid Food Handlers' Permit and Health Certificate.

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- 1.3.2 Food vendors shall only purchase and use raw materials that are fresh and of good quality.
- 1.3.3 At no time should reject or expired products (e.g. meat) be purchased or used to prepare food.
- 1.3.4 Food shall be prepared and sold in a clean, well-lit place (every light bulb having a protective covering) far away from any source of contaminants (e.g. garbage, animals, waste water).
- 1.3.5 Food preparation area shall be equipped with clean, running water, hand-washing and drying facilities.
- 1.3.6 Foods shall not be prepared or sold by persons with exposed cuts, sores or other wounds; such a person should wear waterproof dressing or gloves.
- 1.3.7 No jewellery (including wrist watches) shall be used when preparing or selling food.
- 1.3.8 Food handlers and servers shall wear aprons or overalls over their sleeved clothes, whole shoes (i.e. no open toe or heel) and proper head covering at all times when preparing and selling food.
- 1.3.9 Food handlers shall ensure that all foods, especially fish and other seafood, are properly cooked to avoid cases of food poisoning.
- 1.3.10 Seasoning of meats and mixing of ingredients and salads, shall be done with the aid of kitchen utensils and not hands.
- 1.3.11 Prepared unsold food from during the day shall not be sold the following day.
- 1.3.12 Purchased raw material shall be properly stored to retain the quality.
- 1.3.13 Storage bins free from rodents and pests shall be used to store raw materials for food preparation.

- 1.3.14 Food handlers and servers shall ensure that food be served at the correct temperature. Refrigerated food shall be kept at 4°C (40°F) or below and frozen food be kept at -18 (0°F) or below.

1.4 Medical Facilities/Emergency

- 1.4.1 All sites shall have one or more adequately stocked functional first-aid kit.
- 1.4.2 All sites shall have an adequate number of personnel trained in first-aid and Cardio-Pulmonary Resuscitation (CPR) and required certification period for both initial and recurrent training which should be on an annual basis.
- 1.4.3 There shall be an adequate number of trained staff members on duty during operational hours.
- 1.4.4 Emergency numbers shall be prominently posted and all workers be made aware of the location of these facilities.

1.5 Safety and Security

- 1.5.1 Security personnel shall be easily identifiable either by wearing a uniform, badge or both, and photo identification.
- 1.5.2 Security at all sites shall be maintained by the presence of trained security personnel during operational hours.
- 1.5.3 Security system and personnel shall be approved by the relevant authority.
- 1.5.4 Security personnel shall be provided with fully functional communications equipment.
- 1.5.5 In cases where the site is recreational water it shall be staffed with an adequate number of certified lifeguards and aids (e.g. flotation devices such as tubes and vests) that can be easily identified.

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- 1.5.6 If it is man-made recreational water facility (e.g. swimming pool), a non-skid surface shall be used in the construction of the platform and areas surrounding the body of water.
- 1.5.7 Depth markings for recreational waters shall be clearly identified.
- 1.5.8 All sites shall have appropriate and fully-functional fire extinguishers placed at strategic locations.
- 1.5.9 Staff members shall be trained to use the extinguishers and shall be aware of their locations.
- 1.5.10 Training and certification by a competent persons or authority shall be conducted at least once per annum.
- 1.5.11 Fire drills shall be conducted and recorded on a regular basis.
- 1.5.12 All sites shall have written standard operating procedures to deal with emergencies.
- 1.5.13 All sites shall have public liability insurance as required or disclaimer where necessary.
- 1.5.14 The installation of appropriate safety measures and handrails shall be placed in areas of possible danger.

1.6 Waste Disposal

- 1.6.1 Garbage disposal area shall be—
 - Free from rodents and insects;
 - Cleaned and sanitised on a daily basis;
 - Equipped with lined, covered garbage containers;
 - Accessible to garbage collectors;

- Equipped with an enclosed holding area for garbage.

- 1.6.2 Garbage shall be removed on a daily basis.
- 1.6.3 Site operators shall be encouraged to adopt sound environmental practices on garbage reduction, re-use and recycling.
- 1.6.4 Anti-littering signs shall be displayed together with an adequate number of trash receptacles or garbage containers based on attractions' carrying capacity and waste accumulation patterns.

1.7 Site Planning and Use

- 1.7.1 Erosion control measures shall be used where necessary.
- 1.7.2 Treads and risers of steps or paths shall comply with appropriate standards and practices at recreational sites.
- 1.7.3 The integrity of the site shall be maintained with regard to construction and design, décor, costume, literature and tour information.
- 1.7.4 The use of local materials consistent with the local culture and heritage of the site shall be encouraged where appropriate.
- 1.7.5 The management system or structure shall reflect participatory approach to avoid or minimise user conflict.
- 1.7.6 Walkways shall be enhanced to accommodate wheelchair access where possible.
- 1.7.7 Parking areas shall be clearly identified and sufficient to accommodate the maximum stipulated number of vehicles which shall be directly related to the carrying capacity.
- 1.7.8 A plan shall be implemented to manage traffic congestion on busy days.

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- 1.7.9 Attractions shall have a reception or interpretation area that is clean, adequately furnished, properly ventilated, lit and comfortable to the visitor.

1.8 Staffing and Management/Business Practices

- 1.8.1 There shall be a structured continuous training programme for management and staff to include customer service, product knowledge, presentation techniques, cultural awareness, historical knowledge and good-hygiene practices to allow them to effectively carry out their duties.
- 1.8.2 Staff shall have good communication, interpersonal skills and basic ability to learn.
- 1.8.3 Training of staff members shall incorporate the most up-to-date information and must be relevant to the operation of the site.
- 1.8.4 A strategic management plan shall be developed for individual attractions.
- 1.8.5 Management shall incorporate inputs from other staff members and share the management vision with all employees.
- 1.8.6 All staff members and management shall be knowledgeable on procedures and policies of the attractions.
- 1.8.7 All activities undertaken by management shall be documented.
- 1.8.8 Dress code shall be introduced for staff members.
- 1.8.9 Management shall include regular internal audits of the facilities based on the function, nature or manufacturers specifications where applicable, to ensure that quality and safety standards are maintained.
- 1.8.10 External audits shall be conducted on an annual basis.
- 1.8.11 There shall be continuous internal review of the operation with the view to improve quality.

- 1.8.12 Management shall ensure that the aesthetics of the sites is maintained at all times.
- 1.8.13 Management shall put systems in place to ensure that the environment of the attractions is in good repair, clean and comfortable at all times to meet visitors' reasonable expectations.
- 1.8.14 Management shall ensure that there is adequate staffing at sites especially during peak periods.

1.9 Measurement of Quality

- 1.9.1 A database on visitation shall be encouraged to inform further planning.
- 1.9.2 Self-monitoring systems shall be in place at all times to measure the level of visitor satisfaction and to improve the quality of the site offerings, e.g. guest book, customised comment card with basic demographics, age, lifestyle, income, geographical location.

1.10 Economic Sustainability

- 1.10.1 Entrance or user fee commensurate with the service provided shall be implemented to ensure economic sustainability of the site.
- 1.10.2 Opportunities shall be created to promote community cultural experiences (e.g. foods, crafts) as income generating activities.
- 1.10.3 The sale of local products shall be encouraged at attraction sites.
- 1.10.4 All products sold at attraction sites shall be properly packaged and labelled in accordance with the existing mandatory requirements specified in GDS 1: Part 2: 1990 and GDS 1: Part 4:1992.
- 1.10.5 In cases where product specific standards exist for locally produced products, these products shall conform to the requirements of the standard.

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- 1.10.6 The use of community residents as tour guides shall be encouraged to promote the local tradition and culture.
- 1.10.7 The management system shall be practical and consistent and effective marketing channels shall be used, such that each attraction should market itself to maintain economic viability by ensuring a high quality product.
- 1.11 Environmental Sustainability**
- 1.11.1 All attractions shall have a written statement on the carrying capacity, which shall be enforced.
- 1.11.2 Where applicable soil conservation measures specific to the terrain and use of site shall be put in place.
- 1.11.3 Drinking water supply shall be adequate, of a safe and sanitary quality and from an approved public or private water supply system, which is constructed, protected, operated and maintained in conformance with applicable laws, regulations and guidelines.
- 1.11.4 Where the site offers recreational water, a monitoring and testing system shall be in place to ensure that the water quality is suitable for bathing and swimming.
- 1.11.5 Where the recreational water is natural, a system shall be in place to monitor upstream activities.
- 1.11.6 Where practical, water conservation measures shall be encouraged.
- 1.11.7 A programme shall be in place to avoid pollution of recreational waters and other parts of sites.
- 1.11.8 Where the attraction is a heritage site, a system shall be in place for prevention of physical damage (e.g. no touching or removal of artefacts).
- 1.11.9 Where applicable, a programme shall be in place to protect site vegetation and to encourage replanting.

- 1.11.10 A programme shall be implemented to prevent the hunting and killing of site animals.
- 1.11.11 Where possible, a re-use and recycle programme shall be encouraged.
- 1.11.12 Sewage and wastewater shall be adequately disposed of.
- 1.11.13 The use of low-flush toilets and faucets shall be encouraged.
- 1.11.14 The use of compost toilets shall be encouraged, where necessary.
- 1.11.15 The use of energy-saving bulbs and other energy-saving devices shall be encouraged.

II. WATER SPORTS SERVICES

2.0 DEFINITION OF TERMS

For the purpose of this standard, the following terms shall apply—

- 2.1 Beach is the zone above the water line, at a shore of a body of water, marked by an accumulation of sand, stone or gravel that has been deposited by the tide or waves.
- 2.2 Captain/Master means every person having command or charge of any ship, other than a pilot.
- 2.3 Float Plan is a written statement of the details of an intended voyage (as of a boat or watercraft) filed within the office of the watersports operator.
- 2.4 Grenada Tourism Authority shall be referred to as GTA.
- 2.5 Grenada Ports Authority shall be referred to as GPA.

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- 2.6 Lifeguard means a paid or volunteer professional rescuer trained in water safety and life saving.
- 2.7 Parasailing means a recreational activity where a person is towed behind a boat while attached to a specially designed parachute, known as a parasail.
- 2.8 Pedalo means small pedal-propelled boats used for pleasure.
- 2.9 Personal Water Craft (PWC) – Motorised - is a power-driven vessel that is 4.5 metres or less in hull length including jet ski, wave runners, dingy, seadoo etc and is capable of carrying one or more persons in a sitting, standing or kneeling position.
- 2.10 Proper Lookout – every vessel shall at all times maintain a proper lookout by sight and hearing as well as by all available means appropriate in the prevailing circumstances and conditions so as to make a full appraisal of the situation and of the risk of collision. (Extracted from the Maritime & Coastal Agency (mca) Distress signals & Prevention of Collision Regulations from Convention on the International Regulations for Preventing Collision at Sea).
- 2.11 Safe speed – every vessel shall at all times proceed at a safe speed so that she can take proper and effective action to avoid collision and be stopped within a distance appropriate to the prevailing circumstances and conditions.

In determining a safe speed the following factors shall be among those taken into account—

(a) By all vessels—

- (i) the state of visibility;
- (ii) the traffic density including concentrations of fishing vessels or any other vessels;

- (iii) the manoeuvrability of the vessel with special reference to stopping distance and turning ability in the prevailing conditions;
 - (iv) at night the presence of background light such as from shore lights or from back scatter of her own lights;
 - (v) the state of wind, sea and current, and the proximity of navigational hazards;
 - (vi) the draught in relation to the available depth of water.
- (b) Additionally, by vessels with operational radar—
- (i) the characteristics, efficiency and limitations of the radar equipment,
 - (ii) any constraints imposed by the radar range scale in use;
 - (iii) the effect on radar detection of the sea state, weather and other sources of interference;
 - (iv) the possibility that small vessels, ice and other floating objects may not be detected by radar at an adequate range;
 - (v) the number, location and movement of vessels detected by radar;
 - (vi) the more exact assessment of the visibility that may be possible when radar is used to determine the range of vessels or other objects in the vicinity. (Extracted from the Maritime & Coastal Agency (mca) Distress signals & Prevention of Collision Regulations from Convention on the International Regulations for Preventing Collision at Sea).

2.12 Scuba means self-contained under-water breathing apparatus.

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- 2.13 Scuba Diving means the exploration of the under-water environment using scuba equipment.
- 2.14 Snorkeling means the exploration of the underwater environment using fins, masks and snorkels without the use of scuba equipment.
- 2.15 Vessel means any description of watercraft used or capable of being used as a means of transportation on water.
- 2.16 Water-skiing means the act of a person, whether or not equipped with floats (called skis) fastened underfoot, being towed through the water by a boat or vessel, aircraft, hydrofoil or hover-craft.
- 2.17 Watersports activity means the undertaking of any activity by use of speedboats and includes jet-skiing, water-skiing, surfing and any other activity within any body of open water, whether for recreation, entertainment or otherwise.
- 2.18 Watersports operator means the business concerned with watersports services and includes the person who, in the absence of such owner/s is/are primarily in charge of that business.
- 3.0 GENERAL REQUIREMENTS FOR ALL WATERSPORTS OPERATORS**
- 3.1 Minimum Requirements
- 3.1.1 The watersports operator shall provide adequate (to be determined by GPA) public liability insurance to cover all available activities.
- 3.1.2 All vessels engaged in watersports activity shall be registered and obtain a valid license from GPA. The carrying capacity should be prominently displayed on the vessel.
- 3.1.3 Upon registration, all watersports operators shall present GPA licence to GTA to be given identification numbers as a tourism business.

- 3.1.4 All watersports personnel shall demonstrate competencies in his/her area of operation. Watersports personnel shall be fully knowledgeable about the equipment used or to be used on their craft.
- 3.1.5 All watersports personnel shall be proficient in English and comply with the age restriction as per the Power Craft Act Cap. 247 and SRO 26 of 2002.
- 3.1.6 Watersports operators shall have a written safety policy and an operating procedure familiar to all staff. Written and practical training relating to emergency procedures shall be provided for all staff.
- 3.1.7 All watersports participants shall be supplied with adequate safety gear prior to the activity.
- 3.1.8 All incidents and accidents shall be logged and reported to the relevant authorities. It shall be the responsibility of the watersports operator to pass on any important information to the relevant authorities that they deem could affect the safety or comfort of the customer and other users.
- 3.1.9 Operators shall maintain a log of the number of persons before departure for the activity, upon completion of the activity and on return to base.
- 3.1.10 Adequate rescue craft(s) shall be equipped, prepared and readily available when watersports activities are taking place. Each watersports facility shall have rescue craft(s) and spotter(s) on duty during the periods of operation.
- 3.1.11 In cases where customers wish to use their own equipment watersports operators shall check the equipment for suitability and safety except in cases of scuba diving.
- 3.1.12 All vessels shall be checked by GPA annually and maintained by the owner/operator on a regular basis and documented.
- 3.1.13 The watersports operator shall ensure that all participants undergo safety/familiarisation procedures prior to commencing the activity.

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- 3.1.14 The watersports operator shall be required to keep a float plan before and after the activity.
- 3.1.15 The operator shall clearly state areas that are off-limits to the participants and enforce them.
- 3.1.16 Vessels shall be securely stored when not in used and fuel securely stored at all times.
- 3.1.17 Watersports equipment shall be stored and maintained in accordance with manufacturer's specifications.
- 3.1.18 Life saving equipment and other emergency equipment shall be available at the point at which the excursion begins and in accordance with the relevant legislation. All watersports operators and personnel shall be trained in and capable of administering basic first aid.
- 3.1.19 The watersports operator shall be equipped with functional marine VHF radio, which can be used in emergency situations.
- 3.1.20 All vessels and vessels in transit shall—
 - (a) conform to internationally recognised 'rules of the road.'
 - (b) operate at 'no-wake' speeds within all bays and when less than 183 metres (200 yds) from shore.
 - (c) be operated in accordance with information and rules governing the local marine environment.
- 3.1.21 Code of Conduct and Ethics for Watersports Operators Watersports operators shall—
 - (a) practice good personal hygiene and proper grooming;
 - (b) be free of any illicit drug/substance, alcohol and any form of intoxicating substance while on or prior to going on duty;

- (c) wear or have available a valid picture identification badge issued by the relevant authority;
- (d) be punctual;
- (e) not smoke on the vessel;
- (f) immediately hand over any property that was accidentally left on the vessel by a participant to either the tour representative or the relevant agency (hotel, cruise ship and port and tourism authority);
- (g) not use a horn or any other instrument for the purpose of soliciting participants;
- (h) not use any abusive language or insulting gestures or unruly behavior while on duty;
- (i) not race his engine or make any loud or unnecessary noise;
- (j) there shall be no harassment of tourists;
- (k) no weapons are to be carried;
- (l) every person operating a craft shall observe a code of ethics, namely—
 - (i) respect the rights of all users of recreational waterways, both on public waters and adjacent property;
 - (ii) to be considerate of other users at the launch ramps and docks;
 - (iii) follow the navigational rules of the road around all other craft or vessels; including minimising wake and its effect on other users;
 - (iv) to give all anchored or drifting vessels adequate room;

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- (v) to be especially aware of swimmers, divers and other craft, when approaching shore;
 - (vi) not to disturb wildlife and to avoid areas for the protection of wildlife;
 - (vii) not to litter the shore, nor be careless with the use and disposal of fuel or oil, and
 - (viii) to render assistance in case of emergency.
- (m) All craft shall be accompanied by a valid certificate of registration (Hard Card Port, Fisheries and GTA);
- (n) Rental rates shall be posted and adhered to in all cases. There shall be no undercutting of established rates;
- (o) An official time log shall be kept to eliminate disputes, which may arise concerning the length of rental time.

4.0 SPECIFIC REQUIREMENTS FOR WATERSPORTS OPERATORS

4.1 Water-skiing

- (a) Operators shall fly the appropriate flag when engaged in waterskiing operation.
- (b) Operators shall operate a safe distance from swimming and marine protected areas.
- (c) Vessels used for waterskiing shall—
 - (i) be of an approved make and fit for use;
 - (ii) be fitted with a towing bridle or pylon;

- (iii) have an insurance policy that covers this particular use of the boat;
 - (iv) shall be equipped with an emergency kill-cord which shall be attached to the operator.
- (d) Ropes, skis and bindings shall be checked for wear and tear before use by the operator and during the off-season periods.
- (e) Skiing shall only take place in specified areas.
- (f) All water-skiing participants shall be provided with appropriate lifejackets prior to going afloat. Persons who refuse to comply with this safety regulation shall not be allowed on the craft.
- (g) There shall be a minimum of two (2) members of crew in the boat during the skiing exercise; one for driving and the other for observing.

4.2 General Requirements for Snorkeling and Scuba Diving

- (a) A clear environmental policy shall be maintained by the operator stating but not limited to 'no touch no take' rule.
- (b) When taking underwater pictures, participants shall be advised not to lean into or grab the reef.
- (c) Gear shall be closely attached to the body. Flashlights, cameras, and gauges shall not be allowed to drag on the ocean floor.
- (d) All rental gear shall be sanitised before use.
- (e) Instructors shall brief participants on safety procedures before going afloat.
- (f) All participants shall sign a liability release.

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4.3 Snorkeling

- (a) The operator reserves the right to exercise his/her discretion to refuse a client from participating in this activity.
- (b) Instructors shall inform participants of all areas designated for snorkeling.
- (c) Instructors shall inform participants of tidal/current drifts and ensure that they are within designated areas.
- (d) Prior to going afloat snorkeling participants shall be offered masks, snorkels, fins and snorkeling vest that are free from damage and in sound condition.
- (e) Where snorkeling takes place from a pontoon and not directly from a vessel, the pontoon shall be in a good and safe condition and fit for this purpose. The pontoon shall be securely anchored or moored to prevent drifting while participants are snorkeling in the water.

4.4 Scuba Diving

- (a) All scuba diving shall be offered by a licensed operator.
- (b) All scuba diving professionals shall be certified by an internationally recognised organisation and maintain their active membership.
- (c) All facilities wishing to offer scuba diving as a part of their product shall apply for and receive approval from the necessary relevant national authorities prior to offering such activities.
- (d) All scuba diving equipment and crafts shall be regularly and thoroughly checked for safety by qualified personnel.

- (e) For the safety and security of all scuba dive instructors and diving participants there shall be regular risk assessments made of open water dive sites and the necessary safety precautions taken.

There shall be comprehensive records kept of all paperwork (medical/liability release) signed and dated by the participants.

- (f) All scuba diving activities shall be conducted under the guidelines of a recognised and approved international agency.
- (g) During each diving expedition offered by a local scuba dive operator a qualified instructor or dive master shall make their services available to divers to ensure their safety.
- (h) All dive briefings shall be given to the participants prior to the commencement of the dive. This shall include all relevant information such as duration of dive, maximum depth, safety stops, the buddy system, hand signals, safety signs, emergency recall signals, and warnings about environmental requirements.
- (i) Excursion/activity record shall be left ashore and updated regularly detailing dive sites, duration and the number of participants.
- (j) There shall be clearly established procedure in case of emergencies, particularly when the dive is away from the hotel/watersports facilities. This shall include protocols in the case of decompression or dive related illnesses or injuries.
- (k) The dive guide shall be equipped with a Surface Marker Buoy (SMB) or Delayed Surface Marker Buoy (DSMB) which shall be used on all dives.
- (l) All vessels shall stand off at a minimum of 45 metres (50 yd) while awaiting the resurfacing of divers that are down.
- (m) When diving from a vessel, the vessel shall be manned at all times by someone not taking part in the dive itself but capable of operating the vessel.

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- (n) On stationary dives the boat shall be attached to a mooring or a suitable anchor.
- (o) A dive craft shall always be equipped with the following—
 - (i) a diver flag;
 - (ii) emergency oxygen and first aid kit.

4.5 Parasailing

- 4.5.1 Separate precautions shall be taken depending on the launch facilities in use as follows—
 - (a) Beach Launch – launch area shall provide a smooth, obstacle clear launch way;
 - (b) Pontoon Launch – take off/landing site shall be clearly marked;
 - (c) Winch Launch – take off/landing site shall be clearly marked.
- 4.5.2 Take-off and landing must, as far as possible, be consistently smooth, with clear, precise hold on the harness.
- 4.5.3 Watersports personnel shall teach participants emergency hand signals prior to parasailing experience.
- 4.5.4 There shall be reliable communication between the boat and the launch crew by either Very High Frequency (VHF) radios or hand signals.
- 4.5.5 During the participant's parasailing experience there shall be a minimum of two (2) crew members in the vessel: a driver and a suitably experienced assistant who shall assist with take-off and landing.
- 4.5.6 Captains shall be appropriately trained for both landing and take-off.

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- 4.5.7 There shall be an unobstructed view of the parasailer at all times from the tow craft.
- 4.5.8 The tow craft shall be equipped with cutting equipment in case of entanglement or release failure.
- 4.5.9 The following procedures and rules shall be observed in respect of parasailing operations namely—
- (a) Prior to the operator of a parasailing vessel commencing operations on any day, the operator shall make a thorough inspection of all parasailing equipment to be used to ensure it is in safe operation. Equipment includes, but is not limited to, ropes, harnesses, webbing, clips, shrouds, canopies, winch controls and the vessels.
 - (b) The operator shall not use or allow the use of parasailing equipment that the operator knows is unsafe.
 - (c) The operator shall keep a written record of each daily inspection, which must provide the following—
 - (i) the date of inspection;
 - (ii) the name of the person who conducted the inspection and
 - (iii) confirmation that the equipment was found to be safe, or otherwise i.e unsafe;
 - (iv) confirmation that the equipment was found or suspected to be unsafe;
 - (v) the reasons for the equipment being unsafe.
 - (d) The operator of a parasailing vessel shall ensure that all equipment utilised for parasailing is fitted, maintained and used in accordance

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with any instructions provided with the equipment by the manufacturer.

- (e) The operator of a parasailing vessel shall ensure that each item of equipment used for parasailing (inclusive of winch) is thoroughly inspected twice annually by the GPA.
- (f) The operator of a parasailing vessel shall ensure that a written record of the inspection in subparagraph (e) includes the following information—
 - (i) the date of inspection;
 - (ii) any deficiencies found in the equipment;
 - (iii) any corrective action found for that equipment and
 - (iv) the serial number of the defective equipment.
- (g) The written record referred to in this paragraph shall be kept for the life of the equipment.
- (h) The operator shall test the winch through its full range of operation prior to commencing parasailing each day.
- (i) The winch rope used for parasailing purposes shall have a minimum breaking strain of 2177 kg (4800 lbs).
- (j) The length of the rope used shall not exceed the maximum length specified by the harness's manufacturer.
- (k) The rope used in parasailing shall be replaced after one year. It shall be replaced before one year if the rope is frayed or damaged and that 15 cm (6 inches) is cut off at the earlier of—
 - (i) two (2) weeks after its first use, or

- (ii) the completion of 400 parasail flights.
- (l) The operator of a parasailing vessel shall ensure that only a person with 500 parasail flight as a parasailing deckhand, or 100 parasail flights in control of the vessel (under supervision), using different chute sizes and under diversified weather conditions shall act as a master of the parasailing vessel.
- (m) The operator of a parasailing vessel shall ensure that all persons involved in conducting the parasailing are adequately trained and experienced for the duties the person performs in conducting the parasailing.
- (n) The operator shall keep a written record of the relevant qualifications, training and experience of each involved in conducting the parasailing.
- (o) The operator shall ensure that a person holding a “B” Class Master License is onboard the parasail vessel to act as a lookout and monitor the operation whilst conducting parasailing activities.
- (p) The operator shall ensure that no person under the age of 18 years is permitted to parasail without the written consent of their parent or guardian; and that any person under the age of 12 years shall be accompanied by an adult on the parasail.
- (q) The operator shall ensure that all persons whilst parasailing wear a personal floatation device approved by the Ports Authority.
- (r) Whilst conducting parasailing activities, the operator of a parasailing vessel shall ensure that the tow line and the person parasailing maintain a minimum distance of—
 - (i) 67 m (200 ft.) from a helicopter, sea plane or other aircraft that is airborne;

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- (ii) 67 m (200 ft.) from another parasailing vessel conducting parasailing;
 - (iii) 33 m (100 ft.) from another ship, whether underway, moored or an anchor;
 - (iv) 33 m (100 ft.) from a power-line, wharf, jetty or other fixed structure.
 - (s) The operator of a parasailing vessel shall not commence parasailing unless the operator reasonably believes the distance mentioned in paragraph (r) can be maintained.
 - (t) The operator of a parasailing vessel shall immediately cease parasailing operations if the operator believes the distances mentioned in paragraph (r) cannot be maintained.
 - (u) The operator of a parasailing vessel shall ensure that the wind speed and the direction is monitored and taken into account each day and time whilst conducting the parasailing operation.
 - (v) Notwithstanding the provisions detailed in paragraph (r) the captain is to be satisfied that the weather conditions are favourable prior to the commencement of parasailing operations, and once the weather deteriorates is to suspend the same.
- 4.5.10 The operator shall not make any unauthorised modifications/repairs (as per manual/manufacture's instructions) to the equipment.
- 4.6 Inflatable Towables**
- 4.6.1 The following procedures and rules shall be observed in respect of towable inflatable operations, namely—
- (a) operators of a towable inflatable shall be suitably qualified;

- (b) a suitably experienced look-out shall be provided to observe the rider at all times;
- (c) equipment shall be maintained in accordance with manufacturer's instructions;
- (d) personal floatation devices are mandatory for all passengers on power boats and inflatables towable;
- (e) the GPA shall set operational areas for inflatable towables;
- (f) the boat towing the inflatable shall not proceed at a speed greater than 15 knots or the manufacturer's specification;
- (g) whilst conducting inflatable towable activities, the operator shall ensure that the operator maintain a minimum distance of—
 - (i) 33 m (100 ft.) from a powerline, wharf, jetty or other fixed structure;
 - (ii) 33 m (100 ft.) of a navigational hazard; or
 - (iii) 67 m (200 ft.) outside of the swim-line.

4.7 Windsurfing and Kitesurfing

- 4.7.1 The windsurfing and kite-surfing programmes and rentals shall be conducted under the tutelage of a suitably trained and qualified operator/instructor.
- 4.7.2 Any area used for preliminary teaching shall be a buoyed zoned area.
- 4.7.3 Surfers shall be informed of the limits of the sailing area.
- 4.7.4 Surfers shall be given relevant safety briefing prior to the activity.
- 4.7.5 A suitable buoyancy aid shall be provided and correctly fitted to the surfer prior to entering the water.

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- 4.7.6 “Recall Signals” shall be clearly demonstrated to all users prior to surfing.
- 4.7.7 Participants shall be advised to stay in close range of the instructor/facilitator.
- 4.7.8 Operators shall ensure that there is a reliable observer on the beach at all times while surfers are in the water.
- 4.7.9 A dedicated rescue safety craft shall be available for immediate use whilst facilities are in operation.

4.8 Pedalos/Pedal Vessels

- 4.8.1 Pedalos/pedal vessels shall have attachments for lifting and towing.
- 4.8.2 Participants shall be given safety instructions and be taught emergency signals prior to entering the water.
- 4.8.3 A record of users shall be kept.
- 4.8.4 All equipment shall be kept in good condition and maintenance logged.
- 4.8.5 The zoning system shall be explained to the users prior to their departure.
- 4.8.6 Pedalos/pedal vessels participants shall operate a safe distance from swimmers.
- 4.8.7 A suitable buoyancy aid shall be provided and correctly fitted to the pedalos/pedal vessel participant.

4.9 Personal Water Crafts (PWC) – Motorised

- 4.9.1 All participants who operate a PWC shall comply with the Power Craft Act Cap 247 and SRO 26 of 2002.
- 4.9.2 There shall be a designated area for operation.

- 4.9.3 At the beginning of the operation water sports personnel shall provide the participant with information on riding methods, location of the instructor, off limit areas, and other relevant information.
- 4.9.4 The operator reserves the right to exercise his/her discretion to refuse a client from participating in the watersport activity.
- 4.9.5 All watersports participants shall be fitted with safety equipment including floatation device.
- 4.9.6 Participants shall be given the opportunity to familiarise themselves with the craft prior to departure.
- 4.9.7 Watersports operators shall not solicit bathers through undue coercion—

Example: Driving near to bathers and harassing them to take a ride.
- 4.9.8 Automatic kill-switch shall not be tampered with or modified and shall be worn by the operator at all times.
- 4.9.9 All participants who are using rental equipment not manned by a watersports operator shall be under constant supervision.
- 4.10 Jet Skiing**
- 4.10.1 All jet ski shall operate with a licence and in the designated place of operation.
- 4.10.2 Jet Ski operator shall comply with the age limit set in the Power Craft Act Cap 247 and SRO 26 of 2002.
- 4.10.3 Jet Skiing shall only take place on zoned areas.
- 4.10.4 The zoning system shall be explained to the users prior to their departure.
- 4.10.5 Participants shall be given relevant safety briefings prior to using the jet ski.

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- 4.10.6 All users shall be allowed time to familiarise themselves with the craft under supervised instruction.
- 4.10.7 Personal buoyancy aids shall be correctly fitted to participants and adjusted by the authorised jet ski operator prior to take off (please refer to annex A for Jet Ski checklist).
- 4.10.8 All equipment shall be in good condition and well maintained.
- 4.10.9 Jet skiers shall maintain a 200 meter (600 ft) radius around all persons engaged in water activities.
- 4.10.10 All jet skis are to have colour codes and number visible at all times.
- 4.10.11 Operators are not to rent jet skis when waves are 1 m (3 ft) or more.

4.11 Personal Watercrafts (PWC) – Windpowered

- 4.11.1 The rental and tutelage programmes for personal wind powered water crafts shall be conducted by a suitably trained and qualified watersports attendant.
- 4.11.2 Sailors shall be informed of the limits of the sailing area.
- 4.11.3 Sailors shall be given relevant safety briefing prior to the activity and sign a liability release.
- 4.11.4 A suitable buoyancy aid shall be provided and correctly fitted to the sailor prior to entering the water.
- 4.11.5 ‘Recall Signals’ shall be clearly demonstrated to all users prior to sailing.
- 4.11.6 Participants shall be advised to stay in close range of the facility.
- 4.11.7 Operators shall ensure that there is a reliable observer on the beach at all times while sailors are on the water.

4.11.8 A dedicated rescue safety craft shall be available for immediate use whilst facilities are in operation.

4.12 Kayaking/Canoeing/and any other paddled powered operations

4.12.1 All equipment issued shall be of a design and material suitable for the conditions.

4.12.2 All kayaks and equipment shall be maintained in good order to ensure their safe operation.

4.12.3 All kayakers shall be given safety briefing and personal floatation device.

4.12.4 All kayaks shall be constructed and equipped so as to maintain float level when the cockpit(s) is/are flooded. This requires either–

- (a) secured positive buoyancy at each end; or
- (b) fore and aft bulkheads with watertight hatch covers; or
- (c) pod cockpits with water tight hatch covers; or
- (d) sit on top kayaks with self-draining cockpits.

4.12.5 All kayaks shall have deck lines that allow a swimmer to hold onto and where appropriate sufficient deck attachments to hold all external emergency equipment securely.

4.12.6 All guides shall–

- (a) be equipped with suitable towing devices;
- (b) have previous personal experience kayaking that area;
- (c) be familiar with the types of kayaks and equipment being used.

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- 4.12.7 Every tour that goes beyond visual contact with a land based operations manager, shall have an emergency communications plan.
- 4.12.8 Every tour shall have a float plan which shall be left with the operator.
- 4.12.9 The operations manager shall hold a trip plan and record of the following—
- (a) names and emergency contact details of all clients;
 - (b) kayaks and equipment which were provided;
 - (c) intended route plan, place and date of return;
 - (d) information on local hazards such as reefs and shipping lanes;
 - (e) information on environmental care;
 - (f) instructions on the use of emergency equipment;
 - (g) advice on what personal clothing and equipment is appropriate for the area;
 - (h) information on how to raise outside assistance in case of an emergency or how to contact the operations manager;
 - (i) instructions on how to use, fit or adjust kayaks and equipment such as spray deck, rudder pedals and buoyancy aid;
 - (j) information on how to deal with rough waters and/or strong winds;
 - (k) information on capsise and wet exit techniques and deep-water reentry methods;
 - (l) information on surf landings and launching if appropriate;
 - (m) information on paddling and steering.

4.13 Sports Fishing

- 4.13.1 Sports fishing vessels shall be compliant with the SCV Code.
- 4.13.2 All gear and modes of operation shall conform to the regulations stipulated by the Fisheries Division.
- 4.13.3 It is recommended that catch-and-release fishing shall be practiced.
- 4.13.4 Sports fishing charters shall ensure that no monofilament line or other fishing gear and vessel garbage are discarded into the sea.
- 4.13.5 Sports fishing shall take place with a licensed operator.
- 4.13.6 The use of poisons, chemicals, or explosives is prohibited.
- 4.13.7 Sports fishing vessels shall maintain a safe distance of at least 67 m (200 ft) from all scuba diving and other fishing activities.
- 4.13.8 All game/sports fishing vessels shall have a safety briefing given to the participants prior to the commencement of the trip. This shall include duration of the trip, distance and emergency procedures.
- 4.13.9 Prior to departure a trip plan shall be lodged with the marina in which the vessel is berthed and the coast guard on a daily basis.
- 4.13.10 A fully functional first aid kit shall be kept on the vessel at all times.

4.14 Glass-Bottom Boats

- 4.14.1 All glass-bottomed boat operators shall comply with good seamanship.
- 4.14.2 Glass-bottom boat operators shall follow established rules, regulations and guidelines for the particular area in which they are operating.
- 4.14.3 Captain and crew of the glass-bottomed boat shall maintain a proper lookout and safe speed.

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4.14.4 Operators shall ensure adequate supervision of guests while conducting their activities.

4.14.5 All glass-bottomed boats and equipment shall be maintained in good order for safe and effective operation.

5.0 REQUIREMENTS FOR WATER TAXI OPERATORS

5.1 All passengers shall be given a safety briefing and be offered the use of personal safety device whose use shall be demonstrated to them.

5.2 All vessels used to transport visitors shall be inspected, licenced and registered by the Port Authority.

5.3 The maximum carrying capacity as approved by the Port Authority shall be visibly displayed on the vessel.

5.4 The approved fares shall be visibly displayed on the vessel.

5.5 The operator shall not ask for more than the prescribed fare.

5.6 Water taxi vessels shall—

(a) be maintained in good condition at all times;

(b) have garbage bags or bins available;

(c) have a first aid kit;

(d) have personal flotation devices for every passenger.

5.7 Passengers shall have easy access and egress.

5.8 Luggage shall be properly secured and carried in a safe manner.

5.9 The vessel shall not carry more than the stipulated number of passengers.

- 5.10 All water taxi operators shall be suitably trained by the relevant authority.
- 5.11 All water taxi operators shall operate from an approved area.
- 5.12 Operators shall not solicit or demand gratuity from passengers.
- 5.13 Operators shall be courteous and helpful to passengers. Anyone found to be abusive, discourteous or rude while on duty will be liable to disciplinary action as stipulated in the Tourist and Vendors Act of 2001.
- 5.14 Structure and spaces considered non-watertight shall be provided with efficient drainage arrangements.

6.0 REQUIREMENTS FOR GENERAL SAFETY

- 6.1 When spare petrol is carried on board in portable containers for any purpose, the containers shall be clearly marked and shall be stored where they can be readily jettisoned.
- 6.2 Unless needed for the machinery, combustible materials shall not be stored in the machinery space.
- 6.3 Machinery containing oil shall be provided with a readily accessible galvanised steel drip tray or other suitable means to collect leakages.
- 6.4 The machinery space shall be kept clean and tidy.
- 6.5 Insulating materials fitted in the machinery space of vessels shall be noncombustible.
- 6.6 Machinery and fuel tank spaces shall be separated from accommodation spaces by boundaries, which prevent the passage of vapours.
- 6.7 In areas assigned for cooking the following shall apply–

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- (a) The structural fire protection device(s) fitted shall be in accordance with the potential fire hazard associated with cooking appliances;
- (b) Cooking appliances such as deep-fat fryers, or other appliances that pose an equally high fire hazard, shall not be used in the vessel unless there is a fixed fire extinguishing system;
- (c) There shall be suitable fire retardant barriers built around cooking and heating appliances.
- (d) Cooking ranges and exhaust hoods shall be fitted with grease trap.

6.8 In case of emergency the coast guard shall be contacted.

6.9 In the interest of safety—

- (a) All operators shall provide each person operating or riding a craft with an approved personal floatation device.
- (b) All personal watercraft and rented equipment shall not be operated from sunset to sunrise except with the approval of the Port Authority.
- (c) A craft shall not be operated in weather and sea conditions which may prove hazardous as determined by the Port Authority.
- (d) A craft shall maintain a distance of 33 metres (100 ft) from any divers-down flag, and 67 metres (200 ft) offshore, only approaching the shore in a designated staging area.
- (e) Embarkation and disembarkation from any craft shall occur in designated areas as approved by GPA.
- (f) In the event of an accident any person operating a vessel involved in a boating accident shall make every reasonable effort to provide aid to the involved persons and report the accident to the proper authorities; and

- (g) Every operator shall render aid, whenever possible to persons in distress at sea.

7.0 REQUIREMENTS FOR MARINE ENVIRONMENTAL CONSERVATION

- 7.1 All users of the sea and beach shall comply with the national laws and regulations.
- 7.2 Watersports operators shall conduct environmental awareness briefings.
- 7.3 There shall be no littering into the water.
- 7.4 There shall be no standing on, or touching of the coral reef.
- 7.5 A 'no contact' policy with regard to marine species shall be implemented and strictly adhered to.
- 7.6 Participants shall be encouraged to use waterproof sunscreen and lotion and avoid products that wash off in the water and become pollutants.
- 7.7 Boat operators shall use reef-mooring buoys where available and drop anchors well away from reefs.
- 7.8 Reception facilities and land-based restroom shall be used where available to reduce the impacts associated with sewage and garbage disposal at sea.
- 7.9 Vessel marine sanitation devices shall be kept in good operating condition.
- 7.10 Garbage shall be contained in areas where it cannot be easily blown overboard.
- 7.11 Watersports operators shall be encouraged to use paper plates and cups instead of Styrofoam or plastic to minimise the danger to marine life.

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STANDARD REQUIREMENTS

III. TOUR OPERATORS AND TOUR GUIDES

8.1 Terms and Definitions

For the purposes of this Code of Practice the following terms and definitions shall apply.

- 8.1.1 Aircraft means any mechanically propelled device that is capable of flight, including a helicopter or an aeroplane.
- 8.1.2 All-inclusive means the total cost of the tour including all charges that may be incurred while on tour.
- 8.1.3 Carrying Capacity means the maximum number of people that can use the tourist attraction, without causing an unacceptable deterioration in the environment and without an unacceptable decline in the quality of the visitor's experience.
- 8.1.4 Community Tour Guide means a tour guide who provides a tour guiding service within or near his community.
- 8.1.5 Destination Management Services mean services provided by a company which may include contracts with hotels transportation companies or other suppliers to create a tour package for resale directly to the consumer or travel agents.
- 8.1.6 Floating Craft means any propelled, passenger-bearing vessel that floats on water.
- 8.1.7 Motor Vehicle means any mechanically propelled vehicle intended or adapted for use on land.
- 8.1.8 Public Liability Insurance means insurance coverage given to a member of the public for loss of or damage to property or injury to person.

- 8.1.9 Quality means the totality of characteristics of a product that bear on its ability to satisfy stated and implied needs.
- 8.1.10 Tour means any prearranged journey to one or more destinations provided by a tour guide or tour operator to a tour party, for remuneration.
- 8.1.11 Tour Guide means an individual who leads a tour party, provides accurate information, interprets, indicates and informs on items of interest along the way to or at a tourist attraction.
- 8.1.12 Specialty Tour Guide means a tour guide who has expert knowledge on a specific activity or particular tourist attraction for which the tour had been arranged.
- 8.1.13 Tour Itinerary means the itemised aspects of the tour including the route and expected times of departure and return of the tour party.
- 8.1.14 Tour Operator means an individual or company that provides a range of services for the tourism market whether international or domestic, including—
- (a) destination management services;
 - (b) the assembly of tour packages; and
 - (c) the promotion of the attractions, products and services of Grenada.
- 8.1.15 Tour Package means a combination of several components provided by one or more suppliers, which is sold to the consumer as a single product at a single price.
- 8.1.16 Tour Party means an individual or a group of individuals who is a participant of a tour.
- 8.1.17 Tourist Attraction means something of interest to the tour party, including flora and fauna, cultural activity, people, natural or scenic wonder, man-made theme park, cultural or historic exhibition, or wild life or ecological park.

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8.2 GENERAL RESPONSIBILITIES OF THE TOUR GUIDE

The tour guide is often the principal link between tour parties, the local population and its culture. The behaviour and conduct of the tour guide should reflect the responsibilities of a representative of the country. The major responsibilities of the tour guide are to—

- 8.2.1 contribute to the promotion and preservation of the tourism industry in Grenada;
- 8.2.2 contribute to the promotion and preservation of local craft and culture;
- 8.2.3 conserve the environment;
- 8.2.4 provide for the safety of the tour party;
- 8.2.5 report any abuse or infraction of the law of Grenada to the relevant authority;
- 8.2.6 advise members of the tour party on current charges for services or items that may be purchased;
- 8.2.7 provide the tour party with accurate information about transportation, tourist services, social and economic conditions, accommodation and dining facilities and other matters of interest in the country;
- 8.2.8 advise the tour party on acceptable modes of behaviour and practice;
- 8.2.9 provide for the comfort, interest and enjoyment of the tour party; and
- 8.2.10 ensure that the carrying capacity of the tourist attraction is not exceeded.

8.3 SPECIFIC RESPONSIBILITIES OF THE TOUR GUIDE

In addition to the general responsibilities as detailed in clause 3, the tour guide is responsible for the following—

-
- 8.3.1 the safety of the tour party while on tour;
- 8.3.2 assisting the tour party to minimise any negative impacts on the tourist attraction;
- 8.3.3 providing the tour party with accurate information about the social, political and environmental circumstances of the country;
- 8.3.4 ensuring that no law of Grenada is broken by the tour party during the course of the tour;
- 8.3.5 ensuring that the tour itinerary outline is generally adhered to during the course of the tour; and
- 8.3.6 ensuring that all legal requirements are met.

8.4 TRAINING

All tour guides shall be trained by the national accredited training agency for tour guides or any other training program approved by the Grenada Tourism Authority.

- 8.4.1 The training shall include—
- extensive product information;
 - general first aid;
 - interpersonal skills;
 - standard English.
- 8.4.2 Specialty tour guides, including community, bird-watching and turtle watching guides, shall have relevant experience or training in their field including the foreign language where relevant.
- 8.4.3 After training and having met the appropriate requirements, tour guides shall be licenced and registered by the Authority before they can practice.

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In addition all tour driver, guides shall be trained and licensed as tour guides.

8.5 REGISTRATION AND CERTIFICATION

8.5.1 All tour guides shall be members in good standing of a recognised and registered tour guides association. Alternatively, such individual or association shall be registered with or recognised by the Board of the Directors of the Grenada Tourism Authority.

8.5.2 All crafts wishing to operate tours or charters in Grenada territorial waters shall satisfy the safety requirements stipulated by the Grenada Coast Guard and must be registered with the Authority and the Grenada Ports Authority.

8.5.3 Upon registration, all tour guides shall apply to the Authority to be licensed and certified.

8.5.4 All registered tour guides shall only operate with a valid licence.

8.5.6 Tour guides shall be certified by the Authority after receiving the training and meeting any additional requirements of the Authority.

9.0 APPEARANCE

The tour guide is a service provider and as such, functions in the public's eye. Hence, appearance is very important to convey a professional image.

The tour guide shall—

9.1 be appropriately attired while on duty;

9.2 be medically fit;

9.3 ensure that good personal hygiene practices are upheld at all times; and

9.4 be appropriately identified as such during the tour by a badge and or uniform.

10.0 CONDUCT

The tour guide shall—

- 10.1 be hospitable;
- 10.2 use appropriate language and be capable of expressing himself clearly in standard English and or the language required by the tour party;
- 10.3 not be under the influence of alcohol, drugs and illegal substances prior to or during the tour; and
- 10.4 demonstrate professional behaviour.

11.0 INSURANCE

- 11.1 Tour guides contracted to tour operators shall be covered by the terms and conditions of the labour law in accordance with the requirements of the law.
- 11.2 Tour operators shall have public liability insurance and personal accident insurance; which applies to their contracted tour guides.
- 11.3 All self-employed tour guides shall have public liability insurance and personal accident insurance.

12.0 EQUIPMENT

The tour guide shall—

- 12.1 ensure that all equipment to be used on the tour is in proper working order;
- 12.2 be competent in the use of the equipment to be used on the tour;
- 12.3 have, where practical, an effective means of communication with a responsible third party, in the event of emergencies; and

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NOTE Means of communication could include portable radios, cell phones flares or other means of attracting attention.

- 12.4 ensure that the safety equipment provided is utilised throughout the tour, where relevant.

EXAMPLE Life jackets shall be donned at the start of the tour and kept on throughout the tour whilst the tour party is on a floating craft.

13.0 PRE-TOUR PREPARATION

The tour guide shall—

- 13.1 research material for the tour to ensure that their facts on the tourist attractions are current and relevant;
- 13.2 prior to use on the tour, thoroughly examine all equipment for apparent defects;
- 13.3 determine the tour party profile, if information is available;

EXAMPLE The profile of the tour party may be the gender, age group, and physical disabilities, language capability.

- 13.4 tailor presentation to suit the tour party;
- 13.5 check communication and safety equipment to see if it is working properly and be familiar with its use;
- 13.6 determine, where possible, if the route intended for tour is suitable for safe passage;
- 13.7 be familiar with alternate routes in the event that the original intended path is inaccessible or not suitable for safe passage;

- 13.8 notify any relevant agencies including the department of forestry or any responsible third party of intention to host tour in particular area.

EXAMPLE For hiking tours, the local police service should be notified of the proposed departure and arrival times and the intended route; and

- 13.9 ensure that the first-aid kit is complete.

14.0 RECEPTION AND DEPARTURE FOR TOUR

The tour guide shall arrive well before the scheduled arrival of the tour party in order to prepare himself and all necessary equipment for the tour.

At the arrival of the tour party, the tour guide shall direct the tour party to a strategic assembly point.

After securing the attention of all the members of the tour party, the tour guide shall:

- 14.1 formally welcome the tour party and conduct introductions;
- 14.2 verify the number or names of individuals in the tour party;
- 14.3 determine any special concerns or restrictions pertaining to the tour, host population and of the individuals of the tour party;

EXAMPLE Taking of pictures of host population without prior permission.

- 14.4 briefly describe the tour;
- 14.5 alert the tour party of fragile environments and the ways to avoid negative impacts on them;

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- 14.6 inform the tour party about any regulations or rules regarding the tourist attraction to be visited;
- 14.7 inform the tour party about the conditions of the tour, including the physical exertions involved, climatic conditions and risk areas requiring special attention;
- 14.8 inform the tour party about appropriate action in the event of an injury or a member being separated from the rest of the tour party; and
- 14.9 perform a demonstration on the use of the relevant safety equipment.

15.0 CONDUCTING THE TOUR

The tour guide shall be knowledgeable about the tourist attraction and shall give directions, interpret, indicate and provide information on items and places of interest and have the overall responsibility for the tour.

When presenting the information, the tour guide shall—

- 15.1 speak clearly and audibly when describing or answering questions, avoiding the use of slang or local expressions unless their meanings are explained in Standard English or the language of the tour;
- 15.2 use educational aids where available, including guidebooks, brochures and illustrations.
- 15.3 point out washrooms, concession booths and stores where available.

The tour guide shall also be able to direct the tour party to sources of further information if so desired.

Safety equipment and first-aid kit shall be readily accessible on tour.

The tour guide shall also periodically check to determine that all members of the tour party are present and accounted for.

16.0 DIFFICULT SITUATIONS

The tour guide shall have contingency plans for dealing with unexpected events such as–

- 16.1 sick or injured members of the tour party;
- 16.2 missing or lost members of the tour party;
- 16.3 lost items;
- 16.4 disruptive or undesirable behaviour from one or more members of the tour party;
- 16.5 adverse weather conditions; and
- 16.6 mechanical failures.

As part of the contingency plans, the tour guide shall be knowledgeable about the relevant agencies to contact and the locations of the nearest relevant emergency facilities.

17.0 POST-TOUR ACTIVITIES

At the end of the tour the tour guide shall–

- 17.1 guide the tour party back to the starting point or other prearranged location;
- 17.2 ensure that all members of the tour party are present and accounted for;
- 17.3 thank the members of the tour party for their participation in the tour;
- 17.4 inform the tour party of other tours and attractions;

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- 17.5 follow up on any information promised to the members of the tour party; and
- 17.6 make available evaluation forms to the tour party and collect these as participants leave at the end of the tour.

18.0 POST-TOUR EVALUATION

In the interest of continuous improvement, after the tour, the tour guide shall—

- 18.1 document any positive highlights of the tour, as well as, any problems or difficulties experienced and any actions taken to resolve the problems or difficulties;
- 18.2 report any issues discovered, both positive and negative, to the relevant agency for follow-up action;
- 18.3 use information received from evaluation forms to feedback into improving the quality of the service provided.

19.0 COMPLAINTS

Systems shall be implemented for dealing with customer complaints.

When faced with a complaint, the tour guide shall—

- 19.1 not admit liability until details and implications are known;
- 19.2 determine the nature of the complaint;
- 19.3 investigate complaint;
- 19.4 deal with the complaint in a timely manner;

- 19.5 select and implement an appropriate solution aimed at addressing the tour party's complaint or rectifying the relevant procedure or process;
- 19.6 follow up where relevant;
- 19.7 document the complaint and solution for future information; and
- 19.8 monitor the corrective action to avoid repetition of the complaint.

20.0 GENERAL RESPONSIBILITIES OF THE TOUR OPERATOR

Because tour operators are often a principal link between tour parties, the local population and its culture, the behaviour and conduct of the tour operator should reflect the responsibilities that are required of him as a representative of the country. The major responsibilities of the tour operator are to—

- (a) contribute to the promotion and preservation of the tourism industry in Grenada;
- (b) contribute to the promotion and preservation of local craft and culture;
- (c) conserve the environment;
- (d) provide for the safety and security of the tour party, including accurate information;
- (e) report any abuse or infraction of the laws of Grenada to the relevant authority;
- (f) prior to tour, advise members of the tour party on current charges and currency for the tour;
- (g) advise members of the tour party of current charge and currency for services and items that may be purchased;

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- (h) provide the tour party with accurate information about transportation, tourist services, social and economic conditions, cultural practices, accommodation and dining facilities and other matters of interest in the country;
- (i) advise the tour party on acceptable modes of behaviour and practice;
- (j) provide for the comfort, interest and enjoyment of the tour party;
- (k) ensure that the carrying capacity of the tourist attraction is not exceeded.

21.0 SPECIFIC RESPONSIBILITIES OF THE TOUR OPERATOR

In addition to the general responsibilities, as detailed in clause 3, the tour operator is responsible for—

- (a) planning the tour itinerary;
- (b) advertising and marketing the tour;
- (c) making bookings for the tour;
- (d) ensuring that the necessary equipment is available and in sufficient quantity for the size of the tour party;
- (e) ensuring that the equipment to be used is in good working order;
- (f) ensuring that tour guides (including contracted personnel) and staff of the tour operators are certified and licensed;
- (g) ensuring an effective means of communication between his tour guide or representative and his base of operation or other appropriate contact in order to cater for emergency situations;

EXAMPLE of effective means of communication - mobile phones, hand radios, CB radios, pager, etc.

- (h) informing a responsible third party of the tour itinerary;

EXAMPLE A responsible third party may be the police, coastguard, office staff or local authority.

- (i) establishing a ratio of tour guides to the tour party relevant to the type of tour in an effort to ensure delivery of a quality service;
- (j) ensuring that all legal requirements are met; and
- (k) the availability of evaluation forms for the services provided for the tour party.

22.0 HIRING PRACTICES

The tour operator should recruit, hire or contract certified or licensed tour professionals. The tour operator is responsible and accountable for their performance and actions.

The tour operator should hire tour guides and drivers who are competent in the tour and would satisfy any requirements specified in the advertising of the tour. Drivers should be holders of a valid driver's permit.

Additionally, if services are to be subcontracted, the tour operator should ensure that the subcontracted services comply with the relevant specifications, standards and regulations.

EXAMPLE Tour buses should comply with the roadworthiness regulations of the Traffic Department of the Royal Grenada Police Force.

23.0 TRAINING

Tour operators should conduct on-going tour guiding, customer relations and management training of staff, and encourage the same for all contracted employees.

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24.0 APPEARANCE

Staff and contracted employees of tour operators should be clearly identified as such.

EXAMPLE They should wear a badge, pin or uniform.

Additionally they should—

- (a) be appropriately attired while on duty;
- (b) ensure that good personal hygiene practices are observed at all times; and
- (c) be medically fit.

25.0 CONDUCT**25.1 Legality**

Tour operators shall conduct their business lawfully, in full compliance with all legislation and regulations pertinent to their operations.

25.2 Ethics

Tour operators shall trade fairly and responsibly, conducting their business with honesty, integrity and transparency. In particular, proper accounting practices and procedures shall be established and maintained.

NOTE: In keeping with good business practices, tour operators should attempt to ensure that all other persons, particularly suppliers and contractors, with whom they have commercial relationships operate in a similar manner.

25.3 Advertising

If services are advertised by the tour operator, the advertising should be truthful and accurate. Advertising should conform to the requirements of Grenada National Standard: GDS 49: Part 1: 1999 – Requirements for Advertising: General, in addition to the requirements stated below:

Advertisements should–

- (a) describe fairly and accurately, the services provided;
- (b) make clear the exact goods and services that are included in the tour for the price quoted, including service charges, taxes and other surcharges under the terms and conditions for the tour; and
- (c) specify the language in which the tour will be conducted.

NOTE: It should be advertised if the tour can be conducted in another language or the services of a translator can be made available.

Booking and cancellation information should be separately stated on the tour brochure.

26.0 FACILITIES

The tour operator should have well-maintained facilities with established means of communication with potential customers or staff. The tour operator should also have facilities for financial transactions.

EXAMPLES Facilities for financial transactions may include means for the customer to pay for a tour such as cash box, debit card or credit card facilities.

Additionally, at the office, the tour operator should provide access to:

- (a) parking;

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- (b) clean washrooms;
- (c) sheltered seating; and
- (d) have a reception area with a person to handle enquiries.

The tour operator should be mindful of the needs of physically challenged persons by providing facilities for their use.

EXAMPLE Ramp for easy access to elevated buildings.

27.0 EQUIPMENT

27.1 General

All equipment, used for the tour, shall be well-maintained, clean and in good working condition at the time of the tour. Where relevant, all equipment shall be properly calibrated. The tour operator shall maintain records of maintenance and calibration checks.

The tour operator should verify that all users of equipment are properly trained, and certified where relevant, to operate their equipment competently and safely and are able to conduct emergency repairs. Additionally, the basic tools needed for such repairs shall be provided.

EXAMPLE Emergency repairs often include changing a flat tyre, restarting a stalled engine and so on.

Where relevant, the tour operator should provide a checklist to be signed by the members of the tour party indicating that the equipment was received in good working order. Where necessary, the tour operator should provide a guide for the usage of equipment and ensure that the tour party fully understands how to operate the equipment safely.

27.2 Motor vehicles, floating craft, aircraft

All motor vehicles, floating crafts and aircrafts shall satisfy legal and regulatory requirements including those relating to registration, insurance, safety equipment and roadworthiness, seaworthiness or airworthiness (as appropriate) based on inspections conducted by or on behalf of the relevant authority.

Additionally, any motor vehicle, floating craft or aircraft used for the transport of tour parties should offer the option of air conditioning and a public address system.

27.3 Safety equipment

All safety equipment used on tours shall undergo checks based on a fixed inspection and maintenance schedule. Notwithstanding this, all equipment should be thoroughly examined prior to use on a tour for apparent defects. The safety equipment shall be in adequate quantities for the size of the tour party.

EXAMPLE Safety equipment may include ropes, harnesses, helmets, protective clothing, portable radios, flares, fire extinguishers, first aid kits and flashlights.

27.4 Other equipment

All other equipment used on tours shall meet the general requirements as stated in clause 4.7.1 and the regulatory standards of the relevant authority.

EXAMPLE Canoes, gliders, hot air balloons, boats, public address systems, binoculars, snorkelling and scuba diving equipment.

28.0 INSURANCE

28.1 Tour operators shall have public liability insurance and personal accident insurance and shall provide same for all their contracted tour guides.

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28.2 Tour guides contracted to tour operators shall be covered by the terms and conditions of the labour law in accordance with the requirements of the law of Grenada.

29.0 BOOKINGS

The tour operator should have facilities to handle bookings in advance since some tours may be booked in advance although some do not require prior registration.

Information on the type of tour, tour prices, tour dates, accepted size of tour parties, transport, equipment and recommended clothing required for tours should be provided. Additionally, the members of the tour party should be informed as to the level of physical activity, duration, conditions and the climate expected for the tour.

The tour operator should inform the tour party of any adverse cultural impacts and products that are illegal.

EXAMPLE The tour party shall not traffic in nor use prohibited drugs or narcotics.

The tour operator shall not use any substance legal or illegal that would impair good judgment while operating said tour, e.g. alcoholic beverages and illegal substances such as marijuana, cocaine.

The tour operator should inform the tour party if the tour fee is “all-inclusive” or if the tour party will incur miscellaneous fees or taxes while on or after the tour.

EXAMPLE Miscellaneous fees that may be incurred while on tour are; the rental of equipment and admission fees to attractions.

The tour operator should inform the tour party of the payment and cancellation policies, and the policy towards latecomers.

The tour operator should document contact information for members of the tour party, so that the itinerary may be confirmed or amended before the tour.

The tour operator should indicate the meeting point and time for the tour party.

30.0 RECEPTION FOR TOUR PARTY

The tour operator should either meet the tour party or arrange for a representative, such as the tour guide, to do so. The tour party should be directed to a strategic point where formal introduction to the tour representative may take place.

31.0 POST-TOUR EVALUATION

The tour operator should conduct a post-tour evaluation noting both positive and negative factors of the tour for improvement of future services.

32.0 COMPLAINTS

Systems should be implemented for dealing with customer complaints.

When faced with a complaint, the tour operator or his representative should—

- (a) not admit liability until details and implications are known;
- (b) determine the nature of the complaint;
- (c) investigate the complaint;
- (d) deal with the complaint in a timely manner;
- (e) select and implement an appropriate solution aimed at addressing the tour party's complaint or rectifying the relevant procedure or process;
- (f) follow up where relevant;
- (g) document the complaint and solution for future guidance; and

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(h) monitor the corrective action to avoid repetition of the complaint.

ANNEX A

Orientation Check list for 'Jet Ski' Renters

1. I have been shown the operation of all gears of the equipment.
2. I have been advised of the area of operation and the restricted area and shown the Hard Card of those areas.
3. I have been advised of the law against the reckless operation of the equipment.
4. I confirm that I am not under the influence of alcohol or drugs.
5. I confirm that the identification (ID) indicating that I am within the age limit set out in the Power Craft Act Cap 247 and SRO 26 of 2002 is correct.
6. I have been supplied with a life jacket and advised to wear it at all times while I am operating the equipment.
7. I acknowledge that a maximum of two (2) persons as specified by the manufacturer shall ride the equipment.
8. I confirm that I have been advised about the maximum speed allowed during departure from and arrival at the beach.

Made by the Minister this 19th day of January, 2016.

YOLANDE BAIN-HORSFORD
Minister responsible for Tourism & Civil Aviation.

GRENADA

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