

THE REPUBLIC OF THE UNION OF MYANMAR

MINISTRY OF HOTEL & TOURISM

Order No.2/2011

Nay Pyi Taw, 4th Waxing day of Tawthalin, 1373 (ME)

(1st September 2011)

In exercise of the powers conferred by sub-section (b) of section 31 of the Myanmar Hotels & Tourism Law, the Ministry of Hotels & Tourism of the Republic of the Union of Myanmar issues this Order with respect to the Hotel and Lodging-house Business carried out for the international tourists and foreign visitors:-

ORDER FOR LICENSING OF HOTEL AND LODGING-HOUSE BUSINESS

1. The expressions contained in this Order shall have the same meanings as are assigned to them in the Myanmar Hotels & Tourism Law and Procedures relating to the Myanmar Tourism Law. In addition, the following expressions shall have the meanings given hereunder:-
 - (a) **Hotel** means a building containing not less than 20 rooms or 40 beds which travellers are lodged for hire and where food, beverage and other services are provided in order to do economic interests;
 - (b) **Lodging-house** means a building containing not less than 10 rooms or 20 beds in which travellers are lodged for hire in order to do economic on payment for the purpose of economic interests;

Explanation : The expressions of Hotel and Lodging-house mentioned under sub-paragraph (a) and (b) shall not include lodging establishments owned by religious, social, departmental organizations not for the purpose of economic interest.

- (c) **Licensing Board** means the board organized by the Directorate in order to scrutinise the applications for licence relating to Hotel and Lodging-house Business;

- (d) **Hotel Entrepreneur** means a person who has obtained the licence for Hotel Business and manages its financial matters.
- (e) **Lodging-house Entrepreneur** means a person who has obtained the licence for Lodging-house Business and manages its financial matters.
- (f) **Business Licence** means Hotel Business Licence and Lodging-house Business licence which are issued by Directorate.
2. Any person applying for licence shall have the following requirement:-
- (a) either be an owner or a lessee of a building suitable for use as hotel or lodging house;
 - (b) the location and premises of the building mentioned under sub-paragraph (a) shall be suitable for the nature of the business and hygienic;
 - (c) the building mentioned under sub-paragraph (a) must be registered at the township municipality concerned;
 - (d) the building mentioned under sub-para (a), if hotel shall conform to the minimum standards as per annexure (a), if Lodging-house, shall conform to the minimum standards as per annexure (b).
3. The Directorate must form the Licensing Board consisting of the following members:-
- (a) (1) Staff who has not below the rank of Deputy Director from Directorate of Hotels & Toursim **Head of Member**
 - (b) (2) Representatives from Myanmar Tourism Board **Member**
 - (c) (1) Staff who has not below the rank of Assistant General Manager form Myanmar Hotels & Tourism Service. **Member**
 - (d) (1) Staff who has not below the rank of Assistant Director from Tourism Regulation Department, Directorate of Hotels & Tourism (or) Regional Branch Office. Secretary
4. The duties and powers of the Licensing Board are as follows:-
- (a) verification of the application for Business licence whether it is in conformity with the prescribed terms or not;
 - (b) Submitting the recommendation for issue of this business Licence to the Directorate. If accept in accordance with prescribed rules after scrutiny as per sub-para (a).

- (c) Submitting the report for refusal or suspension to the Directorate if the application is not in conformity with the prescribed conditions and if it is found to be unacceptable after scrutiny in accordance with sub-paragraph (a);
- (d) submitting the recommendation upon the application relating to the change of type and classification of hotel or lodging-house to the Directorate;
- (e) submitting the recommendation to the Directorate upon the application relation to the renewal of licence;
- (f) carrying out the duties and powers assigned from time to time by the Directorate.

5. The Directorate, if necessary, may form the Licensing Board for Division or State as appropriate and assign the duties and powers.

6. The tenure of Business licence is for a period of two years from the date of issue.

7. A person applying for a licence, if receive the permission from Directorate, shall pay the licence fee as prescribed hereunder:-

(a) Hotel Business (Local)

| | |
|-------------------------------|---------------|
| (1) 20 rooms hotel | Ks. 500,000 |
| (2) 21 to 50 rooms hotel | Ks. 900,000 |
| (3) 51 to 100 rooms hotel | Ks. 1,400,000 |
| (4) 101 and above rooms hotel | Ks. 1,900,000 |

b. Hotel Business (Foreign/joint Venture)

| | |
|-------------------------------|----------------|
| (1) 50 rooms hotel | 5,000 US\$/FEC |
| (2) 51 to 100 rooms hotel | 7,000 US\$/FEC |
| (3) 101 and above rooms hotel | 9,000 US\$/FEC |

c. Lodging-house Business

| | |
|--------------------------------------|-------------|
| (1) 20 rooms Lodging-house | Ks. 200,000 |
| (2) 21 to 50 rooms Lodging-house | Ks. 250,000 |
| (3) 51 and above rooms Lodging-house | Ks. 300,000 |

8. For reapplying of licence for name changing of hotel or lodging-house or owner or damaged licence or lost licence, shall pay relevant licence fees shown in paragraph (7). For increasing room, shall pay servicing cost Ks 100,000.

9. Service Charges (Foreign/Joint Venture) for renewal Business Name Change/Proprietor Name Change 2,000 US\$/FEC.

10. If holder of business licence want to renew licence, shall apply for renewal of business licence not earlier than (60) days or not later than (30) days before expiry of licence them. If apply for licence after expiry date of business licence them, shall pay due fines per late day as follows.

(h) shall undertake responsibility for the serves according to accept confirmation of bookings made under sub-paragraph (f);

(i) shall submit the tariff, services provided and terms and conditions relating to the Hotel and Lodging-house business to the Directorate;

(j) shall be appointed Manger who have suitable qualifications and good moral character.

(k) the statement of accounts of the business for each financial year shall be audited and approved by a Certified Public Accountant who registered with the Myanmar Accountancy Council;

(l) shall be appointed Manager who have suitable qualifications and good moral character.

(m) shall have skilled labour who attended the relevant Hotel Training in accordance with the various job categories of the business;

(n) shall be responsible for the failure on the part of the Manager, Supervisor or other staff in the discharge of their duties or for violations of existing laws, rules and regulations.

(o) shall abide regulations instructed occasionally by the relevant government, organizations.

13. Revoke the Order No.13/91, dated: 29.10.91 of Ministry of Trade by this order.

Tint San

Union Minister

Hotel@Tourism

ANNEXURE (A)

THE MINIMUM STANDARD REQUIREMENTS FOR THE HOTEL BUSINESS

A person who carrying out the hotel business shall have the hotel in conformity with the following minimum standard of requirements;-

(a) Location and Building

- (1) Location of the hotel must be suitable for hotel business and the environment must be healthy and hygienic;
- (2) Shall be suitable placed to do Hotel Business and it is avoided the Religious Building, Market, School.
- (3) The building must be in the safety condition and separate with its own staircase;
- (4) Furnitures and equipments fittings of hotel must be safe, hygienic and maintained in good condition;
- (5) Electric fan or air-conditioner or heater and blanket etc. must be arranged according to the climate to the place;
- (6) The hotel must be adequately lit and ventilated.

(b) Lobby and Reception Counter

- (1) Must have the reception counter for guest registration;
- (2) Must have the reception who is able to deal with tourists and foreign visitors at reception counter;
- (3) In order to help visitors shall provide helper or Concierge Desk (Bell Boy).
- (4) Must have the Lobny in proportion to the number of room guests;
- (5) Must arrange for good local and external communications;
- (6) Shall provide newspaper and Journals for guests.
- (7) Shall provide Post-box used by of visitors and shall arrange to buy stamps.
- (8) Must have the public toilet.

(c) Bedroom

- (1) A hotel must contain at least 20 bed-rooms;
- (2) All bedrooms must have the minimum dimensions as mentioned below:-

| Type | Dimension | Celling Height |
|------|-----------|----------------|
|------|-----------|----------------|

Single Bedroom Length (10) ft x breadth (10) ft 9 ft

Area (100) sq,ft

Double Bedroom Length (12) ft x breadth (12) ft 9ft

Area (144) sq,ft

- (3) All bedrooms must be adequately lit and ventilated;
- (4) All bedrooms must be built to ensure privacy and safety;
- (5) All bedrooms must be kept free from mosquitos, files and insects;
- (6) Electric fan or air-conditioner or heater and blanket etc. must be arranged according to the climate of the place;
- (7) All bedrooms must be contained with refrigerator, Mini-Bar. Cloths dried stand, Desk and another furnitures.
- (8) All bedrooms must be fitted with double lock inside and outside of the bedroom;
- (9) All bedrooms must be furnished with beds, beddings and other bedrooms facilities;
- (10) Bedroon passageaway must be fitted with lighting;
- (11) All beds must conform to the following measurements;-

| Type | Dimension | Ceilling Height |
|------------|--------------------------|------------------|
| Single Bed | Length (6.5) ft x 3.5 ft | Breadth (1.5) ft |
| Double | Length (6.5) ft x 5.5 ft | Breadth (1.5) ft |
- (12) All bedrooms must be fitted with curtain, lace curtains and all beds must be fitted with clean mosquito net, mattress, bedsheet, blanket, top sheet, pillow, pillowcase and counter pane;
- (13) Bedroom linen must be kept clean and hygienic and the linen must be changed for every new guest;
- (14) A system to be devised for the guest to communicated from bedroom.
- (15) Shall memtion Menu & Beverages in Mini Bar with Card or Book obtained from Hotel.
- (16) Shall have Guide Book, hotel directory and tourist sites.
- (17) Shall have Telephone Directory to be devised to connect with public.

(18) Shall have the laundry Service and a steam-iron and ironingboard for Guests.

(19) Shall have the Room Service such as order fook and other facilities.

(20) Shall include bathroom with toilet in each bedroom.

(d) Bathroom and Toilet

(1) Measurement is at least length 6' x breadth 6' or length 7' x breadth 5' and ceiling height 9'.

(2) A bathroom must be hygienic and adequately lit and ventilated;

(3) Shall have high grade flooring and neat and clean.

(4) Shall have toilet, a hand-basin, mirror, shower and bath-tub.

(5) Shall have face-towel, body-towel and bath-mat.

(6) Shall have bathroom facilities such as soap, water-closer paper.

(7) Shall have water-purified system and hot water/cold water.

(e) Toilet

(1) Shall have water- closet at lobby room, dining-room, hall room and measurement is length 6' and breadth 6'.

(2) A toilet must be hygienic and adequately lit and ventilated.

(3) A commode in the toilet must be of Western type.

(4) Shall provide sufficient water at latrine.

(5) Shall provide soap, hand washing basin and tissue paper etc.

(f) Hotel Restaurant and Hotel Dining Room

(1) At least breakfast must be provided for the room guest;

(2) Food and beverage provided must be fresh, clean and hygienic;

(3) Restaurant and Dining Room must be kept clean and hygienic and provide the protective system from mosquito, fly and any insects;

(4) Cutlery, crockery equipments and linen of the restaurant must be kept clean and hygienic;

(5) Must be kept dish list and special dish menu as per daily on table.

(6) Dining room and kitchen must be separate.

(g) Kitchen

(1) Arrangements must be made to keep the kitchen clean, hygienic, adequately lit and ventilated and to protect from insects and free from bad smell;

- (2) Food and beverage provided must be fresh, clean and hygienic;
- (3) Kitchen equipment, crockery and cutlery of the restaurant must be clean & hygienic;
- (4) A system must be made to provide a sufficient supply of hot and cold running water;
- (5) Areas for cooking place, washing dishes and for food must be placed separately;
- (6) A system must be made for disposal of leftover food rubbish.
- (7) There must be adequate store-room and refrigerator connected with the kitchen.
- (8) Finished foods must be stored as warmer for fresh and not poison.

(h) Staff

- (1) Shall only employ healthy staffs free from contagious diseases;
- (2) Shall provide skillful staffs who were trained at relevant hotel business training classes as per business setor.
- (3) All employees must wear prescribed uniforms and be neat and tidy;
- (4) Regular medical check-ups for the employees must be arranged for prevention of diseases;
- (5) First-aid box must be kept for emergency use of guest and employees.

(i) Services

- (1) Shall set services for car rental and booking car tickets and air tickets etc.,
- (2) Shall set E-mail, Internet and modernized communication system.
- (3) Shall set health care service, Suitable sports methods and supporting materials.

(j) Security and Fire-prevention Arrangements

- (1) Shall provide arrangement for security of guests and their properties.
- (2) Shall arrange fire preventive planning in accordance with stipulation of relevant departments.
- (3) Shall rehearse trainings for fire security services.
- (4) If the building is over 3-storyed shall install emergency exit. The emergency stair must be strong for use actually.
- (5) Shall arrange prevention and security of worksite for staffs.

ANNEXURE (B)

THE LEAST REQUIREMENTS FOR LODGING-HOUSE BUSINESS

A person desirous of carrying out lodging-house business must have a lodging house in conformity with the following minimum standard of requirements:-

(a) Location and Building

- (1) Location of lodging-house must be suitable for the nature of business and the environment must be healthy and hygienic;
- (2) Shall be suitable placed to do lodging-house it is avoided the Religious Building, Market, School.
- (3) The building must be in the safety condition and separate with its own staircase;
- (4) Furnitures and fittings of lodging-house must be safe, hygienic and maintained in good condition;
- (5) The lodging-house must be adequately lit and ventilated.

(b) Lobby and Reception Counter

- (1) Must have a reception counter for guest registration;
- (2) Must have the receptionist who is able to deal with tourists and foreign visitors at reception counter;
- (3) Must have bellboys to help for guests.
- (4) Must have the lobby in proportion to the number of room guest.
- (5) Must arrange for good telecommunication.
- (6) Must provide Newspapers, Journals and Magazines for guest.
- (7) Must provide PO box used by guests and arrange to buy post stamp.
- (8) Must have the public toilet.

(c) Bedroom

- (1) A lodging-house must contain at least 10 bedrooms;
- (2) All bedrooms must have the minimum dimensions as mentioned below:-

| Type | Area | Height |
|----------------|--|--------|
| Single Bedroom | Length (10) ft x breadth (10) ft Area (100) sq.ft | 9 ft |
| Double Bedroom | Length (12) ft x breadth (10) ft | 9 ft |

Area (120) sq.ft

- (3) All bedrooms must be adequately lit and ventilated;
- (4) All bedrooms shall be kept free from mosquitos, flies and insects;
- (5) All bedrooms must be built to ensure privacy and safety;
- (6) All bedrooms must contain beds, beddings and other bedroom facilities;
- (7) All beds must have the following measurements;

| Type | Area | Height |
|------------|------------------------------------|--------|
| Single Bed | Length (6.5) ft x breadth (3.5) ft | 1.5 ft |
| Double Bed | Length (6.5) ft x breadth (5.5) ft | 1.5 ft |

- (8) All bedrooms must be fitted door with double lock inside and outside of the bedroom;
- (9) All beds must be fitted with clean mosquito net, mattress, bedsheet, blanket, pillow and pillowcase;
- (10) Bedroom linen must be kept clean and hygienic.
- (11) Must arrange launder service.
- (12) Bathroom with toilet in all bedrooms.

(d) Bathroom

- (1) Bathroom must have the minimum dimensions length (6'), breadth (6') or length (5') and ceiling is (9').
- (2) Bathroom must be hygienic and adequately lit and ventilated;
- (3) Must have toilet, hand-basin, mirror and water-fountain.
- (4) Must have bathroom and toilet facilities such as soap and toilet paper.
- (5) Must have water purified system and water system for cool and heat.

(e) Toilet

- (1) Shall only employ healthy staffs who free from contagious diseases;
- (2) A toilet must be hygienic and adequately lit and ventilated;
- (3) Commode in toilet must be of western type;
- (4) All toilet must be provided with adequate supply of water;
- (5) Toilet must be provided toilet facilities such as soap, paper.

(f) Staff

- (1) Shall only employ healthy staffs who free from contagious diseases;

- (2) Shall employ skilled labour who completely attended relevant training in accordance with the various categories of the business;
- (3) All employees must wear prescribed uniforms and be neat and clean;
- (4) Regular medical check-ups for the employees must be arranged for prevention of diseases;
- (5) First-aid box must be kept for emergency use of guests and employees.

(g) Services

- (1) Shall set services for car rental booking car tickets and air tickets etc.,
- (2) Shall set E-mail, Internet and modernized communication system;

(h) Security and Fire-prevention Arrangements

- (1) Shall provide arrangement for security of guests and their properties;
- (2) Shall arrange fire preventive planning in accordance with stipulations of relevant departments.
- (3) Shall rehearse trainings for fire security services.
- (4) If the building is over 3 storeyed shall install emergency exit.
- (5) Shall arrange prevention and security of worksite for staff.