

CHAPTER 14:20 TOURISM ACT

Act 15/1995, 22/2001 (s. 4), 23/2004 (s. 282), 3/2009, 3/2016 (Part XLIX).

[Date of commencement: 1st January, 1996.]

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AN ACT to establish a Zimbabwe Tourism Authority and to provide for its functions; to provide for the appointment and functions of a board of the Authority; to establish a Zimbabwe Tourism Fund; to provide for the appointment of a Chief Executive of the Authority, licensing officers and other officers; to provide for the designation, registration and grading of tourist facilities and for the licensing of persons who provide services connected with tourism; to provide for the imposition and collection of levies in respect of designated tourist facilities; and to provide for matters connected with or incidental to the foregoing.

PART I

Preliminary

1. Short title

This Act may be cited as the Tourism Act [*Chapter 14:20*].

2. Interpretation

In this Act -

"appointed member" means a member of the Board other than the Chief Executive;

"Authority" means the Zimbabwe Tourism Authority established by [section 3](#);

"Board" means the Board of the Authority constituted in terms of [section 4](#);

"certificate of registration" means a certificate of registration issued in terms of this Act;

"Chief Executive" means the Chief Executive of the Authority appointed under [section 17](#);

"committee" means a committee of the Board;

"designated officer" means a person designated as such in terms of [section 52 \(1\)](#);

"designated tourist facility" means any service, premises, place or thing which the Minister has declared to be a designated tourist facility in terms of [section 35](#);

"domestic excursionist or tourist" means a person whose usual place of residence is in Zimbabwe and who visits or travels to any part of Zimbabwe for the purpose of tourism or an excursion;

"excursionist" means a visitor who does not spend one or more nights in Zimbabwe;

"financial year" means the Financial year of the Zimbabwe Tourism Fund in terms of [section 33](#);

"graded" means graded in terms of this Act;

"levy" means a levy prescribed in terms of [section 55](#) and includes any surcharge prescribed in terms of that section;

"licence" means a licence issued in terms of this Act;

"licensing officer" means a licensing officer referred to in [section 46 \(1\)](#);

"member" means a member of the Board, including the chairman and deputy chairman of the Board;

"Minister" means the Minister of Environment and Tourism or any other Minister to whom the President may, from time to time, assign the administration of this Act;

"operator", in relation to a tourist facility, means any person who conducts or operates the tourist facility or who is responsible for its management;

"registered" means registered in terms of this Act;

"registered tourist facility" means a designated tourist facility which has been registered;

"tourist" means a visitor who spends at least one night in Zimbabwe and whose journey is for any one or more of the following purposes -

- (a) a holiday;
- (b) recreation;
- (c) health;
- (d) study;
- (e) religion;
- (f) sport;
- (g) business;
- (h) a meeting;
- (i) visiting friends or relatives;
- (j) work that is not remunerated from within Zimbabwe;

"tourist industry" includes all businesses, enterprises and activities which provide tourist facilities, including any such businesses, enterprises and activities carried on by the State, a statutory body or a local authority;

"visitor" means any person whose usual place of residence is outside Zimbabwe and who visits Zimbabwe for a period not exceeding one year for any reason other than immigration or employment remunerated from within Zimbabwe;

"Zimbabwe Tourism Fund" means the Zimbabwe Tourism Fund established by [section 29 \(1\)](#).

PART II

Zimbabwe Tourism Authority

3. Establishment of Zimbabwe Tourism Authority

There is hereby established an authority, to be known as the Zimbabwe Tourism Authority, which shall be a body corporate capable of suing and being sued in its own name and, subject to this Act, of performing all acts that bodies corporate may by law perform.

4. Board of Authority

(1) Subject to this Act, the operations of the Authority shall be controlled by a board consisting of -

- (a) a chairman and deputy chairman appointed by the Minister in accordance with this Part; and
- (b) the Chief Executive; and
- (c) not fewer than six and not more than eight other members appointed by the Minister in accordance with this Part.

(2) The Minister shall appoint members in terms of [subsection \(1\) \(a\)](#) and [\(b\)](#) after consultation with the President and subject to such directions as the President may give him.

(3) Members shall be appointed for their knowledge of and ability and experience in the tourist industry or for their suitability otherwise for appointment as members.

5. Functions of Authority

(1) Subject to this Act, the functions of the Authority shall be -

- (a) to promote Zimbabwe as a destination for tourists, and to promote the tourist industry in overseas, regional and domestic markets;
- (b) to develop marketing skills and initiatives within the tourist industry;
- (c) to promote high standards in the tourist industry through the establishment of standards, training and human resource development;
- (d) to register and grade designated tourist facilities;
- (e) to promote the development of tourist facilities;
- (f) to undertake planning for the tourist industry, including the conduct of market research and the development of a tourism database;
- (g) to promote awareness in Zimbabwe of the benefits of tourism;
- (h) to provide consultancy and advisory services in relation to tourism;
- (i) to investigate and make recommendations to the Minister on any matter affecting the tourist industry and the administration of this Act;
- (j) on its own initiative or at the request of the Minister, to carry out any function that may be conferred or imposed on the Authority by or under this Act or any other enactment.

(2) For the better exercise of its functions the Authority shall have power, subject to this Act, to do or cause to be done, either by itself or through its agents, all or any of the things specified in the [First Schedule](#), either absolutely or conditionally and either solely or jointly with others.

(3) In the performance of the Authority's functions, the Board shall have regard to the environmental, social and physical impact to any activity or undertaking referred to in [subsection \(1\)](#) or in the [First Schedule](#).

6. Qualifications for appointment as member

(1) Subject to this section, a person shall be qualified for appointment as member if he is a citizen of Zimbabwe or ordinarily resident in Zimbabwe.

(2) The Minister shall not appoint a person as a member, and no person shall be qualified to hold office as a member if -

- (a) in terms of a law in force in any country -
 - (i) he has been adjudged or otherwise declared insolvent or bankrupt and has not been rehabilitated or discharged; or
 - (ii) he has made an assignment to, or arrangement or composition with, his creditors which has not been rescinded or set aside;

or

- (b) within the period of five years immediately preceding the date of his proposed appointment, he has been convicted in Zimbabwe or in any other country of an offence involving fraud or dishonesty and sentenced to a term of imprisonment imposed without the option of a fine, whether or not any portion of the sentence has been suspended.

(3) A member of Parliament shall not be qualified for appointment as a member, nor shall he hold office as a member.

7. Terms and conditions of office of appointed members

(1) Subject to this Part, an appointed member shall hold office for such period, not exceeding three years, as the Minister may fix on his appointment, and upon the expiry of his term of office he shall be eligible for reappointment as a member.

(2) On the expiry of the period for which an appointed member has been appointed, he shall continue to hold office until he has been re-appointed or his successor has been appointed:

Provided that a member shall not continue to hold office under this subsection for a period exceeding six months.

(3) Subject to this Part, an appointed member shall hold office on such terms and conditions as the Minister may fix for appointed members generally.

8. Vacation of office by members

(1) An appointed member shall vacate his office and his office shall become vacant -

- (a) one month after the date on which he gives notice to the Minister of his intention to resign, or after the expiry of such other period of notice as he and the Minister may agree; or
- (b) if he becomes a member of Parliament; or
- (c) if he ceases to be a citizen of Zimbabwe or ordinarily resident in Zimbabwe; or
- (d) on the date he begins to serve a sentence of imprisonment imposed in Zimbabwe or in any other country; or
- (e) if he becomes disqualified in terms of [section 6 \(2\) \(a\)](#) to hold office as a member; or
- (f) if he is required in terms of [section 9](#) to vacate his office.

(2) The Chief Executive shall cease to be a member upon his ceasing to hold office as Chief Executive.

9. Minister may require appointed member to vacate his office or may suspend him

(1) The Minister may require an appointed member to vacate his office if the appointed member -

- (a) has been guilty of improper conduct as a member or guilty of conduct that is prejudicial to the interests or reputation of the Authority; or
- (b) has failed to comply with any condition of his office fixed by the Minister in terms of [section 7 \(3\)](#); or
- (c) is mentally or physically incapable of efficiently performing his functions as a member.

(2) The Minister, on the recommendation of the Board, may require an appointed member to vacate his office if the Minister is satisfied that the member has been absent without the permission of the Board from three consecutive meetings of the Board, of which the member was given not less than seven days' notice, and that there was no just cause for the member's absence.

(3) The Minister -

- (a) may suspend from office an appointed member against whom criminal proceedings have been instituted in respect of an offence for which a sentence of imprisonment without the option of a fine, may be imposed; and
- (b) shall suspend from office an appointed member who has been sentenced by a court to imprisonment without the option of a fine, whether or not any portion has been suspended, pending determination of the question whether the member is to vacate his office;

and while the member is so suspended he shall not exercise any functions or be entitled to any remuneration as a member.

10. Filling of vacancies on Board

On the death of, or the vacation of office by, an appointed member, the Minister may, subject to this Part, appoint a person to fill the vacancy:

Provided that, if as a result of the vacancy the number of appointed members is fewer than the minimum specified in [section 4 \(1\)](#), the Minister shall appoint a person to fill the vacancy.

11. Meetings and procedure of Board

(1) The Board shall hold its first meeting on a date and place fixed by the Minister, and thereafter shall meet for the dispatch of business and adjourn, close and otherwise regulate its meetings and procedure as it thinks fit:

Provided that the Board shall meet at least six times in each financial year.

(2) The chairman of the Board -

- (a) may convene a special meeting of the Board at any time; and
- (b) shall convene a special meeting of the Board on the written request of the Minister or not fewer than two members, which meeting shall be convened for a date not sooner than seven days and not later than thirty days after the chairman's receipt of the request.

(3) Written notice of a special meeting convened in terms of [subsection \(2\)](#) shall be sent to each member not later than forty-eight hours before the meeting and shall specify the business for which the meeting has been convened.

(4) No business shall be discussed at a special meeting convened in terms of [subsection \(2\)](#) other than -

- (a) such business as may be determined by the chairman of the Board, where he convened the meeting in terms of [subsection \(2\) \(a\)](#); or
- (b) the business specified in the request for the meeting, where the chairman of the Board convened the meeting in terms of [subsection \(2\) \(b\)](#).

(5) The chairman of the Board or, in his absence, the deputy chairman shall preside at all meetings of the Board:

Provided that, if the chairman and deputy chairman are both absent from any meeting of the Board, the members present may elect one of their number to preside at that meeting as chairman.

(6) Four members shall form a quorum at any meeting of the Board.

(7) Subject to [subsection \(12\)](#), anything authorized or required to be done by the Board may be decided by a majority vote at any meeting of the Board at which a quorum is present.

(8) With the Board's approval, the chairman of the Board may invite any person to attend a meeting of the Board or a committee, where the chairman considers that the person has special knowledge or experience in any matter to be considered by the Board or the committee, as the case may be, at that meeting.

(9) A person invited to attend a meeting of the Board or of a committee in terms of [subsection \(8\)](#) may take part in the proceedings of the Board or the committee as if he were a member thereof, but shall not have a vote on any question before the Board or committee, as the case may be.

(10) Subject to subsection (11) and to [section 14](#), at all meetings of the Board each member present shall have one vote on any question before the Board and, in the event of an equality of votes, the person presiding at the meeting shall have a casting vote in addition to a deliberative vote.

(11) The Chief Executive shall not take part in the discussion of, and shall not vote on, any question before the Board which involves -

- (a) his tenure of office or conditions of service; or
- (b) advice which the Board is to give the Minister in regard to an appeal under [section 51](#) against a decision of the Chief Executive.

(12) Any proposal circulated among all members and agreed to in writing by a majority of them shall have the same effect as a resolution passed by a duly constituted meeting of the Board and shall be incorporated into the minutes of the next succeeding meeting of the Board:

Provided that, if a member requires that such a proposal be placed before a meeting of the Board, this subsection shall not apply to the proposal.

12. Committees of Board

(1) For the better exercise of its functions, the Board may establish one or more committees in which the Board may vest such of its functions as it considers appropriate:

Provided that the vesting of any function in a committee shall not divest the Board of that function, and the Board may amend or rescind any decision of the committee in the exercise of that function.

(2) On the establishment of a committee in terms of [subsection \(1\)](#), the Board -

- (a) shall appoint at least one member of the Board as a member of the committee, and that member or one of those members, as the case may be, shall be chairman of the committee; and
- (b) may appoint as members of the committee, on such terms and conditions as the Board may fix, persons who are not members of the Board.

(3) Meetings of a committee may be convened at any time and at any place by the chairman of the Board or the chairman of the committee.

(4) Subject to subsection (3) and to [sections 14](#) and [15](#), the procedure to be followed at any meeting of a committee and the quorum at any such meeting shall be as fixed by the Board.

13. Remuneration and allowances of members of Board and committees

Every member of the Board or of a committee shall be paid from the funds of the Authority -

- (a) such remuneration, if any, as the Minister, with the approval of the Minister responsible for finance, may fix for members of the Board or of committees, as the case may be, generally; and
- (b) such allowances as the Minister may fix to meet any reasonable expenses incurred by the member in connection with the business, of the Authority or the committee, as the case may be.

14. Members of Board and committees to declare connection with companies and firms dealing with Authority

(1) If a member of the Board or of a committee, or a spouse of such a member -

- (a) tenders for or acquires or holds a direct or indirect pecuniary interest in a contract with the Authority; or
- (b) knowingly acquires or holds a direct or indirect pecuniary interest in a company or association of persons applying or negotiating for a contract with the Authority; or
- (c) owns immovable property or a right in immovable property or a direct or indirect pecuniary interest in a company or association of persons which results in his private interests coming or appearing to come into conflict with his functions as a member of the Board or of the committee, as the case may be;

the member shall forthwith disclose the fact to the Board or the committee, as the case may be.

(2) A member referred to in [subsection \(1\)](#) shall take no part in the consideration or discussion of, or vote on, any question before the Board or the committee, as the case may be, which relates to any contract, right, immovable property or interest referred to in that subsection.

15. Minutes of proceedings of Board and committees

(1) The Board shall cause minutes of all proceedings of and decisions taken at every meeting of the Board and of every committee to be entered in books kept for the purpose.

(2) Any minutes referred to in [subsection \(1\)](#) which purport to be signed by the person presiding at the meeting to which the minutes relate or by the person presiding at the next following meeting of the Board or the committee concerned, as the case may be, shall be accepted for all purposes as *prima facie* evidence of the proceedings and decisions taken at the meeting concerned.

16. Validity of decisions and acts of Board and committees

No decision or act of the Board or a committee or act that is authorized by the Board or a committee shall be invalid solely because there was a vacancy in the membership of the Board or the committee or because a disqualified person purported to act as a member of the Board or the committee, as the case may be, at the time the decision was taken or the act was done or authorized.

17. Appointment and functions of Chief Executive of Authority

(1) Subject to this Act, the Board shall appoint, on such terms and conditions as the Board may fix, a person approved by the Minister to be Chief Executive of the Authority.

(2) Without the authority of the Minister, no person shall be appointed as Chief Executive and no person shall be qualified to hold office as Chief Executive if he is not a citizen of Zimbabwe or ordinarily resident in Zimbabwe.

(3) The appointment of the Chief Executive shall terminate if he would be required in terms of [section 8 \(1\) \(c\), \(d\) or \(e\)](#) to vacate his office had that section, and [section 6 \(2\) \(a\)](#), applied to him:

Provided that his appointment shall not terminate on the ground that he has ceased to be a citizen of Zimbabwe or ordinarily resident in Zimbabwe, if the Minister has granted authority under [subsection \(2\)](#).

(4) The Chief Executive shall -

(a) subject to the Board's directions -

(i) supervise and manage the Authority's staff, activities, funds and property and perform such other functions on behalf of the Board as the Board may assign to him; and

(ii) be responsible for the registration and grading of designated tourist facilities by the Authority;

and

(b) administer the Fund in accordance with the Minister's instructions.

(5) Any assignment of functions in terms of [subsection \(4\) \(a\) \(i\)](#) -

(a) may be made generally or specially and subject to such conditions, restrictions, reservations and exceptions as the Board may determine;

(b) may be revoked by the Board at any time;

(c) shall not preclude the Board itself from exercising the functions.

18. Execution of contracts and instruments by Authority

An agreement, contract or instrument approved by the Board may be entered into or executed on the Authority's behalf by any person generally or specially authorized by the Board for that purpose.

19. Reports of Authority

(1) In addition to any annual report which the Authority may be required to submit to the Minister in terms of the Public Finance Management Act [*Chapter 22:19*], the Board -

(a) shall submit to the Minister such other reports as the Minister may require; and

(b) may submit to the Minister such other reports as the Authority considers desirable;

in regard to the operations, undertakings and activities of the Authority.

[[Sub-s. \(1\)](#) amended by Part XLIX of No. 3 of 2016.]

(2) The Board shall give the Minister all information relating to the operations, undertakings and activities of the Authority that the Minister may at any time require.

20. Minister may give Board directions on matters of policy

(1) Subject to [subsection \(2\)](#), the Minister may give the Board such directions of a general character relating to the policy which the Authority is to observe in the exercise of its functions, as the Minister considers to be requisite in the national interest.

(2) Before giving the Board a direction in terms of [subsection \(1\)](#), the Minister shall inform the Board, in writing, of the proposed direction and the Board shall, within thirty days or such further period as the Minister may allow, submit to the Minister, in writing, its views on the proposal and the possible effects which the proposal may have on the finances and other resources of the Authority.

(3) The Board shall, with all due expedition, comply with any direction given to it in terms of [subsection \(1\)](#).

(4) When any direction has been given to the Board in terms of [subsection \(1\)](#), the Board shall ensure that the direction and any views it has expressed thereon in terms of [subsection \(2\)](#) are set out in the Authority's annual report.

PART III

Financial Provisions Relating to Authority

21. Annual programmes and budgets of Authority

(1) On or before such date before the beginning of every financial year as the Minister may direct, the Board shall prepare and submit to the Minister for his approval -

- (a) a programme of the projects and activities which the Board intends the Authority to undertake during that financial year; and
- (b) a budget showing the expenditure which the Board proposes that the Authority will incur in respect of that financial year.

(2) During any financial year the Board may submit to the Minister for his approval a supplementary budget relating to expenditure which -

- (a) was not, for good reason, provided for in the annual budget; or
- (b) was inadequately provided for in the annual budget due to unforeseen circumstances.

(3) A supplementary budget approved by the Minister shall be deemed to form part of the annual budget of the Authority for the financial year to which it relates.

(4) The Board shall furnish the Minister with such additional information in regard to any budget submitted under [subsection \(1\)](#) or [\(2\)](#) as the Minister may require.

(5) In approving any budget under this section the Minister may impose such terms and conditions as he considers to be necessary or desirable.

(6) With the approval of the Minister, the Board may vary a budget approved under this section:

Provided that no variation may be made which has the effect of increasing the total amount of expenditure provided for in the budget.

(7) The Minister may withdraw, vary or modify his approval of any budget under this section or any of the terms and conditions of such approval.

22. Grants to Authority from Zimbabwe Tourism Fund

(1) At the beginning of each financial year, the Minister shall cause the Authority to be paid sufficient moneys from the Zimbabwe Tourism Fund to meet the expenditure which the Authority proposes to incur during that financial year, as shown in the budget approved by the Minister in terms of [section 21](#) for that financial year.

(2) Where the Minister has approved a supplementary budget in terms of [section 21 \(2\)](#), he shall cause the Authority to be paid sufficient moneys from the Zimbabwe Tourism Fund to meet the Authority's proposed expenditure as shown in that supplementary budget.

23. Funds of Authority

The funds of the Authority shall consist of -

- (a) moneys paid to the Authority from the Zimbabwe Tourism Fund in terms of [section 22](#); and
- (b) any moneys that the Authority may obtain, with the approval of the Minister and the Minister responsible for finance, by way of donations:

Provided that donations made in respect of bursaries for persons undergoing courses relating to the tourist industry may be accepted by the Board without such approval; and

- (c) any other moneys that may vest in or accrue to the Authority, whether in terms of this Act or otherwise.

24. Investment of moneys not immediately required by Authority

Moneys not immediately required by the Authority may be invested in such manner as the Minister, acting on the advice of the Minister responsible for finance, may approve.

25. Authority to make certain charges to revenue account

(1) The Authority shall charge to its revenue account all charges which, in the normal conduct of business, are regarded as proper to be charged to revenue account and, in so doing, shall make proper provision in each financial year for -

- (a) the depreciation or diminution in value of its assets; and
- (b) the payment of interest on and all other charges and expenses incurred in connection with its activities.

(2) In charging to its revenue account all charges which in the normal conduct of business are regarded as proper to be charged to revenue account as provided in [subsection \(1\)](#), the Board may, in each financial year, make provision for -

- (a) meeting in whole or in part increases in the cost of replacing assets to an extent approved by the Minister and the Minister responsible for finance; and
- (b) making payments to an insurance fund established by the Board to meet, wholly or in part, such of the Authority's liabilities as the Minister may approve; and
- (c) making payments to a pension fund to meet, wholly or in part, superannuation liabilities of the Authority.

26. Accounts of Authority

(1) The Board shall ensure that proper accounts and other records relating to such accounts are kept in respect of all the Authority's activities, funds and property, including such particular accounts and records as the Minister may direct.

(2) As soon as possible after the end of each financial year, the Board shall prepare and submit to the Minister a statement of accounts in respect of that financial year or in respect of such other period as the Minister may direct.

27. Audit of Authority's accounts

(1) Subject to the Public Finance Management Act [*Chapter 22:19*], the Authority shall appoint as auditors one or more persons approved by the Minister who are registered as public auditors under the Public Accountants and Auditors Act [*Chapter 27:12*].

[[Sub-s. \(1\)](#) amended by Part XLIX of No. 3 of 2016.]

(2) The accounts kept by the Authority in terms of [section 26 \(1\)](#) shall be examined by the auditors appointed in terms of [subsection \(1\)](#).

(3) The auditors appointed in terms of [subsection \(1\)](#) shall make a report to the Board and to the Minister on the statement of accounts prepared in terms of [section 26 \(2\)](#), and in their report shall state whether or not in their opinion the statement of accounts gives a true and fair view of the Authority's financial affairs.

(4) In addition to the report referred to in [subsection \(3\)](#), the Minister may require the Board to obtain from the auditors appointed in terms of [subsection \(1\)](#) such other reports, statements or explanations in connection with the Authority's activities, funds and property as the Minister may consider expedient, and the Board shall forthwith comply with any such requirement.

(5) If, in the opinion of the auditors appointed in terms of [subsection \(1\)](#) -

- (a) they have not obtained any information or explanation they require; or
- (b) any accounts or records relating to any accounts have not been properly kept by the Authority; or
- (c) the Authority has not complied with any provision of this Part;

the auditors shall include in their report made in terms of [subsection \(3\)](#) or [\(4\)](#), as the case may be, a statement to that effect.

(6) If in terms of the Public Finance Management Act [*Chapter 22:19*] the Authority's accounts are required to be audited by the Auditor-General, any reference in this section to auditors appointed in terms of [subsection \(1\)](#) shall be construed as a reference to the Auditor-General.

[[Sub-s. \(6\)](#) amended by Part XLIX of No. 3 of 2016.]

28. Powers of auditors

(1) An auditor referred to in [section 27](#) shall be entitled at all reasonable times to require to be produced to him all accounts and other records relating to such accounts which are kept by the Authority or its agents and to require from any member of the Board or employee or agent of the Authority such information and explanation as in the auditor's opinion are necessary for the purpose of his audit.

(2) Any member of the Board or employee or agent of the Authority who fails without just cause to comply with a requirement of an auditor in terms of [subsection \(1\)](#) shall be guilty of an offence and liable to a fine not exceeding level four or to imprisonment for a period not exceeding three months or to both such fine and such imprisonment.

[Subsection as amended by [section 4](#) of 22 of 2001.]

PART IV

Zimbabwe Tourism Fund

29. Establishment and object of Zimbabwe Tourism Fund

(1) There is hereby established a fund, to be known as the Zimbabwe Tourism Fund, the management and control of which shall, subject to this Act, be vested in the Minister as trustee of the Fund.

(2) Subject to this Act, the object of the Zimbabwe Tourism Fund shall be the development of the tourist industry.

30. Composition of Zimbabwe Tourism Fund

The Zimbabwe Tourism Fund shall consist of -

- (a) levies, fees and other moneys paid under this Act; and
- (b) any moneys that may be payable to the Zimbabwe Tourism Fund from moneys appropriated for the purpose by Act of Parliament; and
- (c) any moneys that the Zimbabwe Tourism Fund may obtain, with the approval of the Minister and the Minister responsible for finance, by way of donations, loans or other financial assistance; and
- (d) any other moneys that may vest in or accrue to the Zimbabwe Tourism Fund, whether in terms of this Act or otherwise.

31. Administration of Zimbabwe Tourism Fund

Subject to this Act, the Zimbabwe Tourism Fund shall be administered by the Chief Executive on behalf of the Minister.

32. Application of Zimbabwe Tourist Fund

Moneys in the Zimbabwe Tourism Fund shall be applied to the following purposes -

- (a) meeting the expenses of the Authority:
Provided that no moneys shall be applied towards any expense that is not provided for in a budget approved under [section 21](#); and
- (b) reimbursing the Consolidated Revenue Fund for the remuneration of licensed officers in terms of [section 46](#); and
- (c) any other purpose which the Minister, after consultation with the Authority, considers will promote the orderly development of the tourist industry.

33. Financial year of Zimbabwe Tourism Fund

The financial year of the Zimbabwe Tourism Fund shall be the period of twelve months ending on the 30th June each year or on such other date as may be fixed by the Minister with the concurrence of the Minister responsible for finance.

34. Books of account and audit of Zimbabwe Tourism Fund

(1) The Minister shall ensure that -

- (a) proper accounts and other records relating thereto are kept in relation to all the financial transactions of the Zimbabwe Tourism Fund; and
- (b) in respect of each financial year -
 - (i) a balance-sheet; and
 - (ii) a statement of the transactions referred to in [paragraph \(a\)](#);are prepared without undue delay.

(2) The accounts of the Zimbabwe Tourism Fund shall be audited by the Auditor-General, who shall have all the powers conferred upon him by [section 9](#) of the Public Finance Management Act [*Chapter 22:19*] as though the assets of the Fund were public moneys or State property and persons employed by the Authority were employees of the State.

[[Sub-s. \(2\)](#) amended by Part XLIX of No. 3 of 2016.]

PART V

Designated Tourist Facilities

35. Designation of tourist facilities

The Minister, after consultation with the Board, may by statutory instrument declare that -

- (a) any service whatsoever provided for tourists; or
- (b) any premises or place in or on which a service referred to in [paragraph \(a\)](#) is provided, or
- (c) any premises, place or thing whatsoever which, in the Minister's opinion, affords an amenity to tourists;

shall be a designated tourist facility.

PART VI

Registration and Grading of Designated Tourist Facilities

36. Designated tourist facilities to be registered and graded

(1) Where, in terms of regulations made under [section 57](#), any designated tourist facility is required to be registered or graded, no person shall conduct or operate that designated tourist facility unless it is so registered or graded, as the case may be.

(2) Any person who contravenes [subsection \(1\)](#) shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding six months or to both such fine and such imprisonment.

[Subsection as substituted by [section 4](#) of No.22 of 2001.]

37. Authority to establish and keep appropriate registers

Before or as soon as possible after the publication of any regulations under [section 57](#) requiring the registration of any class of designated tourist facilities, the Authority shall establish and keep in a form approved by the Minister a register for the registration of that class of designated tourist facilities.

38. Applications for registration and grading of designated tourist facilities

(1) Any person who is conducting or operating or intends to conduct or operate a designated tourist facility which is required to be registered or graded shall apply to the Authority in the form and manner prescribed for the registration or grading, as the case may be, of that designated tourist facility.

(2) An application in terms of [subsection \(1\)](#) shall be accompanied by such fee, plans, documents and other information or particulars relating to the designated tourist facility as may be prescribed.

39. Registration and grading of designated tourist facilities

(1) Subject to subsections (3) and (4), on receipt of an application in terms of [section 38](#) which relates -

- (a) to the registration of an existing designated tourist facility, the Chief Executive shall, if he is of the opinion that the prescribed requirements for registration -
 - (i) have been complied with, register the designated tourist facility by entering in the appropriate register such particulars as may be prescribed;
 - (ii) have not been complied with, refuse to register the designated tourist facility:

Provided that, if the Chief Executive considers that special circumstances exist which make it desirable to do so, he may, with the approval of the Board, register a designated tourist facility in respect of which the prescribed requirements for registration have not been complied with;

- (b) to the registration of any service, premises, place or thing which is proposed to be conducted or operated as a designated tourist facility, the Chief Executive shall, if he is of the opinion that the prescribed requirements for registration -
 - (i) will be complied with, register the proposed designated tourist facility by entering in the appropriate register such particulars as may be prescribed;
 - (ii) have not been complied with, refuse to register the proposed designated tourist facility:

Provided that -

- (i) he may postpone the matter for further consideration for such period or periods as he may fix;
- (ii) if the Chief Executive considers that special circumstances exist which make it desirable to do so, he may, with the approval of the Board, register a proposed designated tourist facility in respect of which the prescribed requirements for registration have not been complied with.

(2) Subject to [subsection \(3\)](#), as soon as reasonably possible after receipt of an application for the grading of a designated tourist facility, the Chief Executive shall, subject to regulations made in terms of [section 57](#) cause it to be graded.

(3) Before registering or grading a designated tourist facility, the Chief Executive -

- (a) shall cause the designated tourist facility to be inspected;
- (b) may call for a report from the Chief Health Officer or a medical officer appointed under the Public Health Act [*Chapter 15:09*];
- (c) may make or cause to be made such further investigations in regard thereto as he considers necessary.

(4) The Chief Executive shall not register a designated tourist facility in any register if it is already registered in another register unless, at the same time as he registers the facility, he cancels its earlier registration.

40. Certificates of registration or grade of designated tourist facilities

(1) On the registration or grading of a designated tourist facility, the Chief Executive shall issue to the operator of the designated tourist facility a certificate in the prescribed form which shall specify that the designated tourist facility is registered or the grade into which it has been graded, as the case may be:

Provided that a single certificate may, where appropriate, specify both that a designated tourist facility has been registered and its grade.

(2) If any designated tourist facility ceases to be registered or graded or if its registration or grade is altered, the person who was the operator of the designated tourist facility immediately before it ceased to be registered or graded or its registration or grade was altered, as the case may be, shall forthwith return to the Authority the appropriate certificate referred to in [subsection \(1\)](#).

(3) Any person who contravenes [subsection \(2\)](#) shall be guilty of an offence and liable to a fine not exceeding level three or to imprisonment for a period not exceeding one month or to both such fine and such imprisonment.

[Subsection as amended by [section 4](#) of No.22 of 2001.]

41. Publication of list of registered tourist facilities

(1) Subject to [subsection \(2\)](#), the Authority shall publish, once a year or at such other intervals as the Minister may direct, a list of designated tourist facilities that have been registered, together with such information as he thinks proper in relation to the grades and standards of such facilities, the charges made therein or therefor and any other matter of interest to tourists.

(2) If the operator of a registered tourist facility so requests, the Authority may omit the facility from the list referred to in [subsection \(1\)](#) if, having regard to all the circumstances, the Board thinks it proper to do so.

42. Notification of alterations to registered tourist facilities

(1) Any operator of a registered tourist facility who intends to make any addition or alteration to the facility which is likely to affect -

- (a) the accommodation or any service provided to tourists; or
- (b) the registration or grading of the facility;

shall notify the Authority in writing before commencing any such addition or alteration, and shall provide the Authority with such fee, plans, documents and other information or particulars relating to the addition or alteration as may be prescribed.

(2) Within thirty days after the completion of any addition or alteration notified in terms of [subsection \(1\)](#), or within such longer period as the Chief Executive may allow, the operator of the registered tourist facility concerned shall notify the Authority of such completion.

(3) Any person who contravenes [subsection \(1\)](#) or [\(2\)](#) shall be guilty of an offence and liable to a fine not exceeding level three or to imprisonment for a period not exceeding one month or to both such fine and such imprisonment.

[Subsection as amended by [section 4](#) of No.22 of 2001.]

43. Cancellation of registration of designated tourist facilities

(1) Where the Board considers that there has been a failure in respect of a registered tourist facility to comply with any of the prescribed requirements for registration, the Board may give notice to the operator of the tourist facility that unless the requirement concerned is complied with within such reasonable period as the Board shall specify, he proposes to cancel the tourist facility's registration.

(2) The operator of a registered tourist facility in respect of which a notice has been given in terms of [subsection \(1\)](#) may, before the expiry of the period specified by the Board, make written representations to the Board in regard to the proposed cancellation of the tourist facility's registration.

(3) If, upon the expiry of the period specified in a notice given in terms of [subsection \(1\)](#), the Board considers that the requirement concerned has not been complied with and that no good reason has been shown as to why the tourist facility concerned should remain registered, the Board may direct the Chief Executive to cancel the registration of the tourist facility, and the Chief Executive shall forthwith comply with the direction and give notice of the cancellation to the tourist facility's operator.

(4) The Chief Executive shall give notice in the *Gazette* of the cancellation of a tourist facility's registration in terms of this section.

44. Regrading of designated tourist facilities

(1) The Board may at any time, after giving the operator of a designated tourist facility a reasonable opportunity of making written representations in the matter, direct the Chief Executive to regrade the designated tourist facility if, in the Board's opinion, reasonable and sufficient grounds exist for doing so.

(2) The operator of a designated tourist facility which has been graded may, subject to such conditions and accompanied by such fee as may be prescribed, apply to the Board in the prescribed form and manner for the regrading of the designated tourist facility.

(3) The Board shall consider any application made under [subsection \(2\)](#) and shall give such decision and take such action thereon as it considers appropriate.

PART VII

45. Persons required to be licensed

(1) Where, in terms of regulations made under [section 57](#), any person who owns, conducts or operates a designated tourist facility, or who provides or assists in providing any service which is a designated tourist facility, is required to hold a licence, no person shall own or operate such a designated tourist facility, or provide or assist in providing such a service, as the case may be, unless he holds such a licence.

(2) Any person who contravenes [subsection \(1\)](#) shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding six month or to both such fine and such imprisonment.

[Subsection as amended by [section 4](#) of No.22 of 2001.]

46. Licensing officers

(1) There shall be such number of licensing officers as may be necessary for the purposes of this Act, whose offices shall be public offices and form part of the Public Service.

(2) Subject to this Act and any general directions that the Minister may give him, a licensing officer shall -

- (a) license all persons that are required to be licensed under this Act; and
- (b) do such other things as he is required to do by or under this Act and any other enactment.

(3) The Consolidated Revenue Fund shall be reimbursed from the Zimbabwe Tourism Fund for all payments made in respect of the salary, wages and allowances of any licensing officer.

47. Application for licences

(1) Applications for licences shall be made to a licensing officer in the prescribed form and manner and shall be accompanied by the prescribed fee, if any.

(2) On receipt of an application referred to in [subsection \(1\)](#), a licensing officer shall, if he is satisfied that the applicant -

- (a) has complied with the prescribed requirements and additionally, or alternatively, possesses the prescribed qualifications for possession of the licence concerned, issue a licence to the applicant;
- (b) has not-complied with the prescribed requirements or does not possess the prescribed qualifications for possession of the license concerned, refuse to issue a licence to the applicant.

48. Form and duration of licences

Licences shall be in the prescribed form and, subject to [section 49](#), shall be valid for such period as may be prescribed.

49. Cancellation of licences

(1) If at any time a licensing officer is satisfied that the holder of a licence -

- (a) is no longer qualified to hold the licence; or
- (b) has been guilty of a contravention of this Act or conduct which renders him unsuitable to hold the licence; or
- (c) has failed to comply with any term or condition of the licence;

the licensing officer may, by notice in writing to the holder, cancel the licence:

Provided that, before cancelling a licence, the licensing officer shall give the holder a reasonable opportunity to make representations in the matter.

(2) If any licence is cancelled, the holder thereof shall forthwith return the licence to a licensing officer.

(3) Any person who contravenes [subsection \(2\)](#) shall be guilty of an offence and liable to a fine not exceeding level three or to imprisonment for a period not exceeding one month or to both such fine and such imprisonment.

[Subsection as inserted by [section 4](#) of No.22 of 2001.]

50. Certain designated tourist facilities to keep registers of clients

Every operator of such designated tourist facilities as may be prescribed shall -

- (a) keep a register in the prescribed form in which he shall record such particulars as may be prescribed of every person who uses the services of his designated tourist facility; and
- (b) preserve the register referred to in [paragraph \(a\)](#) for such period as may be prescribed; and
- (c) on demand, produce the register referred to in [paragraph \(a\)](#) to any designated officer, police officer or immigration officer.

51. Appeals

(1) If any person is aggrieved by a decision of the Board or the Chief Executive with regard to -

- (a) an application for the registration of a designated tourist facility or for the renewal of its registration; or
- (b) the cancellation or alteration of the registration of a designated tourist facility; or
- (c) the grading of a designated tourist facility;

he may, within twenty-eight days after being notified of the decision, appeal in writing to the Minister, submitting with his appeal such fee as may be prescribed.

(2) If any person is aggrieved by a decision of a licensing officer with regard to -

- (a) an application for a licence or for the renewal of a licence; or
- (b) the cancellation or alteration of a licence;

he may, within twenty-eight days after being notified of the decision, appeal in writing to the Minister, submitting with his appeal such fee as may be prescribed.

(3) For the purpose of determining an appeal noted in terms of [subsection \(1\)](#) or [\(2\)](#), the Minister may require the Board, the Chief Executive or the licensing officer, as the case may be, to furnish him with the reasons for the decision that is the subject of the appeal and a copy of any evidence upon which the reasons are based.

(4) The Minister, after due and expeditious inquiry and, except where the Board's decision is the subject of the appeal, after consultation with the Board, may make such order on any appeal noted in terms of [subsection \(1\)](#) or [\(2\)](#) as he considers just.

(5) An appeal shall lie to the Administrative Court against any order of the Minister in terms of [subsection \(4\)](#).

(6) The Board, the Chief Executive or the licensing officer, as the case may be, shall take all necessary steps to comply with any order made by the Minister in terms of [subsection \(4\)](#) or by the Administrative Court on an appeal in terms of [subsection \(5\)](#).

(7) Where an appeal has been noted in terms of [subsection \(1\)](#) or [\(2\)](#) against -

- (a) the cancellation of any registration or licence, the decision of the Board, the Chief Executive or the licensing officer concerned, as the case may be, shall be suspended until the appeal has been finally determined;
- (b) a refusal to renew any registration or licence, the Minister may direct that the registration be temporarily renewed or that the licence be temporarily extended, as the case may be, until the appeal has been finally determined.

52. Designated officers

(1) The Minister may designate -

- (a) any employee of the Authority; and
- (b) any licensing officer or other member of the Public Service employed in his Ministry;

as a designated officer for the purposes of this Act.

(2) The Minister shall cause every designated officer to be provided with a certificate stating that he has been designated as such in terms of this Act.

53. Powers of Chief Executive, licensing officers and designated officers

(1) The Chief Executive, a licensing officer or a designated officer may, whenever it is reasonably necessary for the maintenance of standards in or at any designated tourist facility or otherwise for the enforcement of this Act -

- (a) at all reasonable times, enter the premises of -
 - (i) any designated tourist facility -
 - (A) in respect of which an application for registration has been made; or
 - (B) in or on which any person who has applied for a licence carries on business or is employed;
 - or
 - (ii) any registered tourist facility;

and, after having informed the person who is for the time being in charge or control of such premises of the purpose of his visit, make such examination and inquiry as he may consider necessary:

Provided that he may not enter any room that is occupied by any person without that person's permission:

- (b) while he is in or on any premises referred to in [paragraph \(a\)](#) or at any other reasonable time, question any person who conducts or operates or intends to conduct or operate a designated tourist facility or any agent or employee of such person and require any such person, agent or employee to produce any book, notice, record, list or other document which is or has been upon or in the premises or in the possession or custody or under the control of such person, agent or employee if, in his opinion, it is necessary to examine that book, notice, record, list or document for the purpose of any investigation which he is carrying out;
- (c) at any reasonable time, require any person who has the possession, custody or control of any book, notice, record, list or other document relating to a designated tourist facility or to any business conducted therein, to produce that book, notice, record, list or document if, in his opinion, it is necessary to examine that book, notice, record, list or document for the purpose of any investigation which he is carrying out;
- (d) examine and make extracts from and copies of any book, notice, record, list or document referred to in [paragraph \(b\)](#) or [\(c\)](#) and require an explanation of any entry therein and seize any such book, record, list or document if he has reasonable grounds for believing that it may afford evidence of an offence under this Act.

(2) Any person who conducts or operates or intends to conduct or operate a designated tourist facility the premises of which have been entered by the Chief Executive, a licensing officer or a designated officer, and any agent or employee of such a person, shall furnish such reasonable facilities as the Chief Executive, the licensing officer or the designated officer, as the case may be, may require for the purpose of exercising his powers under this section.

- (3) If any person, without just cause -
 - (a) refuses to permit the Chief Executive, a licensing officer or a designated officer to enter any premises in terms of [subsection \(1\)](#) or to conduct any, examination or inquiry in terms of that subsection; or
 - (b) fails or refuses to produce any book, notice, record, list or other document which the Chief Executive, a licensing officer or a designated officer has required him to produce in terms of [subsection \(1\)](#); or
 - (c) fails or refuses to explain any entry in a book, notice, record, list or other document which the Chief Executive, a licensing officer or a designated officer has required him to explain in terms of [subsection \(1\)](#); or
 - (d) fails or refuses to furnish the Chief Executive, a licensing officer or a designated officer with reasonable facilities for the exercise of his powers as required by [subsection \(2\)](#); or
 - (e) hinders or obstructs the Chief Executive, a licensing officer or designated officer in the exercise of his powers in terms of [subsection \(1\)](#);

such refusal, failure, hindering or obstruction, as the case may be, shall afford a ground for refusing to register the designated tourist facility concerned or cancelling its registration, or refusing to issue a licence to that person or cancelling his licence, as the case may be.

(4) A designated officer shall, on demand by any person affected by the exercise or performance of any function in terms of this Act, exhibit the certificate issued to him in terms of [section 52 \(2\)](#).

54. Secrecy to be observed

(1) The Chief Executive and every licensing officer, designated officer and other person appointed or employed under this Act shall not disclose to any person, except in the performance of his functions under this Act or when required to do so by any law or by an order of court, any information which he may have acquired in the course of his duties in relation to the financial or business affairs of any person, establishment or business.

(2) Any person who obtains any information referred to in [subsection \(1\)](#) from the Chief Executive, a licensing officer, a designated officer or any other person appointed or employed under this Act shall not disclose or publish that information to any other person, unless required to do so by any law or by an order of court.

(3) Any person who contravenes [subsection \(1\)](#) or [\(2\)](#) shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding one year or to both such fine and such imprisonment.

[Subsection as amended by [section 4](#) of No.22 of 2001.]

55. Levies

(1) After consultation with the Minister responsible for finance and the Board, the Minister may make regulations in terms of [section 57](#) prescribing levies to be paid by any class of registered tourist facilities or licensed persons.

(2) In prescribing any levy in terms of [subsection \(1\)](#), the Minister -

(a) shall prescribe -

- (i) the persons responsible for the payment, collection and remittal of the levy; and
 - (ii) the manner in which and times at which the levy shall be paid, collected, and remitted;
- and

(b) may -

- (i) require any person conducting or operating a registered tourist facility to include in the price of any services rendered by him a surcharge at such rate as may be prescribed, and may require him to collect such surcharge;
- (ii) fix any other basis on which the levy shall be calculated.

(3) The Minister may, by proceedings in a competent court, recover the amount of any levy which is due in terms of this Act from any person required to pay the levy or to collect or remit the levy.

(4) All amounts remitted or collected by way of levy shall be paid into the Zimbabwe Tourism Fund.

56. Authority may require statistics and information

(1) The Authority may require every operator of a designated tourist facility, whether or not the facility is registered or the person is licensed, to furnish the Authority with such information and statistics in regard to -

- (a) tourists, excursionists and other visitors; and
- (b) domestic excursionists or tourists; and
- (c) designated tourist facilities;

as the Board considers necessary.

(2) Any person who, when required to furnish the Authority with any information or statistic in terms of [subsection \(1\)](#) -

- (a) without just cause, fails or refuses to furnish the Authority with the information or statistic concerned; or
- (b) knowingly furnishes the Authority with any information or statistic which is false in a material respect or misleading;

shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding one year or to both such fine and such imprisonment.

[Subsection as inserted by [section 4](#) of No.22 of 2001.]

57. Regulations

(1) Subject to [subsection \(3\)](#), the Minister may make regulations prescribing anything which in terms of this Act is required or permitted to be prescribed or which, in his opinion, is necessary or convenient to be prescribed for carrying out or giving effect to this Act.

(2) Regulations made in terms of [subsection \(1\)](#) may provide for -

(a) the registration of any designated tourist facility:

Provided that regulations shall not require any class of designated tourist facilities to be registered for the first time sooner than six months after the date of commencement of the regulations:

(b) the requirements to be complied with before any, designated tourist facility may be registered;

(c) the grades of designated tourist facilities and the requirements to be complied with before a designated tourist facility can qualify for any particular grade;

(d) the licensing of any person who owns, conducts or operates a designated tourist facility, or who provides or assists in providing any service which is a designated tourist facility:

Provided that regulations shall not require the licensing of any class of such persons for the first time sooner than six months after the date of commencement of the regulations;

(e) the requirements to be complied with or the qualifications to be held by a person before he may be issued with a licence referred to in [paragraph \(d\)](#);

(f) the period of validity of certificates of registration;

(g) the issue of replacement licences and certificates of registration;

(h) insignia for the various groups and grades of -

(i) designated tourist facilities; and

(ii) licensed persons;

and the circumstances under which and the manner in which they shall be used or displayed;

(i) duties of licensed persons and operators of designated tourist facilities in relation to the provision of services;

(j) the publication and display of particulars relating to the nature, grade, name or style of designated tourist facilities and licensed persons;

(k) the declaration of tourist development zones for the orderly development of the tourist industry in such zones and, for that purpose, providing for the rights, privileges and obligations of persons who establish or operate or propose to establish or operate tourist facilities in such zones;

(l) particulars to be provided by persons when paying a levy;

(m) records and accounts to be kept by licensed persons and operators of designated tourist facilities;

(n) insurance to be taken out by licensed persons and operators of designated: tourist facilities in respect of the death or injury of, or loss sustained by, clients and other persons;

(o) the fees and charges payable for registration certificates, licences and other documents issued, inspections carried out and other things done in terms of this Act;

(p) the provision of bonds or other security by licensed persons in respect of their operations or business;

(q) the manner in which non-resident persons who provide services in Zimbabwe: relating to the tourist industry shall receive payment for those services;

(r) the compulsory undertaking of training or instruction by persons employed in the tourist industry;

(s) penalties for any contravention of the regulations:

Provided that no such penalty shall exceed a fine of level five or imprisonment for a period of six months or both such fine and such imprisonment;

[Paragraph as amended by [section 4](#) of No.22 of 2001.]

(t) generally, any matter which, in the opinion of the Minister, is calculated to improve the services and facilities provided by the tourist industry.

(3) The Minister shall consult the Board before making regulations in terms of [subsection \(1\)](#):

Provided that he shall obtain the Board's approval of any regulations made for a purpose described in [subsection \(2\) \(a\) to \(e\)](#).

58. Offences and penalties

(1) Any person who, being responsible therefor, fails or refuses to pay any levy or to collect or remit any levy in terms of this Act, shall be guilty of an offence and liable to a fine not exceeding level four or to imprisonment for a period not exceeding three months or to both such fine and such imprisonment.

(2) Any person who -

- (a) hinders or obstructs the Chief Executive, a licensing officer or a designated officer in the exercise of his or her functions under this Act; or
- (b) without just cause, fails or refuses to answer to the best of his or her ability any question which the Chief Executive, a licensing officer or a designated officer, in the exercise of his or her functions under this Act, has put to him or her; or
- (c) without just cause, fails or refuses to comply to the best of his or her ability with any requirement which the Chief Executive, a licensing officer or a designated officer, in the exercise of his or her functions under this Act, has made or imposed;

shall be guilty of an offence and liable to a fine not exceeding level five or to imprisonment for a period not exceeding six months or to both such fine and such imprisonment.

(3) Any person who -

- (a) publishes or causes to be published in any manner whatsoever any information relating to a designated tourist facility or licensed person, knowing such information to be false or misleading or not having reasonable grounds for believing it to be true; or
- (b) falsely asserts or in any manner pretends that -
 - (i) he or she is the holder of a licence; or
 - (ii) any tourist facility is registered;

unless he or she has reasonable grounds for believing that he or she is the holder of such a licence or that the tourist facility is registered, as the case may be;

shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding six months or to both such fine and such imprisonment.

(4) Any person who knowingly furnishes to the Authority, the Chief Executive, a licensing officer or a designated officer any information which is false in a material respect or misleading shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding one year or to both such fine and such imprisonment.

[Section inserted by 3 of 2009.]

59. Summary judgment for unpaid levies in criminal proceedings

(1) On the conviction of a person for an offence involving a failure to pay any levy, the court convicting him may, on the application of the prosecutor and in addition to any other penalty which it may impose, give summary judgment in favour of the Minister, for the benefit of the Zimbabwe Tourism Fund, for the amount of the levy to which the conviction relates.

(2) Summary judgment given by a court in terms of [subsection \(1\)](#) shall have the same effect and may be executed in the same manner as if it had been given in civil proceedings instituted in the court by the Minister.

60. Registers and certificates to be evidence

(1) Any register kept in terms of this Act shall be to be *prima facie* proof of all matters directed or authorized by this Act to be entered therein.

(2) A document purporting to be an extract from a register kept in terms of this Act and purporting to be signed by the Chief Executive shall be admissible in evidence in any proceedings in any court on its production by any person as *prima facie* proof of the matters stated therein.

(3) A certificate purporting to be signed by the Chief Executive and stating that any premises, place, service or thing is or is not a registered tourist facility shall be admissible in evidence in any proceedings in any court on its production by any person as *prima facie* proof of the matters stated therein.

(4) A certificate purporting to be signed by a licensing officer and stating that any person is or is not licensed shall be admissible in evidence in any proceedings in any court on its production by any person as *prima facie* proof of the matters stated therein.

61. Special provisions relating to dissolution of Zimbabwe Tourist Development Corporation

The provisions of the [Second Schedule](#) shall apply to the dissolution of the Zimbabwe Tourist Development Corporation established under the repealed Act.

First Schedule POWERS OF AUTHORITY

(Section 5)

1. To acquire premises necessary or convenient for the exercise of its functions and, for that purpose, to buy, take in exchange, hire or otherwise acquire immovable property and interests in and rights over such property.
2. To buy, take in exchange, hire or otherwise acquire movable property.
3. To maintain, alter and improve any of its property.
4. To mortgage or pledge any of its assets and, with the Minister's approval, to sell, exchange, let, dispose of, turn to account or otherwise deal with any assets which are not required for the exercise of its functions for such consideration as the Board may determine.
5. To draw, make, accept, indorse, discount, execute and issue cheques, promissory notes, bills of exchange, bills of lading, securities and other negotiable or transferable instruments.
6. To insure against losses, damages, risks and liabilities which it may incur.
7. To make contracts and enter into suretyships or give guarantees, and to modify or rescind such contracts or rescind such suretyships or guarantees.
8. With the Minister's approval -
 - (a) to enter into, renew, cancel or abandon arrangements with any government or authority, local or otherwise; and
 - (b) to obtain from such government or authority rights, privileges and concessions;and to carry out and exercise such arrangements, rights, privileges and concessions.
9. With the approval of the Minister and the Minister responsible for finance, to establish and administer funds and reserves.
10. To employ, on such terms and conditions as the Board thinks fit, such persons as are necessary for conducting the Authority's affairs, and to suspend or discharge any such employees:

Provided that the Board shall obtain the Minister's approval before appointing or promoting any person to a post of such class or grade as the Minister may designate for the purpose of this paragraph by notice in writing to the Board.
11. With the approval of the Minister and the Minister responsible for finance, to pay such remuneration and allowances and grant such leave of absence and to make such gifts and bonuses and the like to its employees as the Board thinks fit.
12. To provide pecuniary benefits for its employees on their retirement, resignation, discharge or other termination of service or in the event of their sickness or injury and for their dependants, and for that purpose to effect policies of insurance, establish pension or provident funds or make such other provision as may be necessary to secure for its employees and their dependants any or all the pecuniary benefits to which this paragraph relates.
13. With the Minister's approval, to purchase, take in exchange, hire or otherwise acquire land or dwellings for use or occupation by its employees.
14. To construct buildings and other improvements for use or occupation by its employees on land which it has purchased, taken in exchange, hired or otherwise acquired.
15. To sell or let land or dwellings for residential purposes to its employees.
16. With the Minister's approval, to make or guarantee loans to its employees or their spouses for -
 - (a) the purchase of dwellings or land for residential purposes; or
 - (b) the construction or improvement of dwellings on land which is the property of its employees or their spouses.
17. To provide security in respect of loans such as are described in paragraph 16 by the deposit of securities, in which it may invest such moneys as the Board considers necessary for the purpose.

18. With the approval of the Minister and the Minister responsible for finance, to make loans to its employees -
 - (a) for the purpose of purchasing vehicles, tools or other equipment to be used by the employees in carrying out their duties; or
 - (b) not exceeding three months' salary or wages payable to the employees concerned, for any purpose on such security as the Board thinks adequate.
19. To do anything for the purpose of improving the skill, knowledge or usefulness of its employees, and in that connection to provide or assist other persons in providing facilities for training, education and research.
20. With the Minister's approval, to provide such services as the Board considers could properly be provided by the Authority, and to charge for such services such fees as the Board may determine from time to time.
21. With the approval of the Minister and the Minister responsible for finance, to grant such scholarships or bursaries as the Board considers to be in the interests of the whole or any part of the tourist industry, on such terms and conditions as the Board may fix in any particular case.
22. With the Minister's approval, to engage in, establish, operate or manage schemes for -
 - (a) the training of persons engaged in or to be engaged in any part of the tourist industry;
 - (b) the development of the tourist industry or any part of that industry.
23. Generally, to do anything that is calculated to facilitate or is incidental or conducive to the performance of its functions under this Act or any other enactment.

Second Schedule **DISSOLUTION OF ZIMBABWE TOURIST DEVELOPMENT CORPORATION**

(Section 61)

1. Interpretation

(1) In this Schedule -

"Corporation" means the Zimbabwe Tourist Development Corporation established under the repealed Act;

"fixed date" means the date fixed in terms of section 1 (2) as the date of commencement of [sections 2](#) to 62;

"successor company" means a company established under the Companies Act [*Chapter 24:03*] which the Minister, by notice to the Corporation, directs shall be the successor company to the Corporation for the purposes of this Schedule;

"transfer date", in relation to any asset or liability of the Corporation, means the date fixed in terms of paragraph 2 (1) as the date on which that asset or liability is transferred to the successor company, the Authority or the Zimbabwe Tourism Fund.

(2) References to the Zimbabwe Tourism Fund in this Schedule shall be construed, where appropriate, as references to the Minister in his capacity as trustee of the Fund.

2. Distribution of assets and liabilities of Corporation between successor company, Authority and Zimbabwe Tourism Fund

(1) Subject to subparagraph (2), the Minister shall, by written directions to the Corporation, direct which of the assets and liabilities of the Corporation shall be transferred to the successor company, which to the Authority and which to the Zimbabwe Tourism Fund, and shall fix the date on which the assets and liabilities shall be so transferred:

Provided that the Minister may fix different dates for the transfer of different assets and liabilities.

(2) In giving directions under subparagraph (1), the Minister shall ensure so far as practicable that -

- (a) all assets and liabilities of the Corporation which relate to the carrying on of hotels, restaurants and other tourist facilities shall be transferred to the successor company; and
- (b) all other assets and liabilities of the Corporation shall be transferred to the Authority or the Zimbabwe Tourism Fund, due regard being had to their respective functions and objects under this Act.

(3) On the relevant transfer date, every asset and liability of the Corporation which the Minister has directed shall be transferred to -

- (a) the successor company, shall vest in the successor company;
- (b) the Authority, shall vest in the Authority;
- (c) the Zimbabwe Tourism Fund, shall vest in that Fund.

(4) All bonds, hypothecations, deeds, contracts, instruments, documents and working arrangements that subsisted immediately before the relevant transfer date and to which the Corporation was a party shall, on and after that date, be as fully effective and enforceable against or in favour of the successor company, the Authority or the Zimbabwe Tourism Fund, as the case may be, as if, instead of the Corporation, the successor company, the Authority or the Zimbabwe Tourism Fund, as the case may be, had been named therein.

(5) It shall not be necessary for the Registrar of Deeds to make any endorsement on title deeds or other documents or in his registers in respect of any immovable property, right or obligation which passes to the successor company, the Authority or the Zimbabwe Tourism Fund under this paragraph, but the Registrar of Deeds, when so requested in writing by the successor company, the Authority or the Zimbabwe Tourism Fund, as the case may be, in relation to any particular such property, right or obligation, shall cause the name of the successor company, the Authority or the Zimbabwe Tourism Fund, as the case may be, to be substituted, free of charge, for that of the Corporation on the appropriate title deed or other document or in the appropriate register.

(6) Any cause of action or proceeding which existed or was pending by or against the Corporation immediately before the relevant transfer date -

- (a) in respect of any asset or obligation which is transferred from the Corporation to the successor company, may be enforced or continued, as the case may be, by or against the successor company;
- (b) in respect of any asset or obligation which is transferred from the Corporation to the Authority, may be enforced or continued, as the case may be, by or against the Authority;
- (c) in respect of any asset or obligation which is transferred from the Corporation to the Zimbabwe Tourism Fund, may be enforced or continued, as the case may be, by or against that Fund;

in the same way that it might have been enforced or continued, as the case may be, by or against the Corporation had this Act not been passed.

(7) Any guarantee or suretyship which was given or made by the Government or any other person in respect of any debt or obligation of the Corporation and which was effective immediately before the transfer date shall remain fully effective against the guarantor or surety on and after that date in relation to the repayment of the debt or the performance of the obligation, as the case may be, by the successor company, the Authority or the Zimbabwe Tourism Fund, as the case may be.

3. Conversion of loans transferred to successor company

(1) In this paragraph -

"transferred loan" means any moneys lent to the Corporation by the State, the liability to repay which vests in the successor company by virtue of paragraph 2 (3).

(2) The successor company, if directed to do so by the Minister, shall issue such debentures as the Minister may require -

- (a) to the Minister or a person nominated by the Minister; or
- (b) to any person entitled to require the issue of the debentures following their initial allotment to a person referred to in [paragraph \(a\)](#);

up to an amount equal to the amount of any transferred loan.

(3) The issue of debentures in terms of subparagraph (2) shall have the effect of extinguishing by novation the transferred loan in respect of which the debentures were issued, up to the nominal value of the debentures.

(4) Debentures issued pursuant to a direction under subparagraph (2) -

- (a) shall be issued or allotted at such times and on such terms and conditions, whether as to interest or otherwise, as the Minister may direct; and
- (b) shall be regarded as fully paid and treated for the purposes of the Companies Act [*Chapter 24:03*] as if the successor company had been paid their nominal value in cash.

(5) Any interest or other moneys received by the Minister or by any other person on behalf of the State in right of or on the disposal of any debenture acquired by virtue of this paragraph shall be paid into the Consolidated Revenue Fund.

(6) Stamp duty shall not be chargeable under the Stamp Duties Act [*Chapter 23:09*] -

- (a) in respect of any debenture issued in compliance with a direction under subparagraph (1); or
- (b) where any convertible debentures were issued in compliance with a direction under subparagraph (1), in respect of the exercise of the conversion rights attached to any such debenture.

(7) The Minister shall not -

- (a) give a direction under subparagraph (1) at a time when the successor company has ceased to be wholly owned by the State; or
- (b) exercise any power conferred on him by this paragraph, or dispose of any debenture issued or

allotted to him pursuant to this paragraph, or dispose of any right in such a debenture, without the consent of the Minister responsible for finance.

4. Special provisions for employees of Corporation

The successor company shall endeavour to employ as many of the employees of the Corporation as is possible without prejudicing the efficiency and economic viability of the successor company.

5. Minister may give directions to Corporation

(1) Notwithstanding anything to the contrary in the repealed Act, the Minister may give the Board of the Corporation directions in writing in order to ensure the proper transfer of the assets and liabilities of the Corporation to the successor company, the Authority and the Zimbabwe Tourism Fund, and the Board of the Corporation shall without delay comply with every such direction.

(2) Without derogation from subparagraph (1), directions given under that subparagraph may provide for -

- (a) the cessation of all or any of the functions of the Corporation;
- (b) the termination of any contract entered into between the Corporation and any person:

Provided that no such direction shall authorize the Corporation to commit an unlawful breach of any such contract;

- (c) the production of any report and the provision of any information concerning the conduct of the Corporation or the Board of the Corporation or anything done by or on behalf of the Corporation or the Board of the Corporation.

6. Liability of State if successor company is wound up

(1) If -

- (a) a resolution is passed, in accordance with the Companies Act [*Chapter 24:03*], for the voluntary winding up of the successor company; or
- (b) an order is made under the Companies Act [*Chapter 24:03*] for the compulsory winding up of the successor company;

the Minister on behalf of the State shall become liable on the commencement of the winding up to discharge any outstanding liability of the successor company which vested in that company by virtue of [paragraph 2](#).

(2) Any moneys required to discharge any liability imposed on the Minister by this paragraph shall be paid out of moneys appropriated for the purpose by Act of Parliament.

(3) Where the Minister has made a payment to any person in discharge of a liability imposed on him by this paragraph, he shall thereupon become a creditor of the successor company to the extent of the amount paid, his claim being treated for the purposes of the winding up as a claim in respect of the original liability.

(4) Any moneys received by the Minister in respect of any claim made by virtue of subparagraph (3) shall be paid into the Consolidated Revenue Fund.

CHAPTER 14:20 TOURISM ACT

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THE Minister of Environment and Tourism, in terms of section 57 of the Tourism Act [Chapter 14:20], hereby makes the following regulations -

PART I

Preliminary

1. Title and date of commencement

(1) These regulations may be cited as the Tourism (Designated Tourist Facilities) (General) Regulations, 1996.

(2) These regulations shall come into operation on the 1st January, 1997.

2. Interpretation

In these regulations -

"Arbitration Committee" means the committee established in terms of section 13;

"form" means the appropriate form set out in the [First Schedule](#);

"insignia" means the insignia set out in the [Second Schedule](#);

"learner professional hunter" means the holder of a learner professional hunter's licence issued in terms of section 69 of the Parks Act;

"levy" means the levy payable in terms of section 18;

"Parks Act" means the Parks and Wild Life Act [*Chapter 20:14*];

"professional hunter" means the holder of a professional hunter's licence issued in terms of section 69 of the Parks Act;

"resident courier" means a courier who is ordinarily resident in Zimbabwe;

"resident tour operator" means a tour operator who is ordinarily resident in Zimbabwe;

"tourist or user accommodation" means any amenity or facility provided at a fee for tourists or users to spend one night or more.

PART II

Registration

3. Registration and renewal

(1) An application for registration as a designated tourist facility shall be -

(a) made in form D.T.F. 1;

(b) accompanied by -

(i) fees and charges payable for registration, licensing, inspection and other activities done in terms of this Act as may be determined by the Zimbabwe Tourism Board from time to time; -

[Subparagraph substituted by S.I. 208 of 2005.]

(ii) in the case of premises providing tourist accommodation, a plan of the premises, to scale, showing -

(A) the full extent of the land on which the premises are situated;

(B) all buildings on the land;

(C) any servitude over or building-line restriction on the land; and

(iii) the documents specified in form D.T.F. 1.

(2) An application for the renewal of a certificate of registration as a designated tourist facility shall be -

(a) submitted to the Authority at least two months before the expiry of such certificate;

(b) made in form D.T.F.2;

(c) accompanied by -

(i) the certificate of registration to be renewed; and

(ii) renewal fees as may be determined by the Zimbabwe Tourism Board from time to time.

[Subparagraph substituted by S.I. 208 of 2005.]

(iii) a certificate of insurance evidencing that the insurance policy specified in section 23 is in force in respect of the designated tourist facility; and

(iv) any other documents specified in form D.T.F.2.

[Subsection substituted by S.I. 278 of 2003.]

4. Form and duration of registration

(1) On registration of a designated tourist or user facility, the Chief Executive shall issue a certificate of registration in form D.T.F. 3 which shall, subject to section 43 of the Act, be valid for twelve months from the date of issue or renewal thereof.

(2) The registration number stated on the certificate of registration shall be quoted on all -

- (a) correspondence between the operator and the Authority;
- (b) publicity material published by the operator.

5. Replacement of certificates of registration

(1) If any certificate of registration issued in terms of section 4 (1) is damaged, destroyed or lost, the person to whom that certificate was issued may apply to the Chief Executive in form D.T.F. 4 for a replacement the an such application shall be accompanied by a fee of ten thousand dollars.

[Subsection amended by S.I. 278 of 2003.]

(2) On receipt of an application in terms of [subsection \(1\)](#), the Chief Executive may issue a certificate to replace that which has been damaged, destroyed or lost.

(3) Upon the issue of a replacement certificate in terms of [subsection \(2\)](#), the person to whom the replacement certificate is issued shall, upon receipt thereof, forthwith return any damaged certificate to the Chief Executive for cancellation.

6. Cancellation of registration

Where the Chief Executive cancels the registration of a registered tourist or user facility in terms of section 43 of the Act, the operator shall forthwith -

- (a) return the certificate of registration to the Chief Executive for cancellation; and
- (b) remove any insignia referred to in section 25 displayed or shown in relation to that tourist or user facility.

7. Minimum standards

The minimum standards to be maintained by a designated tourist or user facility shall be those specified in the Tourism (Designated Tourism Facilities) (Declaration and Requirements for Registration) Regulations 1966, published in Statutory Instrument 106 of 1996.

PART III

Requirements for Certain Registered Tourist or User Facilities

8. Records and accounts in respect of tourist or user accommodation

(1) Every operator of tourist or user accommodation shall keep in respect of his accommodation such records and accounts as may be necessary to show -

- (a) the number of guests who have resided at that accommodation in any calendar month and the amount of the levy payable in respect of each such guest;
- (b) the aggregate amount of the levies collected and remitted by him in each calendar month.

(2) Every operator of tourist or user and accommodation shall ensure that on any account submitted to a guest in respect of his residence at the accommodation the amount of the levy payable in respect of each guest to which the account relates is clearly indicated as a separate item.

(3) Any account or record kept in terms of this section shall be retained by the operator for a period of three years from the date of the period to which the account or record relates.

9. Register of guests

Every operator of tourist or user accommodation shall keep a register in form D.T.F. 5, in which he shall record the following particulars in respect of every person who is given accommodation for not less than one night in the

premises of the accommodation managed by him -

- (a) his name; and
- (b) his nationality; and
- (c) his permanent home address; and
- (d) his arrival and departure dates; and
- (e) if he is travelling by vehicle, the vehicle registration number; and
- (f) the address to which he is proceeding;

Provided that the Chief Executive may permit the register to be kept in some other form if he is satisfied as to the adequacy of the form in use.

10. Special conditions of tour operator's registration certificate

A tour operator's registration certificate shall be subject to the special conditions that -

- (a) no hunting safari for a tourist or user is a visitor to Zimbabwe shall be permitted by the tour operator unless it will be under the direct control of a professional hunter or learner professional hunter; and
- (b) three copies of any brochure, booklet or pamphlet shall be lodged by the tour operator with the Chief Executive within twenty-eight days after publication, advertisement or issue thereof, as the case may be; and
- (c) a tour operator shall provide and keep in force a policy of insurance approved by the Chief Executive which insures every tourist or user who undertakes a tour arranged by the tour operator against personal injury, or loss of life or loss or damage to property which may be caused by the wrongful act or omission of the tour operator or any of his employees in respect of such amount as may be approved by the Chief Executive in respect of each individual.

11. Tour operator's surety bonds

(1) A register tour operator shall lodge a surety bond with the Chief Executive in form D.T.F. 6 which shall be given by such surety or sureties as are acceptable to the Chief Executive and for such amount as may be specified by the Chief Executive which does not exceed ten *per centum* of the annual contractual obligation of the tour operator estimated by the Chief Executive and which, in any event, shall not be for an amount which is less than one thousand dollars.

(2) The Chief Executive may from time to time review a surety bond lodged in terms of [subsection \(1\)](#) and may require or authorize the tour operator concerned to lodge with him any other surety bond in terms of Subsection 11) in substitution for the first mentioned surety bond.

12. Complaints arising from tour operator's tour

(1) The Chief Executive may refer any complaint by a tourist or user relating to the failure by a registered tour operator to fulfil his contractual obligations towards such tourist or user to the Arbitration Committee for examination and report.

(2) Upon receipt of a complaint referred to in [subsection \(1\)](#) the Arbitration Committee shall conduct such inquiry as it deems fit and shall afford the register tour operator an opportunity of making such representations in regard to the complaint as he may wish.

(3) After conducting an inquiry in terms of [subsection \(2\)](#) the Arbitration Committee shall advise the Chief Executive whether or not it recommends that any compensation should be paid to the tourist or user concerned in respect of his complaint and if so the amount of such compensation.

(4) The Chief Executive shall advise the registered tour operator concerned of the amount of any compensation which the Arbitration Committee has recommended should be paid to the tourist or user concerned and shall claim the payment of such amount from the tour operator or, in default of payment by him, from the surety or sureties to the bond lodged in terms of section 11 by the tour operator concerned.

(5) Any person who is aggrieved by the decision of the Arbitration Committee in recommending the payment of any compensation may appeal, in writing, against such recommendation to the Minister within twenty-eight days of his being notified thereof.

- (6) Upon an appeal in terms of [subsection \(5\)](#) the Minister may -
 - (a) confirm the recommendation of the Arbitration Committee;

(b) alter the amount of the recommendation;

(c) set aside the recommendation;

and the decision of the Minister shall be final.

(7) Any amount recovered by the Chief Executive in respect of a claim made by him in terms of [subsection \(4\)](#) shall be applied to compensating the tourist or user concerned.

13. Arbitration Committee

(1) The Minister may establish a committee to be called the Arbitration committee for the purposes of considering complaints referred to in section 12 (1) and for making reports thereon.

(2) The committee shall consist of -

(a) a member of the Board, who shall be the chairman;

(b) the Chief Executive;

(c) a legal practitioner;

(d) a person who is familiar with the business of tour operators.

(3) Members of the Arbitration Committee shall be paid such remuneration, if any, as may be determined by the Authority.

PART IV

General

14. Qualification for registration

An operator shall not be qualified to have his designated tourist or user facility registered if -

(a) he has, within the five years preceding his application, been convicted -

(i) within Zimbabwe of an offence; or

(ii) outside Zimbabwe of an offence which, in the opinion of the Chief Executive, is substantially similar to an offence under the law of Zimbabwe;

and sentenced to imprisonment without the option of a fine, which sentence has not been wholly suspended or set aside on appeal or review or been the subject of a free pardon; or

(b) he is an unrehabilitated insolvent.

15. Fee for appeal from decision of Board or Chief Executive

The fee which shall be submitted with an appeal in terms of section 51 (1) of the Act from a decision of the Board or the Chief Executive shall be one hundred dollars.

16. Changes to be notified

The operator of a designated tourist or user facility shall, within twenty days of any change in the information which was supplied by him in connection with his application for registration, notify the Chief Executive of such change.

17. Inspections

A designated officer may enter the premises of any designated tourist or user facility at all reasonable times in order to ensure that it is complying with the minimum standards prescribed in section 5.

18. Levy

A levy be payable in respect of all registered designated tourist or user facility.

19. Rate of levy

The levy shall be at the rate of two *per centum* of the gross amount, excluding sales tax or any other tax or duty, charged to that tourist or user making use of any facility provided at the designated tourist or user facility concerned.

20. Collection of levy

(1) The operator of a designated tourist or user facility shall be responsible for the payment of the levy in respect of that designated tourist or user facility and for its collection.

(2) The operator of a designated tourist or user facility shall add to the charge for accommodating each tourist or user a surcharge equal to the amount of the levy payable in respect of the tourist or user concerned.

21. Remittal of levy

(1) The operator of a designated tourist or user facility shall be responsible for the remittal of the levy in respect of that designated tourist or user facility in terms of this section.

(2) The operator of a designated tourist or user facility shall send the Chief Executive a return in duplicate showing in respect of each calendar month, the number of tourists or users making use of the facilities at his designated tourist or user facility and the gross amounts charged to each of them in respect of such use:

Provided that, if the Chief Executive is satisfied that it is impracticable for any operator to show such particulars he may permit the operator to specify different particulars on the return.

(3) The return referred to in [subsection \(2\)](#), together with the amount of the levy payable in respect of the month to which that return relates, shall be submitted to the Chief Executive in terms of that subsection not later than the fifteenth day of the month following the month to which the return relates.

22. Records and accounts

(1) The operator of a designated tourist or user facility other than the operator of registered tourist or user accommodation shall keep in respect of the designated tourist or user facility such records and accounts as may be necessary to show -

- (a) the number tourists or users who availed of the designated tourist or user facility in any calendar month and the amount of the levy payable in respect of each such tourist;
- (b) the aggregate amount of levies collected and remitted by him in each calendar month:.

(2) The operator of a designated tourist or user facility shall ensure that, on any account submitted to a tourist or user in respect of his availing of the designated tourist or user facility, the amount of the levy payable in respect of each tourist or user to which the account relates is clearly indicated as a separate item.

(3) Any account or record kept in terms of this section shall be retained by the operator for a period of three years from the date of the period to which the account or record relates.

23. Insurance

The operator of a designated tourist or user facility shall provide and keep in force a policy of insurance acceptable to the Chief Executive, issued by an insurer who is registered in terms of the Insurance Act [*Chapter 24:07*] which insures every tourist or user using the designated tourist or user facility against personal injury or loss of life or loss of or damage to property, which may be caused by a wrongful act or omission of the proprietor or any of his employees, to a minimum as may be specified by the Chief Executive in each case.

24. Exemptions, modifications and adaptations

(1) The Chief Executive may grant a designated tourist or user facility exemption from any of the provisions of these regulations or any of the requirements for registration in special circumstances.

(2) The Chief Executive may authorize such modifications or adaptations of the forms specified for the purposes of these regulations as lie may deem necessary or convenient.

25. Insignia

(1) The insignia for a designated tourist or user facility shall be the insignia set out in the [Second Schedule](#).

(2) Within three months of being registered, a designated tourist or user facility shall ensure that the insignia set out in the [Second Schedule](#) is shown on all letter-heads and advertising material used or issued by him or on his behalf.

(3) No person shall use or display any insignia or any emblem or device which resembles the insignia set out in the [Second Schedule](#) unless he is registered in terms of these regulations.

(4) Any person who contravenes of [subsection \(3\)](#) shall be guilty of an offence and liable, on conviction, to a fine not exceeding one thousand dollars or to imprisonment for a period not exceeding six months, or to both such fine and such imprisonment.

26. Repeals

The regulations set out in the [Third Schedule](#) are repealed.

First Schedule FORMS

(Section 2)

- D.T.F. 1: Application for registration as a designated tourist or user facility.
- D.T.F.2: Application for renewal of registration as a designated tourist or user facility.
- D.T.F.3: Certificate of registration.
- D.T.F.4: Application for the replacement of a certificate of registration.
- D.T.F.5: Register of guests.
- D.T.F.6: Surety bond.

Form D.T.F. 1 APPLICATION FOR REGISTRATION AS A DESIGNATED TOURIST OR USER FACILITY

TOURISM ACT [CHAPTER 14:20]

The Licensing Officer,
P.O. Box CY 286,
Causeway,
Harare.

1. I/We hereby apply in terms of section 2 of the Tourism (Designated Tourist Facilities) (General) Regulations, 1996 (Statutory Instrument 107 of 1996), for

(trading name of tourist or user facility)

(full address of tourist or user facility)

Telephone number Fax Telex

I/We wish the tourist or user facility to be registered as a

(product category)

2. The operator of this tourist or user facility is

(name)

(address)

If the operator is a company, partnership, or other association, the full names of all directors, partners or other persons (excluding shareholders in public companies) who have a financial interest in the facility must be provided.

3. Details of liquor licence, if any, granted to the tourist or user facility in terms of the Liquor Act [Chapter 14:12].

(a)

(type)

(b)

(date and receipt number)

(c)

- (name of licensee)
4. Details of casino licence, if any, granted to the tourist or user facility in terms of the Casino Act [Chapter 10:03].
 - (a) _____
(type)
 - (b) _____
(date and receipt number)
 - (c) _____
(name of licensee)
 5. To be completed by tour operators:

Hunting Safari Operator

 - 5.1 Operating name
 - 5.2 Category of operation: indicate acreage of land ranch hunt
 - Plain game hunt
 - Big game hunt
 - 5.3 If owner of property-attach copies of title deeds
.....
 - 5.4 Hunting rights:-Lease should not be less than five years. Attach lease agreements
 - 5.5 Professional hunter's licence number:-attach copies
 - 5.6 Indicate period of lease agreement if State concession
 - 5.7 Have you been convicted of any offence under the Parks and Wildlife Act [Chapter 20:14]
Yes or No
If yes: State section contravened, date and place where conviction tookplace.
 - 5.8 Area of operation and camp location
 - 5.9 Hunting vehicle registration numbers
 6. To be completed by tour operators:

Non-Hunting Operation

 - 6.1 Operating name
 - 6.2 Category of operation: indicate-photographic, canoeing, rafting, kayaking, touring, etc
 - 6.3 Areas of operation: e.g., national parks, forestry commission, communal lands (districts), etc
 - 6.4 Submit letters of authorization
 - 6.5 Specify equipment: (tented camps, lodges, chalets, bungalows, canoes, rafts, guest cottage, house-boats, etc.)
 - 6.6 Mode of transport-vehicles and their numbers
 - Public service vehicle permit numbers
 - 6.7 Type of structures
 - 6.8 Registration numbers of boats (in terms of the Inland Waters Shipping Act [Chapter 13:06]).
 - 6.9 Professional guides licence numbers-attach copies
 - 6.10 Courier guides licence numbers-attach copies

6.11 Launch Master's certificate numbers-attach copies

6.12 Areas of operation (location of camp or equipment where it can be inspected)

6.13 Number of people employed and their duties.

6.14 I enclose in support of my application -

- (a) A statement of capital certified by a bank/letter from the bank.
- (b) A list of all third parties contracted to provide a service during a tour or safari-indicate permanently employed citizens.
- (c) A surety bond in terms of section 11 of the Regulations.

7. I/We enclose, in support of this application (where applicable),

- (a) a list of facilities available to tourists or users;
- (b) a brochure or other printed material promoting the facility;
- (c) certificate of insurance in terms of section 23 of the regulations;
- (d) the application fee of
- (e) a plan of the tourist or user facility to scale, showing -
 - (i) the full extent of the land occupied by the facility;
 - (ii) all buildings on the land;
 - (iii) any servitude or building restrictions; and
 - (iv) the proposed or existing layout of the facility, including all ablution-blocks, laundries, cooking caravan-areas, or camping- areas, access-roads, paths, drainage, power and water points, sporting facilities, facility buildings and any other features i.e. cages in respect of animal parks, etc;
- (f) a copy of the licence application, form L. 1, to the licensing officer in terms of the Tourism (Designated Tourist) (Licensing) Regulations, 1996.

8. Proposed scale of charges

<i>High season</i>	<i>Mid season</i>	<i>Low season</i>
<i>per person</i>	<i>per person</i>	<i>per person</i>

I certify that, to the best of my knowledge and belief, the information given in this application and the documents in support thereof are true and correct.

Place

Date

(Signature of applicant)

Notes

- (1) All structures, equipment and facilities used by the tourist or user facility will be inspected by a designated officer prior to registration.
- (2) The product categories which are designated are those listed in the Tourism (Designated Tourist Facilities) (Declaration and Requirements for Registration) Regulations, 1996, published in Statutory Instrument 106 of 1996.
- (3) If this application relates to premises for tourist or user accommodation which is to be established, it must be accompanied by either -
 - (a) a statement that no approval for the establishment thereof is required in terms of the Regional, Town and Country Planning Act [Chapter 29:12]; or
 - (b) proof that approval for the establishment thereof has been granted in terms of the Regional, Town and Country Planning Act [Chapter 29:12] as the case may be.
- (4) THIS FORM, WITH THE RELEVANT ATTACHMENTS AND FEES SHOULD BE SUBMITTED TO THE CHIEF EXECUTIVE, ZIMBABWE TOURISM AUTHORITY, P.O. BOX CY 286, CAUSEWAY, HARARE.

Form D.T.F. 2
APPLICATION FOR RENEWAL REGISTRATION AS A DESIGNATED TOURIST OR USER FACILITY

TOURISM ACT [CHAPTER 14:20]

The Licensing Officer,
P.O. Box CY 286,
Causeway,
Harare.

Causeway,
Harare.

I/We hereby apply for the replacement of -
Certificate number _____, dated the _____, 19 ____ issued by the Chief Executive in respect
of

(name of registered tourist or user facility)

The original licence mentioned above has been damaged/destroyed/lost* in the
following circumstances -

I undertake to return the damaged certificate to the Chief Executive immediately upon
receipt of a new certificate.

Place:

Date:

(Signature of operator)

**Delete the inapplicable*

**Form D.T.F. 5
REGISTER OF GUESTS**

TOURISM ACT [CHAPTER 14:20]

Name	Nationality	Home address	Date of arrival	Date of departure	Vehicle Registration Number	Address to which proceeding

**Form D.T.F. 6
SURETY BOND**

TOURISM ACT [CHAPTER 14:20]

In terms of section 11 of the Tourism (Designated Tourist Facilities) (General)
Regulations, 1996 (Statutory Instrument 107 of 1996).

I/We, the undersigned _____ do hereby bind myself/ourselves
(surety or sureties)

as surety/s and co-principal debtor/s under renunciation of the benefits of excursion and
division to the Chief Executive for the due payment by

of any amount that the Chief Executive maybe entitled to claim from him in terms of
section 12 (4) of the Tourism (Designated Tourist Facilities) (General) Regulations, 1996
(Statutory Instrument 107 of 1996), up to an amount not exceeding \$ _____ in respect
of an award of compensation that may be made to a tourist or user in terms of
the said regulations.

Dated at _____ this _____ day of _____, 19 ____

Witness:

(Surety)

Witness:

(Surety)

**Second Schedule
INSIGNIA**

(Section 25)



At the top of the insignia, within the concentric circles, each designated tourist or user facility which uses or displays the insignia shall insert the product category title as shown on the certificate of registration.

Note

The product categories which are designated are those listed in the Tourism (Designated Tourist Facilities) (Declaration and Requirements for Registration) Regulations, 1996, published in Statutory Instrument 106 of 1996.

**Third Schedule
REPEALS**

(Section 26)

<i>Title</i>	<i>Statutory Instrument</i>
Development of Tourism (Designated Tourist Amenities) (General) (Regulations), 1980	78 of 1980
Development of Tourism (Designated Tourist Amenities) (General) (Regulations), 1980: Correction of Errors	316 of 1980
Development of Tourism (Designated Tourist Amenities) (General) (Amendment) (Regulations), 1991 (No. 1)	80 of 1991
Development of Tourism (Designated Tourist Amenities) (General) (Amendment) (Regulations), 1995 (No. 2)	369 of 1995

Note by Deputy Chairman of the Law Development Commission

S.I. 48/1998 amended the following sections and schedules by substituting "tourist or user" for "tourist" and "tourists or users" for "tourists" - 2 (Definition of "tourist accommodation"), 6, 7, 8, 9, 10, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, first schedule (Forms D.T.F. 1, 2, 3, 4) and second schedule.

S.I. 108 of 1996: Tourism (Designated Tourist Facilities) (Licensing) Regulations, 1996

ARRANGEMENT OF REGULATIONS

1.	Title and date of commencement.
2.	Interpretation.
3.	Application for a licence.
4.	Application for renewal of licence.
5.	Form and duration of licences.
6.	Replacement of licences.
7.	Cancellation of licence.
8.	Qualification for licensing.
9.	Fee for appeal from decision of licensing officer.
Schedule	Forms.

THE Minister of Environment and Tourism, in terms of section 57 of the Tourism Act [Chapter 14:20], hereby makes the following regulations -

1. Title and date of commencement

(1) These regulations may be cited as the Tourism (Designated Tourist Facilities) (Licensing) Regulations, 1996.

(2) These regulations shall come into operation on the 1st January, 1997.

2. Interpretation

In these regulations -

"form" means the appropriate form set out in [the Schedule](#).

3. Application for a licence

An application for a licence for a designated tourist facility shall be made in form L. 1.

4. Application for renewal of licence

An application for the renewal of a licence for a designated tourist facility shall be -

- (a) submitted to the licensing officer at least two months before the expiry of such licence; and
- (b) made in form L. 2; and
- (c) accompanied by the licence to be renewed.

5. Form and duration of licences

A licence shall be in form L 3 and shall, subject to section 49 of the Act, be valid for a period of twelve months from the date of issue or renewal thereof.

6. Replacement of licences

(1) If any licence issued in terms of the Act is damaged, destroyed or lost, the person to whom that licence was issued may apply to the licensing officer in form L. 4 for a replacement thereof and such application shall be accompanied by a fee of one hundred dollars.

(2) On receipt of an application in terms of [subsection \(1\)](#), the licensing officer may issue a licence to replace that which has been damaged, destroyed or lost.

(3) Upon the issue of a replacement licence in terms of [subsection \(2\)](#), the person to whom the replacement licence is issued shall, upon receipt thereof, forthwith return any damaged licence to the licensing officer for cancellation.

7. Cancellation of licence

Where the licensing officer cancels the licence of a designated tourist facility in terms of section 49 of the Act, the operator shall forthwith return the licence to the licensing officer for cancellation.

8. Qualification for licensing

An operator shall not be qualified to have his designated tourist facility licensed if -

- (a) he has, within the five years preceding his application, been convicted -
 - (i) within Zimbabwe of an offence; or
 - (ii) outside Zimbabwe of an offence which, in the opinion of the licensing officer, is substantially similar to an offence under the law of Zimbabwe;and sentenced to imprisonment without the option of a fine, which sentence has not been wholly suspended or set aside, on appeal or review or been the subject of a free pardon; or
- (b) he is an unrehabilitated insolvent.

9. Fee for appeal from decision of licensing officer

The fee which shall be submitted with an appeal in terms of section 51 (2) of the Act from a decision of a licensing officer shall be one hundred dollars.

Schedule FORMS

Form L. 1

APPLICATION FOR A LICENCE AS AN OPERATOR OF A DESIGNATED TOURIST FACILITY

The Licensing Officer,
P.O. Box CY 286,
Causeway,
Harare.

1. I/We hereby apply in terms of section 2 of the Tourism (Designated Tourist Facilities) (Licensing) Regulations, 1996, published in Statutory Instrument 108 for an operator's licence.

(applicant's full name)

(applicant's address)

2. *(company registration number)* *(product category for which licence is sought)*

(trading name of tourist facility)

(address of tourist facility)

(directors names and addresses, use separate sheet if necessary)

(telephone number) *(fax number)* *(telex number)*

3. I enclose in support of my application -
 - (a) a statement of capital certified by a bank/letter from the bank;
 - (b) certificate of insurance demonstrating the existence of valid Public Liability cover for the designated tourist facility.

I certify that to the best of my knowledge and belief, the information given in this application and the documents in support are true and correct

Place

Date

(Signature of applicant)

Form L. 2

APPLICATION FOR RENEWAL OF A LICENCE AS AN OPERATOR OF A DESIGNATED TOURIST FACILITY

TOURISM ACT [CHAPTER 14:20]

The Licensing Officer,
P.O. Box CY 286,
Causeway,
Harare.

1. I/We hereby apply in terms of section 2 of the Tourism (Designated Tourist Facilities) (Licensing) Regulations, 1996, for the renewal of my/our licence.

(applicant's full name)

(applicant's address)

(company registration number) *(product category for which licence is sought)*

2. I enclose in support of my application -
 - (a) a statement of capital certified by a bank/letter from the bank;
 - (b) the licence to be renewed.

Form L. 3 OPERATOR'S LICENCE

TOURISM ACT [CHAPTER 14:20]

(full name)

(full address)

is licensed to operate a designated tourist facility in the following product category;

(product category)

This licence shall expire on the _____ day of _____ 19____
Previous licence, if any, expired on the _____ day of _____ 19____

(Signature of licensing officer)

Note

If, for any reason, this licence is cancelled, the holder thereof shall forthwith return the licence to a licensing officer.

**Form L. 4
APPLICATION FOR THE REPLACEMENT OF A LICENCE**

TOURISM ACT [CHAPTER 14:20]

The Licensing Officer,
P.O. Box CY 286,
Causeway,
Harare.

I/We hereby apply for the replacement of licence number _____ dated the _____ 19____
issued by the Licensing Officer in respect of

(name of designated tourist facility)

The original licence mentioned above has been damaged/destroyed/lost in the following circumstances -

I undertake to return the damaged licence to the Licensing Officer immediately upon receipt of a new licence.

Place:

Date:

(Signature of operator)

S.I. 128 of 2005: Tourism (Designated Tourist Facilities) (Grading and Standards) Regulations, 2005

ARRANGEMENT OF SECTIONS

1.	Title.
2.	Interpretation.
3.	Classification of designated tourist facilities.
4.	Requirements for grading.
5.	Grading of hotels.
6.	Grading of lodges.
7.	Grading of safari camps.
8.	Grading of self-catering accommodation.
9.	Grading of camping facilities.
10.	Requirements for hostels.
11.	Application for grading.
12.	Grading team.
13.	Appeals.
14.	Validity of grade.
15.	Requirement to recruit trained staff.
16.	Insurance.
17.	Requirement to display official grading.
18.	Sanitary norms.
19.	Complaints against graded designated tourist facilities.
20.	Preservation of secrecy.
21.	Transitional provisions.
22.	Register of graded designated tourist facilities.
23.	Repeal.
First Schedule	Classification of designated tourist facilities.
Second Schedule	Common criteria.

Third Schedule	Hotel grading requirements.
Fourth Schedule	Minimum requirements for grading lodges.
Fifth Schedule	Safari camp grading requirements.
Sixth Schedule	Self-catering accommodation grading requirements.
Seventh Schedule	Camping facilities grading requirements.
Eighth Schedule	New hostel requirements.
Ninth Schedule	Check-list control.
Tenth Schedule	Grading application form.
Eleventh Schedule	Grading certificate.

THE Minister of Environment and Tourism has, in terms of section 57 of the Tourism Act [Chapter 14:20], made the following regulations -

1. Title

These regulations may be cited as the Tourism (Designated Tourist Facilities) (Grading and Standards) Regulations, 2005.

2. Interpretation

In these regulations -

"appropriate local authority" means the local authority under whose jurisdiction, a particular designated tourist facility falls;

"camping facilities" includes campsites and caravan parks that are used as commercial establishments for tourists or visitors, in a designated area with specific facilities for a transitory clientele;

"designated tourist facility" means any facility designated as a tourist facility in terms of section 35 of the Act,

"grading" means checking, assessing and evaluating the material and physical conditions of the premises and standard of services offered by any type of designated facility and as a particular grade,

"grading team" means grading team established in terms of section 12,

"hotel" means a classified commercial accommodation establishment, which lets furnished rooms or suites to a transitory clientele, which does not reside in the establishment and it is permanently in use throughout the year;

"lodge" means a classified commercial accommodation for tourists or visitors, of small capacity, consisting of individual units, located in natural surroundings and built in local traditional style;

"safari camp" means a removable, or semi-permanent accommodation establishment for tourists or visitors, of small capacity, consisting of individual units, located in natural surroundings and built in local traditional style;

"self catering accommodation" means a classified commercial accommodation establishment for tourists or visitors, of small capacity, consisting of private or purpose built property, providing self-catering facilities.

3. Classification of designated tourist facilities

(1) Hotels, lodges, camping facilities, safari camps and self catering accommodation are designated tourist facilities.

(2) Designated tourist facilities shall be classified in accordance with the [First Schedule](#).

4. Requirements for grading

(1) All designated tourist facilities shall be graded in terms of these regulations.

(2) Designated tourist facilities must offer their services to their clientele in properly maintained establishments, ensuring proper conditions of accommodation, morality and professional competence.

(3) The minimum requirements with which a designated tourist facility shall comply in order for it to be graded shall be as set out in the [Second Schedule](#).

5. Grading of hotels

(1) Hotels shall be graded into the following grades -

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

(2) A hotel shall be graded in accordance with the provisions of the First, Second and Third Schedules.

6. Grading of lodges

(1) Lodges shall be graded into the following grades -

- (a) standard;
- (b) comfortable;
- (c) luxury.

(2) Lodges shall be graded in accordance with the provisions of the First, Second and Fourth Schedules.

7. Grading of safari camps

(1) Safari camps shall be graded into the following grades -

- (a) standard;
- (b) comfortable;
- (c) luxury.

(2) Safari camps shall be graded in accordance with the provisions of the First, Second and Fifth Schedules.

8. Grading of self-catering accommodation

(1) Self-catering accommodation shall be graded into the following grades -

- (a) standard;
- (b) comfortable;
- (c) luxury.

(2) Self-catering accommodation shall be graded in accordance with the provisions of the First, Second and Sixth Schedules.

9. Grading of camping facilities

(1) Camping facilities shall be graded into the following grades -

- (a) standard;
- (b) comfortable;
- (c) luxury.

(2) Camping facilities shall be graded in accordance with the provisions of the First, Second and Seventh Schedules.

10. Requirements for hostels

The standard requirements for hostels shall be as set out in [Eighth Schedule](#).

11. Application for grading

(1) Any person wishing to operate a registered designated tourist facility shall apply to the Authority for grading in the form and manner prescribed.

(2) Any application for grading shall be in the form prescribed in the [Tenth Schedule](#) and shall be accompanied by the following -

- (a) photos (exterior and interior) including facades, typical rooms, common areas, reception etc.;
- (b) plans;
- (c) description of establishment;
- (d) insurance;
- (e) the appropriate fee;
- (f) relevant health certificate.

(3) The cost for grading will be determined from time to time by the Authority.

(4) The applicant shall bear the cost of the plaque or insignia.

12. Grading team

(1) There shall be a grading team responsible for grading designated tourist facilities.

(2) The grading team shall consist of the following -

- (a) two Quality Assurance Executives from the Authority; and
- (b) one person representing the appropriate local authority;
- (c) at least one person from the tourism industry chosen by the Authority.

(3) The grading team shall follow the check-list control on quality of services in the [Ninth Schedule](#).

(4) The Authority shall consider and validate grading recommendations from grading team.

(5) Any person who successfully applies for grading shall be issued with a grading certificate in the form prescribed in the [Eleventh Schedule](#).

13. Appeals

(1) If any person is aggrieved by the grading decision arrived at by the Authority, he may appeal to the Minister in terms of section 51 of the Act.

(2) An appeal in terms of this section shall be accompanied by a fee equivalent to the fee set for grading.

(3) Any appeal in terms of this section shall be accompanied by adequate written representations by the appellant.

(4) The Minister shall deal with any appeal in terms of the provisions of section 51 of the Act.

14. Validity of grade

(1) A grading decision by the Authority shall be valid for a period of two years or until reviewed for whatever reason.

(2) After significant renovation or transformation, a designated institution may apply for regrading.

(3) The Authority may consider regrading in case of frequent complaints against a designated tourist facility.

15. Requirement to recruit trained staff

(1) A designated tourist facility shall ensure that at least twenty five *per centum* of its employees is trained from institutions duly recognised and registered with the Ministry responsible for higher education.

(2) Employees of a designated tourist facility shall be supervised by a well trained and experienced person.

(3) Employees of a designated tourist facility shall put on uniforms and wear protective clothing where appropriate.

16. Insurance

(1) All designated tourist facilities shall be adequately insured to cover employees and third parties in case of accidents.

(2) Any person who contravenes this section shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding six months or to both such . fine and such imprisonment.

17. Requirement to display official grading

(1) Every designated tourist facility shall be required to display its official grading by means of a plaque or insignia supplied by the Authority.

(2) Any person who contravenes [subsection \(1\)](#) shall be guilty of an offence and liable to a fine not exceeding level five or to imprisonment for a period not exceeding five months or to both such fine and such imprisonment.

18. Sanitary norms

(1) Every designated tourist facility shall obtain a health certificate from the appropriate local authority.

(2) Every designated tourist facility shall ensure that its premises present no risk of contamination for the foodstuffs.

(3) All rooms used for preparing food, interior walls and equipment shall be cleaned and disinfected after each period of work.

(4) Food handlers shall obtain health certificates.

19. Complaints against graded designated tourist facilities

(1) Any person who is not satisfied with the standards at any graded designated tourist facility may lodge written complaint with the Authority.

(2) Upon receiving a complaint in terms of [subsection \(1\)](#), the Authority shall invite the designated tourist facility concerned to respond in writing.

(3) The Authority shall investigate any complaint lodged with it in terms of these regulations.

(4) If after investigations in terms of [subsection \(3\)](#), any person is found guilty, the Authority may -

- (a) issue a warning; or
- (b) down grade the tourist facility concerned; or
- (c) strike the tourist facility off the register until satisfactory conditions are reestablished; or
- (d) impose a penalty not exceeding level five; or
- (e) impose any other penalty as it deem fit.

20. Preservation of secrecy

(1) No member of the grading team shall disclose any information which he or she has acquired in the performance of his or her functions which relates to the financial or business affairs of any designated tourist facility.

(2) [Subsection \(1\)](#) shall not apply to -

- (a) any disclosure made by the person concerned in the performance of his or her functions under the Act or these regulations or when required to do so by a court or in terms of any other enactment; or
- (b) the disclosure of any information that is generally known to members of the public or a substantial section of the public.

(3) Any person who contravenes [subsection \(1\)](#) shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding six months or to both such fine and such imprisonment.

21. Transitional provisions

(1) Designated tourist facility, whether graded or not at the time of promulgation of these regulations, must apply for regrading or grading within a period of six months.

(2) A designated tourist facility shall retain its original grade until a decision has been taken concerning its application.

(3) Any person who contravenes [subsection \(1\)](#) shall be guilty of an offence and liable to a fine not exceeding level six or to imprisonment for a period not exceeding six months or to both such fine and such imprisonment.

22. Register of graded designated tourist facilities

(1) The Authority shall keep an up-to-date register of graded designated tourist facilities.

(2) Any promotional material must indicate the official grading of the designated tourist facility and its registration number and product category as indicated in the register.

(3) Any person who contravenes [subsection \(2\)](#) shall be guilty of an offence and liable to a fine not exceeding level five or to imprisonment for a period not exceeding six months or, to both such fine and such imprisonment.

23. Repeal

The Development of Tourism (Hotels) (Groups and Grades) Notice 1980, published in Statutory Instrument 424 of 1980, is repealed.

First Schedule **CLASSIFICATION OF DESIGNATED TOURIST FACILITIES**

(Section 3)

- (a) Hotels-the symbol for classification of hotels is a star and hotels shall be classified into five categories, namely -
- 1 * - one star
 - 2 ** - two star
 - 3 *** - three star
 - 4 **** - four star
 - 5 *****- five star
- (b) Lodges-the symbol for classification of lodges shall be a drum and lodges shall be classified into three categories, namely -
- 1 drum - standard
 - 3 drums - comfortable
 - 5 drums - luxury
- Pictogram - A small design DRUM
- (c) Safari camp - the symbol for classification of a safari camp shall be a kudu and safari camps shall be classified into three categories, namely -
- 1 kudu - standard
 - 2 kudus - comfortable
 - 5 kudus - luxury
- Pictogram - A small design KUDU
- (d) Self catering accommodation - the symbol for classification of self catering accommodation shall be a star and there shall be classified into three categories, namely -
- 1 * - standard
 - 2 ** - comfortable
 - 3 *** - luxury
- Pictogram - House + cooking pot
- (e) Camping facilities - the symbol for classification of camping facilities shall be a star and these shall be classified into three categories, namely -
- 1 * - standard
 - 2 ** - comfortable
 - 3 *** - luxury

**Second Schedule
COMMON CRITERIA**

(Section 4(3))

The following criteria are those required for each type of accommodation and every grade. Each grade must in addition to its own specific requirements comply with all combined criteria formulated for all categories below their grade.

All the criteria must be strictly adhered to and any alteration, adjustment, exoneration will remain subject to the discretion and sole appreciation of the grading team. In addition to the objective criteria, there are general minimum recommendations, common to all grades, which are -

- (a) the location must be appropriate for an accommodation unit taking into account its specific requirements (accessibility, pleasant surroundings, guest comfort and satisfaction) and the use of the area and environment must be in conformity with existing rules and regulations from the relevant authorities;
- (b) staff: qualified staff from designated trades should be employed whenever possible;
- (c) the structure must be on a solid base, safe from rainwater, infiltration, erosion, any identified natural dangers and of durable material with adequate guarantee of lifespan;
- (d) all site drainage systems (external, internal) must be connected to a proper central drainage collecting system and with adequate treatment via homologated and ventilated septic tanks or soak pits or any other adequate and approved system;
- (e) all outdoor areas are to be cleaned, with a degree of landscaped aesthetical care and yards, inner courts, flowerbeds, lawns must be kept in a minimum state of proper upkeep;
- (f) all buildings and equipment must be in satisfactory working condition and in permanent state of repair;
- (g) all cemented or plastered or painted surfaces must be clean and smooth unless the surface's appearance is part of the intended design;
- (h) maintenance and cleanliness, must be appropriate at all times on all external and internal surfaces, considering that natural seasonal degradation must be corrected at the adequate time;
- (i) all woodwork must be neat, properly treated against vermin, insects, and pets. Special attention is to be paid to thatch where there must be a sufficient layer to be able to resist heavy rainfall and humidity. It should be treated to repel vermin and resist fire;
- (j) all sensitive areas (guestrooms, kitchen, storage etc) must be properly screened to prevent passage of insects, mosquitoes and kept in permanent impeccable hygienic conditions;
- (k) quality and courtesy of services must be of adequate standards at all times;
- (l) the name of the unit must be properly displayed on clean and legible means, visible at all times and permanently in good condition (painted panels, sign, neon-nights etc).

DEFINITION OF SUBJECTIVE CRITERIA

One star or standard level: small-scale unit with basic structures, simple but adequate quality furniture and serviceable equipment - routine' maintenance and basic level of services.

Two star accommodation: small to middle size unit with good structures and fair standards of quality and some limited range of facilities and services - good maintenance and improved decor.

Three star or comfortable level: very good structure with some style and functional and tasteful decor with extensive variety and very good level of services - furniture and general appearance with some degree of style and high quality material.

Four star: Attractive and well-designed architectural features with stylish high quality furniture and fittings - stylish and tasteful decoration - high level and excellent variety of efficient services with high degree of customer comfort and care.

Five star and luxury level: Deluxe establishment with well appointed features of high international standard - furniture, fittings and decoration of excellent workmanship and taste - high level and extensive variety of top quality services with luxurious facilities in all aspects and top comfort for guests.

**Third Schedule
HOTEL GRADING REQUIREMENTS**

MINIMUM REQUIREMENTS: AMENITIES

MINIMUM REQUIREMENTS	CATEGORIES				
	1*	2*	3*	4*	5*
A. Number of rooms					
Minimum	10	10	10	20	30
Minimum suite % total room				5%	5%
Minimum suite				1	3
B. Minimal Room area in m² excluding sanitary/bathroom facilities					
Room	9	12	15	18	20
C. Minimal area of separate bathroom facilities in m²					
Bathroom	2,5	3,5	4	5	6
D. Disabled facilities					
Wheelchair access (to hotel) possible	X	X	X	X	X
Any accommodation 11 room/units + 100 rooms	1	1	1 2	1 2	1 2
E. Lounge area and reception					
Minimum 8m ² /maximum 20m ²	X				
Minimum 20m ² +1m ² rooms>20 and max. 30m ²		X			
Minimum 25m ² +1m ² rooms>20 and max.70m ²			X		
Minimum 40m ² +1m ² rooms>20 and max.120m ²				X	
Minimum 50m ² +1m ² rooms>20 and max.200m ²					X
F. Parking space					
1 place for X room	3	3	3	3	3
enclosed car park		X	X	X	X
Night security	X	X			
24h/security			X	X	X
G. Public areas					
. Entrance					
With covered unloading bay			X	X	X
. Lifts complying with city regulations	X	X	X	X	X
. Common sanitary facilities					
Minimum city or local regulations	X	X	X	X	X
. Bar					
Separate bar				X	X
Facilities in public areas		X	X	X	X
Refreshments available	X				
. Restaurant					
Self service/coffee shop			X	x	X
A la carte				X*	X
Breakfast	X	X	X	X	X
Dinner	X	X	X	X	X

Lunch	X	X	X	X	X
. Conference and meeting rooms					
1 function room > or = 50m ²				X	X
1 function room up to 99 room > or =50m ²					X
2 function rooms up to +100 room > or = 50m ²					X
H. Bedroom equipment/habitability/amenities/services					
. Non smoking room	50%	50%	50%	50%	50%
. Minimum bed size					
. 90/140 x 190	X	X	X		
. 110/160 x 200				X	X
. 110/200 x 200 king size					5%
. Bedside/rugs/mats unless wall to wall carpeting	X	X	X	X	X
. Radio channels available			X	X	X
. Television, local & international*2	X	X			
. TV including full time news channel (min. 5 channels, colour, bedside remote control, min. 20" screen)*2	X	X	X	X	X
. Clock				X	X
. Telephone 24 hours	X	X	X		
. Direct dial telephone				X	
. Direct dial telephone by bed + 2nd extension					X
. Fan available on request	X	X	X	X	X
. Heating where climatically necessary	X	X	X		
. Air conditioning/heating where climatically necessary				X	
. Air conditioning					X
. Secure door lock	X	X	X	X	
. Electronic door lock					X
. Peep hole				X	X
. Internal bolt	X	X	X	X	X
. Self closing and locking door					X
. Room mirror		X	X	X	
. Room mirror above desk/dressing table min 0,60 x 0,80					X
. Full length mirror (room or bathroom)			X	X	X
. Dressing table/writing desk	X	X	X	X	X
. Coffee table				X	X
. Luggage rack			X	X	X
. Luggage rack (may be folding)	X	X			
. Chairs	1	1	2	1	1
. Easy chairs				2	2
. Wipeable surface at head of bed	X	X			
. Head boards			X	X	X
. Bedside table	X	X	X	X	X
. Lighting control from bedside			X	X	X

. Lighting shaded or decorative	X	X	X	X	X
. Bedside lamp per person		X	X	X	X
. Wardrobe with hanging and shelf space with door			X	X	X
. Wardrobe with hanging and shelf space	x	X			
. Minimum one external window	X	X	X	X	X
. Room safe				X	X
. Mini-bar				in suites	X
. Free power point (13 amp. Socket)	X	X	X	X	X
. Clean power point for computer					X
. Dual Voltage 110/230V				X	X
. Power surge protection					X
. International adapter plugs available				X	X
. Stationery folder			X	X	X
. Room directory (guest information)	X	X	X	X	X
. Stationery available	X	X			
. Local directory in room (current, where telephone in room)	X	X	X	X	X
. Clothes hangers					
. Min 6	X	X	X	X	X
. Steel, plastic or wooden, with crossbar	X	X	X	X	X
. Waste paper bin (metal)	X	X	X	X	X
. Ashtray in smoking room	X	X	X	X	X
. Lined curtains on all external windows	X	X			
. Curtains with black out lining			X	X	X
. Voile				X	X
. Bedding					
. Choice of foam or feather pillow				X	X
. Pillows per, person	1	1	2	2	2
. Bedcover unless duvet	X	X	X	X	X
. Base covers unless decorative bed			X	X	X
. Under blanket	X	X	X	X	X
. Insect repellent available on request	X	X	X	X	X
. Coffee making facilities and/or 24hour room service				X	X
. Laundry bag			X	X	X
. "Do not disturb notice"	X	X	X	X	X
. Wall decoration in room	X	X	X	X	X
. Hair dryer in bedroom or approved type in bathroom				X	X
. Hair dryer on request	X	X	X		
I. Ensuite bathroom equipment/ habitability/ services amenities					
. With bath with handles and shower			X	X	X
. With separate bath and shower for suites					X
. Ensuite bathroom with toilet, shower or bath and washbasin with mirror and running hot and cold	X	X			

water and colour coded taps					
. Vanity slab with washbasin				X	X
. Vanity slab with 2 wash basins in suites				X	X
. Plumbing to be hidden			X	X	X
. Shaving point			X	X	X
. TV radio speaker					X
. Makeup magnifying mirror				X	X
. Clothes hooks	X	X	X	X	X
. Makeup lighting over mirror			X	X	X
. Toilet roll dispenser with extra roll	X	X	X	X	X
. Holder for extra roll			X	X	X
. Ventilation and/or outside window	X	X	X	X	X
. Air freshener			X	X	X
. Sani bin with lid	X	X	X	X	X
. Bathroom scale in suite					X
. Shower curtains/doors	X	X	X	X	X
. Slip mat or non slip bathtub (if shower in bath)	X	X	X	X	X
. Bath towel	X	X	X	X	X
. Hand towel	X	X	X	X	X
. Bath sheet					X
. Face cloth				X	X
. Bathrobe				in suites	X
. Bath mat	X	X	X	X	X
. Sani bag	X	X	X	X	X
. Glasses	X	X	X	X	X
. Box of tissues				X	X
. Towel rack rail	X	X	X	X	X
. Drying rail/line	X	X	X	X	X
. Soap	X	X	X		
. 2 pieces				X	X
. Shampoo/shower gel/lotion/shower cap			X	X	X
. Shoe cleaning kit					X
. Sewing kit					X
J. Linen and towel services					
. Bedding linen changed every:					
. Day				X	X
. 2 days			X		
. 3 days	X	X			
. Every departure	X	X	X	X	
. Towels changed every:					
. Day				X	
. 2 days			X		
. 3 days	X	X			
. Every departure	X	X	X	X	
K. Services					
. Turn down service every evening			X	X	
. Wake up call service			X	X	

. Shoe cleaning service			X	X	
. Laundry same day services 24 hours	X	X			
. Laundry same day services			X	X	
. Room service 24 hours				X	
. Up to midnight			X		
. Business centre and Internet facilities				X	
. Swimming pool				X	
. Gym					
. Shop and curios shop				X	
. Foreign exchange	X	X	X	X	
. Newspapers					
. Newspaper available in lounge	X	X	X	X	
. Concierge/guest service					
. Baby-sitting services 24 hours				X	
. Porterage 24 hours				X	
. Airport shuttle				X	
. Doctor on call 24 hours	X	X	X	X	
L. Staff					
. Security 24 hours				X	
. Uniformed personnel	X	X	X	X	
. Name badges	X	X	X	X	
. First aid kit	X	X	X	X	
. All staff fluent in English	X	X	X	X	
. Translation for foreign languages				X	
. Translation for local languages	X	X	X	X	
. Relevant managerial experience					
. Experience > or = 5 years or relevant diploma + experience > or = 3years	X	X	X	X	X

* may be waiter service in main restaurant

*2 where TV reception is possible

Fourth Schedule MINIMUM REQUIREMENTS FOR GRADING LODGES

(Section 6)

MINIMUM REQUIREMENTS	CATEGORIES		
	Standard	Comfort	Luxury
A. Number of rooms			
. Minimum	4	4	4
. Maximum	20	20	20
B. Minimal room area in m² excluding sanitary/restroom facilities	10	14	18
C. Minimal area of separate restroom facilities in m²	3,5	4,5	5,5
D. Lounge area	X	X	X
. Should have seating facilities (chair, armchair, sofas) commensurate to the lounge capacity and decor			

. Bar service			
E. Parking space			
. Secure parking space for all guest arriving by car	X	X	X
. Basic car washing			X
F. Public areas			
. Telephone or communication radio	X	X	X
. Common sanitary Two communal toilet facilities (men and women's and two washbasins nearby in accordance with local authority requirements)	X	X	X
. Bar			
. Bar facilities	X		
. Separate bar		X	X
. Restarant	X	X	X
. Recognisable reception service	X	X	X
. Newspaper in city lodge			X
G. Room/equipment/habitability/ amenities/services			
. Firm mattress and base	X	X	X
. Single bed minimum width 90 x 190cm	X		
. Single bed minimum width 110 x 200cm		X	X
. Double bed Minimum width 140 x 190cm	X		
. Double bed minimum width 160 x 200cm		X	X
. Open wardrobe (with hanging space and shelves)	X	X	
. Wardrobe with door or curtains (with hanging space and shelves)			X
. Chest of drawers		X	X
. Chair one per guest	X	X	X
. Arm chair			X
. Night table	X	X	
. Night table with drawer			X
. Table		X	X
. Ceiling light or wall light	X	X	X
. Bedside light	X	X	X
. Reading lamp on table		X	X
. Luggage rack (may be folding)	X	X	X
. Luggage rack		X	X
. Waste paper basket	X	X	X
. Television only in city lodge			
. In room		X	X
. In lounge	X		
. Mini-bar			X
. Wall decoration in room	X	X	X
. Room directory	X	X	X
. Telephone directory at reception	X	X	
. Telephone directory in room where applicable			X

. Telephone in room			X
. Laundry bag	X	X	X
. Do not disturb notice	X	X	X
. Ashtray	X	X	X
. Full length mirror			X
. Bed side mats	X	X	X
. Individual safe in room			X
. Safe at reception	X	X	
. Fans	X	X	X
. Air conditioning			X
. Mosquito net	X	X	X
. Interior curtains	X	X	X
. Hair dryer			X
. Veranda with 2 chairs and coffee table		X	X
H. Bathroom/equipment/habitability/services /amenities			
. With toilet, washbasin, mirror and shower	X	X	X
. Bath			X
. Running cold and hot water	X	X	X
. Razor socket indicating voltage	X	X	X
. Showers curtain or door where necessary to avoid splashing	X	X	X
. Bath mat	X	X	X
. Hand towels per guest	X	X	X
. Bath towels per guest	X	X	X
. Oversize bath towels			X
. Bathrobes			X
. Face cloths			X
. Non slip surfaces or mat in bath	X	X	X
. Washbasin lighting	X	X	X
. Towel rack	X	X	X
. Hook	X	X	X
. Soap			
. 1 piece	X		
. 2 pieces		X	X
. Extra toilet paper	X	X	X
. Hygiene bags	X	X	X
. Waste basket	X	X	X
. Shampoo		X	X
. Bubble bath			X
. Shower cap			X
. Lotion			X
. Tissues			X
. Natural and/or induced ventilation	X	X	X
. Air freshener			X
I. Leisure services/amenities			
. Tourist information (reference library)	X	X	X

. Swimming pool			X
. Curios shop			X
. Tourist/visitor package: (game drive, canoeing....)	X	X	X
. One professional guide on the property			
J. Food and drink services			
. Breakfast in dining room	X	X	X
. Beverage service in room			X
K. Laundry and linen services			
. Laundry service	X	X	X
. Frequency of bed linen replacement			
. Daily			X
. 2 days		X	
. 3 days	X		
. on each departure	X	X	X
. Towels on indication	X	X	X
L. Staff			
. Uniformed personnel with name badges	X	X	X
. Each member of staff must speak fluent English	X	X	X
. Translation service for local languages	X	X	X
. Translation service for a foreign language	X	X	X
. Manager must have experience:			
. > or = 3 years or hotel management diploma and 2 years experience	X	X	X
. Security service day and night	X	X	X
. Outside areas: pathways and main area lighted during all hours of darkness	X	X	X

**Fifth Schedule
SAFARI CAMP GRADING REQUIREMENTS**

(Section 7(2))

SPECIFICATIONS AND MINIMUM REQUIREMENTS FOR SAFARI CAMPS

MINIMUM REQUIREMENTS	CATEGORIES		
	Standard	Comfortable	Luxury
A. Number of rooms			
. Minimum	2	2	2
. Maximum	10	10	10

MINIMUM REQUIREMENTS	CATEGORIES				
	1*	2*	3*	4*	5*
. International adapter plugs available				X	X
. Stationery folder			X	X	X
. Room directory (guest information)	X	X	X	X	X

. Stationery available	X	X			
. Local directory in room (current, where telephone in room)	X	X	X	X	X
. Clothes hangers					
. Min 6	X	X	X	X	X
. Steel, plastic or wooden, with crossbar	X	X	X	X	X
. Waste paper bin (metal)	X	X	X	X	X
. Ashtray in smoking room	X	X	X	X	X
. Lined curtains on all external windows	X	X			
. Curtains with black out lining			X	X	X
. Voile				X	X
. Bedding					
. Choice of foam or feather pillow				X	X
. Pillows per, person	1	1	2	2	2
. Bedcover unless duvet	X	X	X	X	X
. Base covers unless decorative bed			X	X	X
. Under blanket	X	X	X	X	X
. Insect repellent available on request	X	X	X	X	X
. Coffee making facilities and/or 24hour room service				X	X
. Laundry bag			X	X	X
. "Do not disturb notice"	X	X	X	X	X
. Wall decoration in room	X	X	X	X	X
. Hair dryer in bedroom or approved type in bathroom				X	X
. Hair dryer on request	X	X	X		
I. Ensuite bathroom equipment/ habitability/ services amenities					
. With bath with handles and shower			X	X	X
. With separate bath and shower for suites					X
. Ensuite bathroom with toilet, shower or bath and washbasin with mirror and running hot and cold water and colour coded taps	X	X			
. Vanity slab with washbasin				X	X

MINIMUM REQUIREMENTS	CATEGORIES		
	Standard	Comfort	Luxury
. Ashtray	X	X	X
. Mirror			X
. Bed side mats	X	X	X
. Individual safe in room			X
. Safe at reception	X	X	
. Fans			X
. Mosquito net or window gauze/where applicable	X	X	X
. Veranda with 2 chairs and coffee table		X	X

G. Bathroom/equipment/habitability/services /amenities			
. With toilet, washbasin, minor and shower	X	X	X
. As above per two rooms	X		
. Ensuite			
. Running cold and hot water	X	X	X
. Razor socket indicating voltage	X	X	X
. Shower curtain or door where necessary to avoid splashing	X	X	X
. Bath mat	X	X	X
. Hand towels per guest	X	X	X
. Bath towels per guest	X	X	X
. Oversize bath towels			X
. Face cloths			X
. Non slip surfaces or mat in bath	X	X	X
. Washbasin lighting	X	X	X
. Towel rack	X	X	X
. Hook	X	X	X
. Soap			
. 1 piece	X		
. 2 pieces		X	X
. Extra toilet paper	X	X	X
. Sanitary bags	X	X	X
. Waste basket	X	X	X
. Shampoo			X
. Shower gel			X
. Shower cap			X
. Tissues			X
. Natural and or induced ventilation	X	X	X
. Air freshener			X
. Toilet (minimum earth closet) + paper	X	X	X
. Shower (minimum bucket shower)	X	X	X
. Towel and soap	X	X	X
. Insect repellent	X	X	X
. Recommended first aid kit	X	X	X
H. Leisure services/amenities			
. Tourist information (reference library)	X	X	X
. Curios shop			X
. Tourist/visitor package: (game drive, canoeing....)	X	X	X
. One professional guide on the property			
I. Food and drink services			
. Full board in dining room	X	X	X
J. Laundry and linen services			
. Laundry service	X	X	X
. Frequency of bed linen replacement			
. 2 days		X	X

. 3 days	X		
. on each departure	X	X	X
. Towels on indication	X	X	X
K. Staff			
. Uniformed personnel with name badges	X	X	X
. Each member of staff must speak fluent English and a local language	X	X	X
. Manager must have experience:			
. > or = 3 years or hotel management diploma and 2 years experience	X	X	X
. Security service day and night	X	X	X

Sixth Schedule
SELF-CATERING ACCOMMODATION GRADING REQUIREMENTS

(Section 8)

ESTABLISHMENT SIZE AND MINIMUM SPACE NECESSARY FOR SELF-CATERING UNITS

MINIMUM REQUIREMENTS	CATEGORIES		
	Standard	Comfort	Luxury
A. Number of rooms			
. Minimum	1	1	1
. Maximum in one building	9	9	9
. Maximum Unit	40	40	40
B. Minimum room area in m² excluding sanitary/rest room facilities			
. ½ pers	9	10	12
. ¾ pers	12	14	16
. or in accordance with local authority requirements			
C. Minimal bathroom area in m²			
. Shower, toilet, washbasin	3	3,5	
. Bath, shower, toilet, WC			5
. Private bathroom (Guest house, farmhouse, chalet)	-	50%	100%
. Communal bathroom facilities			
. Ratio: number of guests (guest house, farmhouse, chalet) or in accordance with local authority requirements	6	4	
. Hostels	6		
D. Kitchen area			
. Cottage, (private kitchen)	2,5 m ²	3,5 m ²	5 m ²
. Communal kitchen (all categories)			
. Basic min. size 5 guests	5m ²	10m ²	
. Hostels	10m ²		
. For each + 5 guests capacity	+ 1m ²	+ 1m ²	
. Other self catering: private kitchen			5 m ²
E. Designated reception area			
. Parking	X	X	X

	1 / 2	1 / 1	1 / 1
. Number of spaces per unit			
. Off street	X		
. On the premises		X	X
. 24h security			X
F. Room/equipment/habitability/ amenities/ services			
. Access to bedrooms and bathrooms at all times for registered guests (access through lounge; or kitchen not acceptable)	X	X	X
. Each bedroom to be provided with a lock	X	X	X
. A firm bed and mattress per person or double bed per 2 persons	X	X	X
. Minimum bed size			
. Single 90 x 190cm	X	X	
. Double 140 x 190cm	X	X	
. Single 110 x 200cm			X
. Double 160 x 200cm			X
. 2 bed sheets, 2 pillows and 2 pillow cases per person, 2 blankets, 1 under blanket or mattress protector and 1 bedspread A duvet may serve the purpose of two blankets	X	X	X
. 2 lights per bedroom, at least one at bedside, controlled per bedside	X	X	X
. A bedside table equivalent per bed (double bed should have one on other side Single beds may share one in middle. Not necessary for child bed)	X	X	X
. A mirror		X	X
. Dressing table or equivalent		X	X
. Light for table			X
. A chair per single room and at 2 per double room	X	X	X
. Hanging space or hooks for hanging clothes	X		
. Adequate shelf or drawer space	X		
. Wardrobe or built in cupboard in each bedroom		X	X
. At least six clothes hangers (plastic, steel, wood, not wire)	X	X	
. At least ten clothes hangers (plastic, steel, wood, not wire)			X
. Rugs or bedside mats, unless wall to wall carpets	X	X	X
. An ashtray in bedrooms where smoking is permitted	X	X	X
. A wastepaper basket	X	X	X
. One external window	X	X	X
. Opaque curtains or equivalent screening	X	X	X
. Net curtains in bedrooms in urban area			X
. Ceiling fans		X	
. Air conditioning			X

. TV in bedrooms, dependent on signal availability and location			X
. Safe drinking water-jug/glasses	X	X	X
. Mineral water in each bedroom			X
. Emergency lighting	X	X	X
. Hair dryer on request		X	
. Hair dryer			X
. Stationery, envelopes and writing paper			X
. Turndown service			X
. "Do not disturb" notice	X	X	X
. All bedroom numbered or named	X	X	X
. Mosquito net where appropriate	X	X	X
. Luggage stand			X
. Laundry bag	X	X	X
. Wall decoration	X	X	X
G. Bathroom, shower, toilet, washbasin			
. A bath towel per guest	X		
. A bath and hand towel per guest		X	
. Clean linen and towels for all new guests	X	X	
. Change after 3 nights	X		
. Change after 2 nights		X	
. On guest departure	X	X	
. A 13 amp earthed power socket	X	X	
. A two-pin adapter plug for electrical shavers/hairstyler available on request	X	X	
. Lockable doors	X	X	
. Unused soap for each letting	X	X	
. Running hot and cold water	X	X	
. Water borne sewage system	X	X	
. Towel rail, hooks, shelf	X	X	
. Sanitary bin with a lid	X	X	
. Bath mat or duckboard		X	
. Toilet paper	X	X	
. Lighting	X	X	
. Shower curtain or door	X	X	
. Mirror	X	X	
. Slip mat	X	X	
. Air freshener	X	X	
H. Bathroom: ensuite - equipment/ amenities			
. Bath, shower, basin toilet (optional)		X	
. Bath, basin, toilet and separate shower			X
. A bath towel per guest			
. A bath and hand towel per guest			
. Clean linen and towels for all new guest	X	X	X

. Change after 3 nights	X		
. Change after 2 nights		X	X
. A 13 amp earthed power socket		X	X
. A two pin adapter plug for electrical shavers/hairdryer available on request		X	X
. Lockable doors		X	X
. Unused soap for each letting		X	X
. Running hot and cold water		X	X
. Water borne sewage system		X	X
. Towel rail, hooks, shelf		X	X
. Sanitary bin with a lid		X	X
. Bath mat or duckboard		X	X
. Toilet paper		X	X
. Lighting		X	X
. Shower curtain or door		X	X
. Mirror		X	X
. Slip mat		X	X
. Air refresher		X	X
. Two drinking glasses in each bath or shower room		X	X
. One face cloth for each new visitor			X
. Adequate ventilation or external window		X	X
I. Living/dining area			
. Common living lounge area not used for sleeping purposes	X	X	X
. A dining table with seating (a covered veranda is accepted)	X	X	X
. Lounge seating for a minimum of two adults/50% occupants	X		
. Lounge seating for each occupant		X	X
. At least one side table	X	X	X
. Living/lounge area separate from dining room		X	X
. Fan to be provided in enclosed living/ dining area		X	X
. Air conditioning			X
. 13 amp socket	X	X	X
. Lighting	X	X	X
. Emergency lighting	X	X	X
. A wastepaper basket	X	X	X
. Ashtray	X	X	X
J. Laundry facilities			
. Clothes drying facilities	X	X	X
. Washing and ironing facilities or service provided		X	
. Same day or 24 hour laundry service			X
K. Catering facilities/kitchen			
. Fridge	X	X	X
. Ice trays	X	X	X
. Stainless steel cutlery	X	X	X

. Crockery and kitchen utensils commensurate with the number of rooms	X	X	X
. Separate storage space for stocks and food	X	X	X
. Dustbins with lids	X	X	X
. Lighting and power points	X	X	X
. Ventilation	X	X	X
. Two plate stove	X	X	
. Two plate stove with oven or microwave	X		
. Three place stove and oven and gill or microwave			X
. Hot and cold running water	X	X	X
. Single sink, draining board, drying rack	X		
. Double sink, draining board, drying rack		X	X
. One work surface divorced from draining board	X	X	X
. Cleaning material	X	X	X
L. Room service			
. Hot beverage facilities in room		X	
. Early morning tea service or hot beverage facilities in bedroom			X
M. Reception			
. Accommodation tariffs must be available and visible	X	X	X
. Emergency numbers available and/or displayed	X	X	X
. Tourist and visitor information	X	X	X
N. General and miscellaneous			
. Staff to be available or on call 24 hours a day for emergencies			
. First Aid kit	X	X	X
. Uniforms	X	X	X
. Telephone available for guest use	X	X	X
. Telephone in bedrooms			X
. Facsimile service available and/or E-mail			X
. Safekeeping facilities	X	X	X
. Bedrooms and facility to be cleaned daily	X	X	X
. TV in public area		X	X
. TV in room			X
. External windows for bedroom/ living area	X	X	X
. Plugs for baths, basins and sinks	X	X	X
. Fly screen or insect repellent in infested area		X	X
. Property security fenced or walled	X	X	X
. Additional guest supplies available (toothbrush, toothpaste, shaving)		X	X
. Newspaper available		X	X

. Only scratch less plastic glasses at swimming pool areas	X	X	X
. Shoe cleaning facility available		X	X
. Laundry	X		
O. Staff			
. 3 years housekeeping experience and/or recognised diploma			
. One member of staff trained in First Aid	X	X	X

**Seventh Schedule
CAMPING FACILITIES GRADING REQUIREMENTS**

(Section 9)

MINIMUM REQUIREMENTS AND SPECIFICATIONS FOR CAMPS
SITES AND CARAVAN PARKS

DESCRIPTION OF OFFERING	1*	2**	3***
A. Density of acceptance			
Minimum pitch area in sqm. for tents	20	30	50
Maximum pitch area in sqm for caravans	100	150	200
B. Determination of sites	8	12	14
Boundaries to be marked		X	X
C. Potable water source			
. Water supply points for every X pitch	30	10	2
. Non potable water must be clearly marked	X	X	X
D. Sanitation			
. Water borne sewage	X	X	X
E. Camping area			
. Stabilised earth for pitches		X	X
. Concrete pad			X
F. Lighting			
. Lighting of communal areas		X	X
. Interior path			X
G. Electrical equipment			
. Electricity supply for every X pitch		4	2
. (Cables must not cross paths or tracks)			
H. Security			
. Natural or artificial enclosure	X	X	X
. Night security		X	
. Permanent security			X
I. Communal equipment			
. Installation of fixed sanitary facilities of quality material with tiled floor, and wall covered with plaster	X	X	X
. Welcome office	X	X	X
. Information office		X	X
J. Sanitary equipment			
Separate facilities			

. For men and women	X	X	X
. For one site out of	20	15	10
	(70 persons)	(53 persons)	(35 persons)
. Washbasin with mirror and shelves	8	8	8
. Individual stall			25%
. Shower with cold water	8		
. Shower with hot and cold water		8	8
. Toilet	12	10	8
K. Laundry and other facilities			
. Dishwashing tub	2	2	
. Laundry washing tub	1	1	X
. Washing and ironing facilities			X
. Shaving point		X	X
. 13 amp socket		X	X
. Closed bins for the area	X	X	X
. Green and planted area		X	X
. Landscaping			X
. Separations of lodgings by greenery			X
. Communal braai area	X	X	
. Individual braai area			X
L. Services			
. Telephone at reception or radio communication facilities	X	X	X
. Possibility of depositing valuables at reception desk			X
. Refreshments close proximity		X	
. Refreshments on site			X
. Pool			X
. Play area for children		X	X

**Eighth Schedule
NEW HOSTEL REQUIREMENTS**

(Section 10)

DIMENSIONS AND MINIMAL SPACE NECESSARY FOR HOSTELS

DESCRIPTION OF OFFERINGS	STANDARD
A. Room/equipment/habitability/amenities/services	
. A bed and mattress per person or double bed per 2 persons	X
. Minimum bed size	
. Single 90 x 190 cm	X
. A mirror	X
. An ashtray in bedrooms where smoking is permitted	X
. A wastepaper basket	X
. One external window	X
. Opaque curtains or equivalent screening	X
. Lighting	X
. Emergency lighting	X
. All bedroom numbered or named	X
B. Bathroom: shared equipment/amenities	

. Clean linen and towels for all new guest on request	X
. A 13 amp earthed power socket	X
. A two-pin adapter plug for electrical shavers/hairedryer available on request	X
. Lockable doors	X
. Running hot and cold water	X
. Water borne sewage system	X
. Towel rail, hooks, shelf	X
. Sanitary bin with a lid	X
. Sanitary bags	X
. Bath mat or duckboard	X
. Toilet paper	X
. Lighting	X
. Shower curtain or door	X
. Mirror	X
. Slip mat	X
. Air refresher	X
C. Living/dining area	
. A dining table with seating (a covered veranda is acceptable)	X
. Common living lounge area not used for sleeping purposes	X
. 13 amp socket	X
. Lighting	X
. A wastepaper basket	X
. Ashtray	X
D. Catering facilities/kitchen	
. Stove	X
. Fridge	X
. Ice trays	X
. Stainless steel cutlery	X
. Crockery and kitchen utensils commensurate with the number of maximum occupants	X
. Separate storage space for service stocks and food	X
. Dustbins with lids	X
. Lighting and power points	X
. Ventilation	X
. Hot and cold running water	X
. One work surface divorced from draining board	X
. Cleaning material	X
E. Reception	
. Accommodation tariffs must be available and visible	X
. Emergency numbers available and or displayed	X
. Tourist and visitor information	X
F. General and miscellaneous	
. Staff to be available or on call 24 hours a day for emergencies	X
. Uniforms	X
. Telephone available for guest use	X
. Bedrooms and facility to be cleaned daily	X
. TV in public area	X
. External windows for bedroom/living area	X

. Plugs for baths, basins and sinks	X
. Property security fenced or walled	X
. First Aid Kit	X
G. Staff	
. 3 years housekeeping experience and/or recognised relevant diploma	X
. 1 member with First Aid training	X

**Ninth Schedule
CHECK-LIST CONTROL**

(Section 12(3))

QUALITY OF SERVICES

RATING

- 0 - Unacceptable
- 1 - Poor
- 2 - Acceptable
- 3 - Good
- 4 - Excellent

CHECK-LIST CONTROL: QUALITY OF SERVICES

0. BUILDING	RATING
0.1. Structure	
0.2. Parking	
0.3. Garden/greenery	
0.4. State of repair	
0.5. Cleanliness	
Maximum 20	Sub/total
1. RECEPTION AND LOUNGE	
1.1. Entrance (decoration, architecture...)	
1.2. Furniture	
1.3. Floor covering	
1.4. Wall covering	
1.5. Lighting	
1.6. Flowers/interior plants	
1.7. State of repair	
1.8. Cleanliness	
Maximum 32	Sub/total
2. ROOMS	
2.1. Decoration	
2.2. Comfort (bed, lay-out...)	
2.3. Floor covering	
2.4. Wall covering	
2.5. Air conditioning	
2.6. Soundproofing	
2.7. Lighting	
2.8. State of repair	
2.9. Cleanliness	
Maximum 36	Sub total
3. BATHROOM	
3.1. Decoration and layout	
3.2. Comfort and equipment	
3.3. Ventilation and temperature	
3.4. Appearance of the equipment	
3.5. Quality of lighting	
3.6. State of repair	
3.7. Cleanliness	

Maximum 28	Sub/total
4. COMMON AREA (CORRIDORS...)	
4.1. Architecture, decoration, atmosphere 4.2. Quality of lighting 4.3. Temperature, ventilation 4.4. Decoration, layout of lounges 4.5. Security of the spaces 4.6. State of repair 4.7. Cleanliness	
Maximum 28	Sub/total
5. MEETING ROOMS	
5.1. Decoration 5.2. Layout 5.3. Temperature and ventilation 5.4. Equipment 5.5. State of repair 5.6. Cleanliness	
Maximum 24	Sub/total
6. RESTAURANTS AND BARS	
6.1. Decoration 6.2. Layout 6.3. Atmosphere 6.4. Temperature and ventilation 6.5. Quality of lighting 6.6. Staff uniform 6.7. Attitude and professionalism of staff 6.8. Quality and presentation of the food 6.9. Range of beverages 6.10. Hygiene of kitchen 6.11. Minimum kitchen equipment 6.12. Organisation of storage 6.13. Efficiency of the service 6.14. State of repair 6.15. Cleanliness	
Maximum 60	Sub/total
7. ACTIVITIES (swimming-pool, golf, Safari...)	
7.1. Quality of furniture and fittings 7.2. Vehicle 7.2. Qualified staff 7.3. State of repair 7.4. Cleanliness	
Maximum 20	Sub/total
8. TOTAL POINTS	
8.1. Maximum points	248
%	%
5 stars	90%
4 stars	80%
3 stars	70%
2 stars	60%
1 star	50%
9. Grading recommended	
10. Do you recommend exercising of tolerance factors.	
11. Remarks	Date:

**Tenth Schedule
GRADING APPLICATION FORM**

ZIMBABWE TOURISM AUTHORITY (Z.T.A)

ZTA Registration No.: Date of Expiry:
Type of Operation:
Name of Applicant: Date:
Position: Signature:

IDENTIFICATION OF THE ESTABLISHMENT

Identification Name: Certificate of Incorporation No.
Address:

If the enterprise is a partnership, give full names and address of partners.
If the enterprise is a limited liability company, give full names and addresses of directors.
If the enterprise is owned by a sole proprietor give full name and address of proprietor.

PHONE NUMBER:
FAX NUMBER:
E-MAIL ADDRESS:

Date of commencement of operation:

Present category: 1* [] 2* [] 3* [] 4* [] 5* [] NC*

Requested category: 1* [] 2* [] 3* [] 4* [] 5* []

Number of rooms: Double Room []
Twin Room: []
Single Room: []
Suites: []
Total number of bed: []

Restaurant: Self-service/coffee shop [] No. []
A la carte [] No. []
Breakfast [] No. []
Dinner [] No. []
Lunch [] No. []

Number of staff:
Management Qualification: Diploma/Other Relevant Qualification
Experience

Chain Application: Company Chain: []
Voluntary Chain: []
None: []

List the sports, games and entertainments provided or available nearby

List other facilities provided, e.g. (swimming pool, transport, golf ...)

Attachments: 1 set of plans
Photos (facade, typical room, bathroom, welcome, public area ...)
1 Insurance policy (public liability)
1 Safety Department Report
1 Health Department Report
Manager's Curriculum Vitae

Health Certificate for Food Handlers

Tariff Schedule

DECLARATION

I hereby declare that my establishment conforms to current legislation (or hygiene, safety, equipment etc).

I am fully informed of all complementary details of legislation concerning accommodation establishments.

All the above information is true and exact. I am fully aware that giving false information could lead to my establishment being struck off the list of registered designated tourist facilities.

Date:

Signature:

DECISION OF THE GRADING TEAM

Members of the Team:

Grading accorded:

Observations:

Date:

**Eleventh Schedule
GRADING CERTIFICATE**

Issued in terms of section 12(5) of the Regulations.

This is to certify that has been has been
graded and registered a designated tourist facility in the category

Issued under my hand and seal.

Chief Executive Officer

Date: