



**Lao People's Democratic Republic**  
**Peace Independence Democracy Unity Prosperity**

Ministry of Information, Culture and Tourism

No: /MICAT

Vientiane Capital, date .....

**(Draft) Decision**  
**On the Basic Standard of Guesthouse**

- Pursuant to the regulation's President Office No .....,  
date.....on Business Service Management Accommodation  
Hotel.
- Pursuant to Unique of growth on business service unit of guesthouse in  
Lao PDR.

To Improve Business service of hotel in Lao PDR increasable, especially  
focus on updating quality services to standard of guesthouse, creating impression,  
safe and convenient to consumer, ensuring security, regularity in social.

The minister of information, culture and tourism  
Issue on Decision:

Section 1  
General Provision

Article 1: Guesthouse mean building that provide the rooms for consumer base on  
service payments, there is 5 rooms to 14 rooms. If the guesthouse is unless than 5  
rooms, not allow to operate the service hotel.

Article 2: (New) Objective of guesthouse for person stay by daily, weekly or  
monthly but not permanent. Guesthouse use for serving and service for guest.

Article 3: This decision, the term are defined as follows:

1. Lobby means the large room with an area in front of guesthouse, use for welcome guest to check-in or check-out.
2. Room type of guesthouse:
  - Single room means the room containing a single bed for one person.
  - Double room means the room containing a single bed for two people.
  - Twin room means the room containing two single beds for 2 people.
  - Triple room mean the room containing three beds for 3 people.
3. Public area mean an area around the guesthouse that guest be share including Lobby, balconies, walkways, relax seating, yard and etc.

Article 4: guesthouse designing include new building or rebuild the building, have to allow from Department of post, telecommunication and communication of province or Vientiane Capital. The design of Guesthouse has to reasonable and comfortable to visitor of guesthouse and local or nation unique feature.

## Section 2

### Basic standard of guesthouse

Article 5 (update) Standard of guesthouse

- Guesthouse must have Basic standard as follows:
  1. Bedroom
  2. Lobby, equipment and facilities
  3. Standard of service
  4. Keep clean an environment
  5. Safety
  6. Parking
- The minimum standard of bedroom must have as follows:
  1. An area of bedroom, not including bathroom area:
    - A Single bed or double beds: 2,5 m x 3 m
    - Two beds in the room : 3 m x 3 m
    - Three beds in the room: 5 m x 3 m
  2. Height of bedroom from floor to ceiling at least 2,50 m

3. Bedroom must have window for ventilation, have fans (minimum conditions) or hood or conditional.
4. Size of bed:
  - Single bed: width should more than 90 cm  
Length should more than 195 cm  
High should more than 40 cm
  - Double beds: width should more than 140 cm  
Length should more than 195 cm  
High should more than 40 cm
5. Bedroom must not contains over 3 units
6. Bedroom must have equipment and essential Equipment as follows:
  - Mat should density at least 10 cm, pillows, blankets, slippers
  - Mosquito net (for the room without mosquito protect system)
  - Pat blanket, pat Cushion, sheets, towels, at least 3 set of each for replace.
  - Closet should be suit with room including hanging clothes.
  - Size of Desk and chair should be fit for shelves or write
  - Curtain
  - Glass and water should be fit for bed unit and number of guests of each room.
7. Bedroom must have clean and enough bathroom with customer need as follows:
  - Bathroom in bedroom
  - The ratio of shared toilets in the guesthouse as follows:  
The shower room for 4 people (calculate by number of beds)  
The toilet for 4 people (calculate by number of beds)
8. Bathroom including Washbasin, shower or bath tub, latrines (should be Sanitary wares), mirror and soap, the ground toilets should not material slippery.
9. Each bedroom should be keep and protect sound.
10. In the room must have enough a light system (electric), minimum standard is 5,5 Square meter / 20W (except not permanent electrical area) permanent electrical.

Article 6: Lobby and Accessories.

1. In the hotel must have the lobby with an area of 1 square meter per 1 person (computed by the number of the bed in the hotel)
2. In the lobby, the reception desk must be provided with drawers or shelves for placing the paperwork, keeping items and filing the document for the receptionist.
3. On the reception desk must have the telephone and a local telephone number or in other country.
4. In the lobby should be decorated of handicrafts or the picture about Laos that indicate a beautiful nature and culture of Lao PDR and in the lobby should not display an impolite picture and any pornographic advertisements.
5. On the reception desk must provide the following information:
  - Service information within the hotel,
  - Room rate with permission of authority,
  - House rules (written in 2 languages: Lao and English) that should not be inconsistent with the law,
  - Travel information, travel route, tourist attractions, local map and other.

#### Article 7: Facilities

1. In the hotel, the signboard and symbols must be provided such as room number, toilet sign and the signboard of front desk should be both written in Lao and English language.
2. An accessible route into the hotel should be comfortable. An inside area must be provided the entrance-exit and the parking lot for the vehicles and the space to turn the car as well.

#### Article 8: The service standards

1. The employee must be provided all the time, including the night time at 22:00 PM – 6:00 AM needs to have a watchman.
2. Daily do cleaning of the room, toilet and change bedding.
3. The manager or head of receptionist must be good in English in term of technical and communication basis.
4. While working, the receptionist need to wear polite clothes or uniform if any and name tags as well. The Female receptionist must wear Lao skirt.

5. The employee should provide the service with a smile, honestly, warmly, friendly and politely speaking. They will not do something that dishonors the reputation locally and nation.
6. The welcome quests must do the register, the number of visitors should be checked it in daily and report to the related authorities such as tourism police and tourist bureau.

#### Article 9: Cleanliness

1. The hotel must provide enough water supplies, for the local without water supply has to provide the well or groundwater with a clean filter system and the quantity of water should be enough for using.
2. In the room must have the waste- basket, and public area should also provide a public waste-basket with cover.

#### Article 10: Environment

1. The hotel must have a good sewerage system without bad smell that makes other annoying.
2. The hotel must decorate the place by planting tree and flowers.

#### Article 11: Security

1. The hotel must have securely fence.
2. The room must surround by walls and good ceiling.
3. The room must have a door, tightly window to be composed of key, good bolt, secure window and mosquito window.
4. The hotel must provide Emergency Exit and available use all the time.
5. The hotel must also provide fire-extinguisher at the ready for using with the amount of 10 visitors per 1 fire-extinguisher (base on the number of the bed).
6. The hotel must have the transformer to collect the power when emergency happen or at least prepare the flashlight in the counter.
7. The reception desk must have a drawer or shelves to keep the key room safely. Do not hang the key that other is easily get it.
8. The hotel must have one person in service and watch 24 hours.

Section III  
The last provision

Article 12: This provision is effective use in nation-wide.

Article 13: The hotel has operated the business before the declaration of this provision must improve their own condition in accordance with the requirement, rules and regulation completely within 8 months since the date of the promulgation.

Article 14: This provision is valid since the date signed.