

民政事務總署

牌照事務處

香港鰂魚涌英皇道九七九號  
太古坊康和大廈十四樓



HOME AFFAIRS DEPARTMENT

OFFICE OF THE LICENSING AUTHORITY  
14th Floor, Cornwall House, Taikoo Place  
979 King's Road  
Quarry Bay  
Hong Kong

本署檔號 Our Ref. HAD/LA/4/32/3

來函檔號 Your Ref.

電話 Tel.: 2881 7034

傳真 Fax: 2894 8343

24 February 2011

All Hotel/Guesthouse Licence Holders

Dear Sir/Madam

**Hotel and Guesthouse Accommodation Ordinance (Cap. 349)  
Proper Maintenance of Fire Services Installations and Equipment &  
Quality Tourism Services – Accredited Visitor Accommodation Scheme**

Your attention is drawn to the licensing condition endorsed on your Licence regarding “you are required to provide proper maintenance of the approved Fire Service Installations and Equipment (FSI) and to ensure that they are free from obstructions at all times”. In this connection, proper maintenance of the approved FSI should be as follows :-

**“You shall arrange an inspection of FSI in your premises by a registered contractor at least once in every 12 months to ensure that such FSI are in efficient working order. You shall deliver a copy of the certificate of FSI (F.S. 251) to the Hotel and Guesthouse Accommodation Authority for endorsement within 28 days from the date of inspection. A copy of the latest certificate of FSI (F.S. 251) shall be kept in the premises and must be produced for inspection on demand. In addition, you shall ensure that such FSI are in efficient working order at all times.”**

You may wish to note that failure to comply with the above requirement will render you liable to prosecution under section 21 of the Hotel and Guesthouse Accommodation Ordinance (Cap. 349) and on conviction to a fine of \$100,000, to imprisonment for 2 years and to a fine of \$10,000 for each day during which the offence continues. Criminal proceedings could be brought against you without further warning.

If you have any enquiries, please contact our Mr SEE Pak-ki at 2881 7496 or his supervisor Mr YU Fu-kin at 2881 7017 during office hours.

I take the opportunity to enclose information on the Quality Tourism Services – Accredited Visitor Accommodation Scheme, which is now being promoted by the Hong Kong Tourism Board. If you are interested in this scheme, please contact the Hong Kong Tourism Board for details (enquiry tel. no. 2806 2823).

Yours faithfully,

( T C YU )

for Hotel and Guesthouse Accommodation Authority

c.c. HAD/LA/1/2/6  
HAD/LA/CON/8/3 III



## Quality Tourism Service – Accredited Visitor Accommodation Scheme

The QTS Scheme [<http://www.discoverhongkong.com/eng/jsp/qts-va/index.jsp>] makes it easy for tourists to find budget visitor accommodation that can be trusted.

Under the scheme administered by Hong Kong Tourism Board, QTS – accredited visitor accommodation must pass annual assessments showing that they:

- Provide clear and sufficient information on the type of accommodation available with clearly displayed prices for rooms and other services;
- Provide a comfortable and pleasant environment with good standards of cleanliness and hygiene; and
- Offer warm and efficient customer service with frontline staff possessing extensive product and service knowledge.

### 「優質旅遊服務」計劃－認可旅客住宿服務

「優質旅遊服務」計劃助旅客搜尋經濟實惠和服務優良的住宿選擇 [<http://www.discoverhongkong.com/tc/jsp/qts-va/index.jsp>]。

由香港旅遊發展局推行的「優質旅遊服務」計劃，規定獲得認證的旅客住宿服務必須通過每年的評審，以確保達到以下標準：

- 為客人提供清晰、充足的住宿服務類別資料，房租和其他服務收費均清楚列明；
- 環境舒適宜人、清潔衛生；及
- 前線員工提供熱誠周到的顧客服務，並具備豐富的產品和服務知識。