

Supplementary Guideline on the Provision of 24-hour Manned Counter
[applicable to licensed guesthouses (general) only]

(Note : This Supplementary Guideline should be read in conjunction with the “Guideline on New Licensing Requirements under the Hotel and Guesthouse Accommodation Ordinance (Cap. 349)”)

Provision of a 24-hour manned counter is necessary as patrons may require assistance from time to time. If there is insurmountable physical constraint in the premises in meeting the requirement, the licensee/applicant may submit a proposal with detailed arrangements for any alternative measure in place of a 24-hour manned counter requirement. The alternative measures should comply with the following –

- (a) some other means of 24-hour manned direct communication should be provided between the guesthouse operator and patrons (e.g. designated telephone number, email address, etc.) in tandem with the installation of closed-circuit television (CCTV) to monitor the situation in all the guesthouses concerned;
- (b) the licensee/applicant should pledge that help will be provided at the guesthouse concerned around 20 minutes from the time of a patron’s call; and
- (c) the licensee/applicant should provide documentary proof that the means of 24-hour manned direct communication and the installation of CCTV are in a location under his/her management or control.

2. The Office of the Licensing Authority (OLA) will consider proposals of alternative measures on a case by case basis, taking into account their merits and circumstances. Subject to compliance with the conditions set out in paragraph 1 above, proposals such as hotel-like front-desk management, sharing of counter among guesthouses of the same licensee or among different licensees, etc. may be accepted.

3. For any enquiries, please contact the OLA staff at telephone number 3107 3021.