



REPUBLIC OF GHANA

TOURISM (TOURIST SITES) REGULATIONS, 2019

(L.I. 2393)

TOURISM (TOURIST SITES) REGULATIONS, 2019

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IN exercise of the power conferred on the Minister responsible for Tourism by subsection (1) of section 45 and subsection (1) of section 48 of the Tourism Act, 2011 (Act 817), these Regulations are made this 17th day of December, 2019.

Preliminary

Application of Regulations

1. These Regulations apply to a tourist site specified under regulations 2 to 5.

Classification of Tourist Sites

Categories of tourist sites

2. For the purpose of these Regulations, a tourist site is classified as a
 - (a) Category "N" tourist site;
 - (b) Category "H" tourist site; or
 - (c) Category "P" tourist site.

Category "N" tourist site

3. **(1)** A tourist site is classified as a Category "N" tourist site if that tourist site is a natural resource.
(2) A Category "N" tourist site includes a
 - (a) national park;
 - (b) beach;
 - (c) lake;
 - (d) waterfall;
 - (e) mountain;
 - (f) rock;
 - (g) cave; and
 - (h) river.

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Category "H" tourist site

4. (1) A tourist site is classified as a Category "H" tourist site if that tourist site is man-made but not originally designed to attract visitors.

(2) A Category "H" tourist site includes

- (a) a historic garden;
- (b) a dam;
- (c) a gallery;
- (d) a civic or culture site;
- (e) a historic building;
- (f) an archaeological site;
- (g) a monument;
- (h) an open-air market;
- (i) a park;
- (j) a working farm which is open to the public;
- (k) a picnic or retreat site;
- (l) a slave market; and
- (m) a castle or fort.

Category "P" tourist site

5. (1) A tourist site is classified as a Category "P" tourist site if that tourist site is man-made and purposely built to attract visitors.

(2) A Category "P" tourist site includes

- (a) an open air museum;
- (b) a heritage site;
- (c) a craft centre;
- (d) an industrial site;
- (e) a park or garden;
- (f) a safari park;
- (g) a picnic or retreat site;
- (h) a museum; and
- (i) a cultural centre.

Register of tourist site

6. The Authority shall keep and maintain a register of tourist sites. Management and Minimum Requirements for Tourist Sites

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Management of tourist site

7. (1) An operator of a tourist site shall ensure that qualified personnel undertake the day-to-day management of that tourist site.

(2) Where a tourist site is designated as a World Heritage and Nature Site, the operator of that tourist site shall ensure that the tourist site is managed in accordance with international best practice and existing conventions.

(3) The governing body of a tourist site shall include at least one representative each of the

- (a) Ghana Tourism Authority;
- (b) respective District Assembly; and
- (c) respective Traditional Authority.

(4) Where investments are made by any of the members of the governing body or any other person in the tourist site, the revenue accrued from the tourist site shall be shared in the agreed proportion.

(5) The governing body of a tourist site shall

- (a) formulate policies on the maintenance of the tourist site and submit the policies to the Authority; and
- (b) ensure that each tourist enterprise or activity at the tourist site is conducted in accordance with the Act and any other relevant enactment.

Premises of tourist site

8. (1) An operator of a tourist site shall ensure that

- (a) the premises of that tourist site is well laid out and properly equipped for the intended purpose;
- (b) the premises of that tourist site has a good drainage system;
- (c) the entrances to the premises of that tourist site are suitably wide and kept free from any obstruction;
- (d) buildings on the premises of that tourist site are of sustainable and durable construction, structurally safe and in a constant state of good repair;
- (e) the premises of that tourist site is kept clean and well maintained at all times; and the operation and development of the tourist site is
 - (i) carried out in a responsible and sustainable manner; and
 - (ii) responsive to the environment.

(2) For the purposes of subregulation (1), "premises" includes the exterior and interior, outdoor area, grounds and car parking area.

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Entrance and exit of tourist site

9. (1) An operator of a tourist site shall ensure that the entrance and exit of that tourist site are suitably located, laid out and equipped for the proper reception and control of persons who are arriving at and departing from the tourist site.

(2) An operator of a tourist site shall ensure that a comprehensive layout of the attraction of that tourist site is displayed at the entrance of and other vantage locations of the tourist site.

(3) An operator of a tourist site shall ensure that the reception facility of that tourist site is accessible and disability friendly.

(4) An operator of a tourist site shall ensure that

- (a)** a notice of the working hours of that tourist site is conspicuously displayed at the entrance of the tourist site; and
- (b)** the "Tourist Site Flag" approved by the Ghana Tourism Authority is hoisted at the entrance of that tourist site.

(5) An operator of a tourist site shall ensure that the reception area of that tourist site is

- (a)** well-furnished and equipped; and
- (b)** manned during operating hours by qualified personnel.

Signage

10. (1) An operator of a tourist site shall ensure that directional signs at that tourist site are erected

- (a)** on and along major roads to the tourist site;
- (b)** at the entrance of the tourist site; and
- (c)** at the entry and exit of the tourist site.

(2) An operator of a tourist site shall ensure that the directional signs erected within the premises of that tourist site provide information for persons who visit that tourist site.

(3) An operator of a tourist site shall ensure that written and graphic display of information on that tourist site is available on-site and on the website of the tourist site.

Roads and pathways

11. (1) An operator of a tourist site shall ensure that roads and pathways at the tourist site are laid out to allow for internal movement

- (a)** between the entrance and exit of that tourist site;
 - (b)** of an emergency service vehicle within the premises of that tourist site;
- and

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(c) around that tourist site.

(2) An operator of a tourist site shall ensure that tour routes within that tourist site are well laid-out.

(3) An operator of a tourist site shall ensure that roads and pathways within that tourist site are designed in accordance with the Persons with Disability Act, 2006 (Act 715).

Washroom facility

12. (1) An operator of a tourist site shall ensure that the tourist site has adequate washroom facilities for the exclusive use of males, females and persons with disability.

(2) A washroom facility for the use of persons with disability shall have an area for the exclusive use of males and another for the exclusive use of females.

(3) An operator of a tourist site shall ensure that the washroom facility is fitted with the following:

- (a) a wash-hand basin;
- (b) a soap dispenser;
- (c) a wall mirror;
- (d) a towel rack;
- (e) a tissue dispenser;
- (f) a hand dryer; and
- (g) a sanitiser dispenser.

Lighting and ventilation

13. An operator of a tourist site shall ensure that

- (a) structures on that tourist site are fitted with effective means of natural and artificial lighting and ventilation;
- (b) lighting and ventilation are at all times in good condition for the
 - (i) interior and exterior of buildings, and
 - (ii) entrances and exits of that tourist site; and
- (c) roads and pathways within the premises of that tourist site are well lit.

Health, safety and environment

14. (1) An operator of a tourist site shall ensure that the tourist site

- (a) is equipped with adequate firefighting equipment, smoke detectors and other safety devices;
- (b) has a fire escape and an emergency exit which are in good condition at all times in accordance with fire safety and accident prevention regulations;

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- (c) is covered by a public liability insurance policy; and
- (d) has an emergency preparedness plan.

(2) An operator of a tourist site shall ensure that the electrical facilities are installed at that tourist site and maintained in accordance with electrical safety laws.

(3) An operator of a tourist site shall ensure that the tourist site has a twenty-four-hour security surveillance within the premises.

(4) An operator of a tourist site shall ensure that the tourist site is stocked with a first aid kit and has an on-site first aid attendant.

(5) An operator of a tourist site shall ensure that safety instructions including general rules, prohibited items, prohibited activities and operator rights are conspicuously displayed at that tourist site.

Site guide and guard

15. (1) An operator of a tourist site shall ensure that visitors who visit that tourist site are accompanied on the tour of that tourist site by a trained site guide and guard.

(2) An operator of a tourist site shall ensure that a site guide and a guard at that tourist site are provided with appropriate communication gadgets.

(3) For purposes of this regulation, "communication gadget" includes a smart cell phone, a walkie-talkie telephone or any other gadget that would enable a site guide and a guard to communicate with the administrative office of that tourist site.

Emergency response

16. An operator of a tourist site shall ensure that the tourist site has an emergency response plan and reporting system.

Hygiene

17. An operator of a tourist site shall ensure that

- (a) sanitary conditions at that tourist site are maintained compliance with applicable laws; and
- (b) refuse is disposed of daily and the refuse area and dustbins on that tourist site are covered and kept in good sanitary conditions.

*Tourism (Tourist Sites) Regulations, 2019***Utilities**

- 18.** An operator of a tourist site shall ensure that
- (a) that tourist site has an alternative source of power available at all times; and
 - (b) a water reservoir is provided for use at that tourist site in the event of a shortage of water.

Staff

- 19. (1)** An operator of a tourist site shall ensure that staff at that tourist site
- (a) are sufficient in numbers and professionally trained for their duties;
 - (b) are declared medically fit by a registered medical officer of the District Health Directorate;
 - (c) provide their personal particulars including their permanent residential addresses, electronic mail addresses, contact numbers and names of the next of kin to be recorded and kept by the operator;
 - (d) wear uniforms that are clean, decent and in good condition;
 - (e) change uniforms regularly; and wear identification badges.
- (2)** An operator of a tourist site shall ensure that
- (a) staff at that tourist site are provided with staff changing rooms for the exclusive use of male staff and another for the exclusive use of the female staff; and
 - (b) staff washrooms for the exclusive use of male staff and another for the exclusive use of female staff are provided and are properly maintained.
- (3)** An operator of a tourist site shall ensure that staff at the tourist site are trained
- (a) to enable the staff recognise potential safety hazards and security threats; and
 - (b) regularly on appropriate actions to take in the event of an emergency.

*Grades for Tourist Site***Standard grades for tourist sites**

- 20.** An operator of a tourist site shall in addition to the requirements specified in regulations 7 to 19 ensure that
- (a) where the tourist site is graded as a grade A1 tourist site, that operator complies with the standards specified in Part One of the Schedule;
 - (b) where the tourist site is graded as a grade A2 tourist site, that operator complies with the standards specified in Part Two of the Schedule; and

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- (c) where the tourist site is graded as a grade A3 tourist site, that operator complies with the standards specified in Part Three of the Schedule.

Records

Register of visitors

21. (1) An operator of a tourist site shall keep and maintain a register of visitors to that tourist site.

(2) The operator shall enter in the register in relation to each

(a) the following details on arrival:

- (i) name;
- (ii) nationality;
- (iii) age;
- (iv) gender;
- (v) country of residence;
- (vi) electronic mail address;
- (vii) social media handle; and
- (viii) in case of emergency contact; and

(b) on departure from the tourist site, the expenditure tourist site.

(3) The register shall have a column for a feedback of the visitor.

(4) An operator who contravenes this regulation commits an offence and is liable on summary conviction to a fine of not less than one hundred penalty units and not more than five thousand penalty units or to a term of imprisonment of not more than six months or to both.

Record of staff

22. (1) An operator of a tourist site shall keep a register of personnel employed at the tourist site.

(2) The operator shall enter in the register in relation to each employee the following details:

- (a) position of the employee;
- (b) educational background;
- (c) qualification obtained;
- (d) gender;
- (e) age;
- (f) salary; and
- (g) residential address of the employee.

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(3) The operator shall submit the register of employees to the Authority on the 31st of January of each year.

Other records

23. An operator of a tourist site shall keep and maintain at that tourist site the following records:

- (a) accounting records;
- (b) administrative records including annual reports, minutes of meetings of the governing body and committees; and
- (c) an updated maintenance record.

Miscellaneous Provisions

Submission of financial statement

24. An operator of a tourist site shall submit to the Authority, the audited financial statement of that tourist site within ninety days after the of the financial statement.

Carrying capacity

25. An operator of a tourist site shall,
- (a) subject to the approval of the Authority, determine the carrying capacity of that tourist site; and
 - (b) not exceed the carrying capacity of that tourist site in order to minimize the risk of degrading the tourist site or adversely affecting the experience of visitors.

Offences

26. A person who fails to comply with a requirement specified under these Regulations commits an offence and is liable on summary conviction to a fine of not less than one hundred penalty units and not more than five thousand penalty units and in the case of a continuing offence to a further fine of not more than five hundred penalty units for each day during which the contravention continues.

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Interpretation

27. In these Regulations, unless the context otherwise requires,
"District Assembly" includes a Municipal Assembly and a Metropolitan Assembly;
"man-made resources" means resources which are created for purposes of tourism;
"natural resources" mean resources occurring in the natural state devoid of any significant action of humans and which can be utilized for tourism gain; and
"operator" means a tourist site operator.

SCHEDULE

PART ONE

(regulation 20(a))

STANDARD FOR GRADE A1 TOURIST SITE

Location

1. An operator of a grade A1 tourist site shall ensure that the tourist site is located in a place which provides excellent access to that tourist site.

Attractiveness of the tourist site

2. (1) An operator of a grade A1 tourist site shall ensure that the tourist site
- (a) has an excellent distinctive appeal;
 - (b) has an exceptional historical, cultural and scientific importance;
 - (c) has a variety of species and habitats or a unique scenery; and
 - (d) is maintained in a manner that retains the original structure and shape of that tourist site.

(2) For the purposes of subparagraph (1),

"excellent distinctive appeal" means superior appeal;

"exceptional historical, cultural and scientific importance" means a rare significance including the designation of the tourist site as a World Heritage Site by the United Nations Educational Scientific and Cultural Organisation;

"variety of species and habitats" means not less than five species of flora or fauna; and

"unique scenery" means only one of its magnificent kind.

Parking space

3. An operator of a grade A1 tourist site shall ensure that the tourist site has a designated space for parking with a capacity that is commensurate with the carrying capacity of the tourist site.

Visitor centre

4. (1) An operator of a grade A1 tourist site shall ensure that the visitor centre of that tourist site is well located, spacious and furnished.

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- (2) The visitor centre shall
- (a) be managed by trained personnel;
 - (b) have a bi-lingual staff at the reception;
 - (c) have publications related to the tourist site;
 - (d) have an excellent exterior frontage;
 - (e) have catering services;
 - (f) have designated shopping areas;
 - (g) have local tourist products for sale;
 - (h) have the sufficient number of washrooms in good condition;
 - (i) have the sufficient number of registered and trained site guides and guards; and
 - (j) have the sufficient number of environmentally compatible and well-maintained dustbins.

(3) The operator shall provide facilities that are suitable for the elderly, children and persons with disability.

(4) For the purposes of sub-subparagraph (c) of subparagraph (2),

"publication" means the preparation of a book, journal or piece of music or video for sale to the public.

Management of a grade A1 tourist site

5. (1) An operator of a grade A1 tourist site shall ensure that the tourist site is managed by a professional management team.

- (2) The professional management team shall
- (a) ensure compliance with quality control and maintenance systems; and
 - (b) establish and maintain an efficient complaint handling system.

Telecommunication service

6. (1) An operator of a grade A1 tourist site shall ensure that the tourist site has an efficient communication service within the tourist site.

(2) An operator of a grade A1 tourist site shall provide communication service for a fee displayed at the tourist site.

Tourist arrivals

7. A grade A1 tourist site is a tourist site which receives at least fifty thousand persons with not less than ten per cent being international tourists visiting the tourist site in a year.

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PART TWO

(regulation 20(b))

STANDARD FOR GRADE A2 TOURIST SITE

Location

1. An operator of a grade A2 tourist site shall ensure that the tourist site is located in a place which provides good access to the tourist site.

Attractiveness of the tourist site

2. (1) An operator of a grade A2 tourist site shall ensure that the tourist site
 - (a) has good distinctive appeals;
 - (b) has a significant historical, cultural and scientific importance;
 - (c) is maintained in a manner that retains the original structure and shape of that tourist site.

- (2) For the purposes of subparagraph (1),

"good distinctive appeal" means moderate charm; and

"significant historical, cultural and scientific importance" means standard importance.

Parking space

3. An operator of a grade A2 tourist site shall ensure that the tourist site has a designated space for parking with a capacity that is commensurate with the carrying capacity of the tourist site.

Visitor centre

4. (1) An operator of a grade A2 tourist site shall ensure that the visitor centre of that tourist site is well located, spacious and furnished.

- (2) The visitor centre shall

- (a) be managed by trained personnel;
- (b) have promotional materials related to the tourist site;
- (c) have a good exterior frontage;
- (d) have catering services;
- (e) have a designated souvenir shop;
- (f) have sufficient washrooms in good condition;

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- (g) have sufficient registered and trained site guides and guards; and
- (h) have environmentally compatible and well-maintained dustbins.

(3) The operator shall provide facilities that are suitable for the elderly, children and persons with disability.

(4) For the purposes of sub-subparagraph (b) of subparagraph (2),

"promotional material" means materials for the marketing of a tourist site and is in the nature of audio visuals, print posters among others.

Management of a grade A2 tourist site

- 5. (1) An operator of a grade A2 tourist site shall ensure that the tourist site is managed by a professional management team.
- (2) The professional management team shall
 - (a) ensure compliance with quality control and maintenance systems; and
 - (b) establish and maintain an efficient complaint handling system.

Telecommunication service

- 6. (1) An operator of a grade A2 tourist site shall ensure that the tourist site has an efficient communication service within that tourist site.
- (2) An operator of a grade A2 tourist site shall provide communication service for a fee displayed at the tourist site.

Tourist arrivals

- 7. A grade A2 tourist site is a tourist site which receives at least twenty thousand persons with not less than ten per cent being international tourists visiting that tourist site in a year.

PART THREE

(regulations 20(c))

STANDARD FOR GRADE A3 TOURIST SITE

Location

1. An operator of a grade A3 tourist site shall ensure that the tourist site is located in a place which provides suitable access to that tourist site.

Attractiveness of the tourist site

2. (1) An operator of a grade A3 tourist site shall ensure that the tourist site
 - (a) has a satisfactory charm;
 - (b) has a historical, cultural and scientific importance; and
 - (c) is maintained in a manner that retains the original structure and shape of that tourist site.

(2) For the purpose of sub-subparagraph (b) of subparagraph (2), "historical, cultural and scientific importance" means ordinary importance.

Parking space

3. An operator of a grade A3 tourist site shall ensure that the tourist site has a designated space for parking with a capacity that is commensurate with the carrying capacity of the tourist site.

Visitor centre

4. (1) An operator of a grade A3 tourist site shall ensure that the visitor centre of that tourist site is well located, spacious and furnished.

- (2) The visitor centre shall
 - (a) be managed by trained personnel;
 - (b) have brochures related to the tourist site;
 - (c) have a suitable exterior frontage;
 - (d) have snack services;
 - (e) have a designated souvenir shop;
 - (f) have sufficient number of washrooms in good condition;
 - (g) have sufficient number of registered and trained site guides and guards; and
 - (h) have sufficient number of environmentally compatible and well-maintained dustbins.

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(3) The operator shall provide facilities that are suitable for the elderly, children and persons with disability.

(4) For the purpose of sub-subparagraph (b) of subparagraph (2), "brochure" means a small book or magazine which contains pictures and information about the products and services offered by a tourist site.

Management of a grade A3 tourist site

5. (1) An operator of a grade A3 tourist site shall ensure that the tourist site is managed by a qualified professional management team.

(2) The professional management team shall

(a) ensure compliance with quality control and maintenance systems; and

(b) establish and maintain an efficient complaint handling system.

Telecommunication services

6. (1) An operator of a grade A3 tourist site shall ensure that the tourist site has an efficient communication service within the tourist site.

(2) An operator of a grade A3 tourist site shall provide communication service for a fee displayed at the tourist site.

Tourist arrivals

7. A grade A3 tourist site is a tourist site which receives less than twenty thousand persons visiting the tourist site in a year.

HON. BARBARA OTENG GYASI (M.P.)

Minister responsible for Tourism

