

**CYPRUS TOURISM ORGANISATION: OBLIGATIONS
AND RESPONSIBILITIES OF ENTREPRENEUR / MANAGER
OF CATERING & ENTERTAINMENT ESTABLISHMENTS**

A. General Information

- 1) The establishment, operation and supervision of catering and entertainment establishments is governed by the specific legislation of the Catering and Entertainment Establishments (Law Number 29 of 1985 until today and the Regulations issued in accordance thereof).
- 2) In accordance with the provisions of the above Laws and Regulations, catering establishments are classified into various categories depending on the nature of the services provided to the client and are divided into Restaurants or Taverns, Cafeterias or Pizza Houses, Pubs or Bars, Music and Dance Establishments, Discotheques, Snack Bars and Cabarets.
- 3) Plans of newly proposed establishments, regarding a newly erected building or the renovation or conversion of an existing building, must be submitted to the Organisation for approval after the town planning licence is secured.
- 4) Establishments of every category are divided into three classes (A, B, and C) depending on the nature of building, value and quality of structure, furniture, equipment, level of operation and the level of amenities and services provided.
- 5) Before the commencement of operation of the establishment the entrepreneur must submit an application to the Cyprus Tourism Organisation for the classification and issue of the licence essential for its operation. The classification is made following the inspection of the establishment by Officers of the Organisation provided there is compliance with the terms and conditions prescribed by the Law and Regulations.
- 6) In cases of renovations involving extensions to existing establishments plans must be submitted to the Organisation for approval. It is pointed out that such applications must be signed by the owner of the premises which houses the establishment and not by the entrepreneur or lessee or Manager of the establishment.

B. Obligations and responsibilities

Entrepreneurs who have secured an operating licence of an establishment and all approved managers have the following obligations arising from the Law:

1. Licence to operate (section 6)

- (a) It is prohibited for any establishment of any category to operate without having secured the relevant licence from the Organisation.

An operating licence is only issued, if the terms and conditions of the relevant Law are fulfilled and the annual fee for its issue or its renewal is paid and a health certificate is secured. All licenses issued expire on the 31st December of the year of issue.

- (b) A copy of the operating licence must be displayed at a prominent place in the establishment.

2. Change of ownership of the establishment (section 8)

- (a) Any change of the entrepreneur or Manager of the establishment or the alteration in the way of operation of the establishment in respect of services provided, which may not be compatible with the category or class of the establishment, must be duly notified to the Organisation for approval.
- (b) A new licence must be issued in the event of change of the Entrepreneur, name, category or class. In case of a manager change, a copy of the licence needs to be issued.

3. Manager (Section 16)

The manager of the establishment shall:

- (a) Be a graduate of a recognised Hotel School or a School of Tourist Occupations and have a good knowledge of matters related to food and beverages, or
- (b) Be a holder of a leaving certificate of a six-year Secondary School and have one year experience in a catering occupation , or
- (c) Have at least three years experience in catering or relative occupations which in the opinion of the Organisation is deemed satisfactory.
- (d) Have a clean criminal record.

4. The name of the establishment (section 10)

The name of every establishment is subject to the approval of the Organisation.

The Organisation may reject names which are not suitable for the category of the establishment or are likely to cause confusion with other existing establishments in the same area.

It is desirable that names of new establishments are compatible with Cypriot culture, history, civilization, and special characteristics of Cyprus, be written in latin characters, avoid the use of location names, or include initials or a combination of initials with the words beach when the establishment is not a seaside establishment. It is desirable that foreign names be used only by establishments with special characteristics and services.

5. Pricelists (section 13 and Regulations 8 - 9)

- (a) Every entrepreneur must submit to the Organisation a pricelist for approval, which should include all items served in the establishment providing a detailed description of the food offered. The items served, must be compatible with the category of the establishment.
- (b) Prices on all items in the pricelists should include all charges such as the 10% service charge and V.A.T.
- (c) Pricelists must be written in Greek and another prevailing foreign language.
- (d) Prices of all items should correspond to the normal quantity and quality of food, and the food must be prepared and presented in a professional way.
- (e) All establishments irrespective of category, must offer their clients coffee, beer, refreshments or beverages included in the pricelist with no obligation on behalf of the client to order food.

The above obligation is not applicable in the case of restaurants, or taverns operating between the hours of 12.00 and 15.00 if this is clearly stated in the approved pricelists and other prominent places of the establishment for the clients' information.

- (f) Establishments providing live music must necessarily include in their menu, the music program, prices for food served with or without music as well as any possible extra charge.

- (g) The following must be clarified in the pricelists:
- (i) The kind of fish or meat used for the preparation of the food in every case,
 - (ii) Whether the items are local, freshly imported or frozen.
- (h) Cyprus coffee must always be served with potable water.
- (i) Copies of the approved pricelist must be displayed outside the main entrance of the catering and entertainment establishment, as well as at a prominent place within the catering and entertainment establishment whenever no pricelists are given to clients.
- (j) Pricelists in all catering and entertainment establishments in the "Restaurant" and "Taverna" categories must include a table d'hote menu for lunch and dinner.
- (k) It is prohibited for an entrepreneur to receive larger sums than those stated in the approved pricelists.

6. Numbered Invoices (Section 15)

- (a) A receipt with a serial number must be issued for every service provided to a client, stating in detail all items offered, as well as the corresponding price for every item. The name of the catering and entertainment establishment as well as the date of issue must be stated in the receipts or invoices.
- (b) Every invoice must be issued in duplicate.
- (c) Copies of the invoices must be kept by the entrepreneur until the end of December of the following year in case they are asked for inspection.
- (d) Where the entrepreneur uses a cash register for the issue of Invoices he or she must:
- use a machine which issues detailed invoices with date and
 - issue also Z Reading with serial number.
 - keep the audit roll of the machine up until December of the year immediately following the date of its issue.

7. Furniture, crockery, linen (Regulation 24)

- (a) Furniture, crockery and linen in every catering and entertainment establishment must be adequate in order to secure comfortable stay and good level of service to clients, smooth operation of services and aesthetic appearance.
- (b) Class A restaurants must have exceptionally clean table-cloths and linen.
- (c) Crockery and equipment used for the preparation and serving of food must be made from material which is easy to clean and which does not absorb any substances likely to cause food poisoning.
- (d) The number of seats or clients of the catering and entertainment establishment must be in accordance to the prescribed capacity of the catering and entertainment establishment.

8. Management and staff (sections 16 & 17 Regulations 26-30)

- (a) The Manager and staff of the catering and entertainment establishment, must be polite to every client, show willingness and eagerness in the exercise of their duties and offer satisfactory level of service.
- (b) Work by all departments of the catering and entertainment establishment must be carried out with great care in order to avoid the cause of any possible nuisance to clients.
- (c) The entrepreneur and manager are responsible:
 - (i) For the good maintenance and hygiene of all areas in the catering and entertainment establishment, as well as for its furniture and equipment,
 - (ii) For the swift and high standard of service in all departments of the catering and entertainment establishment,
 - (iii) For the serving of well prepared and satisfactory quality and quantity of food.
 - (iv) For the provision by the catering and entertainment establishment of all advertised services and amenities,
 - (v) For the appropriate storing and keeping of food and beverages.
- (d) Every establishment must employ a satisfactory number of well trained staff for the needs of the establishment.
- (e) All members of the staff must have a health certificate.

- (f) The staff employed must wear a suitable uniform in accordance with their profession, which must always be kept in good and clean condition. The staff employed for the preparation of food must wear a white blouse and head cap.

9 Supervision and examination (section 21)

Every entrepreneur/manager of a catering and entertainment establishment must facilitate the Officers of the CTO, who visit the catering and entertainment establishment for purposes of inspection. Inspections may be carried out for reasons relating to hygiene of the catering and entertainment establishment, examination of receipts, books or other forms and in general any matter deemed necessary as well as to ensure compliance with the provisions of the relevant Law.

10. Use of areas by catering and entertainment establishments (Regulation 11)

It is prohibited to convert/use any area of the catering and entertainment establishment for purposes other than those intended for the establishment, as well as to use halls or outdoors areas without a licence.

11. Music and Dance Establishments (Regulation 18)

Music and Dance Establishments must have an orchestra with at least three musical instruments and a permanent dance floor.

12. Hours of operation of Establishments (section 19)

The hours of operation of the catering and entertainment establishments are as follows:

- (a) From the 1st of May until the 30th of September-
- (i) restaurants, taverns, pubs, bars, cafeterias, pizza houses and snack bars with or without live music.
- from Sunday to Thursday they can remain open from 7.00 in the morning until 2.30 in the morning of the following day.
 - on Friday and Saturday they can remain open from 7.00 in the morning of every day until 3.30 of every day of the following day and
- (ii) discotheques, cabarets and music and dance establishments.
- from Sunday to Thursday they can remain open from 8.00 in the evening every day until 2.30 the morning of the following day.
 - on Friday and Saturday they can remain open from 8.00 in the

evening every day until 3.30 in the morning of the following day and

(b) From the 1st October until the 30th of April.

(i) restaurants, taverns, pubs, bars, cafeterias, pizza houses and snack bars with or without live music:

- from Sunday to Thursday can remain open from 7.00 in the morning of the following day,
- on Friday and Saturday they can remain open from 7.00 in the morning of every day until 3.00 in the morning of the following day and

(ii) discotheques, cabarets and music and dance establishments.

- from Sunday to Thursday they can remain open from 8.00 in the evening every day until 2.00 the morning of the following day.
- on Friday and Saturday they can remain open from 8.00 in the evening every day until 3.00 in the morning of the following day and

13. Failure of compliance with any provision of the Law gives the right of legal action.

14. Entry into Establishment

No persons under the age of seventeen are allowed to enter "Discotheques" "Pubs, "Bars" and "Music and Dance" Establishments, unless they are accompanied by their parent/guardian. In "Cabarets" entry of under seventeens is prohibited.

It is the responsibility of the Entrepreneur and/or the Manager to ensure compliance with the above.

It is further provided that in accordance with the provisions of the Sales of Alcoholic Beverages Law the sale of alcoholic beverages to persons under the age of 17 is prohibited.

It is recommended that the full provisions of the relevant Law and Regulations are studied. These can be obtained from the Printing Press of the Republic or can be found at CTO's website at: www.visitcyprus.biz

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