



TOURISM GRADING COUNCIL OF SOUTH AFRICA

Serviced Accommodation Minimum Requirements

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Definitions

Bed & Breakfast - accommodation is provided in a family (private) home and the owner/manager lives in the house or on the property. Breakfast must be served. Bathroom facilities may or may not be en-suite and/or private. In general, the guest shares the public areas with the host family.

Country House - is a large Guest House, usually situated in natural, peaceful surroundings such as near a nature reserve, a forest, a lake etc. It offers all the services of a hotel, including dinner.

Guest House - can be an existing home, a renovated home or a building that has been specifically designed to provide overnight accommodation. A guest house will have public areas for the exclusive use of its guests. A guest house is a commercial operation enterprise and as such the owner or manager may live on the property.

Hotel - provides accommodation to the travelling public, has a reception area, and offers at least a "breakfast room" or communal eating area. In general a hotel makes food and beverage services available to guests; these may be outsourced or provided by the hotel.

Lodge - an accommodation facility located in natural surroundings. The rates charged are usually inclusive of all meals and the experience offered at the lodge, with game drives, battlefield tours, etc.

Only establishments that cater for transient guests (travelling public) will qualify for grading.

Minimum Requirements for Classification

1. General

1.1 Safety and Security

The best possible precaution should be taken at all times, to maintain the safety and security of the guests, to prevent damage or theft of their property and possessions.

Emergency information, procedures and after hours contacts for assistance should be clearly displayed in English, multilingual, if possible (dependant on the customer profile of the establishment).

A person responsible for safety and security should be on call 24-hours a day.

To provide safety, security and comfort for guests, lighting needs to be adequate throughout all public areas, particularly stairways and car parks.

The best possible locking devices need to be fitted within all guest rooms. These locks should enable the guest to lock their room from the outside, when leaving the room, as well as from the inside, whilst in the room. In situations where rooms are inter-connecting, locking methods need to be secure and certain.

A safe, if not available in each room, should be provided at reception for the secure storage of guests valuables.

Once a guest is registered, security codes or remote control devices should be made available, providing the guest access to the premises at all times.

1.2 **Cleanliness and Comfort**

Every effort to maintain the highest possible standards of cleanliness and comfort should be made throughout the establishment, ensuring that every guest enjoys the comfort they expect.

1.3 **Statutory Obligations**

All establishments are expected to comply with all statutory and local government regulations.

Assessors may request that the relevant documentation and certificates are presented at the time of the assessment, this would include...

- Business registration entitling the guest house to operate legally (including tax status).
- Provincial registration (if applicable).
- Public liability insurance.
- Compliance with local authority regulations – fire safety certificate; building accessibility regulations; hygiene regulations.

1.4 **Access**

Establishments should be open every day of the year providing all appropriate services and facilities, unless offering only seasonal accommodation, or are closed for refurbishments.

Access should never be denied based on race, ethnicity and gender, physical or mental condition.

1.5 **Courtesy**

Courtesy of the highest standard should be shown to guests at all times.

Any complaints should be dealt with promptly and courteously.

1.6 **Marketing, Reservations and Pricing**

Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request. This should include...

- Detailed prices for: accommodation, meals, refreshments, any additional services, service charges, surcharges and levies. All prices should include VAT.
- Full details of cancellation policy and in-house rules, e.g. smoking or pets to be on hand.
- An honest description of all amenities, facilities and services offered.

All of the above should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.

2. **Buildings**

2.1 **Exterior**

The grounds and gardens of each establishment should always be well maintained, neat and clean.

All signage needs to be clearly visible, both on and off property, ensuring guests are correctly guided to the appropriate entrances at all times. Additional directional signage, with lighting may be required along paths leading to annexes.

2.2 **Maintenance**

All interior and exterior structures, fittings, fixtures and furnishings should be maintained in a sound, clean and working condition.

3. **Bedrooms**

3.1 **Housekeeping**

All bedrooms should be cleaned daily. Beds should be made daily and all linen, including duvets should be changed for each new guest.

All bed linen, including duvet covers, should be changed at least every 5 days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

3.2 **Bedroom Size**

The size of a bedroom should allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and draws should open with ease.

Minimum ceiling height should allow for a person of 1.8m tall, to move without stooping.

3.3 **Beds**

All beds should be in good condition providing a secure headboard, where style prohibits, a

continental pillow will suffice.

Mattresses should be of a good quality, sprung or foam and fitted with a mattress protector or under-blanket.

A single bed should comfortably accommodate an average sized adult and a double bed, two adults.

3.4 **Bedding**

All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available should the guest or weather conditions demand. Duvets are acceptable. Under-sheets, top-sheets should be on each bed and a pillowcase for each pillow.

Beds should be covered with a bedspread, quilt or duvet. The base of the bed should never be exposed, preferably covered with a "skirt", valance or bedspread.

Non-allergic pillows and duvets should be available on request.

3.5 **Bedside Tables**

All beds should be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice. A dressing table or writing table may double as a bedside table.

3.6 **Windows and Lighting**

A minimum of one window per room is recommended to provide natural light and ventilation.

Even if the window is unable to open, guests must be able to 'look out' and in such a case a ventilation system must be provided.

In addition to a main covered or shaded bedroom light, a bedside, or bed-head light is appropriate. The number of bedside lights should be determined by the number of guests in each room. Twin beds may share a light. A double bed may have one shared bed-head light

Emergency lighting is essential e.g. a torch.

3.7 **Curtains**

Curtains, blinds or shutters should be installed on all windows including glass panels and glass doors to provide both privacy and light exclusion for the guest. Consideration should be given for additional privacy in the form of net curtaining or blinds where appropriate.

3.8 **Heating and Cooling**

A heater or fan should be available for each room on request. The typical climate of the region should be considered when determining the heating or cooling requirements.

3.9 **Flooring**

Ease of cleaning and hygiene should be considered when determining the appropriate flooring.

3.10 **Clothes Storage**

Each room should provide sufficient space for hanging clothes, with good quality hangers. In addition to a wardrobe, adequate drawer and shelf space should also be available.

3.11 **Luggage storage**

Sufficient storage space should be available in each room for storing suitcases, bags, etc. In addition a luggage rack to support suitcases should also be accessible.

3.12 **Dressing or Writing table**

Each guest room should have a dressing or writing table, a chest of draws or equivalent, thus providing the guest with suitable space to either work or to place their belongings. The dressing or writing table may double-up as a bedside table. There should be a mirror adjacent to the dressing or writing table with adequate lighting.

3.13 **Seating**

There should be a minimum of one chair in each room.

3.14 **Beverage facilities**

Tea and coffee making facilities should be provided in each bedroom, unless a self-service beverage buffet is available (could be a vending machine) or the equivalent room service is offered.

3.15 **Television and Radio**

If a broadcast signal is available then a colour television set suitable for the size of the room should be provided in each bedroom. If there are no televisions in the bedrooms then a colour television should be available in the lounge area. Should a television signal be unavailable then a radio would offer an alternative

Lodges: TVs are optional

3.16 **Stationary**

Stationary and other writing materials should be available from reception.

3.17 **Telephones**

Telephones in guest rooms are optional; however the guest should be able to make use of the household telephone.

Hotels: Bedroom telephones should be provided – at minimum for internal communication.

Where there are phones in a bedroom the number of the phone, the establishment's number, reception number, switchboard number and all emergency numbers should be displayed.

Guests should also be informed of all telephone charges on request.

3.18 **Miscellaneous**

In addition to the above each bedroom should provide the following...

- A waste bin.
- Clean drinking glass per permanent sleeping position.
- An ashtray (if smoking is permitted).
- Sufficient, safe and conveniently located power sockets, for electrical equipment.
- A towel rail or equivalent if the room is not en-suite.

4. **Bath / Shower room**

4.1 **En-suite, private bath or shower rooms**

Each room within the establishment (the number of beds may vary dependant on the configuration of the establishment's rooms) should have either an en-suite bathroom or alternatively a private bathroom.

A private bathroom is one solely designated for the use of one guest room only. The bathroom should be reasonably close to the bedroom and lockable. Access to the bathroom via any public area (lounge, kitchen etc) is not acceptable.

Lodges & Guest Houses - shared bathrooms: There should be at least one bath or shower and toilet with washbasin to every 4 resident guests. Proprietors must have their own facilities separate from that of the guest

B & B: There should be at least one bath or shower and toilet with washbasin to every 4 resident guests. Where the maximum number of persons (including guests and the proprietor / family members) using a bath or shower room, toilet and washbasin facility is no more than 6, it is acceptable that the facility is shared between guests and proprietors/family. Where a shared facility exists, proprietors and their family should avoid prolonged use during peak guest demand periods (this may be in the early to mid-morning period). In addition, personal belongings of proprietors and family should be removed from the bathroom.

4.2 **Ventilation**

All bathrooms must provide sufficient ventilation. This can be a window that opens. Where there is no window, an extraction fan must be fitted

4.3 **Housekeeping**

All bathrooms should be cleaned daily.

All bathroom linen should be changed at least every 5 days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

4.4 **Bathroom Size**

All bathrooms should provide sufficient space to allow freedom of movement for guests and access to all fittings.

4.5 **Fixtures and Fittings**

Each bathroom should have...

- Bath or shower
- Washbasin with adjacent mirror
- Toilet
- Soap dish/holder/dispenser
- Toilet roll holder and toilet paper.
- Waste bin
- Adequate ventilation (extractor fan or opening window)
- Towel rail, shelf or equivalent
- Running, hot water for bathing should be available at all reasonable times
- Clean hand and bath towel for each guest
- Fresh soap for each new guest
- Clothes hook or equivalent
- Private & shared bathrooms must be lockable from the inside.

4.6 **Lighting and Windows**

All bathrooms should be well lit with the light switch near the entrance to the bathroom

For guest privacy all bathroom windows should be tinted, opaque or made of a glass that ensures privacy, alternatively a blind, curtain or shutter should be used.

5 **Public Areas**

5.1 **Reception Area**

A clean central meeting or reception area should be provided. This should also provide the guests with the means (a bell or buzzer) of gaining attention when the reception is not attended.

Hotel: A clearly designated reception area should be provided.

In addition information regarding the local area should be readily available. This should include maps, activity schedules, local tours, transport, restaurants, etc.

5.2 **Seating Area**

Lodges & Hotels: There should be a sitting area (lounge) available to guests throughout the day and evening with sufficient comfortable seating.

GH: There should be a sitting area (lounge) available to guests throughout the day and evening with sufficient comfortable seating. This may be within the guest room

B & B: 4 & 5 star: A communal lounge area with comfortable chairs should be available for guest use.

5.3 **Dining Area**

At least one dining or "communal eating" area should be provided for the service of breakfast and other meals (if served). The dining area should be on or adjacent to the establishment.

5.4 **Public Toilets**

A separate toilet facility should be conveniently located in the public areas (may be unisex).

All toilets should be well maintained, clean and frequently checked.

At minimum a basin with running water, toilet paper, soap and a drying mechanism (clean towel, paper towels, hot air dryer, etc) should be provided.

6. **Services and Food & Beverage**

6.1 **Reception**

Reception facilities should be available at all reasonable hours during the period that the establishment is open.

A message taking service should be available.

6.2 **Porter Service**

Assistance with luggage should be available on request.

6.3 **Morning Call**

Guests should be able to request an early morning wake-up call if there is no alarm clock in guest rooms.

6.4 **Laundry**

At minimum an iron and ironing board should be available on request.

6.5 **Food & Beverage – General**

The establishment should make dinner available if located in an area where no alternative meals can be obtained.

Staff should demonstrate adequate levels of product knowledge and provide efficient service.

All food should be hygienically stored, prepared and presented.

6.6 **Breakfast**

At a minimum a continental breakfast (or other appropriate breakfast e.g. traditional) should be available (buffet style is acceptable). This may be outsourced.

7. **Additional Requirements for 4- and 5-Star Serviced Accommodation**

7.1 **General**

For 4 and 5 Star establishments a higher level of spaciousness will be required in all areas – e.g. Corridors, bedrooms, bathrooms, etc.

Some account may be taken of limitations in older or historic properties.

7.2 **Bedrooms**

The bedroom should have at least two comfortable seating chairs.

If appropriate televisions must have remote control and a wide choice of channels should be provided.

Air conditioning: Mandatory in 5 star establishments.

Heating and cooling: Ceiling fans with a remote or wall-mounted control preferred.

There should be a safe in each room.

There should be a hairdryer in each room.

In areas where Malaria occurs, adequate protection against mosquitoes in the form of netting, window gauze and or insecticide should be provided in each guest room.

7.3 **Bathrooms**

Separate bath and shower: Mandatory for all 5 star establishments.

Bath with overhead shower: Mandatory for all 4 star Hotels.

Bath OR shower accepted for 4 star GH; B & B & Lodges. Showers not to be cramped. Minimum 900X900 with shower doors & no floppy shower curtains. Shower rose to be of a superior quality and type; space to be provided for toiletries, etc.

Other serviced establishments: All guest bedrooms should have en-suite bath or shower.

Showers must be a minimum size of 900 x 900cm. Must have shower doors and NOT plastic curtains. The Shower rose to be of a superior nature and there needs to be space for soap.

Bath sheets must be provided by all 5 star establishments.

An extensive range of quality guest amenities should be available.

For new properties twin wash hand-basins are required for 5 star establishments.

7.4 **Services**

A 24 hour reception service for Hotels – not however for Lodges, Guest Houses, Country Houses and Bed & Breakfasts, 18 hours for 4 star hotels – not however for Lodges, Guest Houses, Country Houses and Bed & Breakfasts.

Guest laundry service is required.

A comprehensive bedroom / bathroom turn-down service is expected in 5 star establishments.

7.5 **Food & Beverage**

There should be a served beverage service in the public lounge, deck or bar area.

In hotels a full service restaurant open to residents must be available if no alternative restaurants are available in the vicinity of the hotel.

Hotels: Room service should be provided (24 hours in 5 star hotels and 18 hours in 4 star hotels). This may be outsourced, but the standard must conform to the standard of the hotel.

Meals can be served in the room if the appropriate table and chair arrangement is provided.

Guest and Country Houses to provide meals on request in cases when sufficient notice has been given and there are no quality restaurants in the vicinity.