



**TOURISM GRADING COUNCIL**  
OF SOUTH AFRICA  
*Quality in Tourism*












**MINIMUM REQUIREMENTS: MESE**  
**Meetings, Exhibitions and Special Events**


<b>CATEGORY DEFINITION REQUIREMENTS</b>	
<b>All Stars</b>	<b>Conference Centre</b>
	<b>Category Definition</b>
	A facility that provides a dedicated environment for meetings, especially small to medium sized events. Dedicated meeting and breakaway rooms are designed for maximum productivity. To minimise distractions, these rooms tend to be separated from food service facilities and high traffic areas. Meeting rooms are clustered near one another and interspersed with informal gathering spaces, such as lounges, patios and courtyards. This layout encourages interaction and networking among attendees, even those participating in different meetings. Separate dining facilities must be available to accommodate conference groups on a flexible meeting schedule at the convenience of each group and to accommodate the capacity of the conference facility for lunch in no more than two groups of one hour each.
	<b>Category Entry Requirements</b>
	Space for refreshment breaks must be available in close proximity of the meeting rooms.
	Tends to specialise in and accommodate small to medium sized events in terms of attendance and occupied square meterage.
	A conference centre's focus is solely on the successful logistics and operations of small to medium sized events.
	Has exclusive or preferred service providers on call.
	Specialises in accommodating conference groups providing the best possible environment and services for productive meetings
	Infrastructure is organised to keep different group functions apart and private, minimise distractions, and emphasises both convenience and productivity for delegates
	Conference rooms are positioned for convenient access to support services; such as refreshment areas, restrooms, on-site business centre, and the offices of conference services staff.
	Conference rooms to be multi-functional spaces that can also accommodate receptions, banquets, and other social functions.
	Furnishings and equipment to be designed for the comfort of the user and with functionality in mind
Tends to have an in-house inventory of conference technology (A/V), which allows better control of equipment quality and faster response to on-site requests	


<b>Convention And Exhibition Centre</b>	
<b>All Stars</b>	<b>Category Definition</b>
	This is a facility whose purpose it is to host trade shows, public shows, conventions and other large functions and that combines exhibition space with a substantial number of smaller meeting and event spaces. A convention centre may be purpose built or converted. It will generally not have accommodation. Convention centres typically offer sufficient floor area to accommodate large numbers of attendees. Very large venues suitable for trade shows are sometimes known as exhibition centres. They typically have at least one auditorium and may also contain concert halls, lecture halls, meeting and conference rooms.
	<b>Category Entry Requirements</b>
	A purpose-built facility constructed, owned and operated by cities or government entities and in some instances by private developers or through public/private partnerships.
	A major investment in new and more sophisticated building design, urban infrastructure and advanced technology for telecommunications and audio-visual presentations, up-scale food and beverage operations, extensive in-house services, and an emphasis on enhanced service levels.
	Tends to typically accommodate the largest events in terms of attendance and occupied square meterage, and the ways in which their services are organised and delivered are very different from those of hotels and resorts.
	Focus is solely on the logistics and operation of large scale events, hosting international, national and regional meetings, conferences, trade shows and/or consumer shows and special events ranging in size from single-day, one venue events to multi-day events drawing large attendee numbers.
	The management team represents the services and operating elements to support each event from sales and contracting to event management, from technical services to operations and housekeeping, from food and beverage services to building and security. The range of in-house services offered differs from one establishment to another, but all Convention and Exhibition Centres share a common goal of successful service delivery to their clients.
	These centres are usually architectural statements. Inside and out, most Convention and Exhibition Centres are soaring glass and steel sculptures enclosing open, airy, and naturally lit foyers/lobbies and pre-reception / registration areas. Convention and Exhibition Centres also contain considerable collections of art for the benefit of out-of-city attendees and local citizens. Many Convention and Exhibition Centres are recipients of architectural and community design awards for improving the look and feel of the community they occupy. More and more Convention and Exhibition Centres are designed with energy saving measures as well as the infrastructure to reduce the environmental and ecological impact of the facility and the MESE they support
	Typically large enough to accommodate multiple events simultaneously, sized to offer the opportunity for events to essentially "own" the building.
	Offers the largest variety of space options for events. From more flexible hall combinations – with high ceilings for exhibits or general sessions – to small and large meeting rooms with numerous combination capabilities, to large sloped floor auditoria suitable for general sessions and technical productions, to elegant formal dining, to large open airy pre-function spaces to support the most complex and extensive registration requirements and activities to the most unique special event spaces, the choices for an event are extensive
	Offers access to a variety of services and/or preferred service providers.










<b>All Stars</b>	<b>Events Venue/Arena / Sports Stadium / Entertainment Centre / Theme Park</b>
	<b>Category Definition</b>
	A facility for sports, concerts, or other special events and consists of a field or stage either partly or completely surrounded by a structure designed to allow spectators to stand or sit and view the event. These can be either indoor or outdoor. Dome stadiums are distinguished from conventional stadiums by their enclosing roofs. In the context of sports stadiums, the term "dome" is standard for all covered stadiums. Some stadiums have partial roofs, and a few have even been designed to have moveable fields as part of the infrastructure. Even though enclosed, dome stadiums are called stadia because they are large enough for, and designed for, what are generally considered to be outdoor sporting events. Those designed for what are usually indoor sporting events are generally called arenas. Many stadia make luxury suites available to patrons which, in many instances, belong to large corporates.
	<b>Category Entry Requirements</b>
	Multi-purpose facility usually designed with the purpose of hosting any type of large event, e.g. sporting events, concerts, religious and political rallies and trade fairs
	Wide variety of technical equipment and facilities available either internally or outsourced
	Food and beverage facilities to cater for large numbers of guests / spectators
	Tiered seating might be available for concerts and sporting events
	Appropriate lighting might be available for concerts and sporting events
	Appropriate lighting for evening events
Appropriate access / exit facilities to accommodate large numbers of spectators	
<b>All Stars</b>	<b>Historical Venues Gallery/City Hall/Museum/Castle/Theatre/Stately Home/Country Club/Winery</b>
	<b>Category Definition</b>
	These are buildings that reflect significant historical value and represent landmarks that have been adapted to host special events. Historical venues provide special and a different atmosphere for the hosting of that special event. They will obviously vary in size and capability according to what the original purpose of the building/venue was. Professional staff and inspirational event spaces create the perfect setting for receptions, product launches, exhibitions or banquets. Some of these venues might offer accommodation depending on the original building's purpose.
	<b>Category Entry Requirements</b>
	These spaces are more suitable to a special dinner, product launch or entertainment functions than meetings.
	Restrooms and kitchens must be available
	Water, electricity, furniture, crockery, cutlery, glassware, napery, as well as staffing, may cost extra
	Accessibility for disabled attendees may also prove problematic, especially in older venues
Audio visual equipment, staging, telecommunications and internet connectivity must be easily accessible/available	
<b>All Stars</b>	<b>Function Venues</b>
	<b>Category Definition</b>
	These are venues that provide space for a range of smaller special events. Most of these spaces are more suitable for special catering functions or entertainment events such as weddings, dinners, farewells and parties.
	<b>Category Entry Requirements</b>
	Usually more suitable for hosting smaller-scale functions
	Accessible to audio-visual equipment, staging, catering
Often incorporating outdoor facilities, e.g. Gazebos, gardens, swimming pools, etc.	
Is a multi-purpose facility that can be reconfigured for different uses	


## 1. FACILITIES

1.1 BUILDING EXTERIOR	
<b>All Stars</b>	The reception entrance should be clearly identifiable and the doorway & entrance clearly illuminated when it is dark.
	There should be excellent levels of lighting for safety and comfort in all public areas, including sufficient light on stairways.
	Acceptable appearance, maintenance and condition. Minor maintenance issues may be visible, such as natural weathering to building exterior.
	Good appearance, maintenance and condition. Minor maintenance issues may be visible, such as natural weathering to building exterior.
	Very good appearance, maintenance and condition. No obvious maintenance issues should be evident.
	Excellent appearance, maintenance and condition. No maintenance issues should be evident. The venue appearance should create an attractive and inviting impression.
	Outstanding appearance, maintenance and condition. No maintenance issues should be evident at all. The venue appearance should create a professional, attractive and inviting impression.
<b>Universal Accessibility:</b>	
	All doorways and entrances must be well and evenly lit with a minimum lighting level of 200 lux.
	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	Ramps must be provided in close proximity to any stairs.
	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)
	Signage should incorporate symbols and pictograms.
	Where there are revolving doors, turnstiles or other entrance barriers, an alternative means of access should be provided.
1.2 GROUNDS / GARDENS / INTERNAL ROADS	
<b>All Stars</b>	Season changes, environmental concerns, water availability and water usage must be considered.
  and	Grounds and gardens well maintained and kept tidy and safe. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose.
	Adequate and functional garden furniture provided in garden area for guests use. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose.
	Grounds and gardens well maintained and excellent appearance all year round regardless of season. Excellent quality garden furniture provided.
	Grounds and gardens in pristine condition with attention to detail, including landscaping, internal roads and garden features. Outstanding quality garden furniture provided.





<b>Universal Accessibility:</b>	
	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.
	Grounds and garden pathways kept clear of obstacles / obstructions.
	Fixed, level, matt and slip resistant ground and floor surfaces.
	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.
	Where steps are present en-route to facilities, a route with no steps to be provided.
	Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.
	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.


<b>1.3 PARKING / DRIVEWAY / SIGNAGE</b>	
<b>All Stars</b>	Provision of all on-site and/or designated parking areas to conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose. Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.
	Sufficient parking spaces should be provided to accommodate a likely number of delegates.
	Provision of adequate, fit for purpose, on-site and/or designated parking areas, which have to be tidy, well maintained, clearly defined and well lit with clear signage.
<b>Universal Accessibility:</b>	
	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.
	Where steps are present en-route to facilities, a route with no steps to be provided.
	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.
	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)
	Entrance route surface should be firm and even and slip-resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.

<b>1.4 VENUE LIGHTING / AIR-CONDITIONING / POWER / TELEPHONE / AUDIO-VISUAL</b>	
 and	Appropriate lighting, air-conditioning, power and telephone connectivity. Access to basic staging and audio-visual equipment.
	Very good lighting that can be operated independently. Power and telephone connectivity, internet capabilities and air-conditioning that can be independently controlled. Access to more than basic staging and audio-visual equipment.
	Excellent lighting that can be operated independently with dimming facilities. Power and telephone connectivity and internet capabilities (preferably wireless connectivity). Air-conditioning that can be independently controlled. Access to any staging and audio-visual equipment.
	Excellent lighting that can be operated independently with dimming facility. Access to water and waste drainage in appropriate venue areas. Power and telephone connectivity and internet capabilities (preferably wireless connectivity). Air-conditioning that can be independently controlled. Access to technologically advanced staging and audio-visual equipment with built-in sound in the venue.
<b>Universal Accessibility:</b>	
	Induction loop fitted for persons using hearing aids. A quality sound system that provides a clear undistorted sound will facilitate communication for guests. Clear unobstructed routes provided throughout facility. Use of colour contrasting of décor / stationary etc. All information in large print and Braille. There should be good even lighting and/ or spotlights with dimmers that allow lighting to focus on speakers and lip-readers.
<b>1.5 BUSINESS CENTRE</b>	
<b>All Stars</b>	The necessary office equipment to offer basic business services. (i.e. the ability to photocopy, print, send & receive faxes, and access the internet).
 and	Basic business services offered by staff using administration equipment.
	Designated space where equipment is available for use by clients. All equipment to be well maintained and in good working order.
	Fully equipped and staffed, fit for purpose Business Centre within the venue or within easy access to the venue.
	Fully equipped and staffed, fit for purpose Business Centre within the venue or within easy access to the venue. Additional business support and secretarial services available.




<b>Universal Accessibility:</b>	
	Voice amplifier options on public telephones.
	Telephones to be fitted with a raised pip on button number 5, this allows the guest with a functional visual limitation to orientate themselves on the keypad.
	At least one workstation with counter-height at least 80cm from floor.
	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.


**1.6 FOOD AND BEVERAGE – RESTAURANTS / SERVING AREAS**


















 to	Suitable area/s to provide food for delegates or guests.
	Designated area/s to provide food for delegates or guests.
 and	Purpose built-in buffets and bars. For flexible venues, this may be mobile buffets and bars.
	Designated area/s or restaurants utilised to provide food for delegates or guests.

<b>Universal Accessibility:</b>	
	Labels on buffet stations and on containers must be clear and in large print.
	Staff assistance must be provided at buffets [e.g. to read out labels etc.].
	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.
	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).


**1.7 DRESSING ROOM/S**





<b>All Stars</b>	A private venue that can be utilised by entertainers, artistes, models, performers, etc. for the purposes of dressing/changing or preparing for a performance.
 and	A venue within close proximity of the event venue that can be adapted into a dressing room.
 to	A venue within close proximity of the event venue that can be adapted with dressing tables, make-up lighting, mirrors and hanging spaces.
	Purpose built room/s within close proximity of the event venue with dressing tables, make-up lighting, mirrors, freshening-up facilities and hanging spaces.
	Purpose built room/s within the event venue with dressing tables, make-up lighting, mirrors, showers, hanging spaces, a lounge and a dining area.

<b>Universal Accessibility:</b>	
	All areas must be well and evenly lit.
	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.
	Any door handles in the area should be located at a height of between 120cm and 80cm.
	At least one dressing table with counter-height at least 80cm from floor.


<b>1.8 HOSPITALITY / VIP SUITE</b>	
 	and A meeting room/venue that can be utilised as a private holding room.
	A private, purpose-built suite.
	A private, purpose-built suite which includes a private toilet.
	A private, purpose-built suite which includes a private bathroom.
<b>Universal Accessibility:</b>	
	All areas must be well and evenly lit.
	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.
	Any door handles in the area should be located at a height of between 120cm and 80cm.
<b>1.9 INFORMATION POINTS / DESKS</b>	
 	and General Tourist Information available at the Reception Desk.
	A designated Information Desk available within the venue.
 	and A purpose built Information Desk or Information Kiosk within the venue, equipped with telephone and internet connectivity.
<b>Universal Accessibility:</b>	
	All areas must be well and evenly lit.
<b>1.10 LOADING BAY AREAS</b>	
	No specific loading entrance at the back of the venue.
	Limited capacity to accommodate back entrance loading.
	Back loading entrance acceptable for most types of functions held at the venue.
	Good back entrance facilities, but may not be able to accommodate all types of user or supplier needs.
	A purpose-built and dedicated back entrance available for equipment loading and off-loading.








<b>1.11 MEDIA CENTRE</b>	
<b>All Stars</b>	This may be a dedicated, purpose-built centre or an existing room adapted to meet specific requirements.
<b>Universal Accessibility</b>	
	All areas must be well and evenly lit.
	Induction loop fitted for persons using hearing aids.
	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.
	All information in large print and Braille.
	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.
	Any door handles in the area should be located at a height of between 120cm and 80cm.

<b>1.12 MEDICAL / FIRST AID ROOM</b>	
<b>All Stars</b>	Suitably stocked first aid box/es should be available and accessible in the event of treatment required. A prominent sign in a conspicuous place should indicate where the first aid box is kept and the name of the responsible person.
	Emergency services telephone numbers are prominently displayed in the medical room, as well as with the Reception, Security and Switchboard staff as appropriate.
	A number of venue staff have received first-aid training, and are able to administer basic first-aid. All emergency equipment to be well maintained and kept in working order.
	A purpose built medical or first-aid room equipped with a bed, wheelchair, and blood pressure equipment.
	A fit for purpose medical room equipped with a gurney, bed, blood pressure equipment, wheelchair, etc. should be available.
	A fit for purpose medical room equipped with a gurney, bed, blood pressure equipment, heart defibrillator, wheelchair, oxygen, etc. should be available.
<b>Universal Accessibility:</b>	
	All areas must be well and evenly lit.
	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.
	Any door handles in the area should be located at a height of between 120cm and 80cm.

<b>1.13 TICKET OFFICE / TICKETING KIOSK</b>	
<b>All Stars</b>	This may be a dedicated, purpose-built booth or an existing room or space or area adapted to meet specific event requirements.
<b>Universal Accessibility:</b>	
	All areas must be well and evenly lit.
	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.
	Clear glass panels and doors should be clearly marked.
	All ramps should have a gradient of between 1:15 and 1:12.
<b>1.14 BUS &amp; COACH, VIP PICK-UP / DROP-OFF POINTS</b>	
 to	A specified area for coaches and buses to stop to allow delegates and guests to embark and disembark safely.
	Fit for purpose stopping and parking area for coaches and buses to allow delegates and guests to embark and disembark safely.
	A porte-cochere or other fit for purpose stopping and parking area for coaches and buses to allow delegates and guests to embark and disembark safely.
<b>Universal Accessibility:</b>	
	All areas must be well and evenly lit with minimum lighting levels of 200 lux.
	Setting down point at the entrance should have a maximum of 1:50 gradient.
	Signage displaying the international symbol of accessibility at the accessible pick-up/drop-off point.
	Unobstructed width of not less than 120cm to allow for easy access for mobility aids.
<b>1.15 PUBLIC AREAS</b>	
 and	Functional decor.
	Acceptable appearance, maintenance and condition of furniture.
	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient lighting on stairways and landings.
	Good overall impression. Decor is simple but effective.
	Very good appearance, maintenance and condition of furniture.
	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient lighting on stairways and landings.
	Very good interior design and overall impression.
	Some use of objects of interest and artwork.
	Excellent appearance, maintenance and condition of furniture
	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient lighting on stairways and landings.
	Outstanding interior design and overall impression. Professional finish to all aspects of decor.
	Interesting architectural features, objects of interest, artwork and objects d'art.
	Outstanding appearance, maintenance and condition of furniture.
	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient lighting on stairways and landings.


<b>Universal Accessibility:</b>	
	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.
	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.

<b>1.16 STORAGE SPACE</b>	
	to
Dedicated storage space that can safely store event materials and equipment overnight	
	and
Dedicated storage space that can safely store event materials and equipment overnight. Individual lockable storage should be available for storage of more valuable items.	

<b>1.17 TOILETS / RESTROOMS</b>		
<b>All Stars</b>	All toilets well maintained, regularly cleaned, checked and adequately ventilated.	
	Minimum facilities to be provided include:	
	<ul style="list-style-type: none"> <li>• Washbasin with soap</li> <li>• Hand drying facilities</li> <li>• Seat with lid</li> <li>• Covered light</li> <li>• Mirror</li> <li>• Hook on door</li> <li>• Lidded sanitary bin with bags</li> <li>• Double-ply toilet paper</li> </ul>	
		and
	Nappy changing facilities must be provided in child-friendly venues.	
		Spacious and luxurious numerous toilet facilities and with added refinements such as individual hand towels and high quality toiletries.
	<b>Universal Accessibility:</b>	
		No coat hooks or other projections that extend more than 3cm from the wall or doors.
Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		
Flooring to have no design obstructions.		
Flashing light linked to alarm. [All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.]		
Bathroom instructions must be provided in large print.		
Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone communication etc.		
Use of colour contrasting surfaces.		
Hot pipes must be well insulated.		
The access door should be fitted with an emergency release lock.		
Audio and visual emergency warning and evacuation systems.		
All areas in bathroom must be well and evenly lit.		
Bathroom toiletries/accessories need to have bold labels for easy identification.		

## 2. SERVICES

### 2.1 WELCOME, FRIENDLINESS AND ATTITUDE







<b>All Stars</b>	Professional service and attention to detail is expected.
<b>Universal Accessibility:</b>	
	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.
	On arrival, the guest is offered an orientation tour.
	Guests should be offered an emergency remote to be used to summon assistance when required. The use of vibrating arm-bands, beepers and cell phone communication technology is acceptable.
	On arrival, guests are offered an audio-description package, providing information on facilities, movement through the facility and the ilk. It must also provide detailed information on services, e.g. a guest should be able to pull menu information, services and other courtesy information typically found by guests in the room manual.
	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.






### 2.2 APPEARANCE OF STAFF


<b>All Stars</b>	All staff members should be identifiable by their uniforms. Staff should be wearing the company issued name badges provided.
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### 2.3 FOOD AND BEVERAGE SERVICE



*This applies to F&B service provided in public areas or in function, meeting, exhibition or special events venues. Overall the F&B service must match the quality and standard of the venue.*






<b>All Stars</b>	All hot foods well-presented and served at correct temperature.
	All cold foods well-presented and served and maintained at correct temperature.
	Availability of special meals due to dietary requirements exists.
	No selection to choose from. Basic food, perhaps domestic in style but tasty.
	A limited selection of food to choose from. Food is appealing and tasty.
	A reasonable selection of food to choose from. Food is appealing and tasty.
	A substantial choice of hot and cold dishes of high quality and taste.
	A broad range of dishes of outstanding quality and presentation which meet high international standards.
<b>Universal Accessibility:</b>	
	Staff assistance must be provided at buffets to read out labels on food.
	Staff should be able to assist in providing orientation to guests using the clock methodology.

<b>2.4 CLEANING</b>	
<b>All Stars</b>	A high standard of cleanliness should be maintained throughout the venue. Cleaning staff should be on call whenever an event is running.
	“Cleaning in Progress” and “Wet Floor” signs to be used whenever necessary.
	All areas clean and well maintained.
	All surfaces, including floors and walls, are free from visible dirt and obviously polished.
	Very good standard of cleanliness throughout the venue. No dust, smears or marks are obvious.
	Very high standard of cleanliness throughout the venue. A permanent restroom attendant who continuous cleans the facilities
	Exceptional standard of cleanliness throughout the venue. A permanent restroom attendant who continuous cleans the facilities.

<b>2.5 SALES / EVENT CO-ORDINATION / MANAGEMENT</b>	
<b>All Stars</b>	Prompt and thorough dealing with enquiries, bookings, correspondence and complaints. All information, including quotes, to be accurately and timeously provided to clients.
	All details of booking process, payment process and cancellation information are made clear to the client.
	The amenities, facilities and services provided by the venue are described fairly and truthfully to clients.
	Bill to be correct with all details and clearly presented and explained.
<b>Universal Accessibility</b>	
	Mobility, communication, blind and sight impaired awareness training for managers and staff who work with delegates and guests.






<b>2.6 INFORMATION TECHNOLOGY / TELECOMMUNICATIONS</b>	
 and	One star properties are not required to provide IT and telecom services
	Limited range of basic, average quality AV equipment is available on-site or through an outsourced provider.
	Limited IT and telecoms services available.
	Qualified technicians are on site, but these may require external support for some services.
	Most common, frequently requested IT and telecoms services are available.
 and	Advanced IT and telecoms are available, e.g. Wi-Fi, back-up broadband link, secretarial service for minute taking, typing, professional binding of large documents, colour photocopying etc.
	Venue should have highly qualified technical staff to set-up and maintain equipment and to advise clients as required. These may be employed or outsourced but must be based on-site during the event.







<b>Universal Accessibility:</b>	
	Access to power is important for individuals who rely on computer technology for communication.
	A loop system to be made available as it allows guests using digital hearing aids to tap into the spoken word.
	Facilities to be made available for delegates to make use of their own technology (e.g. Braille machines).
<b>2.7 SAFETY AND SECURITY</b>	
<b>All Stars</b>	Appropriate safety and security measures throughout the venue at all times, appropriate to the size and type of the facility.
	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours, 7 days a week.
	Emergency information & procedures clearly displayed in English and in pictograms where possible. (Minimum: Emergency exits, Evacuation floor plan, Emergency contact numbers).
<b>Universal Accessibility:</b>	
	At registration any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.
	Where two-communication systems are employed for security and safety purposes, these should provide a flashing-light mechanism that lights up once confirmation has been received that the signal has been acknowledged. Provision should be made for such communication devices to be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.
	Emergency evacuation procedures taking into account the needs of guests with functional auditory limitations (i.e. deaf and hearing impaired guests). It is essential that emergency evacuation procedures are developed and provided in written format.
	Emergency evacuation procedures taking into account the needs of guests with functional visual limitations (i.e. blind and sight impaired guests). It is essential that emergency evacuation procedures are developed and provided in Braille and large text (large print) information for all blind and partially sighted guests.
	Emergency evacuation procedures taking into account the needs of guests with functional mobility and physical limitations (i.e. users of wheelchairs and mobility aids).
	Emergency evacuation procedures provided orally or by an audio system.
	An area of refuge or holding area has been provided for use by guests in case of Emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable.
	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.
	There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation kept at a secure place, away from the public, but accessible to all employees.
	Where two way –communication systems are employed for security and safety purposes, there should be an additional manned cell phone number provided 24/7. Where such systems make provision for communication devices, these devices should be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.




<b>2.8 TECHNICAL SERVICES (Audio visual / Lighting / Sound / Staging)</b>	
 and 	Limited range of basic, average quality AV equipment is available on-site or through an outsourced provider.
	A good range of basic, good quality AV equipment is available on-site or through an outsourced provider.
	A wide range of excellent quality AV equipment is available on-site or through an outsourced provider.
	Has access to a wide range of excellent quality, technologically advanced AV equipment and staging. Available on-site or through an outsourced provider.

### 3. FURNITURE, FIXTURES, FITTINGS AND EQUIPMENT


<b>3.1 AIR-CONDITIONING</b>	
<b>All Stars</b>	Adequate ventilation in each room within the venue.
	Air-conditioning and/or acceptable air temperature control system to be in place.
	Each room must be able to be individually controlled to the comfort of delegates.


<b>3.2 BLACK-OUT MATERIALS / BLINDS / CURTAINING</b>	
<b>All Stars</b>	Window coverings must be large enough to draw easily and completely cover the window opening to allow for darkening of the venue.
	Acceptable window coverings must be provided to partially darken the venue.
	Good quality window coverings must be provided to partially darken the venue.
	Very good quality window coverings must be provided to partially darken the venue.
	Excellent quality window coverings must be provided for full block out for the venue.
	Outstanding quality window coverings must be provided for full block out for the venue.


<b>3.3 FOOD AND BEVERAGE CATERING EQUIPMENT</b>	
 and 	Appropriate cutlery, crockery, glassware and serving equipment of acceptable quality.
	Good quality cutlery, crockery, glassware and serving equipment.
	Excellent quality cutlery, crockery, glassware and well maintained chafing dishes for buffet service
	Outstanding quality cutlery, crockery, glassware and modern chafing dishes and service platters for buffet service.
<b>Universal Accessibility:</b>	
	Labels on buffet stations and on containers must be clear and in large print.

<b>3.4 SIGNAGE – Directional Display System</b>	
<b>All Stars</b>	Venues to provide the following:
	Orientation signs to allow visitors to orientate themselves easily within the venue.
	Directional and informational signage to guide visitors to reception, car park, exits, entrances, telephones, toilets and function or meeting venues.
	Information on emergency procedures such as emergency exits, first aid rooms, fire fighting equipment, etc.
	All signage should be waterproof, clearly visible, clearly understood, seen from a distance and preferably lit in the dark.
<b>Universal Accessibility:</b>	
	Well lit clear directional signage which should incorporate symbols and pictograms.
	Emergency evacuation signage to be well placed, clear and visible.
	Directional and informational signage related to physical and environmental access must be well lit.
<b>3.5 LIFTS – Passenger and Freight</b>	
<b>All Stars</b>	A lift is required where there are venues that are more than 2 floors higher or lower than the entrance level floor.
	All lifts must be equipped with an emergency communication system in the event of the lift getting stuck.
	A lift is required where there are venues that are more than 1 floor higher or lower than the entrance level floor.
<b>Universal Accessibility:</b>	
	Colour contrasting door with a clear opening width of no less than 90cm.
	Interior lift lighting to be at minimum of 150 lux.
	An emergency communication system needs to be put in place and the phone or intercom colour contrasted with Braille and tactile buttons and text.
	Internal size of lift car should be a minimum of 120cm x 140cm.
	Internal and external controls (including emergency controls) should be at a height of between 90 – 120cm to allow shorter and seated guests to comfortably reach them.
<b>3.6 EMERGENCY EQUIPMENT – Exits / Lighting and Power / Smoke Detection / Sprinkler Systems</b>	
<b>All Stars</b>	Emergency equipment to be installed, maintained and available in accordance with the Occupational Health and Safety Act.
	All Emergency Exits to be clearly marked with reflective material and be easily accessible. There should be no obstruction of Emergency Exit doorways or stairwells.
	All equipment to be regularly inspected serviced and well maintained. Service certificates should be made available on request.








<b>Universal Accessibility:</b>	
	Emergency assistance equipment must have both audible and visual means of summoning assistance.
	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.
	An area of refuge or holding area has been provided for use by guests in case of Emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable.

<b>3.7 Escalators and Stairwells</b>	
<b>All Stars</b>	Escalators are installed where lifts would be impractical to move large volumes of pedestrian traffic up and down within a building.
	Stairwells are sometimes installed alongside escalators.
	Multi-level buildings are accessed by stairs.
<b>Universal Accessibility:</b>	
	Contrasting colour at top, bottom and landings of steps – delegates with functional visual limitations need to have the start of the step identified.
	Handrails to be fitted at a height of 85-95cm – the handrail to be continuous on both sides of the staircase with 30cm extensions before and beyond the end of the stair.
	Uniform height levels between landings on the staircase – there should be an equal number of steps on each flight of stairs as the delegate / guest with functional visual limitation will count the steps and expect each flight of stairs to be the same.

<b>3.8 FLOORING AND FLOOR LOADING</b>	
<b>All Stars</b>	Flooring may vary considerably and any fit-for-purpose flooring may be appropriate – from carpeting in function venues to concrete in exhibition spaces.
	Where applicable, floor loading capacities (in each venue) must be communicated to users and suppliers in advance of the venue space being used.
<b>Universal Accessibility:</b>	
	All floor surfaces should be use fixed and slip-resistant coverings.
	Floors should be level. If a difference in level is unavoidable this should not exceed a 1.3cm difference.
	All ramps should have a gradient of between 1:15 and 1:12.
	Floor surfaces at wheelchair areas should be level, stable, firm and slip-resistant. Carpet or carpet tile used on the floors must be securely attached, and be of a low pile type (1.3cm thick or less) with a firm pad.

<b>3.9 FURNITURE</b>	
<b>All Stars</b>	Sufficient inventory of furniture in order to be able to set up a minimum of 60% of all meeting/event space simultaneously.
	Acceptable quality and condition in the standard of furniture, flooring and fittings. All elements are intact without tears, holes, breakages, cracks or other visible damage.
	Good quality and condition in the standard of furniture, flooring and fittings. All elements are intact without tears, holes, breakages, cracks or other visible damage.
	Very Good quality and condition in the standard of furniture, flooring and fittings. All elements are intact without tears, holes, breakages, cracks or other visible damage.
	Excellent quality and condition in the standard of furniture, flooring and fittings.
	Outstanding quality and condition in the standard of furniture, flooring and fittings.
<b>Universal Accessibility:</b>	
	Background music should be appropriate or kept at a low level.
	Public telephones with a raised pip on button number 5 should be installed.
	Height of equipment, switches and controls located between 80cm and 120cm.
<b>3.10 LIGHTING</b>	
<i>Refer to Occupational Health and Safety Act for minimum average value of maintained luminance.</i>	
	Acceptable quality lighting in each venue.
	Adequate lighting in each venue.
	More than adequate room light in each venue, with individual dimmer controls.
	Good standard of lighting in all venues. Banks of lighting available, each with individual dimmer controls.
	Overall excellent standard of lighting in all venues. Banks of lighting available, each with individual dimmer controls.
<b>Universal Accessibility:</b>	
	Lighting should be positioned to minimise glare, which can cause confusion to guests with visual limitations.
	A minimum lighting level of 200 lux should be maintained.
<b>3.11 PARTITIONS AND OPERABLE WALLS</b>	
<b>All Stars</b>	Sub-divisible venues should have suitable partitions and/or operable walls.
 	and Access to a stand-building provider for constructible partitions.
	Partitions that divide the venue effectively.
	Partially sound and fully lightproof partitions that are easy to operate and that blend with the decor of the venue.
	Fully sound and lightproof partitions, that are easy to operate and that blend with the decor of the venue.

<b>3.12 CEILING RIGGING POINTS</b>	
<b>All Stars</b>	Where applicable, ceiling rigging points for the suspension of overhead materials must be identified.
	Rigging loads (the safe working load of each point) must be clearly marked and communicated to users and suppliers prior to their use of any such rigging point.

<b>3.13 SERVICE AND UTILITY PIT / GRID (Connectivity to Power / Telecommunications / Water / Drainage / Compressed Air)</b>	
	Some access to power and telecommunications for specific venues.
	Appropriate access to power and telecommunications for specific venues.
	A grid of interconnected and accessible utility ducts (ducts with an access cover) is available in suitable quantities for specific venues.
	A grid of interconnected utility ducts/boxes (not necessarily built in, or below the surface, but can be ducts with a cover) is available in suitable quantities for specific venues.
	A grid of interconnected utility ducts/boxes is available in suitable quantities for specific venues.



**TOURISM GRADING COUNCIL**  
OF SOUTH AFRICA

**STANDARD GRADING CRITERIA: MESE**  
**Meetings, Exhibitions and Special Events**

**1. FACILITIES**

**1.1 GROUNDS / GARDENS / INTERNAL ROADS**

Outstanding	<ul style="list-style-type: none"> <li>• Evidence of regular garden maintenance throughout the year, with well-tended formal gardens or an attractive “natural” environment.</li> <li>• Tidy and well-lit pathways. Gardens look good throughout the year with seasonal planting evident.</li> <li>• Provision of good quality outdoor garden furniture made of weather resistant materials.</li> <li>• Architectural garden features appropriate to the style of the venue.</li> <li>• Well-maintained and clearly marked internal roads.</li> <li>• Roads should be wide enough to accommodate coaches, buses or trucks.</li> <li>• Roads may be tar, brick, gravel or any other fit for purpose surface.</li> </ul>	30 pts
<b>or Excellent</b>	<ul style="list-style-type: none"> <li>• Pleasant and tidy garden and ground appearance throughout the year.</li> <li>• Good external lighting on pathways. Very attractive design features and high quality garden furniture. Well-maintained and clearly marked internal roads.</li> <li>• Roads should be wide enough to accommodate coaches, buses or trucks.</li> <li>• Roads may be tar, brick, gravel or any other fit for purpose surface.</li> </ul>	or 24 pts
<b>or Very Good</b>	<ul style="list-style-type: none"> <li>• Neat gardens with good quality design and layout features. Some architectural features appropriate to the venue.</li> <li>• Attractive, very good quality garden furniture.</li> <li>• No potholes in internal roads. Roads may be narrow in certain areas.</li> <li>• Access and directional signage must be clear.</li> </ul>	or 18 pts
<b>or Good</b>	<ul style="list-style-type: none"> <li>• No overgrown garden areas.</li> <li>• Some attempt to produce a pleasing effect with interesting design.</li> <li>• Basic wooden or aluminium garden furniture.</li> <li>• Internal roads may have uneven surfaces but no potholes.</li> <li>• Adequate directional signage.</li> <li>• Good drainage off the road to avoid puddles.</li> </ul>	or 12 pts
<b>or Acceptable</b>	<ul style="list-style-type: none"> <li>• Gardens and enclosed areas are kept under control.</li> <li>• Little attempt at interesting design.</li> <li>• Plastic garden furniture of simple design.</li> <li>• Internal roads may have uneven surfaces but no potholes.</li> <li>• Adequate directional signage.</li> <li>• Good drainage off the road to avoid puddles.</li> <li>• Internal roads are unable to accommodate coaches or buses.</li> </ul>	or 6 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

**Total Points Allocated**

**Max 30 pts**

### Universal Accessibility

Communication Accessibility	Where applicable, signage should incorporate symbols and pictograms.
Visual Accessibility	Familiarisation tour of the grounds & garden to be provided by a staff member on arrival.
Mobility Accessibility	Gradient en-route to facilities: Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15) There should be a landing at the top of ramps if there is a door to the entrance: 90cm x 120cm landing clear of the door swing

### 1.2 BUILDING EXTERIOR

Outstanding	<ul style="list-style-type: none"> <li>Modern buildings or good preservation of historical structures.</li> <li>Extremely high quality lighting and signage directing delegates or guests around the venue is evident.</li> <li>Unique and attention-grabbing architectural features.</li> </ul>	30 pts
or Excellent	<ul style="list-style-type: none"> <li>New buildings with an absence of weathering and an overall clean and “new” look.</li> <li>Older buildings are well maintained and paintwork is of an excellent quality.</li> <li>Outbuildings or annexes are of a similar standard as the main buildings.</li> <li>Good, clear signage is evident.</li> <li>There are some attractive architectural features.</li> </ul>	or 24 pts
or Very Good	<ul style="list-style-type: none"> <li>Use of high quality paint, stone or brickwork, although a certain natural weathering may be present.</li> <li>Some additional external features to enhance appearance are in evidence.</li> </ul>	or 18 pts
or Good	<ul style="list-style-type: none"> <li>External features such as windows, drains, guttering are functional.</li> <li>There are no obvious structural defects or damage evident.</li> <li>Plain structural features are acceptable.</li> </ul>	or 12 pts
or Acceptable	<ul style="list-style-type: none"> <li>Paintwork is not of the highest quality but well applied and clean.</li> <li>All signage is easily legible.</li> </ul>	or 6 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 or -1 pts or -3 pts
<b>Total Points Allocated</b>		<b>Max 30 pts</b>

### 1.3 PARKING / DRIVEWAY / SIGNAGE

Outstanding	<ul style="list-style-type: none"> <li>• Sufficient undercover parking bays in a secure environment conveniently located and accessible to the venue.</li> <li>• Clear, illuminated directional signage.</li> <li>• Hard surfaced and pristinely maintained and demarcated parking bays.</li> <li>• Space to be provided for all types of vehicles including 4x4s, trailers, minivans, etc.</li> </ul>	30 pts
or Excellent	<ul style="list-style-type: none"> <li>• Sufficient, hard-surfaced, demarcated parking bays within a secured environment.</li> <li>• Effective lighting and signage between parking area and the venue.</li> </ul>	or 24 pts
or Very Good	<ul style="list-style-type: none"> <li>• Effective lighting between the parking area and the venue.</li> <li>• Sufficient demarcated or un-demarcated parking.</li> <li>• Compacted, solid surfaces.</li> </ul>	or 18 pts
or Good	<ul style="list-style-type: none"> <li>• Good lighting between parking area and the venue.</li> <li>• Parking bays are not necessarily demarcated but sufficient bays are available.</li> </ul>	or 12 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Adequate property signage and sufficient parking but bays are not necessarily demarcated.</li> </ul>	or 6 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

**Total Points Allocated**

**Max 30 pts**

#### Universal Accessibility

Communication Accessibility	<p>Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests.</p> <p>There should be clear instructions for entry for people who cannot communicate by voice.</p>
Visual Accessibility	<p>Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.</p>
Mobility Accessibility	<p>Setting down point at the entrance with a maximum of 1:50 gradient.</p> <p>If setting down point is a maximum of 1:50 and under cover should be clearly indicated. <i>(The surface of the footway, alongside a setting down point, should be level with the carriageway at that point, to allow convenient transfer onto and from a wheelchair.)</i></p> <p>Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.</p> <p>Distance from designated parking bays to entrance: 30m</p> <p>Gradient en-route to entrance from street or designated parking bay: No steeper than 1:12 (optimum 1:15)</p>

#### 1.4 VENUE LIGHTING / AIR-CONDITIONING / POWER / TELEPHONE / AUDIO-VISUAL

Outstanding	<p>Connectivity to:</p> <ul style="list-style-type: none"> <li>• 3-phase power</li> <li>• Ducted electricity</li> <li>• Ducted compressed air conditioning</li> <li>• TV and media connectivity – space for OB units</li> <li>• Telecommunications</li> <li>• Wi-Fi and internet connectivity</li> <li>• Stand-by generator in the event of power failure</li> <li>• Secretarial Service</li> <li>• Professional Binding</li> <li>• Colour Photocopying</li> <li>• Self-service coffee machine</li> <li>• Cool water available at all times</li> <li>• Plumbing and wet waste system</li> <li>• Water distribution system.</li> </ul> <p>The height of the ceiling allows for any function or special event to be accommodated. Technicians / plumbers / electricians, etc. are available on standby. Outstanding appearance and condition of interior and exterior of the venue – walls, floor, ceiling. Suitable lighting with individual controls. Individual air-conditioning controls. High quality of venue décor with attention to detail.</p>	40 pts
<b>or</b> Excellent	<p>Connectivity to:</p> <ul style="list-style-type: none"> <li>• Ducted electricity</li> <li>• TV and media connectivity</li> <li>• Telecommunications</li> <li>• Wi-Fi and internet connectivity</li> <li>• Stand-by generator in the event of power failure</li> <li>• Plumbing and wet waste system</li> <li>• Water distribution system</li> </ul> <p>The height of the ceiling allows for any function or special event to be accommodated. Technicians / plumbers / electricians, etc. are available on standby.</p>	or 32 pts
<b>or</b> Very Good	<p>Connectivity to:</p> <ul style="list-style-type: none"> <li>• Electricity</li> <li>• Telecommunications</li> <li>• Internet connectivity</li> <li>• Plumbing in certain areas of the venue which does not need to be ducted.</li> </ul> <p>The height of the ceiling may limit the type of function / event that could take place within the venue. Suitable lighting with individual controls. Suitable air-conditioning for the size of the venue. Décor may be dated, but should not be damaged.</p>	or 24 pts
<b>or</b> Good	<p>Power plugs, telecommunications and internet connectivity to be available. Water to be available within the vicinity of the venue. The height of the ceiling will limit the type of function / event that could take place within the venue.</p>	or 16 pts
<b>or</b> Acceptable	<p>Power plugs, telecommunications to be available. Water to be available within the vicinity of the venue. The height of the ceiling will limit the type of function / event that could take place within the venue. Aging to old looking décor of average quality materials with some wear and tear showing, and little attention to detail.</p>	or 8 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 40 pts</b>

### Universal Accessibility

Communication Accessibility	Induction loop fitted for persons using hearing aids. A quality sound system that provides a clear undistorted sound will facilitate communication for guests.
Mobility Accessibility	Clear unobstructed routes provided throughout facility.
Visual Accessibility	Use of colour contrasting of décor / stationary etc. All information in large print and Braille. There should be good even lighting and/ or spotlights with dimmers that allow lighting to focus on speakers and lip-readers.

### 1.5 BUSINESS CENTRE

Outstanding	<ul style="list-style-type: none"> <li>• Purpose-built Business Centre equipped with photocopiers, fax machines, computers, printers, digital data lines, laminators, binders, guillotines, etc.</li> <li>• Administrative support and secretarial services on offer for the use of delegates and guests.</li> <li>• The business centre is fully staffed.</li> <li>• Packaging, mailing and courier services are available.</li> <li>• The Business Centre is located within the venue or within easy access.</li> </ul>	10 pts
or Excellent	<ul style="list-style-type: none"> <li>• Purpose-built Business Centre equipped with photocopiers, fax machines, computers, printers, digital data lines, laminators, binders and guillotines.</li> <li>• The Business Centre is fully staffed.</li> <li>• The Business Centre is located within the venue or within easy access.</li> </ul>	or 8 pts
or Very Good	<ul style="list-style-type: none"> <li>• Designated Business Centre within the venue or within easy access where basic equipment is available for use by delegates and guests, including at least computer, photocopier, fax machine and printer.</li> <li>• All equipment should be well maintained and in good working order.</li> </ul>	or 6 pts
or Good	<ul style="list-style-type: none"> <li>• Photocopying, faxing and printing performed by venue staff.</li> </ul>	or 4 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Photocopying, faxing and printing performed by venue staff.</li> </ul>	or 2 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 or -1 pts or -3 pts

### Total Points Allocated

**Max 10 pts**

### Universal Accessibility

Communication Accessibility	Voice amplifier options on public telephones. Telephones to be fitted with a raised pip on button number 5, this allows the guest with a functional visual limitation to orientate themselves on the keypad.
Mobility Accessibility	At least one workstation with counter-height at least 80cm from floor. At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.



### 1.6 FOOD AND BEVERAGE – RESTAURANTS / SERVING AREAS

Outstanding	<ul style="list-style-type: none"> <li>Top quality appearance and suitable purpose-built food service facilities with built-in buffet stations and bars of high standard or mobile facilities as some serving areas are multi-use venues.</li> </ul>	20 pts
or Excellent	<ul style="list-style-type: none"> <li>Excellent quality purpose-built food service facilities with built-in buffet stations and bars or mobile facilities as some serving areas are multi-use venues.</li> </ul>	or 18 pts
or Very Good	<ul style="list-style-type: none"> <li>Very good purpose-built food service facilities with built-in buffet stations and bars of high standard or mobile facilities as some serving areas are multi-use venues.</li> </ul>	or 15 pts
or Good	<ul style="list-style-type: none"> <li>Good area for food service purposes.</li> </ul>	or 10 pts
or Acceptable	<ul style="list-style-type: none"> <li>Acceptable area for food service purposes.</li> </ul>	or 6 pts
<b>Maintenance and Condition</b>	<ul style="list-style-type: none"> <li>No maintenance and condition issues identified</li> <li>Minor maintenance and condition issues identified</li> <li>Major maintenance and condition issues identified</li> </ul>	<ul style="list-style-type: none"> <li>0 pts</li> <li>or -1 pts</li> <li>or -3 pts</li> </ul>

**Total Points Allocated**

**Max 20 pts**

#### Universal Accessibility

Communication Accessibility	Provide a warning sign for hot elements at buffet tables.
Visual Accessibility	<p>Food labels to be made available in large print and Braille.</p> <p>Clear and plain language should be used on menus. Icons and symbols should be used wherever possible.</p> <p>On request, audio descriptions of menus should be made available. <i>This service should be offered at reception, and the guest should be able to have access to this information without resorting to requesting it from dining facility staff [e.g. through the use of a dedicated audio description service available to guests that provides information on differing facilities on request].</i></p> <p>Staff assistance must be provided at buffets to read out labels.</p> <p>Staff should be able to assist in providing orientation to guests using the clock methodology</p>
Mobility Accessibility	Bar counters, buffet stations, service counters and server areas must have a permanent lowered section at a height of 80cm from the floor, with at least 76cm clear space below, to enable shorter and seated guests to comfortably reach whatever is being served without any obstruction.

### 1.7 DRESSING ROOM/S

Outstanding	<ul style="list-style-type: none"> <li>• Purpose built dressing room/s.</li> <li>• High quality bathroom with shower within the room.</li> <li>• Built-in dressing tables with professional make-up lighting and suitable mirrors.</li> <li>• Lockable storage facilities within the room.</li> <li>• Comfortable lounge furniture and dining area.</li> <li>• Access to internet connectivity.</li> </ul>	20 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Purpose built dressing room/s.</li> <li>• Shower room within the dressing room.</li> <li>• Built-in dressing tables with professional make-up lighting and suitable mirrors.</li> <li>• Lockable storage facilities for artistes.</li> <li>• Lounge and dining area within the suite.</li> <li>• Access to internet connectivity.</li> </ul>	or 16 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Backstage area or nearby facility converted into temporary dressing room/s with dressing tables, lighting and mirrors.</li> <li>• Must be able to accommodate a choir change room with separate toilets and basin facilities, if required.</li> </ul>	or 12 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Some areas available (possibly meeting rooms) that can be converted into temporary dressing room facilities, but which would require a significant effort to accomplish.</li> <li>• Facilities must be close to where the event is taking place and to toilet facilities.</li> </ul>	or 8 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Some areas available that can be converted into temporary dressing room facilities, but which would require a significant effort to accomplish.</li> <li>• Facilities might not necessarily be located close to where the event is taking place or to toilet facilities.</li> </ul>	or 4 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

#### Universal Accessibility

Visual Accessibility	All areas must be well and evenly lit.
Mobility Accessibility	<p>Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.</p> <p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Any door handles in the area should be located at a height of between 120cm and 80cm.</p> <p>At least one dressing table with counter-height at least 80cm from floor.</p>

## 1.8 HOSPITALITY / VIP SUITE

Outstanding	<ul style="list-style-type: none"> <li>• Purpose-built VIP suite within the venue which has easy access to all main function rooms within the facility.</li> <li>• Suite to have access to a private bathroom.</li> <li>• Built-in bar and tea/coffee making facilities to be available.</li> <li>• Equipped with comfortable, good quality lounge furniture.</li> <li>• Equipped with a TV, music centre and air-conditioning.</li> <li>• Telecommunications and internet connections available.</li> </ul>	20 pts
or Excellent	<ul style="list-style-type: none"> <li>• Purpose-built VIP suite within the venue which has easy access to all main function rooms within the facility.</li> <li>• Suite to have access to a private toilet / bathroom.</li> <li>• Supplied or easy access to refreshments.</li> <li>• Equipped with comfortable, good quality lounge furniture</li> <li>• Equipped with a TV and air-conditioning.</li> <li>• Telecommunications and internet connections available.</li> </ul>	or 16 pts
or Very Good	<ul style="list-style-type: none"> <li>• A room within the venue that can be utilised as a Holding Room/ VIP Lounge.</li> <li>• Easy access to refreshments.</li> <li>• Equipped with comfortable lounge furniture.</li> <li>• Equipped with air-conditioning.</li> <li>• Telecommunications and internet connections available.</li> </ul>	or 12 pts
or Good	<ul style="list-style-type: none"> <li>• A room within the venue that can be utilised as a Holding Room/ VIP Lounge.</li> <li>• Telecommunications and internet connections available.</li> <li>• Easy access to refreshments.</li> </ul>	or 8 pts
or Acceptable	<ul style="list-style-type: none"> <li>• A room within the venue that can be utilised as a Holding Room/ VIP Lounge.</li> <li>• Access to telecommunications.</li> <li>• Easy access to refreshments.</li> </ul>	or 4 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

### Total Points Allocated

**Max 20 pts**

#### Universal Accessibility

Communication Accessibility	A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.
Visual Accessibility	<p>All areas must be well and evenly lit with minimum lighting levels of 200 lux.</p> <p>The wider leaf of double doors of unequal widths should all be located on the same side throughout the length of any corridor. There should be a clear understanding of which is the opening section of double doors, this should be consistent throughout the facility, and all doors should be oriented.</p>
Mobility Accessibility	<p>Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.</p> <p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Any door handles in the area should be located at a height of between 120cm and 80cm.</p> <p>All areas must be well and evenly lit with minimum lighting levels of 200 lux.</p>

## 1.9 INFORMATION POINTS / DESKS

Outstanding	<ul style="list-style-type: none"> <li>• A purpose built Information Desk or Information Kiosk within the venue, equipped with telephone and internet connectivity.</li> <li>• Kiosk / Desk to be fully staffed and operational during normal working hours and during evening events or functions.</li> <li>• Staff to be knowledgeable about the venue and all events taking place within the venue. Venue information to be available.</li> <li>• General tourist information should be available. Information Desk staff must be able to make enquiries on behalf of delegate or guest with preferred service provider.</li> <li>• Self-help touch screen terminal/s available for venue locations, services and local tourist information.</li> </ul>	20 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• A purpose built Information Desk or Information Kiosk within the venue, equipped with telephone and internet connectivity.</li> <li>• Kiosk / Desk to be fully staffed and operational during normal working hours and during evening events or functions.</li> <li>• Staff to be knowledgeable about the venue and all events taking place within the venue. Venue information to be available.</li> <li>• General tourist information should be available, including area maps, service provider brochures, etc.</li> </ul>	or 16 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• An Information Desk available within the venue.</li> <li>• A good selection of tourist brochures should be available.</li> <li>• Staff should be able to provide basic tourist information and availability and be able to assist where possible.</li> </ul>	or 12 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• General information is available from Management Office or Reception.</li> <li>• Staff should be able to assist where possible.</li> <li>• Tourist information, brochures, maps, etc. are available on the Reception Desk.</li> </ul>	or 8 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Information available from Management Office or Reception.</li> <li>• Staff may have limited knowledge but are to assist where possible.</li> <li>• Tourist information, brochures, maps, etc. are available on the Reception Desk.</li> </ul>	or 4 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

### Total Points Allocated

**Max 20 pts**

### Universal Accessibility

Communication Accessibility	A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.
Visual Accessibility	All areas must be well and evenly lit with minimum lighting levels of 200 lux. The wider leaf of double doors of unequal widths should all be located on the same side throughout the length of any corridor. There should be a clear understanding of which is the opening section of double doors, this should be consistent throughout the facility, and all doors should be oriented.
Mobility Accessibility	<p>Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.</p> <p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Any door handles in the area should be located at a height of between 120cm and 80cm.</p> <p>All areas must be well and evenly lit with minimum lighting levels of 200 lux.</p>

### 1.10 LOADING AREAS

Outstanding	<ul style="list-style-type: none"> <li>• Back entrance to venues available for equipment loading and off-loading.</li> <li>• Reasonable parking available for users and suppliers – preferably out of view and separate to public parking area.</li> <li>• For exhibitions and special events there should be suitable access for the accommodation of large trucks.</li> <li>• Dedicated freight elevators (not public elevators) are available when required.</li> <li>• Floor loading capacities, ceiling heights and doorway dimensions are able to accommodate large vehicles.</li> <li>• Roller-shutter or security doors to be in good working order and well maintained.</li> <li>• Spaciousness to allow for ease of access and movement of vehicles.</li> <li>• A dedicated resource – either employed or out-sourced – is available to manage loading areas.</li> </ul>	20 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Good back entrance facilities, but not necessarily able to accommodate all types of user or supplier needs.</li> <li>• Vehicles and equipment can be shielded from public view.</li> <li>• Adequate loading facilities for exhibitions and special events.</li> <li>• Dedicated freight elevators (not public elevators) are available when required.</li> <li>• Floor loading capacities, ceiling heights and doorway dimensions are able to accommodate large vehicles.</li> <li>• Roller-shutter or security doors to be in good working order and well maintained.</li> <li>• A dedicated resource – either employed or out-sourced – is available to manage loading areas.</li> </ul>	or 16 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Back entrance facilities which are acceptable for most types of functions held at the venue exist.</li> <li>• Floor loading capacities, ceiling heights and doorway dimensions able to accommodate moderate to large vehicles.</li> <li>• Dedicated freight elevators may not be available and venue uses passenger elevators if necessary.</li> </ul>	or 12 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Limited capacity to accommodate back entrance loading and off-loading.</li> <li>• User or supplier vehicles parked in public parking area.</li> <li>• Some use of front and public entrances.</li> </ul>	or 8 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• No back entrance at the venue.</li> <li>• User vehicles and equipment in full view of the public.</li> </ul>	or 4 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

### 1.11 MEDIA CENTRE

Outstanding	<ul style="list-style-type: none"> <li>• Purpose built facility within the venue.</li> <li>• Built-in workstations for media use, including computers.</li> <li>• Access to power, telecommunications, Wi-Fi and internet connections.</li> <li>• Easy access to all main event areas within the venue.</li> </ul>	10 pts
or Excellent	<ul style="list-style-type: none"> <li>• Purpose built facility within the venue.</li> <li>• Built-in workstations for media use.</li> <li>• Access to power, telecommunications and internet connections.</li> <li>• Easy access to all main event areas within the venue.</li> </ul>	or 8 pts
or Very Good	<ul style="list-style-type: none"> <li>• A room within the venue that can easily be converted into a temporary media facility.</li> <li>• Access to power, telecommunications and internet connections.</li> <li>• Easy access to all main event areas within the venue.</li> </ul>	or 6 pts
or Good	<ul style="list-style-type: none"> <li>• A room within the venue that can be converted into a temporary media facility with some difficulty.</li> <li>• Access to power and telecommunications connections.</li> </ul>	or 4 pts
or Acceptable	<ul style="list-style-type: none"> <li>• A room within the venue that can be converted into a temporary media facility with much difficulty.</li> <li>• Access to power connections.</li> </ul>	or 2 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

#### Total Points Allocated

**Max 10 pts**

#### Universal Accessibility

Communication Accessibility	<p>All areas must be well and evenly lit.</p> <p>Induction loop fitted for persons using hearing aids.</p> <p>A quality sound system that provides a clear undistorted sound will facilitate communication for guests.</p>
Visual Accessibility	<p>All information in large print and Braille.</p> <p>Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.</p>
Mobility Accessibility	<p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Any door handles in the area should be located at a height of between 120cm and 80cm.</p>

### 1.12 MEDICAL / FIRST AID ROOM

Outstanding	<ul style="list-style-type: none"> <li>• A purpose built medical room equipped with a gurney, bed, blood pressure equipment, heart defibrillator, wheelchair, oxygen, etc. with easy access to ambulance parking.</li> <li>• The venue has a contract in place with an emergency services company that is on stand-by 24/7.</li> </ul>	20 pts
or Excellent	<ul style="list-style-type: none"> <li>• A purpose built medical room equipped with a gurney, bed, blood pressure equipment, wheelchair, oxygen, etc. with easy access to ambulance parking.</li> </ul>	or 16 pts
or Very Good	<ul style="list-style-type: none"> <li>• A purpose built medical or first-aid room equipped with a bed, wheelchair, and blood pressure equipment</li> </ul>	or 12 pts
or Good	<ul style="list-style-type: none"> <li>• A first aid box which contains more than the minimum requirements according to legislation is available.</li> </ul>	or 8 pts
or Acceptable	<ul style="list-style-type: none"> <li>• A basic first aid box which covers the minimum requirements according to legislation is available.</li> </ul>	or 4 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

**Total Points Allocated**

**Max 20 pts**

#### Universal Accessibility

Communication Accessibility	<p>All areas must be well and evenly lit.</p> <p>Induction loop fitted for persons using hearing aids.</p> <p>A quality sound system that provides a clear undistorted sound will facilitate communication for guests.</p>
Visual Accessibility	<p>All information in large print and Braille.</p> <p>Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.</p>
Mobility Accessibility	<p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Any door handles in the area should be located at a height of between 120cm and 80cm.</p>

### 1.13 TICKET OFFICE / TICKETING KIOSK

Outstanding	<ul style="list-style-type: none"> <li>• A purpose built ticket office/s or booth/s.</li> <li>• Fully equipped with cash registers and safes.</li> <li>• Safety and security measures such as panic buttons, security railings at ticketing booth windows, etc. are in place.</li> <li>• Contract with a security company for on-site guarding.</li> <li>• Fully staffed before and during events and functions.</li> <li>• Access to power, telecommunication and internet connectivity.</li> <li>• Contracts with recognised ticketing company to provide ticket selling services.</li> </ul>	10 pts
or Excellent	<ul style="list-style-type: none"> <li>• Purpose built ticket booth/s.</li> <li>• Fully equipped with cash registers and safes.</li> <li>• Safety and security measures such as security railings at ticketing booth windows are in place.</li> <li>• Fully staffed before and during events and functions.</li> <li>• Access to power, telecommunication and internet connectivity.</li> <li>• Contracts with recognised ticketing company to provide ticket selling services</li> </ul>	or 8 pts
or Very Good	<ul style="list-style-type: none"> <li>• Venue or space that can easily be adapted into temporary Ticket Booth/s.</li> <li>• Access to shell scheme company that is able to build booths to sell tickets, or has pre-built shell system in place.</li> <li>• Contracts with recognised ticketing company to set-up ticket selling services.</li> <li>• Use of the venue safes in which to secure the money from ticket sales.</li> </ul>	or 6 pts
or Good	<ul style="list-style-type: none"> <li>• Area that can be adapted into temporary Ticket Booth/s.</li> <li>• Access to power and in the close vicinity of where the event will take place.</li> </ul>	or 4 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Area that can be adapted into temporary Ticket Booth/s with some difficulty.</li> </ul>	or 2 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

#### Total Points Allocated

**Max 10 pts**

#### Universal Accessibility

Communication Accessibility	<p>All areas must be well and evenly lit.</p> <p>Induction loop fitted for persons using hearing aids.</p> <p>A quality sound system that provides a clear undistorted sound will facilitate communication for guests.</p>
Visual Accessibility	<p>All information in large print and Braille.</p> <p>Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.</p>
Mobility Accessibility	<p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Any door handles in the area should be located at a height of between 120cm and 80cm</p> <p>Counters must have a permanent lowered section at a height of 80cm from the floor, with at least 76cm clear space below, to enable shorter and seated guests to interact comfortably with the staff member manning the ticket office / kiosk.</p>



### 1.14 BUS & COACH, VIP PICK-UP / DROP-OFF POINTS

Outstanding	<ul style="list-style-type: none"> <li>• Purpose-built area suitable for more than one vehicle of any size to stop to collect or deliver delegates and guests.</li> <li>• Easily accessible from all directions.</li> <li>• Area to be under cover.</li> <li>• Ample space for large vehicles to manoeuvre and park.</li> </ul>	28 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Purpose-built area suitable for more than one vehicle of any size to stop to collect or deliver delegates and guests.</li> <li>• Easily accessible from all directions.</li> <li>• Ample space for large vehicles to manoeuvre and park.</li> </ul>	or 23 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• A dedicated area suitable for more than one vehicle of any size to stop to collect or deliver delegates and guests.</li> <li>• Area to be in close proximity to an entrance to the venue.</li> </ul>	or 18 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Specified area suitable for vehicles to stop to collect or deliver delegates and guests.</li> <li>• Area to be in close proximity to an entrance to the venue.</li> </ul>	or 13 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Specified area suitable for vehicles to stop to collect or deliver delegates and guests.</li> </ul>	or 8 pts
<b>Additional Points</b>	<ul style="list-style-type: none"> <li>• Umbrellas available for delegates or guest use during inclement weather when moving to or from vehicles.</li> </ul>	1 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 29 pts</b>

#### Universal Accessibility

Communication Accessibility	All areas must be well and evenly lit with minimum lighting levels of 200 lux.
Visual Accessibility	<p>All areas must be well and evenly lit with minimum lighting levels of 200 lux.</p> <p>There is signage displaying the international symbol of accessibility at the accessible pick-up/drop-off point.</p> <p>A 10cm high kerb or tapping rail on the open side of a ramp for guests making use of long canes who can detect the edge of the ramp makes it unnecessary for them to hold on to the rail.</p>
Mobility Accessibility	<p>Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)</p> <p>Entrance route surface should be firm and even and slip-resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.</p>

### 1.15 PUBLIC AREAS

*These are areas inside a venue that are accessible to delegates / guests. This includes corridors, lounges, reception areas, registration areas, pre-assembly areas, etc.*

Outstanding	<ul style="list-style-type: none"> <li>• Superb wall coverings in pristine condition.</li> <li>• Highest calibre design and architectural features, artwork, objects d'art, etc.</li> <li>• High quality professional finishes.</li> <li>• Access to power, telecommunications, internet and Wi-Fi connections.</li> </ul>	35 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• High quality wall coverings in excellent condition.</li> <li>• Evidence of co-ordinated design.</li> <li>• Interesting architectural features.</li> <li>• No evidence of ageing, wear and tear.</li> <li>• Access to power, telecommunications, internet and Wi-Fi connections.</li> </ul>	or 28 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Use of high quality materials in good condition.</li> <li>• Attempt to co-ordinate design with additional attractive features.</li> <li>• Professional workmanship throughout.</li> <li>• Access to power and telecommunications.</li> </ul>	or 21 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Standard domestic quality décor and finishes.</li> <li>• Professional workmanship throughout.</li> <li>• Access to power and telecommunications.</li> </ul>	or 14 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Moderate quality but not necessarily new.</li> <li>• Basic application of décor.</li> <li>• Little design input or co-ordination.</li> <li>• Access to power.</li> </ul>	or 7 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

#### **Total Points Allocated**

**Max 35 pts**

#### **Universal Accessibility**

Communication Accessibility	Where televisions are provided, induction loops and/ or TV listening devices should be made available
Visual Accessibility	<p>Interior décor with tonal contrast between the critical surfaces. <i>(All critical surfaces need to be demarcated with contrasting colours so that guests with functional visual limitations may clearly identify the direction in which they need to move.)</i></p> <p>Pathways between furniture &amp; fittings to be un-obstructed and at least 90cm wide</p> <p>Furniture should have rounded edges to prevent injury to guests.</p> <p>Fixed, level matt and slip-resistant surfaced floor finishes.</p> <p>Doors must be able to open fully against adjacent wall.</p> <p>The wider leaf of double doors must all be located on the same side throughout the length of corridor. <i>(There should be a clear understanding of which is the opening section of the double doors and all doors should be orientated in one direction to avoid confusion.)</i></p> <p>Fixed, level, matt and slip resistant surfaced floor finishes. Any surface, which is not fixed or is extremely smooth or slippery or even very rough, can be a hazard to guests with functional visual limitations.</p> <p>Differentiation by colour, tone or light contrast between walls and floor finishes.</p>

### Universal Accessibility

Visual Accessibility	<p>Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.</p> <p>Gradient not steeper than 1:12. (1:15 is optimum gradient)</p> <p>Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the ramp.</p> <p>10cm high kerb or tapping rail on the open side of the ramp.</p> <p>Contrasting colour and texture at transitions of ramp. <i>(It is important to identify the beginning and the end of the ramp to assist guests with functional visual limitations with safe transition off and on the ramp.)</i></p> <p>Contrasting colour at top, bottom and landings of steps. Guests with functional visual limitations need to have the start of the step identified.</p> <p>Tonal contrast on all nosing. Each step in the flight of steps needs to be identified.</p> <p>Square closed risers to all stairs. Each step needs to have a solid edge.</p> <p>Uniform height levels between landings on staircases. There should be an equal number of steps on each flight of stairs.</p> <p>Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.</p>
Mobility Accessibility	<p>The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.</p> <p>Pull handles on all doors located on access ways and passageways located at a height between 80cm and 120cm. Handles must measure at least 12cm in length and be easy to grasp, "D"-type handle must be used.</p> <p>A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.</p> <p>Gradient en-route to facilities (internal and external). Gradients en-route to facilities must be no steeper than 1:12 (Optimum gradient 1:15)</p> <p>There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm</p> <p>Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm</p>

### 1.16 STORAGE SPACE

Outstanding	<ul style="list-style-type: none"> <li>• A dedicated storage area that can safely store event materials and equipment overnight.</li> <li>• Individual storage lockers available for storage of more valuable items.</li> <li>• Storage areas are included in the security plan of the establishment</li> </ul>	10 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• A dedicated storage area that can safely store event materials and equipment overnight.</li> <li>• Individual storage lockers available for storage of more valuable items.</li> </ul>	or 8 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• A dedicated storage area that can safely store event materials and equipment overnight.</li> <li>• Individual lockable cages for the safe keeping of smaller items.</li> </ul>	or 6 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• A dedicated storage area that can safely store event materials and equipment overnight.</li> </ul>	or 4 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• No separate storage areas.</li> </ul>	or 2 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 10 pts</b>

### 1.17 TOILET / RESTROOMS

Outstanding	<ul style="list-style-type: none"> <li>• Fastidious attention to hygiene and cleanliness of facilities.</li> <li>• All surfaces are polished.</li> <li>• Clean and fresh smell with automatic wall-mounted air fresheners.</li> <li>• Dedicated cleaning staff are available during all functions and events.</li> <li>• Toilets are supplied with double-ply toilet paper.</li> <li>• Liquid soap dispensers and hand lotion.</li> <li>• Quiet, powerful, high quality hot air hand dryers and/or towelling hand towels are available.</li> <li>• There are mirrors above each hand basin and at least one full-length mirror in the room.</li> </ul>	40 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Extremely high standards of cleanliness are maintained.</li> <li>• Clean and fresh smell with automatic wall-mounted air fresheners.</li> <li>• Toilets are supplied with double-ply toilet paper.</li> <li>• Regular cleaning takes places throughout the day.</li> <li>• Liquid soap dispensers and hand lotion.</li> <li>• Quiet, powerful, high quality hot air hand dryers and/or high quality paper hand towels are available.</li> <li>• There are mirrors above each hand basin.</li> </ul>	or 32 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Surfaces are all clean, free of visible dirt or marks and are well maintained.</li> <li>• Floor is clean and free from dirt and dust.</li> <li>• Roller linen towel and/or adequate hot air hand dryers are available.</li> <li>• Toilets are supplied with single-ply toilet paper.</li> <li>• Liquid soap dispensers on each hand basin.</li> <li>• Regular cleaning takes places throughout the day.</li> <li>• There are mirrors above the hand basins.</li> </ul>	or 24 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Surfaces are all clean and well maintained.</li> <li>• Floor is clean and free from dirt and dust.</li> <li>• Liquid soap bottle dispenser is supplied.</li> <li>• Toilets are supplied with single-ply toilet paper.</li> <li>• Paper hand towels are supplied.</li> <li>• Retail air freshener in the toilet cubicle.</li> <li>• There are mirrors above the hand basins.</li> </ul>	or 16 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Clean and well maintained.</li> <li>• Liquid soap bottle dispenser is supplied.</li> <li>• Toilets are supplied with single-ply toilet paper.</li> <li>• Paper hand towels are supplied.</li> <li>• Retail air freshener in the toilet cubicle.</li> </ul>	or 8 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 40 pts</b>

## Universal Accessibility

Communication Accessibility	Cell phone sms messages used to provide alerts to guests the possibility of an incoming call or someone at the door, as well as emergency and evacuation warnings.
Visual Accessibility	<p>Signs and other printed instructions provided in large print and Braille.</p> <p>Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply)</p> <p>Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers.</p> <p>Where provided the shower spray head should be located 210cm above the floor surface.</p> <p>Size of unobstructed floor space of 120cm x 150cm.</p> <p>Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.</p>
Mobility Accessibility	<p>Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.</p> <p>Size of unobstructed space of 90cm x 150cm in-front of doors.</p> <p>Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.</p> <p>Where a sliding door has been used, it should be open-able with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.</p> <p>Clear floor space of 180cm x 180cm provided within the bathroom or toilet, clear of other items to be positioned in the bathroom e.g. stools, sanitary disposal bins etc.</p> <p>Remote emergency alarm call system in room</p> <p>Access space of 80cm at the side of the bath (<i>the space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the device to the bath without any obstacles at the side of the bath.</i>)</p> <p>30cm broad seat at the end of the bath, this is to enable the guest to have support of a suitable width to take a seated position at the height of the bath when transferring from the wheelchair or mobility aid onto the bath - before getting into the bath.</p> <p>"T"-shaped grab-bar opposite transfer space.</p> <p>Removable bath seat.</p> <p><b>Roll-in Shower</b></p> <p>40cm x 40cm fold-down shower seat provided at a height between 45cm and 50cm. The centreline of the shower seat must be set at 48cm from the adjacent wall opposite the transfer space.</p> <p>Vertical and cranked grab-bars on either side of the shower seat - 60cm long vertical grab-bar and cranked grab-bar set at 80cm to lowest distance from the floor.</p> <p>Lever action shower mixer and hand shower on adjustable rail.</p> <p>A 15cm maximum step with run-off which negates threshold.</p>

**SUB TOTAL FACILITIES**

**Max 394 pts**

## 2 SERVICES

### 2.1 WELCOME, FRIENDLINESS AND ATTITUDE

Outstanding	<ul style="list-style-type: none"> <li>• Staff in all positions display a friendly and helpful demeanour and a willingness to assist in any situation.</li> <li>• Staff are efficient, attentive, professional and knowledgeable with a pleasant attitude.</li> <li>• There is capacity to handle complaints and difficult customers.</li> </ul>	35 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Staff show a good rapport and a willingness to serve and please.</li> <li>• Staff are efficient, attentive, professional and knowledgeable with a pleasant attitude.</li> <li>• There is capacity to handle complaints and difficult customers.</li> </ul>	or 28 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Staff have a cheerful demeanour and a generally pleasant attitude.</li> <li>• Staff show a willingness to serve.</li> </ul>	or 21 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Staff are available and respond helpfully when asked.</li> </ul>	or 14 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Staff have neutral attitude but perform their duties as required.</li> </ul>	or 7 pts
<b>Additional Points</b>	Multi-lingual staff are available in publicly accessible areas, such as Reception Desks or Information Desks.	5 pts

**Total Points Allocated**

**Max 40 pts**

#### Universal Accessibility:

Communication Accessibility	On arrival the guest is offered a full orientation tour.
Visual Accessibility	Large text copies of all relevant information provided.
Mobility Accessibility	On arrival the guest is offered a full orientation tour.

### 2.2 APPEARANCE OF STAFF

Outstanding	<ul style="list-style-type: none"> <li>• Staff are professionally groomed with clean and neat hair, clean hands and nails, etc.</li> <li>• Staff wear high quality and professional uniforms and polished shoes.</li> </ul>	40 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• A high standard of grooming is evident and staff are dressed in a neat, clean and practical uniform.</li> </ul>	or 32 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Staff are well groomed and dressed in a practical uniforms.</li> </ul>	or 24 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Staff are neat and wear clean and practical uniforms.</li> </ul>	or 16 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Staff are neat and wear clean but basic uniforms.</li> </ul>	or 8 pts

**Total Points Allocated**

**Max 40 pts**

### 2.3 FOOD AND BEVERAGE – QUALITY / SERVICE / PRESENTATION

*Applies to food and beverage service provided in a permanent restaurant, public areas or in function, meeting, exhibition or special events venues. Overall, the food and beverage must match the quality and standard of the function or event.*

Outstanding	<ul style="list-style-type: none"> <li>• Unique, outstanding quality dishes, using the best available quality ingredients</li> <li>• A large and outstanding variety of menus are available to choose from.</li> <li>• There is superb attention to detail and combinations of flavours in prepared dishes.</li> <li>• Menu choices are flexible and can be adapted to varying customer needs or requests.</li> <li>• Food is creatively presented with pleasing combinations of colours, textures and shapes.</li> <li>• Sufficient, high quality, well trained waiters who report to a head-waiter, supervisor or manager are available.</li> <li>• Waiters are very knowledgeable about the dishes being served.</li> <li>• Waiters are trained in excellent customer service skills.</li> </ul>	38 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• There is skilful use of the finest, fresh ingredients.</li> <li>• The menu choices could be simple in style but with great attention to detail and quality.</li> <li>• There is a good balance of menu choices appropriate for a variety of different events.</li> <li>• Obvious care and attention to detail is evident in the presentation of food.</li> <li>• Sufficient, high quality, well trained waiters who report to a head-waiter, supervisor or manager are available.</li> <li>• Waiters are knowledgeable about the dishes being served.</li> <li>• Waiters are trained in excellent customer service skills.</li> </ul>	or 30 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Very good food quality with simpler menu choices.</li> <li>• Good quality fresh ingredients are used, and these are well but simply prepared.</li> <li>• Presentation of food is attractive.</li> <li>• Sufficient, well trained waiters who report to a head-waiter, supervisor or manager are available.</li> </ul>	or 22 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• A mixture of fresh ingredients is used, and these are well but simply prepared.</li> <li>• Care taken in preparation but this is simpler in style and presentation.</li> <li>• Menu choices are limited.</li> <li>• Presentation of food is simpler, but still appealing.</li> <li>• Trained waiters are employed.</li> </ul>	or 14 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Meals prepared in a basic way with minimal choices but sufficiently warm and appetising.</li> <li>• Food presentation is basic, yet not unappealing.</li> <li>• Trained waiters are employed.</li> </ul>	or 6 pts
<b>Additional Points</b>	<ul style="list-style-type: none"> <li>• Chefs are present during service periods to interact with delegates and guests.</li> </ul>	1 pts
<b>Total Points Allocated</b>		<b>Max 39 pts</b>

### Universal Accessibility

Communication Accessibility	<p>Provide a warning sign for hot elements at buffet tables.</p> <p>Food labels to be made available in large print and Braille. Clear and plain language should be used on menus. Icons and symbols should be used wherever possible. On request, audio descriptions of menus should be made available. <i>This service should be offered at reception, and the guest should be able to have access to this information without resorting to requesting it from dining facility staff [e.g. through the use of a dedicated audio description service available to guests that provides information on differing facilities on request].</i> Staff assistance must be provided at buffets to read out labels.</p> <p>Staff should be able to assist in providing orientation to guests using the clock methodology</p>
Mobility Accessibility	<p>Bar counters, buffet stations, service counters and server areas must have a permanent lowered section at a height of 80cm from the floor, with at least 76cm clear space below, to enable shorter and seated guests to comfortably reach whatever is being served without any obstruction.</p>

### 2.4 CLEANING

Outstanding	<ul style="list-style-type: none"> <li>• A professional company is used on a regular basis to clean all carpeted areas using industrial carpet cleaning systems.</li> <li>• All carpeted areas to be well maintained and regularly vacuum cleaned.</li> <li>• There is an outstanding level of cleanliness of all surfaces including floor and walls.</li> <li>• An accessible line of communication is available between clients and cleaning staff for any unexpected cleaning needs.</li> <li>• On-going cleaning throughout the day takes place, not only when it is specifically required.</li> </ul>	40 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• A professional company is used on a regular basis to clean all carpeted areas using industrial carpet cleaning systems.</li> <li>• There is a high level of cleanliness of all surfaces.</li> <li>• On-going cleaning throughout the day takes place, not only when it is specifically required.</li> </ul>	or 32 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• A professional carpet cleaning system is used on a regular basis.</li> <li>• A very good level of cleanliness is evident throughout the venue.</li> <li>• General cleaning is performed at least once a day.</li> </ul>	or 24 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Domestic vacuum cleaners are used for vacuuming the carpets.</li> <li>• A good level of cleaning is evident throughout the facility.</li> <li>• General cleaning is performed at least once a day.</li> </ul>	or 16 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• There is evidence of cleaning being done on a regular basis.</li> <li>• Domestic vacuum cleaners are used for vacuuming the carpets.</li> <li>• Cleaning is generally done as is required.</li> </ul>	or 8 pts
<b>Total Points Allocated</b>		<b>Max 40 pts</b>

### Universal Accessibility

“Cleaning in Progress” and “Wet Floor” signs to be used whenever necessary.



## 2.5 SALES / EVENT CO-ORDINATION AND MANAGEMENT

Outstanding	<ul style="list-style-type: none"> <li>• Efficient, knowledgeable and helpful telephone reservation service.</li> <li>• Correct, detailed briefs are obtained in order to provide comprehensive quotations.</li> <li>• All essential information is provided, including property and venue layouts, available facilities, meal service, room capacities, pricing, etc. Well planned booking procedures are in place.</li> <li>• Comprehensive information about cancellation policies, payment requirements, etc. is provided at point of sale.</li> <li>• Staff are proactive and are able to accurately anticipate client needs.</li> <li>• A 24-hour working day turn-around in responding to client enquires and any subsequent communications between the venue and the client exists.</li> <li>• Detailed function sheets that accurately reflect the client requirements are prepared.</li> <li>• Event support is efficient and organised and delegate needs are anticipated.</li> <li>• The venue has a web site and other related marketing material that accurately provides a visual feel of the venue and includes all relevant information.</li> </ul>	40 pts
<b>or Excellent</b>	<ul style="list-style-type: none"> <li>• Reservations and enquiries are dealt with promptly and all necessary information is taken and provided.</li> <li>• There is a good response to any requests and client needs are anticipated. Efficient and well organised information and booking procedures exist.</li> <li>• Event support is efficient and professional and available throughout the duration of the event.</li> <li>• A web site providing all relevant information about the venue exists.</li> </ul>	or 32 pts
<b>or Very Good</b>	<ul style="list-style-type: none"> <li>• Enquiries and reservations are dealt with well and all necessary information is taken and provided.</li> <li>• Efficient and effective procedures are carried out.</li> <li>• Information and marketing materials are produced in-house, individually typed and printed or photocopied.</li> <li>• Event support is provided throughout the duration of the event but only when requested.</li> <li>• A web site with very only the necessary information exists.</li> </ul>	or 24 pts
<b>or Good</b>	<ul style="list-style-type: none"> <li>• Minimal information is given and taken at enquiry or reservation stage. There is an ad-hoc approach to bookings, with no clear process or procedure in place.</li> <li>• Some event support provided when requested.</li> <li>• A basic web site with very limited information exists.</li> <li>• There is no formal booking and event management system.</li> </ul>	or 16 pts
<b>or Acceptable</b>	<ul style="list-style-type: none"> <li>• Minimal information given and taken at enquiry or reservation stage.</li> <li>• There is a very ad-hoc approach to bookings, with no clear process or procedure in place.</li> <li>• Some information provided may be out of date.</li> <li>• Some event support is only provided when requested.</li> <li>• No formal booking and event management system exists.</li> </ul>	or 8 pts
<b>Additional Points</b>	<ul style="list-style-type: none"> <li>• A CD or Electronic Press Kit of marketing materials of the venue, its facilities and services is available.</li> </ul>	5 pts
<b>Total Points Allocated</b>		<b>Max 45 pts</b>

**Universal Accessibility**

Mobility, communication, blind and sight impaired awareness training for managers and staff who work with delegates and guests.

**2.6 INFORMATION TELECOMMUNICATIONS & IT**

*Internet connectivity / two-way radio frequencies / satellite links / OB connectivity*

Outstanding	<ul style="list-style-type: none"> <li>• Comprehensive technology and communication services are available, such as two-way radio frequencies, OB connectivity, satellite links, high-speed broad band, etc.</li> <li>• Highly qualified, all-round technicians are on staff or available on call. All services and technical staff are readily and easily accessible.</li> <li>• There is prompt and timely delivery of services.</li> <li>• Technical staff is able to and empowered to deal with difficult situations.</li> </ul>	25 pts
<b>or Excellent</b>	<ul style="list-style-type: none"> <li>• A wide range of technology and communications services are available, such as two-way radio frequencies, OB connectivity, satellite links, high-speed broad band, etc.</li> <li>• Qualified technicians are on staff or available on call if staff are not familiar with all services on offer.</li> <li>• All services and technical staff are readily and easily accessible. There is prompt and timely delivery of services.</li> <li>• Technical staff is able to and empowered to deal with difficult situations.</li> </ul>	or 20 pts
<b>or Very Good</b>	<ul style="list-style-type: none"> <li>• There are sufficient technology and communication services available at the venue.</li> <li>• Technicians are staff or available on call if staff are not familiar with all services on offer.</li> </ul>	or 15 pts
<b>or Good</b>	<ul style="list-style-type: none"> <li>• There are limited technology and communication services available at the venue.</li> <li>• Many services need to be supplied by external providers.</li> </ul>	or 10 pts
<b>or Acceptable</b>	<ul style="list-style-type: none"> <li>• There are no technology and communications services offered by the venue. Services need to be supplied by external providers.</li> </ul>	or 5 pts

**Total Points Allocated**

**Max 25 pts**

**Universal Accessibility**

Communication Accessibility	Access to power is important for individuals who rely on computer technology for communication. A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.
Visual Accessibility	Facilities to be made available for guests to make use of their own technology such as Braille machines.
Mobility Accessibility	Desks, tables, service counters and work surfaces should be 80cm high with at least 76cm clear space below.

## 2.7 SAFETY AND SECURITY

Outstanding	<ul style="list-style-type: none"> <li>• Appropriate security arrangements for the venue and events held at the venue.</li> <li>• There is a visible security presence at all times.</li> <li>• Access to the venue is tightly controlled and a very high level of security comfort for guests and visitors is maintained.</li> <li>• Security staff are proactive and are able to anticipate delegate needs.</li> <li>• Security staff have the capacity to handle security incidents.</li> </ul>	40 pts
or Excellent	<ul style="list-style-type: none"> <li>• Very good security arrangements at the venue</li> <li>• A visible security presence at all times, but with fewer security staff.</li> <li>• Access to the venue is well controlled and a high level of security comfort for guests and visitors is maintained.</li> <li>• Security staff have the capacity to handle security incidents.</li> </ul>	or 32 pts
or Very Good	<ul style="list-style-type: none"> <li>• Good security arrangements are in place at the venue.</li> <li>• Fewer security staff are available or only provided during limited hours.</li> <li>• Additional security staff are hired as needed.</li> </ul>	or 24 pts
or Good	<ul style="list-style-type: none"> <li>• Very little security is visible with only limited access control provided to the venue.</li> <li>• A remote link to an armed response company exists.</li> </ul>	or 16 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Very little security is visible with only limited access control provided to the venue.</li> </ul>	or 8 pts

**Total Points Allocated**

**Max 40 pts**

### Universal Accessibility

**Communication Accessibility** Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities. Emergency evacuation procedures must be provided either orally or by an audio system.

**Communication Accessibility** Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone device linked to a text-interface communication system. Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings. All evacuation systems should be linked to flashing emergency lights. An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable. Emergency equipment, switches and controls to be located 80cm - 120cm above floor level. Emergency evacuation signage should be clear and visible, and preferably illuminated.

**Visual Accessibility** Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities. Emergency evacuation procedures must be provided either orally or by an audio system. Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone device linked to a text-interface communication system.

### Universal Accessibility

Visual Accessibility	<p>Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.</p> <p>All evacuation systems should be linked to flashing emergency lights.</p> <p>Emergency equipment switches and controls to be located 80cm - 120cm above floor level.</p> <p>Emergency evacuation signage should be clear and visible, and preferably illuminated.</p>
Mobility Accessibility	<p>Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.</p> <p>Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.</p> <p>Emergency evacuation signage should be clear and visible, and preferably illuminated.</p>

### 2.8 TECHNICAL SERVICES

Outstanding	<ul style="list-style-type: none"> <li>• The venue has immediate access to an outstanding comprehensive range of excellent quality, technologically advanced audio-visual, lighting, sound and staging equipment.</li> <li>• All equipment supplied is well maintained and in perfect working order. Knowledgeable, efficient and effective technical assistance is available for all equipment.</li> </ul>	20 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• The venue has access to a large range of high quality, technologically advanced audio-visual, lighting, sound and staging equipment.</li> <li>• The range of equipment available is appropriate to the needs of the client. All equipment supplied is well maintained and in perfect working order.</li> <li>• Knowledgeable, efficient and effective technical assistance is available for all equipment supplied at all times.</li> </ul>	or 16 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• The venue has access to very good sufficient quality equipment which is in good working order.</li> <li>• All standard and typical equipment is available on-site, and access to other required equipment is available through preferred suppliers.</li> <li>• Effective and competent technical assistance is available at all times.</li> </ul>	or 12 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• All standard and typical equipment is available on-site, and access to other required equipment is available through preferred suppliers.</li> <li>• Technical assistance is provided at limited times only.</li> </ul>	or 8 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• A limited range of basic, average quality equipment is available.</li> <li>• Technical assistance provided at agreed times only.</li> </ul>	or 4 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

### Universal Accessibility

Communication Accessibility	Access to power is important for individuals who rely on computer technology for communication. A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.
Visual Accessibility	Facilities to be made available for guests to make use of their own technology such as Braille machines.
Mobility Accessibility	Well-spaced access to power at a height of 35cm - 90cm from the floor should be provided as this is important for individuals making use of electric wheelchairs.

### 2.9 RESPONSIBLE ENVIRONMENTAL AND BUSINESS PRACTICES

*The venue has implemented effective maintenance and water saving measures to prevent wastage and to conserve this resource.*

<b>Water Management</b>	<ul style="list-style-type: none"> <li>• Water efficient dishwashers are installed.</li> <li>• Water saving fittings such as sensor operated taps or aerators are fitted to taps.</li> <li>• Grey water from laundry and hand basins can be treated and re-used for plant watering.</li> <li>• Especially in dry regions, landscaping has been designed to reduce water requirements.</li> <li>• Reduced flush or twin flush cisterns in toilets.</li> <li>• Jugs of water are made available instead of bottled water.</li> <li>• The venue has implemented effective maintenance and water saving measures to prevent wastage and to conserve this resource.</li> </ul>	8 pts
<b>Waste Management</b>	<ul style="list-style-type: none"> <li>• Dish washing and laundry detergents are biodegradable.</li> <li>• Green waste is composted.</li> <li>• The venue has a recycling programme for plastic, paper, glass, cans, and electronic waste such as printer cartridges.</li> </ul>	8 pts
<b>Energy Management</b>	<ul style="list-style-type: none"> <li>• Lights are turned off in venues that are not in use.</li> <li>• Air-conditioning is turned off in venues that are not in use.</li> <li>• Lights in public spaces are on at reduced levels.</li> <li>• Energy saving light bulbs are used for lighting.</li> <li>• Solar, wind or heat pumps heating initiatives are being utilised.</li> </ul>	8 pts
<b>Responsible Business Practices</b>	<ul style="list-style-type: none"> <li>• Besides on-the-job training the venue has a skills development plan for employees and ensures that it is kept up-to-date and compliant with legislation pertaining to the operation of the business.</li> <li>• The venue supports local community initiatives.</li> <li>• The venue supports local producers and buys in bulk whenever possible.</li> </ul>	8 pts
<b>Total Points Allocated</b>		<b>Max 32 pts</b>

<b>SUB TOTAL SERVICES</b>	<b>0 to 321</b>
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### 3. FURNITURE, FITTINGS, FIXTURES & EQUIPMENT (FFF&E)

#### 3.1 AIR-CONDITIONING

Outstanding	<ul style="list-style-type: none"> <li>• Thermostatically and separately controlled heating and cooling system capable of maintaining a comfortable temperature of 18°C - 25°C appropriate to the size of the venue.</li> <li>• Air-conditioning system to be in excellent working condition and well maintained. Air-conditioning system to be quiet and unobtrusive.</li> <li>• Air-conditioning system can be remotely controlled.</li> </ul>	25 pts
or Excellent	<ul style="list-style-type: none"> <li>• Individually controlled heating and cooling system capable of maintaining a comfortable temperature of 18°C - 25°C appropriate to the size of the venue.</li> <li>• Air-conditioning system to be in excellent working condition and well maintained. Air-conditioning system to be quiet and unobtrusive.</li> </ul>	or 20 pts
or Very Good	<ul style="list-style-type: none"> <li>• Individually controlled heating and cooling provided in all venues.</li> <li>• System must be fully functional and well maintained.</li> <li>• Wall mounted air-conditioners may apply.</li> </ul>	or 15 pts
or Good	<ul style="list-style-type: none"> <li>• Free-standing air-conditioning unit/s capable of maintaining a comfortable temperature in the venue. Air-conditioning unit/s need to be in good working order and well maintained.</li> </ul>	or 10 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Free-standing air-conditioning unit/s capable of maintaining a reasonably comfortable temperature in the venue.</li> <li>• Older air-conditioning unit/s are acceptable but they must be in good working order and well maintained.</li> </ul>	or 5 pts
<b>Maintenance and Condition</b>	<ul style="list-style-type: none"> <li>No maintenance and condition issues identified</li> <li>Minor maintenance and condition issues identified</li> <li>Major maintenance and condition issues identified</li> </ul>	0 or -1 pts or -3 pts

**Total Points Allocated**

**Max 25 pts**

#### 3.2 BLACK OUT MATERIAL(S) – BLINDS / CURTAINING

Outstanding	<ul style="list-style-type: none"> <li>• Excellent quality black-out blinds or curtains that are well maintained and in excellent working order and providing total black-out to venues. Blinds can be controlled remotely.</li> </ul>	15 pts
or Excellent	<ul style="list-style-type: none"> <li>• High quality black-out blinds or curtains that are well maintained and in good working order and providing near total black-out to venues.</li> <li>• Blinds can be remotely or manually controlled.</li> </ul>	or 12 pts
or Very Good	<ul style="list-style-type: none"> <li>• Curtains or blinds of very good quality to allow for darkening of the venue. Must be well maintained and in good working order.</li> </ul>	or 9 pts
or Good	<ul style="list-style-type: none"> <li>• Basic curtains or blinds in good working order.</li> <li>• Clean, neat and tidy in appearance for partial darkening of the venue.</li> </ul>	or 6 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Acceptable curtains or blinds that are in good working order.</li> <li>• Clean, neat and tidy in appearance for partial darkening of the venue.</li> </ul>	or 3 pts
<b>Maintenance and Condition</b>	<ul style="list-style-type: none"> <li>No maintenance and condition issues identified</li> <li>Minor maintenance and condition issues identified</li> <li>Major maintenance and condition issues identified</li> </ul>	0 or -1 pts or -3 pts

**Total Points Allocated**

**Max 15 pts**

### 3.3 FOOD & BEVERAGE CATERING EQUIPMENT

Outstanding	<ul style="list-style-type: none"> <li>• Outstanding quality cutlery, crockery, glassware and modern chafing dishes for buffet service.</li> <li>• Additional table accessories such as vases, candlesticks, coasters, ice buckets, etc.</li> <li>• An emphasis on style and high quality with crockery and cutlery matching and co-ordinated.</li> <li>• Top quality linens and large cloth napkins.</li> <li>• No wear, damage, cracks or chips in glassware and crockery.</li> </ul>	25 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Excellent quality cutlery, crockery, glassware and good quality and well maintained chafing dishes for buffet service.</li> <li>• Additional table accessories such as vases, candlesticks, coasters, ice buckets, etc.</li> <li>• Excellent quality linen and large cloth napkins.</li> <li>• No wear, damage, cracks or chips in glassware and crockery.</li> </ul>	or 20 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• A limited range of good quality items of a similar style and quality.</li> <li>• Table accessories are possibly of differing styles but are still of good quality.</li> <li>• All items in sound condition.</li> <li>• Thick multi-ply paper napkins and shorter tablecloths.</li> </ul>	or 15 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Good quality cutlery and crockery with limited table accessories of a different style.</li> <li>• Thick (multi-ply) paper napkins.</li> </ul>	or 10 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• A variety of styles of cutlery and crockery but acceptable quality.</li> <li>• Paper napkins of acceptable quality.</li> <li>• Pyrex-type serving dishes.</li> <li>• Sauces in bottles.</li> </ul>	or 5 pts
<b>Maintenance and Condition</b>	<ul style="list-style-type: none"> <li>No maintenance and condition issues identified</li> <li>Minor maintenance and condition issues identified</li> <li>Major maintenance and condition issues identified</li> </ul>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 25 pts</b>

#### Universal Accessibility

Labels on buffet stations and on containers must be clear and in large print. Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.

### 3.4 SIGNAGE / ELECTRONIC INFORMATION / DIRECTIONAL DISPLAY SYSTEM

Outstanding	<ul style="list-style-type: none"> <li>• Large venues and complexes have “You Are Here”-type signage and venue maps or touch screen signage and venue maps to guide delegates and guests around the complex and to the various venues.</li> <li>• Electronic signage showing name of function and/or name of host outside each occupied venue.</li> <li>• All signage must be visible, adequate, clear and uncluttered and strategically placed.</li> <li>• Electronic signage system must be well maintained and in working order.</li> </ul>	30 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Good, clear signage to guide delegates or guests around the complex and to the various venues.</li> <li>• Signage showing the name of function and/or name of host outside each occupied venue.</li> <li>• All signage must be visible, adequate, clear and uncluttered and strategically placed.</li> </ul>	or 24 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Signage system must be well maintained and in working order.</li> <li>• All signage must be visible, adequate, clear and uncluttered and strategically placed.</li> <li>• An adequate signage system, such as a manual lettering on a notice boards system, should be in place.</li> <li>• All venues within the complex should be clearly named.</li> </ul>	or 18 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• All signage must be visible, adequate, clear and uncluttered and strategically placed.</li> <li>• Lollipop-style stands can be used for signage including as directional and/or name of functions.</li> <li>• All venues within the complex should be clearly named.</li> </ul>	or 12 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• All signage must be visible, adequate, clear and uncluttered and strategically placed.</li> <li>• Printed paper signage can be placed on the door of each occupied venue to indicate the name of the function.</li> <li>• All venues within the complex should be clearly named.</li> </ul>	or 6 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 30 pts</b>

#### Universal Accessibility

Communication Accessibility	Signage should be clear and incorporate symbols and pictograms whenever possible.
Visual Accessibility	Signage should be clear and incorporate symbols and pictograms whenever possible.
Mobility Accessibility	Signage should be clear and incorporate symbols and pictograms whenever possible.



### 3.5 LIFTS – passenger and freight

Outstanding	<ul style="list-style-type: none"> <li>• Appropriate number of both passenger and freight lifts are available where required.</li> <li>• The load capacity of freight and passenger lifts must be clearly displayed inside the lifts.</li> <li>• Communication System inside lift in place in case of an emergency.</li> <li>• Proximity to venues according to the lift purpose (freight lifts close to loading areas and passenger lifts close to venue entrances).</li> <li>• Maintenance and service certificates should be available on request or displayed inside the lift.</li> <li>• Lifts must be regularly inspected, serviced and well maintained, in accordance with manufacturer specifications and legislative requirements.</li> <li>• Lifts should be clean and tidy at all times.</li> </ul>	25 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Separate passenger and freight lifts are available.</li> <li>• The load capacity of freight and passenger lifts must be clearly displayed inside the lifts.</li> <li>• Proximity to venues according to the lift purpose (freight lifts close to loading areas and passenger lifts close to venue entrances).</li> <li>• Maintenance and service certificates should be available on request or displayed inside the lift.</li> <li>• Lifts must be regularly inspected, serviced and well maintained, in accordance with manufacturer specifications and legislative requirements.</li> <li>• Communication System inside lift in place in case of an emergency. Lifts should be clean and tidy at all times.</li> </ul>	or 20 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• Lifts are close to all venues.</li> <li>• No dedicated freight lifts are available and passenger lifts are used for freight when required.</li> <li>• Lifts must be regularly inspected, serviced and well maintained, in accordance with manufacturer specifications and legislative requirements.</li> <li>• Communication System inside lift in place in case of an emergency. Lifts should be clean and tidy.</li> </ul>	or 15 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Lifts are close to all venues.</li> <li>• No dedicated freight lifts are available and passenger lifts are used for freight when required.</li> <li>• Lifts must be regularly inspected, serviced and well maintained, in accordance with manufacturer specifications and legislative requirements.</li> <li>• Communication System inside lift in place in case of an emergency. Lifts should be clean and tidy.</li> </ul>	or 10 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Acceptable Lifts are relatively close to all venues.</li> <li>• No dedicated freight lifts are available and passenger lifts are used for freight when required.</li> <li>• Lifts must be regularly inspected, serviced and well maintained, in accordance with manufacturer specifications and legislative requirements.</li> <li>• Communication System inside lift in place in case of an emergency. Lifts should be clean and tidy.</li> </ul>	or 5 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>
<b>Total Points Allocated</b>		<b>Max 25 pts</b>

### Universal Accessibility

Communication Accessibility	<p>Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests who have functional communication limitations.</p> <p>Flashing lights should be linked to alarms and emergency buttons.</p> <p>A visual display to show that help is coming should be available within the elevator.</p>
Visual Accessibility	<p>Clearly demarcated tactile and colour contrasted waiting area at lift.</p> <p>Colour contrasting door clear opening width not less than 76cm (Doors need to be easily identified by guests with functional visual limitations).</p> <p>Lifts with automatic door enunciator. The voice provides information to the guest as to when the lift arrives at the floor when alighting.</p> <p>150 lux minimum internal lighting level. Minimum lighting level, which allows a clear indication to guests with functional visual limitations, of controls and assistive devices.</p> <p>Handrail provided on all sides of the lift car. Handrails provide the guest with a functional visual limitation with stabilization to hold on to whilst the lift is in motion.</p> <p>Emergency phone or intercom colour contrasted with Braille and tactile buttons and text. All emergency controls should strongly contrast with the background. Emergency buttons needs to have rough surfaces in order for guests to distinguish them from the other controls.</p>
Mobility Accessibility	<p>Size of unobstructed approach space not less than 110cm x 150cm (<i>persons making use of mobility aids should have clear, unobstructed space in order to negotiate entrance and exit from the elevator</i>).</p> <p>Clear opening width of the door should not be less than 76cm.</p> <p>Lift with automatic doors which measure not less than 90cm when doors are in open position</p> <p>Internal size of lift car of 120cm x 160cm</p> <p>Handrail provided on all sides of the lift car located between 90cm and 100cm.</p>

### 3.6 EMERGENCY EQUIPMENT – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems

Outstanding	<ul style="list-style-type: none"> <li>• Emergency equipment includes fire extinguishers, fire blankets, smoke detection and sprinkler system, fire alarm including an audible warning for evacuation. Emergency equipment to be available in accordance with the Occupational Health and Safety Act. Emergency lighting and emergency power must be available.</li> <li>• All emergency exits to be clearly marked, made from reflective material and easily accessible without obstructions in exit doorways or stairwells. All equipment must be regularly inspected, serviced and well maintained. Service certificates to be available on request.</li> <li>• Staff must be trained in emergency evacuation procedures.</li> </ul>	25 pts
or Excellent	<ul style="list-style-type: none"> <li>• Emergency equipment includes fire extinguishers, fire blankets, smoke detection and sprinkler system, fire alarm including an audible warning for evacuation.</li> <li>• Emergency equipment to be available in accordance with the Occupational Health and Safety Act. Emergency lighting and emergency power must be available.</li> <li>• All emergency exits to be clearly marked, made from reflective material and easily accessible without obstructions in exit doorways or stairwells. All equipment must be regularly inspected, serviced and well maintained. Service certificates to be available on request.</li> </ul>	or 20 pts
or Very Good	<ul style="list-style-type: none"> <li>• Emergency equipment to be available in accordance with the Occupational Health and Safety Act.</li> <li>• All emergency exits to be clearly marked, made from reflective material and easily accessible without obstructions in exit doorways or stairwells. All equipment must be regularly inspected, serviced and well maintained. Service certificates to be available on request.</li> </ul>	or 15 pts

<b>or Good</b>	<ul style="list-style-type: none"> <li>• Emergency equipment to be available in accordance with the Occupational Health and Safety Act.</li> <li>• All emergency exits to be clearly marked, made from reflective material and easily accessible without obstructions in exit doorways or stairwells. All equipment must be regularly inspected, serviced and well maintained. Service certificates to be available on request.</li> </ul>	or 10 pts
<b>or Acceptable</b>	<ul style="list-style-type: none"> <li>• Emergency equipment to be available in accordance with the Occupational Health and Safety Act.</li> <li>• All emergency exits to be clearly marked, made from reflective material and easily accessible without obstructions in exit doorways or stairwells. All equipment must be regularly inspected, serviced and well maintained. Service certificates to be available on request.</li> </ul>	or 5 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

**Total Points Allocated**

**Max 25 pts**

**Universal Accessibility**

Communication Accessibility	<p>Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.</p> <p>Emergency evacuation procedures must be provided either orally or by an audio system.</p> <p>Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone device linked to a text-interface communication system.</p> <p>Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.</p> <p>All evacuation systems should be linked to flashing emergency lights.</p> <p>An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable.</p> <p>Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.</p> <p>Emergency evacuation signage should be clear and visible, and preferably illuminated.</p>
Visual Accessibility	<p>Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.</p> <p>Emergency evacuation procedures must be provided either orally or by an audio system.</p> <p>Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone device linked to a text-interface communication system.</p> <p>Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.</p> <p>All evacuation systems should be linked to flashing emergency lights.</p> <p>Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.</p> <p>Emergency evacuation signage should be clear and visible, and preferably illuminated.</p>
Mobility Accessibility	<p>Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.</p>

Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.

### 3.7 ESCALATORS / STAIRWELL

Outstanding	<ul style="list-style-type: none"> <li>• Escalators to be suitable for delegate traffic according to size of venue.</li> <li>• Escalators must be inspected and serviced regularly in accordance with manufacturer specifications.</li> <li>• Service certificates must be available on request.</li> <li>• Escalators should be within close proximity of venues within the complex. Stairwells and landings to be well lit at all times.</li> <li>• A handrail should be installed in the stairwell.</li> <li>• Stairs to be demarcated in an appropriate manner and step width and rise should be in accordance with building regulations. Stairwells to be unobstructed clean and tidy at all times.</li> </ul>	20 pts
or Excellent	<ul style="list-style-type: none"> <li>• Escalators to be suitable for delegate traffic according to size of venue. Escalators must be inspected and serviced regularly in accordance with manufacturer specifications.</li> <li>• Service certificates must be available on request.</li> <li>• Stairwells and landings to be well lit at all times. A handrail should be installed in the stairwell.</li> <li>• Stairs to be demarcated in an appropriate manner and step width and rise should be in accordance with building regulations.</li> <li>• Stairwells to be unobstructed, clean and tidy at all times.</li> </ul>	or 16 pts
or Very Good	<ul style="list-style-type: none"> <li>• Fit for purpose stairwells to ensure easy flow of delegate and guest traffic according to size of the venue.</li> <li>• Stairwells must be kept unobstructed, clean and tidy and in good repair at all times. Stairwells and landings to be well lit at all times.</li> </ul>	or 12 pts
or Good	<ul style="list-style-type: none"> <li>• Stairwells to be kept unobstructed, clean and tidy and in good repair.</li> <li>• Stairwells and landings to be well lit at all times.</li> </ul>	or 8 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Stairwells to be kept unobstructed, clean and tidy and in good repair.</li> <li>• Stairwells and landings to be well lit at all times.</li> </ul>	or 4 pts
<b>Additional Points</b>	<ul style="list-style-type: none"> <li>• Escalators are off until started by a passenger alighting onto the escalator. <span style="float: right;">2 pts</span></li> <li>• The direction of the escalator is determined by whoever arrives first, whether at the bottom or at the top and the system is programmed to ensure that the direction is not reversed while a passenger is on the escalator. <span style="float: right;">2 pts</span></li> <li>• Lighting is installed at the level of stair tread. <span style="float: right;">1 pts</span></li> </ul>	
<b>Maintenance and Condition</b>	<ul style="list-style-type: none"> <li>No maintenance and condition issues identified <span style="float: right;">0</span></li> <li>Minor maintenance and condition issues identified <span style="float: right;">or -1 pts</span></li> <li>Major maintenance and condition issues identified <span style="float: right;">or -3 pts</span></li> </ul>	
<b>Total Points Allocated</b>		<b>Max 25 pts</b>

### Universal Accessibility

Visual Accessibility	<p>Contrasting colour at top, bottom and landings of steps. Guests with functional visual limitations need to have the start of the step identified. Tonal contrast on all nosing. Each step in the flight of steps needs to be identified.</p> <p>Square closed risers to all stairs. Each step needs to have a solid edge. Uniform height levels between landings on staircases. There should be an equal number of steps on each flight of stairs.</p> <p>Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.</p>
Mobility Accessibility	<p>Unobstructed width of not less than 90cm (to facilitate access for guests using mobility aids)</p> <p>Provision for unobstructed landing of 90cm x 120cm (clear of door swings etc.)</p>

### 3.8 FLOORING AND FLOOR LOADING

Outstanding	<ul style="list-style-type: none"> <li>• High quality, practical flooring allowing for multiple use and application.</li> <li>• Flooring to be durable and easy to clean. Adaptable to different functions and events.</li> <li>• Outstanding quality fitted carpets, wooden, tiled or concrete flooring.</li> <li>• Flooring to be even and in pristine condition.</li> <li>• Floor loading in various venues must be fit for the venue purpose.</li> <li>• Floor loading capacities must be communicated to clients prior to events.</li> </ul>	25 pts
or Excellent	<ul style="list-style-type: none"> <li>• Excellent quality fitted carpets, wooden, tiled or concrete flooring.</li> <li>• Flooring should be even and in excellent condition.</li> <li>• Flooring to be adaptable to different functions and events.</li> <li>• Floor loading in various venues must be fit for the venue purpose.</li> <li>• Floor loading capacities must be communicated to clients prior to events.</li> </ul>	or 20 pts
or Very Good	<ul style="list-style-type: none"> <li>• Very good quality carpets, wooden, tiled or concrete flooring.</li> <li>• There should be no visible damage, including staining, fraying, burns or holes.</li> <li>• Flooring should be adaptable to different functions and events.</li> <li>• Floor loading in various venues must be fit for the venue purpose.</li> <li>• Floor loading capacities must be communicated to clients prior to events.</li> </ul>	or 15 pts
or Good	<ul style="list-style-type: none"> <li>• Good quality carpeting, wooden, tiled or concrete flooring.</li> <li>• Some signs of general wear and tear and use are permissible but there should be no visible damage.</li> <li>• Load bearing should be suitable for most events or functions held at the venue.</li> </ul>	or 10 pts
or Acceptable	<ul style="list-style-type: none"> <li>• Flooring of a lesser quality.</li> <li>• Carpeting, wooden, tiled or concrete flooring showing signs of age, however, no holes, burns or other defects should be visible.</li> <li>• Load bearing should be suitable for most events or functions held at the venue.</li> </ul>	or 5 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

**Total Points Allocated**

**Max 25 pts**

### Universal Accessibility

Visual Accessibility	Fixed, level, matt and slip resistant surfaced floor finishes. Any surface, which is not fixed or is extremely smooth or slippery or even very rough, can be a hazard to guests with functional visual limitations. Differentiation by colour, tone or light contrast between walls and floor finishes.
Mobility Accessibility	Fixed, level, matt and slip resistant surfaced floor finishes. Any surface, which is not fixed or is extremely smooth or slippery or even very rough, can be a hazard to guests with functional visual limitations. Differentiation by colour, tone or light contrast between walls and floor finishes.

### 3.9 FURNITURE

Outstanding	<ul style="list-style-type: none"> <li>Furniture is of an outstanding quality, well-constructed, fit for purpose, ergonomic in style and comfort.</li> <li>Upholstery should be in a pristine condition.</li> <li>All furniture should be of a high intrinsic value.</li> </ul>	25 pts
or Excellent	<ul style="list-style-type: none"> <li>Furniture is of an excellent quality, well-constructed, fit for purpose, ergonomic in style and comfort.</li> <li>Upholstery should be in a pristine condition.</li> <li>All furniture should be of a high intrinsic value.</li> </ul>	or 20 pts
or Very Good	<ul style="list-style-type: none"> <li>Furniture is of very good quality but may show some signs of use.</li> <li>There should be no visible damage, stains or fraying on furniture.</li> <li>All furniture should be of a similar standard.</li> </ul>	or 15 pts
or Good	<ul style="list-style-type: none"> <li>A good quality range of furniture of a sound and usable nature.</li> <li>All surfaces must show evidence of being well maintained.</li> </ul>	or 10 pts
or Acceptable	<ul style="list-style-type: none"> <li>Furniture may be well used but must be fit for use and functional.</li> </ul>	or 8 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 or -1 pts or -3 pts

### Total Points Allocated

**Max 25 pts**

### Universal Accessibility

Visual Accessibility	Pathways between furniture & fittings to be un-obstructed and at least 90cm wide Furniture should have rounded edges to prevent injury to guests. Fixed, level matt and slip-resistant surfaced floor finishes. Doors must be able to open fully against adjacent wall. The wider leaf of double doors must all be located on the same side throughout the length of corridor. <i>(There should be a clear understanding of which is the opening section of the double doors and all doors should be orientated in one direction to avoid confusion.)</i>
Mobility Accessibility	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees. Pull handles on all doors located on access ways and passageways located at a height between 80cm and 120cm. Handles must measure at least 12cm in length and be easy to grasp, "D"-type handle must be used. A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.

### 3.10 LIGHTING

Outstanding	<ul style="list-style-type: none"> <li>• An overall excellent standard of lighting in all venues.</li> <li>• Different lighting types are housed in separate banks, each with individual dimmer controls.</li> <li>• Different light sources in all appropriate venues, especially for presentations and shows.</li> <li>• Sufficient alternative lighting sources are available such that no additional lighting is necessary for most exhibitions and special events (excluding specialised lighting).</li> <li>• Lighting should be excellent even when occupied by numerous exhibitions stands, each with their own lighting.</li> <li>• All lighting of high quality, manufacture and in excellent order.</li> </ul>	25 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• Good standard of lighting in all venues.</li> <li>• Banks of different lighting under individual controls.</li> <li>• Provision of more sources of light than is strictly necessary.</li> <li>• Perhaps additional lighting added for some exhibitions and special events but large enough range to accommodate standard events.</li> <li>• High quality lighting and fittings and in good working order.</li> </ul>	or 20 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• More than adequate room light in each venue.</li> <li>• Good blend of different types of light that can be individually controlled.</li> </ul>	or 15 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Minimum lighting required in each venue.</li> <li>• Additional lighting needs to be added for some events.</li> <li>• Lights and fittings showing signs of ageing.</li> </ul>	or 10 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Minimum lighting required in venues.</li> <li>• Additional lighting needs to be added for most events.</li> <li>• Lights and fittings showing signs of ageing, wear and tear.</li> </ul>	or 5 pts
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0</p> <p>or -1 pts</p> <p>or -3 pts</p>

#### Total Points Allocated

**Max 25 pts**

#### Universal Accessibility

Communication Accessibility	Good even lighting and/or accent lighting to focus speakers and lip readers.
Visual Accessibility	<p>Directional and informational signage related to physical and environmental access must be well lit.</p> <p>A minimum lighting level of 200 lux should be maintained, with lighting positioned to minimise glare as guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.</p> <p>Good even lighting and/or accent lighting to focus speakers and lip readers.</p>

### 3.11 PARTITIONS / OPENABLE WALLS

Outstanding	<ul style="list-style-type: none"> <li>Excellent quality permanent or divisional walling ensuring no audible noise from adjacent functions.</li> <li>Walling is suitable and appropriate for type of functions held.</li> </ul>	15 pts
or Excellent	<ul style="list-style-type: none"> <li>Good quality walling with limited noise from adjacent venues.</li> </ul>	or 12 pts
or Very Good	<ul style="list-style-type: none"> <li>Suitable walling which is either permanent or divisional.</li> <li>Intrusive noises are prevented from entering the venue.</li> </ul>	or 9 pts
or Good	<ul style="list-style-type: none"> <li>Walling of an acceptable quality but in a reasonable condition.</li> <li>Venue cannot hold simultaneous functions in adjacent venues due to noise intrusion.</li> </ul>	or 6 pts
or Acceptable	<ul style="list-style-type: none"> <li>Walling of an acceptable quality but in a reasonable condition.</li> <li>Venue cannot hold simultaneous functions in adjacent venues due to noise intrusion.</li> </ul>	or 3 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or -1 pts
	Major maintenance and condition issues identified	or -3 pts

#### Total Points Allocated

**Max 15 pts**

### 3.12 RIGGING POINTS

Outstanding	<ul style="list-style-type: none"> <li>Excellent and safe rigging points distributed around the venue meeting the needs of all potential users and able to accommodate a variety of events.</li> <li>Rigging points must be clearly marked and hanging load capacities must be known and made available to clients.</li> <li>Rigging points to be well maintained and regularly checked for safety.</li> </ul>	15 pts
or Excellent	<ul style="list-style-type: none"> <li>Good quality and safe rigging points able to accommodate a variety of events.</li> <li>Rigging points must be clearly marked and hanging load capacities must be known and made available to clients.</li> <li>Rigging points to be well maintained and regularly checked for safety.</li> </ul>	or 12 pts
or Very Good	<ul style="list-style-type: none"> <li>Suitable rigging points for the majority of users.</li> <li>Rigging points must be clearly marked and hanging load capacities must be known and made available to clients.</li> <li>Rigging points to be well maintained and regularly checked for safety.</li> </ul>	or 9 pts
or Good	<ul style="list-style-type: none"> <li>Limited number of rigging points with limited hanging capacity.</li> <li>Rigging points must be clearly marked and hanging load capacities must be known and made available to clients.</li> <li>Rigging points to be well maintained and regularly checked for safety.</li> </ul>	or 6 pts
or Acceptable	<ul style="list-style-type: none"> <li>No rigging points available.</li> </ul>	or 3 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0
	Minor maintenance and condition issues identified	or -1 pts
	Major maintenance and condition issues identified	or -3 pts

#### Total Points Allocated

**Max 15 pts**



### 3.13 SERVICE / UTILITY PIT AND GRID

*Connectivity to power, communication, internet, water, drainage and compressed air.*

Outstanding	<ul style="list-style-type: none"> <li>• An evenly distributed grid of interconnected utility ducts or boxes with suitable quantities available for specific venues.</li> <li>• Utilities provided should include single and 3-phase power, telecommunications and internet connectivity, access to compressed air, water and wet waste drainage.</li> <li>• Conduits, ducts and skirting should be unobtrusive, create a pleasing first impression and blend with the venue interior.</li> <li>• All plugs, points, cables and switches should be in good working condition and well maintained.</li> </ul>	10 pts
<b>or</b> Excellent	<ul style="list-style-type: none"> <li>• An evenly distributed grid of interconnected utility ducts or boxes with suitable quantities available for specific venues which are not necessarily built in below the surface but can be ducts with a covers.</li> <li>• Utilities provided should include power, telecommunications and internet connectivity, access to compressed air and water.</li> <li>• Ducts should be unobtrusive, create a pleasing first impression and blend with the venue interior.</li> <li>• All plugs, points, cables and switches should be in good working condition and well maintained.</li> </ul>	or 8 pts
<b>or</b> Very Good	<ul style="list-style-type: none"> <li>• A grid of interconnected utility ducts, which can be open with covers, in suitable quantities available for specific venues.</li> <li>• Utilities provided should include power, telecommunications and internet connectivity.</li> <li>• All plugs, points, cables and switches should be in good working condition and well maintained.</li> </ul>	or 6 pts
<b>or</b> Good	<ul style="list-style-type: none"> <li>• Appropriate access to power, telecommunications and internet connectivity for specific venues.</li> <li>• All connectivity elements should be in good working condition and well maintained.</li> </ul>	or 4 pts
<b>or</b> Acceptable	<ul style="list-style-type: none"> <li>• Limited access to power, telecommunications and internet connectivity for specific venues.</li> <li>• All connectivity elements should be in good working condition and well maintained.</li> </ul>	or 2 pts
<b>Maintenance and Condition</b>	<ul style="list-style-type: none"> <li>No maintenance and condition issues identified</li> <li>Minor maintenance and condition issues identified</li> <li>Major maintenance and condition issues identified</li> </ul>	0 pts or -1 pts or -3 pts

**Total Points Allocated**

**Max 10 pts**

**SUB TOTAL FURNITURE, FITTINGS, FIXTURES & EQUIPMENT (FFF&E)**

**0 to 285**

**FINAL POINTS SUMMARY**

1: FACILITIES	/394
2: SERVICES	/321
3: FURNITURE, FITTINGS, FIXTURES & EQUIPMENT	/285
<b>FINAL TOTAL</b>	<b>/1 000</b>