

**EARN ACCOLADES
AND SET YOURSELF APART**



**TOURISM GRADING COUNCIL
OF SOUTH AFRICA**
Quality in Tourism
www.tourismgrading.co.za



ACCOLADES

In addition to our Grading Core Requirements and Grading Standards, the TGCSA has launched a recognition mechanism geared towards recognising niche market services and facilities at the many Graded Establishments around the country. These will be known as Accolades.

The introduction of Accolades to provide recognition for achievements/distinguishing features is new value for both product and consumers. Under this system, the establishment would need to meet a minimum number of requirements to achieve an accolade or “badge” of recognition.

Seventeen (17) accolade categories have been added and represent niche markets and services.

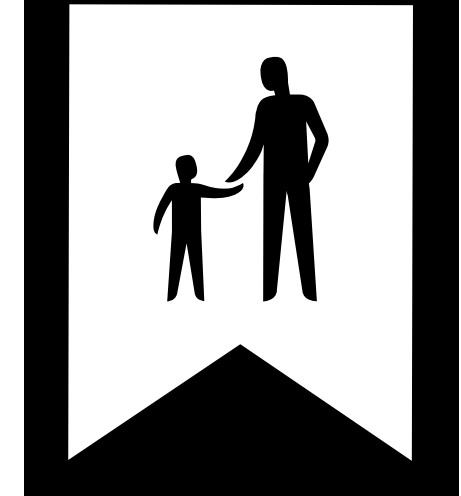
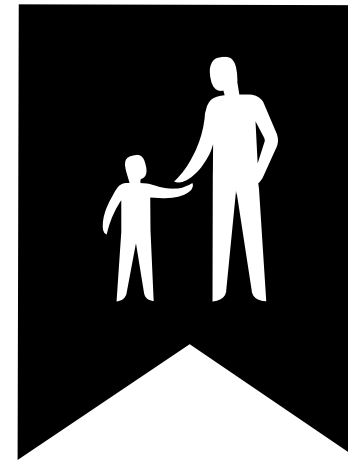
FAMILY-FRIENDLY ACCOLADE

South Africa is arguably the most child-friendly country in Africa and boasts a multitude of family-friendly accommodation facilities and activities, great shopping malls, safe beaches and a high standard of living. Many hotels and lodging offer babysitting services and some even have activities specifically aimed at younger children. Hotels usually provide discounts for children under the age of 12 years, with children under the age of two often staying for free. Many private game reserves, for safety purposes, do not allow children under the age of 12. Children under the age of six are also not permitted on game drives, and children under the age of 16 are not permitted on game walks.

To position your establishment as a child-friendly facility, comply with the below minimum requirements and receive the TGCSA Family-friendly Accolade:

CORE REQUIREMENTS:

- ★ Dedicated children's play area
- ★ Babysitting services
- ★ Cots available on request
- ★ Children's menu at main food outlets
- ★ Family room or units available (could be interleading rooms)
- ★ Baby change facilities in public areas
- ★ More than one children's TV channel



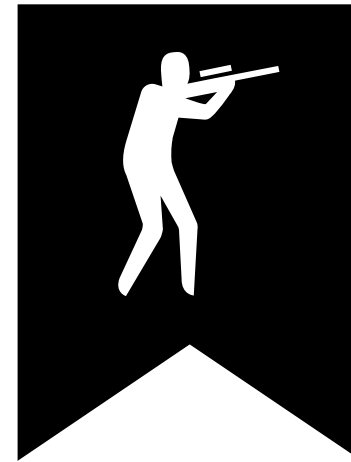
HUNTING ACCOLADE

A number of properties in South Africa permit and promote hunting as an activity. The country, while well-known as a hunting destination, also has a number of regulations and laws relating to game hunting. The rationale behind this accolade is to advise and inform prospective travellers of hunting activities which may occur on the grounds of an establishment. This will empower travellers, both in favour of, and not in favour of hunting, in their decision-making process when choosing accommodation for upcoming trips.

To position your establishment as a hunting facility, comply with the below minimum requirements and receive the TGCSA Hunting Accolade:

CORE REQUIREMENTS:

- ★ Safe and secure gun and bow racks/storage
- ★ Registered Professional Hunter (PH) on-site
- ★ Hunting vehicles/equipment available
- ★ Valid hunting permit



CYCLING ACCOLADE

Cycling is one of the fastest-growing sports and recreational activities in the country. Cycling, while offering great health benefits, also offers a reduced consumption of fossil fuels, less air and noise pollution, and much reduced traffic congestion. These lead to less financial costs to the user, as well as to society at large (negligible damage to roads, less road area required).

To position your establishment as a cycling-friendly facility, comply with the below minimum requirements and receive the TGCSA Cycling Accolade:

CORE REQUIREMENTS:

- ★ Bike rack and/or secure bike storage
- ★ Provide tools for basic repairs
- ★ Maps of local cycling routes
- ★ Bike wash/drying room/area



PET-FRIENDLY ACCOLADE

For some tourists and travellers, their pets are really an extension of their family and they don't wish to travel without them. With the wide-open spaces and beautiful open landscapes that South Africa is known for, there is no reason that pets can't enjoy travelling as much as their counterparts. During holidays, the presence of pets is an established norm and a popular fascination - so it makes sense for the tourism industry to make pets feel at home and accommodated for, as a competitive edge.

To position your establishment as a pet-friendly facility, comply with the below minimum requirements and receive the TGCSA Pet-Friendly Accolade:

CORE REQUIREMENTS:

- ★ Pets allowed in outside area/garden
- ★ Pet food provision
- ★ Pets allowed in bedrooms/guest rooms



GOLF TOURISM ACCOLADE

At times, individuals undertake a trip for one main reason and it could very well be playing golf. Some travellers enjoy golf as a secondary activity, as it is a very popular local and international sport with the global golf tourism industry estimated to be worth more than 17 billion dollars. Interestingly, South Africa is currently ranked 14th in terms of the world's most popular golfing destinations, and we have beautiful and internationally recognised golf courses for experienced and less experienced golfers.

To position your establishment as a golf tourism facility, comply with the below minimum requirements and receive the TGCSA Golf Tourism Accolade:

CORE REQUIREMENTS:

- ★ Golf course in close proximity
- ★ Golf shop in close proximity
- ★ Storage area for golf clubs
- ★ Golf cart and club hire in close proximity



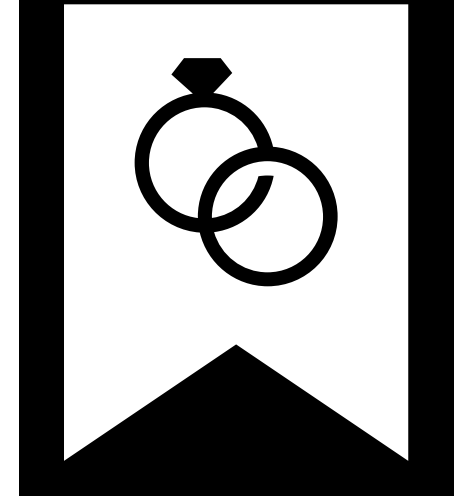
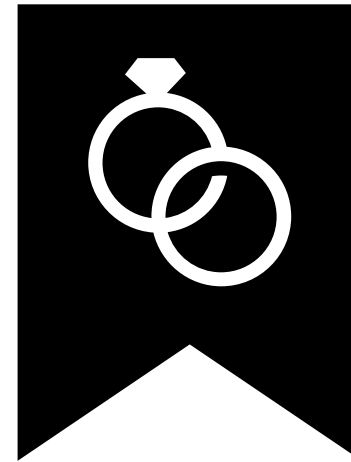
WEDDING VENUE ACCOLADE

The wedding industry is booming and every new bride is trying to out-do the previous one. Couples are constantly looking for a unique way of saying their vows. Wedding tourism is a niche form of tourism with exponential growth in profitability - often linked with business tourism and conferences. Wedding venues are often situated in geographically beautiful natural surroundings - something South Africa has a lot of. Not to mention our notoriously good weather; something every bride wishes for.

To position the establishment as a wedding friendly accolade, comply with the below minimum requirements and receive the TGCSA Wedding Venue Accolade:

CORE REQUIREMENTS:

- ★ Chapel or equivalent on site
- ★ Reception room/area on site
- ★ Honeymoon suite on site
- ★ Access to wedding planner and/or full range of service providers



WINE TOURISM ACCOLADE

While South Africa is considered to be a New World wine region internationally, it's no newcomer to winemaking and produces some of the world's most renowned wines. The country has been planting wine grapes since the 1650s, and the sweet wines of Constantia were quickly discovered and lauded all over Europe. South Africa is blessed with an abundance of scenic beauty and diversity, and outstanding winemakers, promising an unbeatable wine tourism experience on its 21 wine routes running through the Western Cape, Northern Cape and KwaZulu-Natal.

To position your establishment as a Wine Tourism facility, comply with the below minimum requirements and receive the TGCSA Wine Tourism Accolade:

CORE REQUIREMENTS:

- ★ Located on a working wine farm
- ★ Wine cellar available
- ★ Wine tasting services available



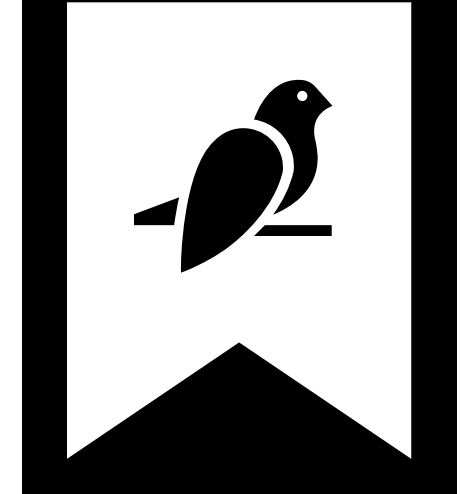
BIRDING ACCOLADE

South Africa ranks as one of the world's top birding destinations. Local and international bird lovers can enjoy and study a variety of African, migrant and local birds in their habitat along the country's birding routes. There is ample information and resources available on where to go, what to see, who to go birding with, and we want to help travellers decide where to stay within a certain geographical area. With over 85% of the 850 species of birds in South Africa being migrant, local birds are the main attraction for birding tourists and can be found in the grasslands, mountains, arid interior and south-western regions of the country.

To position your establishment as a birding facility, comply with the below minimum requirements and receive the TGCSA Birding Accolade:

CORE REQUIREMENTS:

- ★ Knowledgeable, equipped and registered field guides with a special focus on birds in the area
- ★ Establishment set in/near areas which attract a wide variety of bird species
- ★ Bird hides or similar in close proximity



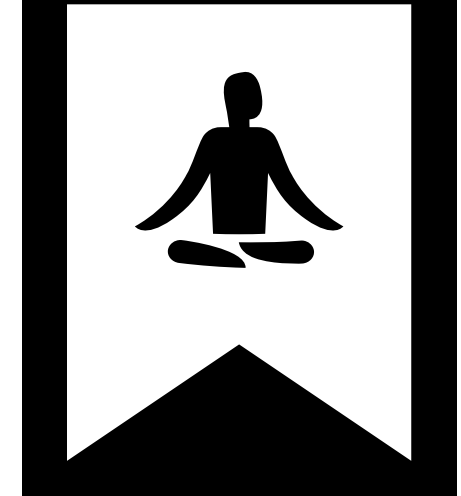
HOLISTIC WELLNESS ACCOLADE

Holistic Wellness is so much more than just a good diet and active lifestyle. Wellness is achieved by balancing the body, mind and spirit. South Africa has a range of facilities that offer holistic and natural therapies aimed at helping the body achieve a natural balance and harmony. The beauty of the country is a drawcard for many travellers when considering taking a break from the hustle and bustle of everyday life to recharge and focus on self in a spiritual retreat. South Africa's holistic wellness retreats are renowned for their world-class facilities and practitioners.

To position your establishment as a holistic wellness facility, comply with the below minimum requirements and receive the TGCSA Holistic Wellness Accolade:

CORE REQUIREMENTS:

- ★ Specialised diets catered for
- ★ Organic, locally-sourced foods
- ★ Access to a spa/centre offering wellness programmes
- ★ Health and wellness professionals available on site



SPA AND BEAUTY ACCOLADE

The spa industry in South Africa has seen tremendous growth in the past two decades, increasing not only the number of spas, but also in the diversity of spas and spa therapies available. Spa retreats are spread throughout South Africa, designed to amplify the feeling of luxury in nature for optimum relaxation. Tourists can escape to intimate spa retreats with glass walls, nestled in thick green forests, or slip into a city hotel spa to relax between shopping excursions in Sandton, Johannesburg, or enjoy the Western Cape breeze in a penthouse spa while listening to the waves of the Atlantic Ocean below.

To position your establishment as a spa and beauty facility, comply with the below minimum requirements and receive the TGCSA Spa and Beauty Accolade:

CORE REQUIREMENTS:

- ★ On-site spa offering beauty and body treatments
- ★ Individual treatment rooms available
- ★ Trained therapists available on-site



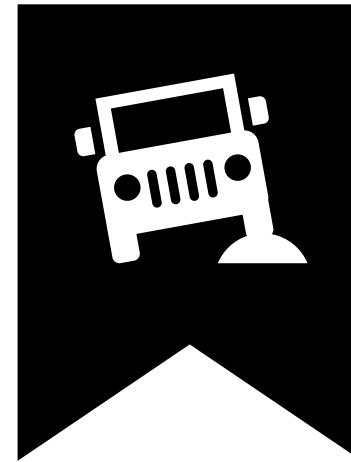
OFF-ROAD ACTIVITY ACCOLADE

The lure of the South African outdoors gets millions of domestic and international tourists flocking to this beautiful country every year. The best way to explore South Africa's countryside is on its many 4x4 and off-road trails, through various landscapes: forests, mountains, valleys, wetlands and sand dunes. Some trails are designed to test the abilities of the driver, while others are far easier and more fun for those not accustomed to the technicalities of formal 4x4 trails. This is increasingly a favourite activity for family and friends in the country.

To position your establishment as an off-road activity facility, comply with the below minimum requirements and receive the TGCSA Off-road Activity Accolade:

CORE REQUIREMENTS:

- ★ More than one 4x4 trail in close proximity
- ★ Information about 4x4 routes available
- ★ 4x4 guides available
- ★ Quad bikes available for hire with appropriate trails for quad bikes



WATER SPORTS ACCOLADE

South Africa, with more than 2 500km of coastline, is a globally-respected destination for the entire spectrum of water sports. From high-speed waterskiing and motor-boating to surfing, bodyboarding and windsurfing, South African waters have the perfect conditions. There is even something for those who want to sit back, relax and enjoy an African sunset from a glass-bottomed cruise boat. Frequent visitors to South Africa's waters also know that it boasts plenty of fishing spots – from deep sea to fresh water.

To position your establishment as a water sports facility, comply with the below minimum requirements and receive the TGCSA Water Sports Accolade:

CORE REQUIREMENTS:

- ★ Storage facilities available for kayaks/canoes/boats
- ★ Access to boats, kayaks/canoes, equipment for hire (with or without guide/skipper)
- ★ Access to relevant guides/skippers and lifeguards
- ★ Direct access to a suitable body of water



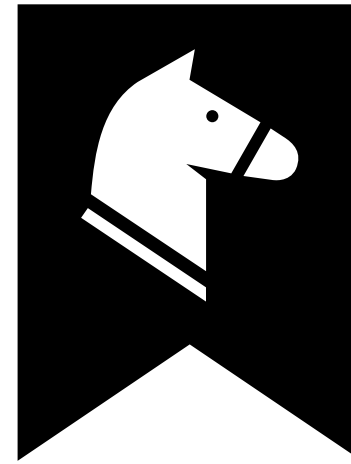
EQUESTRIAN ACCOLADE

One way to enjoy South Africa's landscape is on the back of a horse. The Eastern Cape, Free State, Gauteng, KwaZulu-Natal, Mpumalanga, Limpopo, North West, Northern Cape and Western Cape all offer remarkable horse-riding trails, including a few trails tailored for disabled persons. From a ride along the lake edge, to fast gallops along white sandy beaches; from horse-riding safaris to spending up to 10 days out in the wild and mountainous areas on horseback, South Africa has got the right equestrian experience for any horse riding enthusiast.

To position your establishment as an equestrian facility, comply with the below minimum requirements and receive the TGCSA Equestrian Accolade:

CORE REQUIREMENTS:

- ★ Access to suitable horses for guests to ride
- ★ Horse stables on-site
- ★ Located on a property with appropriate trails available for outrides



HIKING ACCOLADE

South Africa is known for its spectacular natural surroundings which is widely diverse as you travel from north to south. Whether it is the hidden gems of the wild coast, a stretch of coastline, or mountain ranges you are after – changes are you will find it somewhere in the South African border. A lot of travellers enjoy hiking as a leisure activity. Some prefer a quick stroll with some soul-searching scenery, and others are after a more rigorous workout that provides a badge of honour.

To position your establishment as a hiking facility, comply with the below minimum requirements and receive the TGCSA Hiking Accolade:

CORE REQUIREMENTS:

- ★ Hiking trails in close proximity with marked routes
- ★ More than two trails, of varying difficulty, available
- ★ Access to field guides
- ★ Located in a natural environment



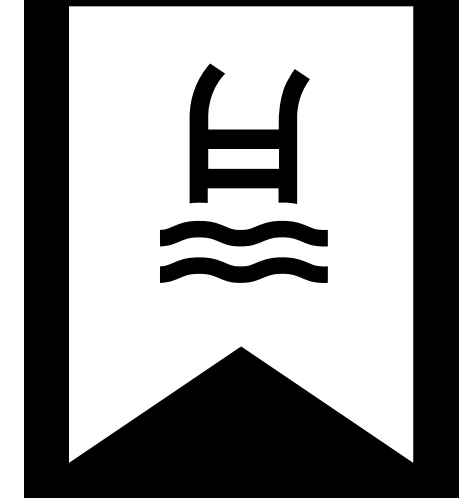
RESORT ACCOLADE

South Africa with its long summers, great weather and incredible terrain, has ideal destinations for vacations that cater for the interests of the whole family – from swimming pools, game rooms and playgrounds to restaurants, bars, and shopping facilities. Holiday resorts are the best self-contained commercial accommodation establishments for long family vacations. South African resorts have been listed amongst the top in the world in leading traveller magazines' polls for their accommodation rooms, service, food, location and design, as well as memorable activities close to wildlife or indigenous cultures.

To position your establishment as a resort facility, comply with the below minimum requirements and receive the TGCSA Resort Accolade:

CORE REQUIREMENTS:

- ★ A range of on-site indoor and outdoor recreational facilities
- ★ Supervised, organised recreational activities/events during peak season
- ★ On-site recreation manager and recreation events co-ordinator



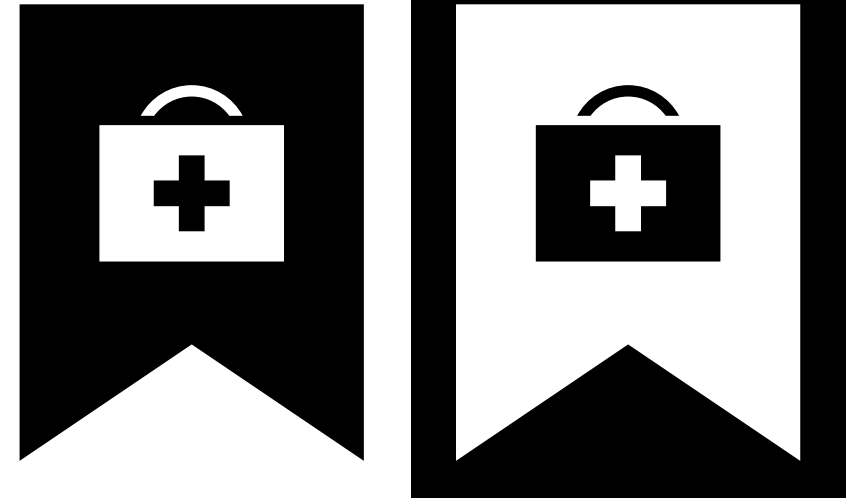
MEDICAL ACCOLADE

An increasing number of people are heading to foreign countries for treatments they either can't get at home or which are much cheaper than at home. And while there, these medical tourists are throwing in a few extra days to recuperate, either at a spa, resort, on the beach or on a safari. South Africa is ranked amongst the top destinations for medical travellers coming for anything from minor surgical treatments to life-saving treatment, such as chemotherapy and organ transplants. Many travellers come to South Africa, less so for its cost savings and more because of the country's advanced infrastructure and medical technology, as well as its doctors, whose skills are on par with international standards. It's thus imperative that an establishment housing medical tourists during their time of recovery, meets specific standards.

To position your establishment as a medical recuperation facility, comply with the below minimum requirements and receive the TGCSA Medical Accolade:

CORE REQUIREMENTS:

- ★ Close proximity to medical facilities/hospital
- ★ Discretion/privacy offered, e.g. personal shopping and room service
- ★ Carer available if required
- ★ Transport service available (to and from medical facilities/other required services)



RESPONSIBLE TOURISM

Responsible tourism seeks to minimise the negative economic, social and environmental impacts of tourism. There are finite resources available for tourism, thus it is imperative to promote responsible and sustainable tourism development. Responsible tourism criteria ensure that the natural environment and local cultures and communities are conserved while tourism contributes to stronger local economies for the benefit of communities. South Africa is one of the foremost responsible tourism leaders in the world; well respected for its contribution to environmental and wildlife initiatives.

To position your establishment as a responsible tourism facility, comply with the below minimum requirements and receive the TGCSA Responsible Tourism Accolade:

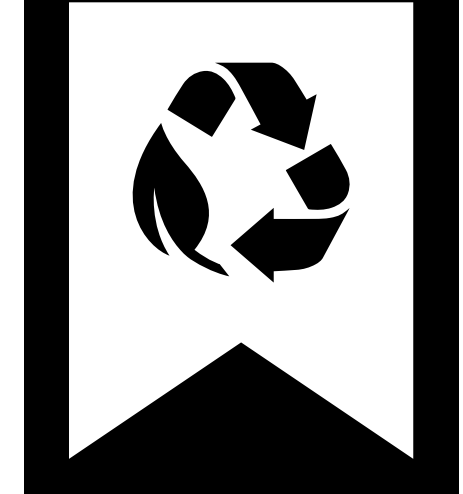
CORE REQUIREMENTS:

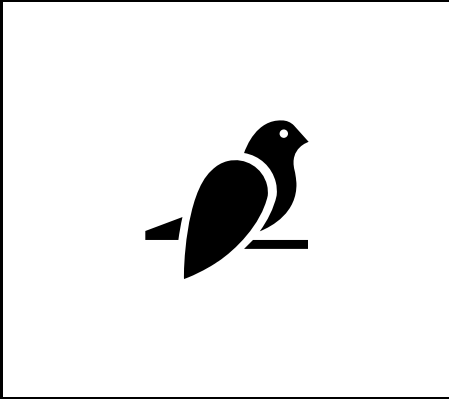
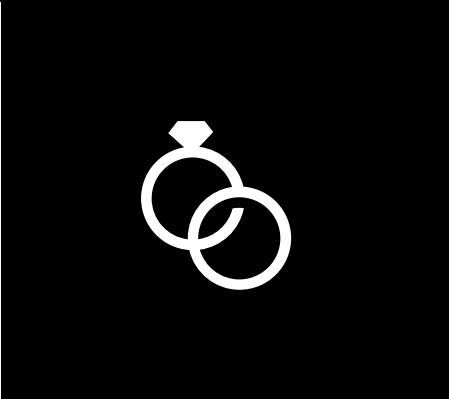
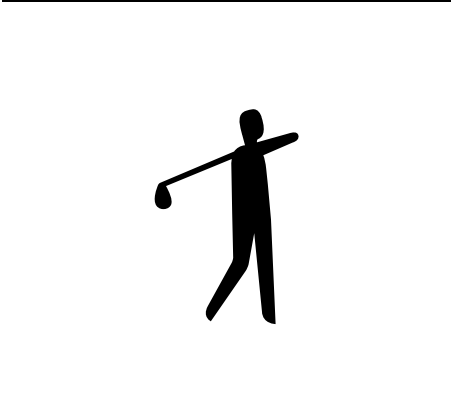
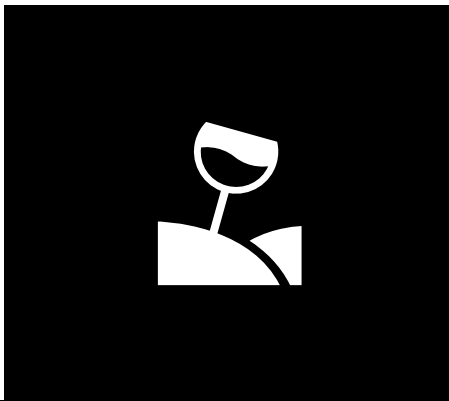
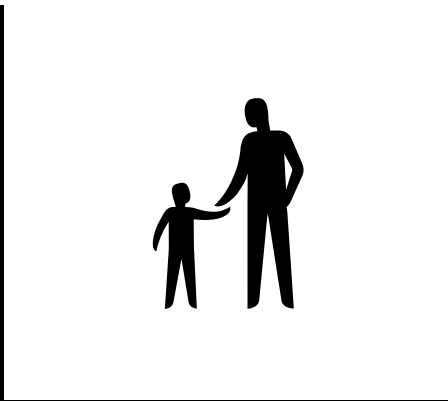
- ★ Total compliance with the predetermined list of Responsible Tourism Criteria as extracted from the South African National Standard 1162 – Responsible Tourism Practice for South Africa.

Topics Covered:

- ★ Sustainable operations and management – contribute to better quality of life for local people
- ★ Social and cultural criteria – conserve local cultures
- ★ Economic criteria – contribute to stronger local economies
- ★ Environmental – conserve the natural environment

**Refer to Annexure for detailed catering.*





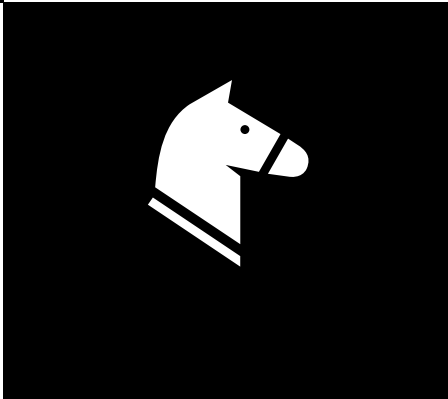
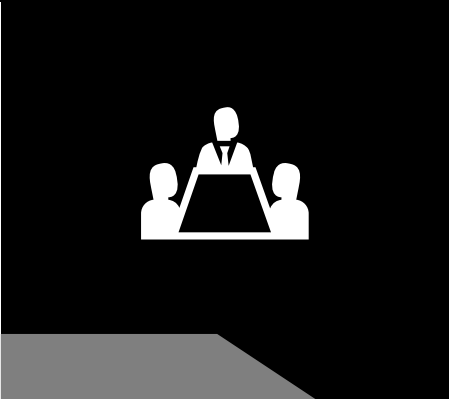
**WITH ACCOLADES
THEY'LL ALWAYS FIND
EXACTLY WHAT
THEY'RE LOOKING FOR**



**TOURISM GRADING COUNCIL
OF SOUTH AFRICA**

Quality in Tourism

www.tourismgrading.co.za



RESPONSIBLE TOURISM REQUIREMENTS

Level 1 (Core)

A: SUSTAINABLE OPERATIONS AND MANAGEMENT...

1. The organisation shall comply with all relevant national, provincial and local legislation, regulations, licences and permits, as may be required	Core	Not Applicable
Business is registered with SARS for VAT, PAYE and income tax and payments are up-to-date (tax clearance certificate)	✓	
Business is registered with CIPRO and/or has a licence to trade	✓	
Business is registered for and pays applicable rates and taxes	✓	
Business has applicable liquor licence	✓	
Business pays applicable skills development levy	✓	
All employees are registered for UIF and payments are up-to-date	✓	
Business pays applicable Occupational Health and Safety levy	✓	
Compliance with Promotion of Access to Information Act	✓	
Business pays applicable SAMRO and SAMPO fees	✓	
2. The organisation shall establish a responsible tourism policy that is suitable to its reality and scale, and that considers environmental, socio-cultural, economical, quality, health and safety issues	Core	Not Applicable
Suitable and applicable responsible tourism policy	✓	

3. The organisation shall facilitate staff awareness of and training in it responsible tourism policy	Core	Not Applicable
Staff have received training on the organisation's responsible tourism policy	✓	
Staff are aware of the organisation's responsible tourism policy	✓	
Staff understand and apply the organisation's responsible tourism policy	✓	

4. Promotional materials shall be accurate and complete, shall not promise more than can be delivered by the organisation and shall not make misleading claims regarding sustainability	Core	Not Applicable
All promotional material about the business/organisation (printed, electronic, on social media, etc) are accurate and complete and do not promise more than can be delivered and do not make misleading claims regarding sustainability	✓	

B: SOCIAL AND CULTURAL CRITERIA

5. The organisation shall contribute to the protection of sites that are of local historical, archaeological, cultural and spiritual importance and that are located on its properties	Core	Not Applicable
Sites that are of local historical, archaeological, cultural and/or spiritual importance have been identified and located on the property	✓	
There is a policy in place for the protection of the identified sites	✓	
The identified sites are appropriately protected	✓	

6. The activities of the tourism organisation shall not jeopardise the provision of basic services, such as water, energy and sanitation, to neighbouring communities	Core	Not Applicable
The activities of the organisation to not jeopardise the provision of water to neighbouring communities	✓	
The activities of the organisation to not jeopardise the provision of energy to neighbouring communities	✓	
The activities of the organisation to not jeopardise the provision of sanitation to neighbouring communities	✓	
The activities of the organisation to not jeopardise the provision of any other basic services to neighbouring communities	✓	

7. The organisation shall provide opportunities for visitors to purchase local products and services	Core	Not Applicable
Local products and services are sold in the organisation's curio or similar shop	✓	✓
And/or visitors are provided with an opportunity to purchase local products and services directly from the seller (either on or off-site)	✓	

8. Historical and archaeological artefacts may not be sold, traded or displayed, unless permitted by law	Core	Not Applicable
No evidence of historical and archaeological artefacts are sold, traded or displayed	✓	

9. The organisation shall provide information to staff about HIV/Aids and general well-being	Core	Not Applicable
The organisation has an appropriate HIV/Aids and dread disease policy	✓	
Employees are aware of and understand the organisation's HIV/Aids and dread disease policy	✓	
Employees have received training on the organisation's HIV/Aids and dread diseases policy	✓	
The organisation makes available applicable information on HIV/Aids and dread disease	✓	
The organisation provides appropriate support for the prevention of HIV/Aids and other dread diseases	✓	

C: ECONOMIC CRITERIA

10. The organisation shall use fair and equitable processes for recruitment and advancement, in relation to race, gender and disability	Core	Not Applicable
The organisation has a policy for the fair and equitable recruitment and advancement of employees irrespective of race, gender and disability	✓	
The organisation demonstrates fair and equitable processes in the recruitment of employees	✓	
The organisation demonstrates fair and equitable processes in the advancement of employees	✓	

11. The organisation shall provide training opportunities for staff relevant to the organisation context	Core	Not Applicable
The organisation has a policy for the training and development of staff	✓	
The organisation provides appropriate and regular training and development opportunities for all staff	✓	
Staff skills and knowledge are effectively and appropriately developed such that they are able to deliver excellent service which enhances the customer experience	✓	
12. The organisation shall purchase local and fair trade services and goods, where available, and set targets for improvement	Core	Not Applicable
The property supports local community initiatives	✓	
The property supports local producers and buys in bulk where possible	✓	
13. The organisation shall demonstrate support to small enterprises	Core	Not Applicable
Evidence of procurement is sourced from small or micro enterprises	✓	
Evidence of procurement sourced from small or micro enterprises for an on-site shop	✓	✓
14. The organisation shall pay employees a living wage that is equal to or above the legal minimum wage	Core	Not Applicable
Management confirm that all employees are paid a wage that is equal to or above the legal minimum wage for the hospitality sector	✓	
15. The organisation shall prohibit child labour, forced labour and sexual exploitation	Core	Not Applicable
The organisation has a policy on the protection of child labour, including child performers	✓	
The organisation has a policy on the prevention of forced labour	✓	
The organisation has a policy on the prevention of sexual exploitation	✓	

Staff have been trained on, and are aware of, the organisation's policies on child labour, forced labour and sexual exploitation	✓	
The organisation does not have any employees (permanent, temporary or part-time) who are younger than 15-years of age	✓	
There is no evidence of forced labour in the organisation	✓	
Child performers are protected	✓	
There is no evidence of sexual exploitation in the organisation	✓	

D: ENVIRONMENTAL CRITERIA

16. The organisation shall measure energy consumption, indicating all energy sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption

Core

Not
Applicable

TVs, stereos, DVD players and other electrical equipment shall be switched off (not on stand-by mode) between guest visits	✓	
Energy saving light bulbs are used for lighting fixtures	✓	
Solar power/ heating initiatives in place	✓	

17. The organisation shall measure water consumption, indicating all sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption and improve the reuse of waste water

Core

Not
Applicable

Water efficient appliances installed	✓	
Water savings fittings in place	✓	
No towel and linen change options for guests. Guests need to be informed on how to opt for this service	✓	
Garden watering done either early morning or later afternoon to minimise evaporation	✓	
Garden landscaping designed to reduce water requirements	✓	
Reduced flush or twin flush cisterns in all or most toilets	✓	

18. The organisation shall implement a waste management plan, addressing both solid and liquid wastes, with quantitative goals to minimise waste produced	Core	Not Applicable
The property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges, batteries, etc are separated and recycled	✓	
Evidence of preference for the use of recycled paper products (e.g. forms, menus, serviettes, letterheads, photo-copy paper, etc)	✓	
19. The organisation shall adhere to any national or international requirements that govern the trade in listed, endangered or threatened (or any combination of these) species and shall alert visitors to these requirements	Core	Not Applicable
No evidence of trade in listed, endangered or threatened species	✓	
Proof of adhere to any national or international requirements if there is evidence of trade in listed, endangered or threatened (or any combination of these) species . In which case visitors are alerted to these requirements (evidence provided)	✓	
20. The organisation shall not hold captive any wildlife without the required permits and appropriate enclosures	Core	Not Applicable
No evidence of wildlife being held captive without the required permits and appropriate enclosures	✓	
Appropriate and valid permits and appropriate enclosures for any captive wildlife	✓	
No interaction (touching) between visitors and wildlife	✓	