




MINIMUM REQUIREMENTS: GAME LODGE / NATURE LODGE ACCOMMODATION






Game and Nature Lodges

CATEGORY DEFINITION REQUIREMENTS	
All Stars	Game / Nature Lodges
	Category Definition
	A Game / Nature / Wilderness Lodge (incl. Private Nature Reserves) is a formal accommodation facility providing formal and informal services, located in natural surroundings beyond that of an immediate garden area and located in a natural setting usually, but not always, away from human settlements.
	Category Entry Requirements
	Scenic or natural vista (beyond that of the immediate garden area) e.g.: water view, rural outlook, mountain view or natural bush setting offering some Safari Activity such as Game Drives, Walking, Cycling, Horseback, Canoeing etc.)..
	If the hosts/managers are accommodated in the same facility, then there needs to be separate living areas for them.
	The host / representative must be contactable 24 hours, 7 days per week.
	The Host / Manager on duty must be available to check guests in/out or within a maximum of 10 minute drive from the property.
	Daily servicing of the rooms must be included in the tariff.
	Shared facilities (not with host) must be a minimum of a guest dining room and guest lounge area.
	Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured.
	Meals and beverages must be provided (may/may not be prepared by the property).
	Servicing of rooms 7 days a week. (This includes linen/towel change, removal of rubbish and cleaning) For linen / towel change, a 'No change' option may be available (i.e. eco-wise policy)


All Stars		Provide at least one guided experience and or activity i.e. natural or cultural experiences to the guest organised by the establishment which may or may not be included in the rate.
		Guests should have a reasonable probability of seeing / experiencing i.e.: flora and fauna, viewing specific species of animal as stated in the marketing of the establishment.
		If the lodge specified is advertised as a 'Game Lodge'. The animals provided on the Game Lodge need to be free roaming and not contained in enclosures. An endangered, indigenous/ specific specie can be housed in adequately spaced viewing areas, which should as closely as possible resemble the natural environment of the animals.
		Convenient, secure and well lit car parking facilities must be made available when required. Due consideration to be given to the customer-friendliness of the parking facilities and the proximity to the accommodation facilities. Should no parking be available, a guest shuttle service should be provided.
	and	Room Service to be made available.
		Valet Service to be made available.
		Concierge Service, Porterage and Luggage handling to be made available.
		Internet / Wi-Fi / Telephone facilities must be provided at a central facility. Internet / Wi-Fi / Telephone facilities may be available in the rooms.
		Full housekeeping and laundry services provided.






1. BUILDING EXTERIOR


1.1 APPEARANCE OF BUILDINGS

	Acceptable appearance/Maintenance/Condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Good appearance/Maintenance/Condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Very good appearance/Maintenance/Condition. No obvious maintenance issues.
	Excellent appearance/Maintenance/Condition. No maintenance issues. The establishment has an attractive and inviting impression.
	Outstanding appearance/Maintenance/Condition. No maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.


1.2 GROUNDS AND GARDENS



All Stars	Seasonal changes, environmental concerns, water availability and water usage must be taken in to account.
	Grounds and / or gardens and pathways well maintained, with adequate lighting, kept tidy and safe. Where applicable, garden / outdoor furniture to appropriately reflect the theming of the establishment, i.e. fit for purpose.
Universal Accessibility:	
	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 en-route to facilities, a no-step route 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.


1.3 PARKING, DRIVEWAYS AND SIGNAGE	
All Stars	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. Ensure guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.
 and	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.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in very good condition, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in excellent condition, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in outstanding condition, clearly defined and well lit with clear signage.
	Valet service available where the guest can have their vehicle parked at check in/out by dedicated lodge staff.
Universal Accessibility:	
	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, even and slip-resistant, pathways are hard, in keeping with the natural environment they are situated. Pathways are well maintained. A demarcated route from entrances and parking areas to all facilities must be provided unless a pick-up service is available.
1.4 SAFETY AND SECURITY	
All Stars	24-hour emergency communication to be available and reliable at all times.
	Management representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week. Controlled entry into reserve/game lodge. Management to be aware of arrival of guests.
	Where predators roam freely, an escort / guide should be available to escort guests to and from parking areas, accommodation, public areas or set-off points for safari.
	Emergency information & procedures clearly displayed in English and in pictograms where possible. (Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)
	Guests to have secure access into facility / establishment.
	Emergency evacuation procedures provided. (Written and/or Orally and/or Audio)
	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 appropriate, fit for purpose familiarisation on all emergency exits and provide key emergency information to guests in written or oral format.







Universal Accessibility:	
	At check-in, any guest with a functional limitation [or any guest requesting such a 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.
	On request, places of accommodation should be able to provide a system for logging cell phone numbers of guests and be able to respond to SMS communication sent from guests whilst accommodated. Where cell phone network is available
	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 cell phone network is available. 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.
	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.
	Emergency evacuation procedures taking into account the needs of guests with functional auditory, visual and mobility limitations. It is essential that emergency evacuation procedures are developed and provide in written format.

2. BEDROOMS







PROVISION: UNIVERSAL ACCESSIBILITY	
	A minimum of one designated universal accessible bedroom shall be required in all establishments. If properties do not comply with UA, all advertising to stipulate as such.
	Over and above the minimum room designation, 1 designated universal accessible bedroom shall be required for every 25 rooms. The following shall apply: For every 25 rooms – 1 Universal accessible room required in accordance with the building regulations of 2011.

2.1 BEDROOM ENTRANCE, SAFETY AND SECURITY	
All Stars	Printed information on requesting assistance and evacuation procedures in the event of an emergency to be advertised in every bedroom. Emergency procedure notices clearly displayed at main entry door in English and pictograms.
	Means of securing bedroom doors from the inside and outside of the bedroom.
	to Safety deposit facility available on request.
	to In-room safe / lock-up facilities to be available.






Universal Accessibility:	
	All Bedrooms:
	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	Designated Mobility Accessible Bedrooms:
	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.
	Door-handles should be located at a height below 120cm.
	Emergency evacuation notice and additional door peep-hole is to be 110 cm.

2.2 FURNITURE	
All Stars	A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room. This may either be an 'all in one' fixture with a bed headboard or a free standing table. All elements are intact without tears, holes, breakages, cracks, etc.
	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. At least one chair to be provided in the room.
	Good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. At least one chair to be provided in the room.
	Very good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. At least one chair to be provided in the room.
	Excellent quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. Seating which is appropriate and fit for purpose, to seat the number of people per room given the level of star grading being applied for.
	Outstanding quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. Seating which is appropriate and fit for purpose, to seat the number of people per room given the level of star grading being applied for. A desk equipped with seating fit for purpose, phone, desk light and an international multi-power point/plug.
Universal Accessibility:	
	Designated Mobility Accessible Bedrooms:
	Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.




2.3 ELECTRONIC APPLIANCES




	A television with free to air channels may or may not be provided in each room, but a central viewing lounge must be available to guests all hours. In areas with multiple camps, such as Kruger National Park guests can be referred to camps with televisions that should be within walking distance.
	A television with free to air channels may or may not be provided in each room, but a central viewing lounge must be available to guests all hours. In areas with multiple camps, such as Kruger National Park guests can be referred to camps with televisions that should be within walking distance.
	A functional remote controlled flat panel colour TV with multi channels may or may not be provided in each room, but a central viewing lounge must be available to guests at all hours. In areas with multiple camps, such as Kruger National Park guests can be referred to camps with televisions that should be within walking distance.
	A functional remote controlled flat panel colour TV with multi channels may or may not be provided in each room, but a central viewing lounge must be available to guests at all hours.
	A functional remote controlled flat panel colour TV with outstanding choice of channels may or may not be provided in each room, but a central viewing lounge must be available to guests at all hours.
	Hair-dryer to be available on request.
Universal Accessibility:	
	All Bedrooms:
	All Bedrooms: Televisions to have working remote controls. Where service is available.
	Bedside radio/ clock alarm within easy reach from the bed or available on request. (The emphasis is on the clock and the alarm – a radio does not have to be incorporated). Alternative Devices acceptable.
	Designated Mobility Accessible Bedrooms:
	Remote controls for air-conditioning system.
	Bedside radio/ clock alarm within easy reach from the bed.
	Designated Communication Accessible Bedrooms:
	Sub-titles available on television where services are provided.
	Induction loop extensions or ear-phones linked to the television.
	Remote controls for air-conditioning system. Bedside radio/ clock alarm within easy reach from the bed. (The emphasis is on the clock and the alarm - a radio does not have to be incorporated) Alternative Devices acceptable.







2.4 WARDROBES, SHELVES AND LUGGAGE STORAGE



All Stars		Number of hangers is appropriate to the level of star grading being applied for and the market being catered for.
	and	Provision of a fit-for-purpose clothes hanging space.
		Minimum of one drawer or shelf per guest
		A minimum of 2 drawers or shelves appropriate and fit for purpose, per room.
		Provision of a fit-for-purpose clothes hanging space.
	and	Fit for purpose luggage stand to be provided per room. Additional luggage stands for more than one guest on request.
		Provision of adequate hanging space to accommodate clothing to the comfort level of the star grading. Provision of adequate space to accommodate for additional pillows, blankets, etc. If such additional pillows/blankets are not provided on request.
		Excellent/Outstanding level of drawer or shelf space per guest (minimum 2 drawers or enclosed shelves per guest).
Universal Accessibility:		
		All Bedrooms:
		Cupboard door handles height between 80cm- 120cm with handles that are easy to grasp.
		Designated Mobility Accessible Bedrooms:
		Cupboard hanging rail height located at 140cm height above the floor level.
		Wardrobe / draw handles to be easy to grip with limited twisting required.

2.5 CURTAINS AND WINDOW COVERINGS

All Stars		All ground floor bedrooms must provide additional privacy without restricting the natural light.
		Where tented accommodation is provided - there may or may not be windows provided. If no windows provided - it will be not applicable.
		Acceptable quality window dressings must be provided. Where tented accommodation is provided - there may or may not be windows provided. If no windows provided - it will be not applicable.
		Where windows provided, window dressings must be large enough to draw easily and completely across the width and height of the window - with or without lining.
		Good quality window dressings must be provided. Where tented accommodation is provided - there may or may not be windows provided. If no windows provided - it will be not applicable.
		Where windows provided, window dressings must be large enough to draw easily and completely across the width and height of the window - with or without lining.
		Very good quality window dressings must be provided. Where tented accommodation is provided - windows must be provided as well including the described window coverings.
		Where windows provided, window dressings must be large enough to draw easily and completely across the width and height of the window - with full block-out lining.






	<p>Excellent quality window dressings must be provided. Where tented accommodation is provided - windows must be provided as well including the described window coverings.</p> <p>Where windows provided, window dressings must be large enough to draw easily and completely across the width and height of the window - with full block-out lining.</p>
	<p>Outstanding quality window dressings must be provided. Where tented accommodation is provided - windows must be provided as well including the described window coverings.</p> <p>Where windows provided, window dressings must be large enough to draw easily and completely across the width and height of the window - with full block-out lining.</p>
<p>Universal Accessibility:</p>	
<p>Designated Mobility Accessible Bedrooms:</p>	
	<p>Curtains fitted with pull-rods / closing cords.</p> <p>Curtains fitted with pull-rods / closing cords.</p>


2.6 FLOORING, CEILING, SKIRTING AND CORNICES	
All Stars	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.
	All are of an acceptable quality and condition throughout.
	All are of a good quality and condition throughout.
	All are of a very good quality and condition throughout.
	All are of an excellent quality and condition throughout.
	All are of an outstanding quality and condition throughout.
Universal Accessibility:	
	All Bedrooms:
	Fixed, level slip-resistant floor surfaces used.






2.7 BEDDING AND LINEN	
All Stars	<p>Purpose designed mattress protectors and pillow protectors are required to be fitted to all beds.</p> <p>All bedding must be the appropriate size, free of stains, holes and fraying. This includes sheets, pillowcases, blankets, bedspreads /quilts /duvets / mattresses on all beds.</p>
	<p>All linen must be of an acceptable quality and be clean.</p> <p>Two sheets, one pillow per sleeping position with pillow case, a blanket and a bedspread OR one sheet and duvet with duvet cover per bed.</p> <p>Spare bedding and one extra pillow to be available on request.</p>
	<p>All linen must be of a good quality and clean.</p> <p>One good quality pillow per sleeping position on the bed. One good quality spare pillow in the bedroom.</p> <p>Additional bedding and pillows to be available on request.</p>
 and	Fitted or flat sheet, with one blanket and a bedspread or a duvet with a cover per bed.
	<p>All linen must be of a very good quality and clean.</p> <p>Two very good quality pillows per sleeping position, with spare pillows available on request.</p> <p>Spare bedding and extra pillow to be available on request.</p>
	<p>All linen must be of an excellent quality and be well laundered.</p> <p>Fitted or flat sheet and Top Sheet, with one blanket and a bedspread or a duvet with a cover per bed.</p> <p>A minimum of two excellent quality pillows per sleeping position, proportionate to the size of the bed with an additional pillow and blanket in the room. Special requirement pillows should be available on request.</p>
	<p>All linen must be of an outstanding quality and be immaculately laundered.</p> <p>Fitted or flat sheet and Top Sheet, with a duvet with a cover per bed.</p>





Tourism Grading Council of South Africa
Grading Criteria and Minimum Requirements

	<p>A minimum of two outstanding quality pillows per sleeping position, proportionate to the size of the bed with an additional pillow and blanket in the room. Special requirement pillows should be available on request. A larger pillow must also be provided at each sleeping position.</p>
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2.8 FORM OF BEDDING (BEDS, BASES AND MATTRESSES)		
All Stars	Sofa beds are not acceptable as permanent bed spaces.	
	There should be access to both sides of beds for double occupancy.	
	and	An acceptable form of headboard.
		Good quality mattress required.
		Bed bases must be of good quality.
	to	Minimum dimensions for a standard single bed: L188cm x W92cm.
		Minimum dimensions for a standard double bed: L188cm x W137cm.
		An acceptable form of headboard firmly secured.
		Very good quality mattresses required.
		Bed bases must be of very good quality.
	and	An acceptable form of headboard firmly secured.
		Minimum bed dimensions: Single L200cm x 92cm. Extra Length required at this Star level
		Minimum bed dimensions: Queen L200cm x W152cm. Extra Length required at this Star level
		Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 92cm. Extra Length required at this Star level
		Excellent/Outstanding quality mattresses.
Universal Accessibility:		
		Designated Mobility Accessible Bedrooms:
		Remote emergency devices available in all rooms. e.g. vibrating wrist-bands, issued beepers, cell phone technology etc.
		Size of firm bed must be 45cm to 50cm in height and a minimum of 92cm in width.
		Unobstructed space to turn adjacent to bed.(At least 120cm width on one side of the bed)
		Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level). An alternative system may be employed e.g. vibrating wrist-bands, issued beepers, cell phone technology etc.





2.9 TEMPERATURE CONTROL AND VENTILATION	
All Stars	All Bedrooms: Adequate ventilation in the room. Heating and cooling system appropriate to the level of star grading being applied for, that can be individually controlled by the guest to their comfort levels based on the geographical location of the establishments and for all seasons.
Universal Accessibility:	
	
Designated Mobility Accessible Bedrooms:	
Remote controls for heating and cooling system in designated Mobility Accessible Rooms.	
Height of environmental controls to enable users to comfortably reach them at 110cm - 120cm in height.	

2.10 LIGHTING, POWER AND SWITCHES	
All Stars	Theme, location and nature of the lodge must be taken into account.
 and	Acceptable / Good quality lighting for the room.
 to	An international multi-power point/plug adapter is available on request. One bedside light per sleeping position. In a twin room, one light between two beds is acceptable. Light switch to be located by the entrance door. When electricity is restricted, torches must be provided at the bedside.
	Very good quality lighting for the room.
 and	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position. Two bedside lights in a twin bedded room. Light switch to be located by the entrance door. When electricity is restricted, generator lighting must be provided. Provision of direct lighting at dressing table/desk, which is fit for purpose. Excellent/Outstanding quality lighting for the room. An international multi-power point/plug adapter in each room.
Universal Accessibility:	
	All Bedrooms: Bedroom lighting must be even and well lit. Height of light switches and controls should be 80cm – 120cm.


2.11 MIRROR AND MIRROR LIGHTING	
All Stars	A full length mirror with direct lighting in the bedroom. Must have full length mirror suitable for both sitting and standing guests. Must have a portable vanity mirror available on request.
 and	Must have a reasonable sized mirror with adequate lighting for both sitting and standing guests.
	A full length mirror with direct lighting in the bedroom within close proximity to a plug point.
 to	A full length mirror with direct lighting as well as a well-lit mirror at dressing table area in close proximity to the plug point is required.
Universal Accessibility:	
	All Bedrooms: Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.

2.12 ACCESSORIES	
All Stars	A pictogram / diagram for fire evacuation procedure.
	List of emergency numbers available.
	and
	Tea and coffee vending machine available or tea and coffee available in a common area.
	to
	Iron and ironing board to be made available on request.
	to
	Adequate, fit for purpose and appropriate protection against insects available on request.
	Tea and coffee making facilities provided in all rooms. Adequate crockery and cutlery is essential for each guest the unit/room will accommodate. A kettle must also be available. Adequate preparation space located near the crockery, cutlery and near a dedicated power point in the bedroom are required. Preparation space and power point in the bathroom is not acceptable.
	Telephone provided with dialling instructions. Or other form of communication e.g. 2-way radio, intercom, cell phone etc.
	Meal times and menus where applicable.
	Laundry service
	Iron and ironing board or ironing / pressing service to be made available on request which is appropriate and fit for purpose.
	Listing of available television channels. Where in-room television is provided.
	Information and Entertainment Guide. Where in-room television is provided
	A noiseless, mini bar fridge available on request.
	and
	Shoe cleaning service/facilities.
	Room service menu.
	Adequate, fit for purpose and appropriate protection against insects should be provided in each guest room.
	Laundry / pressing service to be available on request.
	A noiseless, professionally fitted, stocked mini-bar or mini-bar fridge in room. Expiry dates verified on all items.
Universal Accessibility:	
	Fire extinguisher or fire blanket located between 80cm and 120cm above floor level.
	Bedroom accessories need to have bold labels for easy identification, with labels in large print.
	Staff assistance available on request for orientation in room.
	Flashing lights and vibrating pads linked to alarm. All emergency evacuation systems are linked to flashing emergency lights in the bedroom and vibrating alarm pads placed under pillows.
	Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms:
	Emergency ID door hangers provided for identification of guests with functional communication/hearing/visual/mobility and physical limitations, which can facilitate services that require access to the room. The use of door hangers is up to preference of the guest. Ideally this type of service should be offered to all guests.

2.13 SPACIOUSNESS AND OVERALL IMPRESSION











	and	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.
		Bedrooms must have a very good amount of space allowing for ease of movement and relaxation.
		Bedrooms must have a well-planned layout to ensure the room is quite spacious, allowing ease of movement, comfort and relaxation. Greater space would be expected where temporary beds or sofa beds are used.
		Bedrooms must have a well-planned layout to ensure the room is very spacious, allowing generous ease of use for movement, comfort, dining and relaxation. Greater space would be expected where temporary beds or sofa beds are used.

Universal Accessibility:





	All Bedrooms:
	Floor space clear of any obstacles which may cause injury to guests with functional visual limitations
	Designated Mobility Accessible Bedrooms:
	Unobstructed access widths between walls, features, furniture and fittings should be a minimum of 90cm. <i>(It is essential that the room be free of any obstructions which may deny a guest access certain provisions within the room e.g. switches.)</i>

3. BATHROOMS












3.1 TYPE OF BATHROOM



All Stars	If an establishment incorporates an open plan bathroom within the room, showers, baths and hand basins may be open plan but the toilet must be separate, with a door.
    	to
	All bedrooms to have en-suite bathrooms. Where family rooms exist, one bathroom may serve for the accommodation.
    	All bedrooms to have en-suite bathrooms.


3.2 FLOORING AND CEILING

All Stars	An impervious surface must be provided to all walls, floors and ceilings.
Universal Accessibility:	
 	No coat hooks or other projections that extend more than 3cm from the wall or doors. <i>(It is important to ensure that no harmful obstructions project from the walls.)</i>
 	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.
	Flooring to have no design obstructions.






3.3 FIXTURES AND FITTINGS







All Stars	<p>All basins, bath and shower taps to be in working order with sufficient hot and cold water supply.</p> <p>Baths and showers providing a strong and easily adjustable flow of water.</p> <p>Towel rails and/or racks/shelf sufficient for the number of guests in the room.</p> <p>A mirror must be situated above or adjacent to the hand basin.</p> <p>Window treatment to ensure privacy.</p> <p>Sufficient open vanity space for maximum number of guests.</p> <p>Bathrooms to include WC (toilet), hand basin and a bath or a shower (shower over bath is also acceptable).</p>
    	to
	Shower curtains are acceptable. Must be free of stains, tears, holes and mould.
	A hook for clothes.
     	<p>All bathrooms to have a separate shower or shower over bath but the shower must have a screen or a high quality shower curtain which must be changed after each guests stay. If only a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation</p> <p>Shower curtains are acceptable but must laundered after each stay. Must be free of stains, tears, holes and mould.</p>







	Excellent maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discolouration).
	All bathrooms must have a door from the bedroom if not open-plan
	Vanity space should be of sufficient size to accommodate guest amenities according to the sleeping capacity.
	A minimum of two separate hooks for clothes must be provided.
	All bathrooms to have a separate shower and a bath. The shower must have a screen. (shower curtains not acceptable) If only a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation
	Outstanding maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discolouration).
	All bathrooms must have a door from the bedroom if not open-plan
	Vanity space should be of sufficient size to accommodate guest amenities according to the sleeping capacity.
	A minimum of two separate hooks for clothes must be provided.

Universal Accessibility:	
	Flashing light linked to alarm. <i>(All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.)</i>
	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.
	No coat hooks or other projections that extend more than 3cm from the wall or doors. <i>(It is important to ensure that no harmful obstructions project from the walls.)</i>
	Audio and visual emergency warning and evacuation systems.

3.4 HAND BASIN AND TOILET AREAS	
All Stars	A WC (toilet) with seat and lid.
	All bathrooms should have a vanity space
	All bathrooms equipped with:
	<ul style="list-style-type: none"> • A WC (toilet) with seat and lid
	<ul style="list-style-type: none"> • A lidded and lined disposal bin.
	<ul style="list-style-type: none"> • All bathrooms equipped with double ply toilet paper and holder plus a minimum of 1 spare toilet roll.
	<ul style="list-style-type: none"> • Toilet brush or provide a cleaning service.
	<ul style="list-style-type: none"> • A well-lit mirror situated above or adjacent to the hand basin.

3.5 TOWELLING	
All Stars	Towels must be free of stains or discolouration, fraying or holes. Towelling bath mat should be provided.
	An acceptable quality clean, absorbent hand and bath towel should be provided per person.
	A good quality clean, absorbent hand and bath towel per person.
	A very good quality, clean, absorbent hand and bath towel per person.
	An excellent quality clean, absorbent face cloth, hand towel and a bath sheet per person. An excellent quality clean, absorbent face cloth, hand towel and a bath sheet per person. A towelling bath mat to be provided
	An outstanding quality clean, absorbent face cloth, hand towel, bath sheet and bath robe per person. An outstanding quality clean, absorbent face cloth, hand towel, bath sheet and bath robe per person. A towelling bath mat to be provided

3.6 LIGHTING AND VENTILATION	
	Acceptable lighting coverage and ventilation across all areas of the bathroom.
	Good lighting coverage and ventilation across all areas of the bathroom.
	Very good lighting coverage and ventilation across all areas of the bathroom.
	Excellent lighting coverage and ventilation across all areas of the bathroom.
	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom.
Universal Accessibility:	
	All areas in bathroom must be well and evenly lit.





3.7 ACCESSORIES	
All Stars	The nature of the lodge is to be taken into account. Toilet seat cover and mat sets are not acceptable. Sealed soap and or liquid soap provided.
	Good quality shampoo provided.
	Very good quality shampoo and tissues provided.
	Excellent quality sealed soap and or liquid soap provided per guest.
 and	Comprehensive personal amenities including tissues, shower cap, shampoo, conditioner, (or conditioning shampoo), shower gel and body lotion.
	Outstanding quality sealed soap and or liquid soap provided for each new guest.
Universal Accessibility:	
	Bathroom toiletries/accessories need to have bold labels for easy identification.

4. PUBLIC AREAS




4.1 DECORATION	
	Functional décor.
	Good overall impression. Decoration is simple and effective
	Excellent interior design and overall impression.
	Some use of objects of interest and artwork
	Outstanding interior design and overall impression. Professional finish to all aspects of decoration.
	Interesting architectural features, objects of interests, artwork, objects d'art
Universal Accessibility:	
	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.
4.2 FURNISHINGS AND FIXTURES	
	Acceptable appearance, maintenance and condition. The nature of the lodge is to be taken into account.
	Good appearance, maintenance and condition. The nature of the lodge is to be taken into account.
	Very good appearance, maintenance and condition. The nature of the lodge is to be taken into account.
	Excellent appearance, maintenance and condition. The nature of the lodge is to be taken into account.
	Outstanding appearance, maintenance and condition. The nature of the lodge is to be taken into account.
Universal Accessibility:	
	Background music should be appropriate or kept at a low level.
	Voice amplification option linked to public telephone in the lobby.
	Where DVD players are provided, the subtitle feature must be available.
	A selection of chairs to be with and without arm-rests.
	At least 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm)
	All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping.
	Emergency evacuation signage to incorporate symbols and pictograms.
	Public telephones to be fitted with a raised pip on button number 5.
	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.
	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.

	Height of emergency equipment, switches and controls located between 80cm and 120cm.
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4.3 BAR, LOUNGE AND SITTING AREAS


All Stars	All seating areas to be of an acceptable size, quality and condition. These areas to be furnished with sufficient occasional tables and functional surfaces.
 and	Bar area not required, but common area must be available where beverages can be consumed if purchased from vending machine or shop.
	A beverage service to be offered as per liquor licence conditions. All bar, lounge and seating areas to be of an appropriate size to type of property and location and quality star grading. These areas to be furnished with sufficient occasional tables and functional surfaces.
 and	A beverage service to be offered throughout the day and evening. All bar, lounge and seating areas to be of an appropriate size to type of property and location and quality star grading. These areas to be furnished with sufficient occasional tables and functional surfaces.
Universal Accessibility:	
	Bars should have a lowered counter at 80cm above floor level.
	There should be provision for table-orientated assistance.

4.4 PUBLIC AREA TOILETS


All Stars	All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following facilities provided as a minimum: washbasin with soap, hand drying facilities, seat with lid, covered light (no exposed light bulbs or wires), mirror, and hook on door, lidded sanitary bin and bag for ladies.
	The nature of the lodge is to be taken into account.
 and	Nappy changing facilities must be provided in child friendly establishments.
	Spacious, luxurious and numerous toilet facilities and with refinements such as individual hand towels, high-quality toiletries and accessories.
Universal Accessibility:	
	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.


4.5 FLOORING AND CEILING, SKIRTING AND CORNICES





All Stars	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location 'of establishment as well as the profile of the guest.' The nature of the lodge is to be taken into account.
Universal Accessibility:	
	End of corridors highlighted by colour, tone or light contrast.
	Fixed, slip-resistant floor surface.

4.6 LIGHTING, HEATING/COOLING and VENTILATION

All Stars	Appropriate, fit for purpose levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
	Appropriate, fit for purpose temperature control and ventilation given the level of the star grading being applied for.
Universal Accessibility:	
	Directional and informational signage related to physical and environmental access must be well lit.
	Lighting must be even and effective, with minimum lighting levels of 200 lux.

4.7 RAMPS

Universal Accessibility:	
	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12. (<i>optimum gradient 1:15</i>)
	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.
	Unobstructed width of not less than 90cm (to allow for easy access for mobility aids).
	Ramps should have a strong textured surface that is easily differentiable from surrounding surfaces.
	Ramps should have handrails on both sides at a height of between 85-95cm.
	Fixed, slip-resistant floor surface.


4.8 OTHER PUBLIC AREAS INCLUDING CORRIDORS AND STAIRCASES	
All Stars	Passages and stairs in good repair and free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected.
	Clear, directional signage to bedrooms and reception (where needed).
	All emergency information and signage to be clearly displayed in public areas.
Universal Accessibility:	
	Protected soffits to underside of the stairs below the height of 210cm.
	Fixed slip-resistant floor surface.
	Design lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces.
	Unobstructed width of not less than 90cm.
	Stairs fitted handrails at a height of 85-95cm.
	Stairs fitted non-slip treads.
	Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).
4.9 ELEVATORS/ LIFTS	
	Elevator Optional
 to	A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor i.e. on the third floor.
Universal Accessibility:	
	Lifts should be located in the following locations: 1. En-route to accessible bedrooms or other facilities 2. Any area where accessible bedrooms and facilities are not located on the ground floor.
	Braille or raised text on external and internal controls including emergency equipment.
	Fixed slip-resistant floor surface.
	Size of unobstructed approach space not less than 120cm x 150cm.
	Clear opening width of the door should not be less than 80cm.
	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, i.e. a telephonic device, and some form of text-interface communication system.
	Minimum requirement for internal size of lift car is 120cm x 140cm.
	Height of internal and external controls including emergency controls should be 90cm - 120cm.
4.10 SAFETY AND SECURITY	
All Stars	Rifle Safe provided that is large enough to store at least 5 rifles safely.

5. DINING AREAS


5.1 PROVISION

All Stars	Where applicable, any meal/s and beverages must be provided from outlets within the property. May or may not be operated by the property but must fall within the boundary walls of the property to ensure guest Safety and Security.
	Where applicable, a bar or seating area with a range of beverages available. Meal times below can be flexible at the discretion of the establishment based on special guest requirements. May or may not be operated by the property but must fall within the boundary walls of the property to ensure guest Safety and Security
	Breakfast, Lunch and Dinner to be made available.

5.2 FURNISHINGS


All Stars	Sufficient tables and chairs to accommodate guests irrespective of the weather.
Universal Accessibility:	
	Provision of handles on doors which should be located between 80cm and 120cm, this handle must be at least 12cm in length and be easy to grasp so that a seated user can easily open and close doors.
	All relevant emergency information and escape route maps available in large print and provision for Braille mapping. Emergency evacuation procedures need to take into account the needs of guests with functional visual limitations.
	Size of opening leaf of all doors the clear opening must be measured with door in 90-degree open position and must measure at least 76cm to enable a mobility aid user to gain access.
	Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility.
	Clear unobstructed access between furniture and fittings no less than 90cm in width.

5.3 FLOORING AND CEILING	
All Stars	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest. The nature of the lodge is to be taken into account.
Universal Accessibility:	
	Fixed, slip-resistant floor surface with no changes in level or thresholds greater than 1.3cm.
	Critical areas such as reception counters, buffet tables, exits and entrances should have strongly textured surfaces to provide information to guests.
5.4 LIGHTING	
All Stars	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night. The nature of the lodge is to be taken into account.
Universal Accessibility:	
	Lighting must be even and well lit, with minimum lighting levels of 200 lux. Supplementary lighting must be available on request.
5.5 MENU PRESENTATION	
All Stars	Professional and appropriate presentation of the menu to the market being served. The nature of the lodge is to be taken into account.
Universal Accessibility:	
	Clear and plain language should be employed on menus. <i>(It is essential to provide clear and articulate information that will not need to be explained orally. Icons and symbols should be used wherever possible.)</i>
	On request, audio description[s] of all 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>
	Information and menus to be printed in large print and Braille. <i>(All information needs to be in Braille and large print for guests with functional visual limitations. Staff must offer to read the menu if necessary)</i>
5.6 TABLE APPOINTMENTS	
All Stars	Table appointments of acceptable quality appropriate to the meal being served.
Universal Accessibility:	




	<p>A staff member provides orientation for table setting and the food position on plate. Staff must provide the guest with functional visual limitations with an orientation of exactly where everything is on the table in order for that guest to create a mind map.</p>
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5.7 ATMOSPHERE AND AMBIENCE



Universal Accessibility:


	<p>Background music should be appropriate, or kept at a low level. Music required when sounds of the surrounding nature are not available or when guests request it.</p>
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5.8 DINNER QUALITY AND PRESENTATION

<p>All Stars</p>	<p>All foods well-presented and served at correct temperature.</p>
	<p>Menu items modified to take into account dietary requirements (e.g. food allergies, diabetic-food requirements).</p>
	<p>Provision made for a variety of dietary requirements, e.g.: Kosher, Halaal, diabetic, vegetarian, etc.</p>
	<p>to A range of dishes of good quality with a choice of hot and cold dishes available.</p>
	<p>and A broad range of dishes of outstanding quality and presentation meeting high international standards. A substantial choice of hot and cold dishes available.</p>
<p>Universal Accessibility:</p>	
	<p>Labels on buffet stations and on containers must be clear and in large print.</p>
	<p>Staff assistance must be provided at buffets [e.g. to read out labels etc.].</p>
	<p>Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.</p>

5.9 LUNCH QUALITY AND PRESENTATION


<p>All Stars</p>	<p>All foods well-presented and served at correct temperature.</p>
	<p>Menu items modified to take into account dietary requirements (e.g. food allergies, diabetic-food requirements).</p>
	<p>Provision made for a variety of dietary requirements, e.g.: Kosher, Halaal, diabetic, vegetarian, etc.</p>
	<p>to Lunch to be made available</p>
	<p>and Three courses available for lunch. A substantial choice of hot and cold dishes.</p>

Universal Accessibility:	
	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.

5.10 BREAKFAST QUALITY AND PRESENTATION	
All Stars	All hot foods well-presented and served at the correct temperature on hot plates.
	Cold foods (yoghurt, fruit, and cold meats) also well-presented and served and maintained at correct temperature on cold plates.
	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).
	Provision made for a variety of dietary requirements, e.g.: Kosher, Halaal, diabetic, vegetarian, etc.
	Continental breakfast provided with an acceptable range of cereals, bread and condiments available.
	A set menu for breakfast is acceptable with minimum choice of two hot items plus continental breakfast option.
 and	A good range of hot and cold items offered for breakfast, together with a choice of good quality accompaniments.
	Guests offered a wide choice of how their eggs are cooked to include fried, poached, boiled and scrambled.
	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.





6. GENERALSERVICES AND SERVICE

6.1 WELCOME, FRIENDLINESS AND ATTITUDE


All Stars	Professional, skilful and competent service and attention to detail is expected.
	On arrival, guest is welcomed and provided with relevant information appropriate to the star level.
Universal Accessibility:	
	Disability sensitisation training for managers and staff who interface with customers.
	Guests should be offered a way to summon assistance when required. The use of vibrating arm-bands, beepers and cell phone communication technology is acceptable.
	On arrival, blind and sight impaired guests are offered an audio-description package, providing information on facilities, services and other courtesy information typically found by guests in the room manual. It must also serve as a guide for movement through and around the hotel.





6.2 APPEARANCE OF STAFF







All Stars	Staff appearance to be professional and neat at all times.
	Staff to wear name badges at all times.






6.3 RECEPTION / LOBBY	
All Stars	<p>A clearly designated Meet & Greet / reception service should be provided.</p> <p>Clear communication regarding what the establishment has to offer, should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request. This should include:</p> <ul style="list-style-type: none"> • Full details of cancellation policy and in-house rules, e.g. smoking or pets to be available • An honest description of all amenities, facilities and services offered. • All of the above should be communicated before, or at the time of reservation.
	<p> and</p> <p>Reception / meet & greet services available from 6:00am to 6:00pm and an after-hours key service provided. Reception area can be staffed for limited hours plus night bell or direct line to the host/manager.</p>
	<p></p> <p>Reception / meet & greet area should be staffed for 18 hours a day - from 6:00am to 12 Midnight. The hours for operation for reception are to be displayed in a prominent public area position. However, at other times a staff member can be summoned by bell or telephone with minimal delay.</p>
	<p></p> <p>Reception / meet & greet area should be staffed a minimum of 18 hours to 24 hours a day. The hours of operation for reception are to be displayed in a prominent public area position.</p>
Universal Accessibility:	
	<p>Usage of non-reflective glass partitions.</p>
	<p>Reception, and other public areas, must be provided with appropriate signage.</p>
	<p>Entrance should be adequately illuminated with a minimum lighting level of 200 lux.</p>
	<p>Clear glass panels and doors should be clearly marked.</p>
	<p>Level threshold across the main entrance door.</p>
	<p>Door mats should be firmly fixed or located.</p>
	<p>Any canopy structure should not protrude into a pedestrian route.</p>
	<p>Reception areas should not have high glass surfaces and backgrounds should be simple in design.</p>
	<p>Fixed, slip-resistant floor surface.</p>
	<p>Threshold at the main entrance not to exceed 1.3cm difference in level.</p>
	<p>Size of opening leaf of entrance door at least 76cm with the door in a 90-degree open position.</p>
	<p>Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing.</p>
	<p>Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.</p>

6.4 RESERVATION, CHECK IN AND GENERAL EFFICIENCY


All Stars	Prompt thorough reservation and check-in system, including guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures etc.
	Orientation to be available on request.
Universal Accessibility:	
	All relevant emergency information and escape route maps available in large print and Braille mapping should be available in rooms.
	Reception to have a pen and pad available for easier communication with guests.
	Audio-Description packages, as described above, should be offered to all guests.
	SMS facilitated communication through cellular technology employed at switchboard/ reception/ reservations.
	At check-in, guests are given the option of being received at a dropped check-in counter that is conducive to maintain privacy.
	Awareness training on the range of human limitation(s) should be provided. This may include issues such as understanding way-finding and orientation mechanisms employed by persons with functional visual limitations, transcription techniques, disability etiquette etc.
	Website provides sufficient pre-booking information on all services and facilities, to minimise the need to explain information by telephone. Minimum information includes room, toilet and bathroom configurations and layout.
	During reservation and check-in, staff should ask the guest whether additional services are required. Where appropriate orientation of property / facilities offered.

6.5 PORTERAGE ,CONCIERGE AND LUGGAGE HANDLING	
All Stars	Secure short term luggage storage available.
	Assistance with luggage made available on request.
	Porterage services and assistance with luggage available or on request.
	18 hours full Porterage services - staff assisting with luggage from guest's arrival outside, to prompt delivery in bedroom. Same quality of service repeated on departure. Service after hours to be available on request.
Universal Accessibility:	
	Porterage to be provided, by staff or owner, to guests with functional visual and mobility/physical limitations.





6.6 ROOM SERVICE	
 and	Room service is optional.
	Any room service provided may be limited in choice.
	12 hour room service of hot and cold drinks and light snacks (e.g. sandwiches) or take away meals available during daytime and evening.
	18 hour room service must be available for breakfast, lunch and dinner. A room service menu for breakfast must be in the room or at reception for the guest to complete and must offer of choice of excellent quality items which are appropriate to the level of star grading being applied for. All hot foods well-presented and served at the correct temperature.
	24 hour room service must be available for breakfast, hot and cold snacks in between meals and for lunch and a full dinner menu during restaurant hours. A room service menu for breakfast must be in the room and at reception for the guest to complete and must offer of choice of outstanding quality items which are appropriate to the level of star grading being applied for. All hot foods well-presented and served at the correct temperature.
Universal Accessibility:	
	Room service aware of any guest-specific requirements and respond appropriately.


6.7 LAUNDRY SERVICES	
All Stars	Iron and ironing board to be available on request.
	A limited laundry service for a minimum of 3 days a week is a requirement. Laundry bags and laundry price list are to be provided to guests either in the room or at reception, with an indication of the days the service is available.
	Laundry or dry cleaning services provided for a minimum of 5 days a week. Laundry bags and laundry price lists are to be provided to guests in the room, with an indication of the days the service is available.
	Full laundry and dry cleaning services must be provided for a minimum of 5 days a week. Express valet service where pressing and laundering of clothes as a priority for guests (within 3 hours) is a requirement. Laundry bags are to be provided to guests in the room for daily availability.
6.8 MEAL and BEVERAGE SERVICE	
All Stars	Unobtrusive, polite and courteous service. Well trained and professional staff. Breakfast, Lunch and Dinner to be made available.
	Proactive table service in bars, lounges and restaurants. Staff demonstrating excellent levels of food, beverage and wine product knowledge and service skills.
	Pro-active table service in bars, lounges and restaurants. Staff demonstrating excellent levels of food, beverage and wine product knowledge and service skills
Universal Accessibility:	
	Awareness training for managers and staff who interface with customers at meal times, understanding the options that exist to communicate with hearing impaired guests.
	Awareness training for managers and staff who interface with customers at meal times, understanding the options that exist to communicate menus and table setting with sight impaired guests.

6.9 CHECK-OUT EFFICIENCY




All Stars	Bill/Invoice to be correct with all details and clearly presented and explained.
Universal Accessibility:	
	Communication assistance provided with check-out procedure.
	Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities and services.
	Assistance provided with reading of bills and other check-out procedure, with signature template.
	Portage assistance and check-out procedure conducted at dropped counter or separate station.


6.10 COMMUNICATIONS AND BUSINESS FACILITIES


All Stars	Internet Facilities available where network reception is available. Noting that some of the Lodge sites are in remote areas without network. <i>Please note that if meeting rooms are being made available to non-guests who are being charged for the use of these facilities, then these facilities must be graded separately under the MESE category.</i>
	and Central business facilities available, where appropriate
	to Central business facilities available or Guest Office that offers business facilities fit for purpose and appropriate for star level applied for. Noting that some of the Lodge sites are in remote areas without network.
	A telephone in each unit with direct dial facilities or 24 hour operator assisted, enabling a guest to make and receive calls on a 24 hour basis. Early morning wakeup call service available, i.e. knock on the door, call, television, personal call. A dedicated fixed internet option available in the common area and internet access may be available in the room.
	A telephone in each unit with direct dial facilities or 24 hour operator assisted, enabling a guest to make and receive calls on a 24 hour basis. Early morning wakeup call service available, i.e. knock on the door, call, television, personal call. A dedicated fixed internet option available in the common area and internet access may be available in the room.




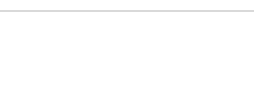
Universal Accessibility:	
	Voice amplifier options on public telephones.
	Where provided: Telephones to be fitted with a raised pip on button number 5, this allows the guest with a functional visual limitation to orientate themselves on the keypad.
	At least one workstation with counter-height at least 80cm from floor.
	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.
	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.
	There should be good even lighting and/ or spotlights with dimmers that allow lighting to focus on speakers and lip-readers.
	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.
	Fixed, slip-resistant floor surface.
	Provision for well-spaced electrical outlets at a height of 20cm from the floor in all conference venues for use by conference facility users to operate and charge assistive devices, e.g. power-chairs, Brailing-Machines etc.
	Unobstructed width of not less than 90cm between fittings and furniture to ensure that guests making use of mobility aids are able to pass through without obstruction.

7. HOUSEKEEPING SERVICE

7.1 PROVISION	
All Stars	Servicing of rooms 7 days a week, this includes daily removal of rubbish and cleaning.
	to Housekeeping Services available for limited hours.
	Housekeeping Services available 16 hours daily.
	Housekeeping Services available 24 hours daily.

Universal Accessibility:	
	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.
	Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests with functional visual limitations. Care to ensure everything remains in the same place.
	Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.

7.2 PUBLIC AREAS	
Universal Accessibility:	
	House-keeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.

7.3 BEDROOMS AND BATHROOMS	
All Stars	All bedrooms and bathrooms cleaned daily.
	All linen including duvets changed for each new guest.
	All beds made daily.
	and
	All bed linen, including duvet covers changed at least every 5 days and for each new guest.
	All bathroom linen changed at least every 3 days or on request.' No change' option available.
	All bed linen, including duvet covers changed at least every 3 days and for each new guest or on request. No change' option available.
	and
	All bathroom linen changed at least every 2 days or on request.' No change' option available.
	All bed linen, including duvet covers changed at least every 2 days and for each new guest or on request. No change' option available.
	All bathroom linen changed daily. A 'No change' option must be available.
	Comprehensive bedroom / bathroom turn-down service to be provided daily



STANDARD GRADING CRITERIA: FORMAL ACCOMMODATION

Hotels and Lodges

1. BUILDING EXTERIOR

1.1 Appearance of Buildings

Areas to be considered include building structure, lighting, building signage, building architectural features. Nature and theme of the establishment needs to be taken into consideration.

Outstanding	Buildings and structures to be of an outstanding quality and workmanship without any visible maintenance issues. Outstanding preservation of historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention grabbing architectural features.	20 pts.
or Excellent	Buildings and structures to be of excellent quality and workmanship – absence of weathering, and an overall clean and “new” look. Older buildings – paintwork is of an excellent quality. Visible outbuildings or annexes to be of a similar standard. Excellent external lighting. Excellent quality, clear signage evident. Addition of attractive architectural features	or 16 pts.
or Very Good	Use of high quality of paint, stone or brickwork, although a certain natural weathering may be present. Some additional external features to enhance appearance.	or 12 pts
or Good	External features such as windows, drains, etc. are functional. No obvious structural defects or damage. “Plain” architectural features are acceptable.	or 8 pts
or Acceptable	Paintwork well applied and clean. Signage still easily readable.	or 4 pts
or Unacceptable	Generally neglected buildings. Obvious structural defects or damage. Flaking paint, illegible signs, rotting wood.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 20 pts

1.2 Grounds and Gardens

Outstanding	Evidence of regular garden service throughout the year – well tended formal gardens or an attractive “natural” environment. Tidy, even and well-lit pathways, driveway and entrance. No disorder or rubbish and no evidence of litter. Provision of garden furniture or architectural features appropriate to the nature to the establishment. Outstanding quality outdoor garden furniture made of weather resistant material.	15 pts
or Excellent	Pleasant and tidy garden and ground appearance throughout the year. No clutter or disorder around the service areas. External lighting and good driveway etc. Even, smooth pathways. No gravel or rough brick pathways. Very attractive design features and high quality garden furniture.	or 12 pts
or Very Good	Neat gardens with a quality design and layout of features. Some architectural features appropriate to the establishment and its guests. Attractive very good quality garden furniture.	or 9 pts
or Good	No overgrown garden areas close to the establishment (uncluttered access to accommodation entrance). Some attempt to produce a pleasing effect with interesting design. Reasonable level of maintenance of external lighting. Good quality garden furniture.	or 6 pts
or Acceptable	Gardens and enclosed area around the establishment are kept tidy. Basic garden furniture.	or 3 pts
or Unacceptable	Neglected and overgrown appearance. Badly surfaced driveway with potholes or puddles. Rubbish and clutter visible. Disorderly appearance. Poor lighting.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	0 pts or - 1 pts or - 3 pts
Total Points Allocated		Max 15 pts

Universal Accessibility:

Communication Accessibility	Where applicable, signage should incorporate symbols and pictograms.
Visual Accessibility	Familiarisation tour of the grounds and 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

1.3 Parking/Driveways/Parking Signage/ Points of Entry

Outstanding	Valet service and sufficient undercover parking bays in a secure environment. Clear illuminated directional signage. Hard surfaced and pristinely maintained demarcated parking bays.	10 pts
or Excellent	Sufficient hard surfaced demarcated parking bays within a secured environment. Excellent lighting and signage between parking area and accommodation.	or 8 pts
or Very Good	Very good lighting between parking area and accommodation. Compacted surfaces.	or 6 pts
or Good	Good lighting between parking area and accommodation.	or 4 pts
or Acceptable	Acceptable property signage and sufficient parking.	or 2 pts
or Unacceptable	Uneven surfaces, potholes, unsafe gravel, etc. No or inadequate signage. Inadequate number of parking space for number of guests.	or 0 pts
Maintenance and Condition	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
Additional Points	Covered drop off facility or Porte Cochere	1 pts
	Advertised Valet Parking/Car-wash facility	1 pts
	Weather-proof/Protected Parking facility	1 pts
	Electronic/Illuminated Signage	1 pts

Total Points Allocated

Max 14 pts

Universal Accessibility:

Communication Accessibility	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. There should be clear instructions for entry for people who cannot communicate by voice.
Visual Accessibility	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.
Mobility Accessibility	Setting down point at the entrance with a maximum of 1:50 gradient. If setting down point is a maximum of 1:50 and under cover should be clearly indicated. (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.) Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width. Distance from designated parking bays to entrance: 30m. Gradient en-route to entrance from street or designated parking bay: No steeper than 1:12 (optimum 1:15)

1.4 Safety and Security

Outstanding	All external public pathways must be well lit. Person responsible for safety and security available 24 hours a day. Emergency information, procedures for assistance clearly communicated in English, incorporating pictograms. Intercom, lockable security doors and gates must be present. Controlled access.	12 pts
or Excellent	All external public pathways must be well lit. Person responsible for safety and security on call 24 hours a day. Emergency information, procedures and after hours contacts for assistance clearly communicated in English, incorporating pictograms. Controlled access.	or 10 pts
or Very Good	All external public pathways must be well lit. Person responsible for safety and security must be contactable for emergency situations. Emergency information, procedures and after hours contacts for assistance clearly communicated in English, and incorporating pictograms, where possible.	or 8 pts
or Good	Good security measures, (for example. Alarm systems, burglar bars, where applicable on all doors and windows). Good lighting to ensure a secure environment.	or 6 pts
or Acceptable	Acceptable safety measures in place, e.g. lockable doors and burglar bars (where applicable) only on main doors.	or 3 pts
or Unacceptable	No security measures in place. Access to establishment uncontrolled and bad lighting in all areas.	or 0 pts
Additional points	Well positioned video surveillance, monitoring external and internal areas of the establishment can be used at the discretion of the establishment.	2 pts
	Solid bedroom entrance doors with a secondary guest controlled internal door lock (without a staff override facility).	1 pts
	Electronic door bells or housekeeping information (i.e. DND or Make up room requests) where guest is not obliged to exit the room to display their request.	1 pts
	Peephole facility and quality of locking mechanism for secondary patio/balcony doors.	1 pts
Maintenance and Condition	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 17 pts

Universal Accessibility

Communication Accessibility	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.
Visual Accessibility	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests - Orally, Braille and Large Print.

SUB TOTAL BUILDING EXTERIOR SECTION

Max 66 pts

2. BEDROOMS

If there are a number of bedrooms which have been decorated or refurbished at different stages, different times then they may each be assessed at a different level of quality and condition.

In this case the lowest common denominator will be applied for the assessment.

2.1 Decoration

Outstanding	Outstanding quality of wall covering (paint or wallpaper). Attention to detail, thoughtful co-ordination of patterns, colours and textures. If the décor is “plain” then addition of high quality pictures or objects d’art, etc. although some “minimalist” styles require less. All work should be well executed.	15 pts
or Excellent	Excellent quality wall coverings/paintwork. Room décor of excellent quality and well-co-ordinated. Attention to detail, thoughtful co-ordination of patterns, colours and textures.	or 12 pts
or Very Good	Very good quality wall coverings/paintwork. Room décor can be minimal but attractive and enhance the bedroom atmosphere.	or 9 pts
or Good	Good quality wall coverings/paintwork. Reasonable attempt to co-ordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained.	or 6 pts
or Acceptable	Acceptable quality décor. Basic application of paint or wallpaper. Plain and simple style.	or 3 pts
or Unacceptable	Low-grade materials poorly executed. Uncoordinated styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures, graphics, wall hangings or works of art (if any). Unsightly pipe work. Exposed wiring. Signs of damp.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

2.2 Furniture

Outstanding	Outstanding, well-constructed and professional finishes and detail on all furniture. Comfortable seating with pristine upholstery. All furniture should be of a high intrinsic value.	20 pts
or Excellent	Excellent, well-constructed and professional finishes and detail on all furniture. Comfortable seating with pristine upholstery. All furniture should be of a good intrinsic value.	or 16 pts
or Very Good	Very good quality of materials may show some signs of use. There should be no damage, stains or fraying on furniture. No jarringly uncoordinated styles – all furniture to be of a similar standard.	or 12 pts
or Good	Good quality range of materials and construction in sound and usable nature. Basic furniture styles and surfaces well maintained.	or 8 pts
or Acceptable	Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable.	or 4 pts
or Unacceptable	Furniture of a low quality material, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained or worn upholstery.	or 0 pts
Additional points	Bedside table or shelf provided > 350 x 350mm Bedside table or shelf provided > 200 x 300mm	2 pts or 1 pts
	Additional Chairs: Easy chair provided per guest Additional Luggage Racks provided	2 pts 1 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	0 pts or - 1 pts or - 3 pts
Total Points Allocated		Max 25 pts

Universal Accessibility:

Communication Accessibility	Flashing light doorbell, to facilitate all services delivered at the room Flashing light linked to the room telephone
Visual Accessibility	Access width between furniture and fittings to be un-obstructed for at least 90cm wide All furniture with rounded edges and corners. Where applicable, mats and rugs need to be firmly fixed to avoid slipping Door, cupboard and draw handles must be easy to see and grab hold of, and in clearly contrasting colours to doors. Bright flashing light linked to room doorbell Telephones to be fitted with a bright flashing light
Mobility Accessibility	At least one chair with rigid arms on both sides, with seat between 45-50cm Clear opening width of doors - The doors must be 76cm wide Easy grip door handles and ease of operation of locking mechanism Size of unobstructed space in-front of doors 90cm x 150cm. Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture and fittings. (It is essential that the room be free of any obstructions which might result in the guest being unable to access certain provisions within the room e.g. switches.) Size of access space of 80cm x 120cm to all furniture and fittings - access space provides easy reach. All light controls accessible from bed. Only main light controls accessible from bedside [If there are no easily accessible controls, a person with a functional mobility or physical limitation consumes enormous energy switching lights on and off. Bedside light controls within easy access of the bed [If there are no easily accessible controls, a person with a functional mobility or physical limitation consumes enormous energy switching lights on and off. Desk and tables to have a clear space of 76cm below the work surface. Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.

2.3 Electronic Appliances

Including radio/clock/alarm, television and hair dryer

Television		
Flat Panel, High Definition television provided in all the rooms		2 pts
or Flat panel, High Definition television provided in most of the rooms		or 1 pts
Flat panel, High Definition television with wider screen (min 32 inches) in all rooms		2 pts
Multi-channels provided in all rooms		2 pts
TV easily visible from the bed and conveniently located		1 pts
Remote controls provided and in working order		1 pts
Radio/clock/alarm		
Radio/clock/alarm provided and in working order.		1 pts
The emphasis is on the clock and the alarm - a radio does not have to be incorporated. Alternative devices acceptable		
Hair Dryer		
Hair Dryer in working order and provided in all bedrooms		2 pts
Or hair dryer in working order and provided in most bedrooms.		or 1 pts
Hair Dryer located in a convenient place near a mirror		1 pts
Electronic Safe		
Electronic Safe with sufficient space to accommodate a Laptop or Tablet		1 pts
Maintenance and Condition	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 13 pts

Universal Accessibility:

Communication Accessibility	The provision of teletext. Alarm clocks should be fitted with a bright flashing light Alarm clocks are fitted with a vibration pad in addition to the flashing light.
Visual Accessibility	Braille, large print and audio format instructions for use of electronic equipment i.e. setting the alarm clock.

2.4 Wardrobe/Hanging Space/ Clothes Hangers

	Wardrobe/purpose built hanging space provided in all bedrooms	1 pts
	Sufficient number of hangers provided per guest appropriate to the level of star grading being applied for.	1 pts
	Specialised hangers i.e. pegs, skirts, satin hangers, trousers	1 pts
	Wooden hangers provided	1 pts
	Pressure switch internal wardrobe lighting	1 pts
Maintenance and Condition	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 5 pts

Universal Accessibility:

Visual Accessibility	Brightly coloured door / draw handles in contrast with the door/draw in order to be easily identified and grabbed.
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2.5 Curtains and Window Coverings

Outstanding	Highest quality, full, well-lined curtains in working order suited to the room decor. Or blinds or shutters of the highest quality and in working order. To provide block-out and privacy. Outstanding quality curtain accessories.	15 pts
or Excellent	Excellent quality of materials. Full curtains or blinds effective in keeping out light/provide block-out. Excellent quality curtain accessories.	or 12 pts
or Very Good	Curtains or blinds of very good quality materials and allow for total privacy. Very good quality curtain accessories. Block out provided.	or 9 pts
or Good	Curtains or blinds more basic and in good working order.	or 6 pts
or Acceptable	Acceptable quality blinds or curtains but still in good working order.	or 3 pts
or Unacceptable	Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	or 0 pts
Maintenance and Condition	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

Universal Accessibility:

Visual Accessibility	No complicated patterned materials for curtains.
Mobility Accessibility	Curtains fitted with pull-rods / closing cords.

2.6 Flooring, Ceiling, Skirting and Cornices

Outstanding	Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality.	15 pts
or Excellent	Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality.	or 12 pts
or Very Good	Very good quality flooring and ceilings using very good materials – natural or manmade. Skirting and cornices of very good quality.	or 9 pts
or Good	Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality.	or 6 pts
or Acceptable	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	or 3 pts
or Unacceptable	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. DIY fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors that have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	90cm wide unimpeded circulation space around and between beds and furniture. No complicated patterned materials for carpets, curtains, wallpaper etc.
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2.7 Bedding and Linen

Outstanding	Luxurious and exclusive quality linen that is co-ordinated with bedroom décor and other soft furnishings. Outstanding supply and variety of pillows and cushions. Spare blankets provided.	20 pts
or Excellent	Excellent quality linen that is co-ordinated with bedroom décor and other soft furnishings. Excellent supply and variety of pillows and cushions. Spare blankets provided.	or 16 pts
or Very good	Very good quality linen that is co-ordinated with bedroom décor and other soft furnishings. Very good supply and variety of pillows and cushions. Spare blankets provided.	or 12 pts
or Good	Good quality linen that is co-ordinated with bedroom décor and other soft furnishings. Spare blankets and pillows available.	or 8 pts
or Acceptable	Linen of an acceptable quality but no signs of wear e.g. fraying edges or holes. Spare blankets and blankets available.	or 4 pts
or Unacceptable	Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded.	or 0 pts
Additional points	All bedding well fitted	2 pts
	Information on pillow menu provided in each room	1 pts
	Extra length pillows provided at each sleeping position	1 pts
Maintenance and Condition	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 24 pts

Universal Accessibility:

Visual Accessibility	No complicated patterned materials for bedspreads.
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2.8 Form of Bedding

Outstanding	Beds sizes frequently larger than standard sizes i.e. King, extra length, etc. Matching ensemble. Outstanding quality of mattresses and bed bases. Outstanding quality headboards offering comfort.	10 pts
or Excellent	Queen sized beds. Excellent quality mattresses and bed bases. Matching excellent quality ensemble. Excellent quality of headboards offering comfort.	or 8 pts
or Very Good	Standard double bed or two full size singles. Standard domestic quality bed frames. Bed frames and mattresses may be of an older style, but of very good quality. Headboards offering comfort.	or 6 pts
or Good	Standard domestic good quality bed frames and mattresses.	or 4 pts
or Acceptable	Mattresses and bed-frames of acceptable quality. Headboards may be a simple wooden board.	or 2 pts
or Unacceptable	Creaking and sloping frames with sagging supports. Legs loose and uneven, casters missing, stains, marks, and holes. Broken struts and wobbly headboards or sloping frames. Damage or wear.	or 0 pts
Additional Points	All beds of 2 meters in length (200cm)	1 pts
	Pillow top / eggshell mattress tops available	1 pts
	Separate Duvet inners provided for summer / winter	1 pts
Maintenance and Condition	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 13 pts

Universal Accessibility:

Visual Accessibility	90cm wide unimpeded circulation space around and between beds and furniture.
Mobility Accessibility	Unobstructed space of 120cm x 150cm to turn adjacent to bed, at least 120cm width on one side of the bed to allow for the different ways that people with functional mobility and physical limitations transfer. Bed with firm mattress at 45 - 50cm in height At least one room available with an electronic bed that can be control-adjusted.

2.9 Temperature Control

Outstanding	Thermostatically and individually controlled heating and or cooling system capable of maintaining a comfortable temperature of between 18°C and 25°C appropriate to size and location of room. Heating and cooling system in outstanding working condition has a silent operation and is remote controlled.	15 pts
or Excellent	Individual heating or cooling control by guests at all times. Appliance / system in excellent condition or excellent natural ventilation available through windows and balcony doors. Windows open and close easily and balcony doors are easily accessible.	or 12 pts
or Very Good	Effective heating and or cooling provided in rooms (with individual control) with good natural ventilation.	or 9 pts
or Good	Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.	or 6 pts
or Acceptable	Free standing appliance able to maintain a reasonably comfortable temperature in the room. Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating appliances.	or 3 pts
or Unacceptable	Broken appliances, heating and cooling systems not in working order.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
Total Points Allocated		Max 15 pts

Universal Accessibility:

Mobility Accessibility	Conveniently positioned or remote controlled heating / cooling system in room.
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2.10 Lighting/Power/Switches

Outstanding	Controllable dimmer lighting of outstanding quality. Bedroom lights can be switched off at the bedside. Recessed spot lamps. All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located and adhere to international requirements.	15 pts
or Excellent	Excellent quality fittings, lamps bases, etc. more than just centre and bedside lamps. Power points are well positioned and adhere to international requirements.	or 12 pts
or Very Good	More than adequate room light. Very good quality bedside and/ or bed head lamps with separate control for each guest. Very good blend of natural or electric light during day. Power points are fairly distributed through-out.	or 9 pts
or Good	Room lighting meets minimum requirement (centre light and bedside lamps). Good supply of natural light during the day. Power points are available.	or 6 pts
or Acceptable	Minimum light in room. Restricted natural light. No bare globes or cracked or damaged fittings. Power points are available.	or 3 pts
or Unacceptable	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc. Bare globes, cracked/damaged fittings or lights that are not working. Wobbly connections, flimsy bases that could fall over.	or 0 pts
Additional points	Additional reading lights	1 pts
	Convenient light switch locations	1 pts
	Spare and convenient power points provided in each room	1 pts
	Spare and convenient international power points provided at desk level	1 pts
	Additional specialised lighting (mood , picture, desks lighting)	1 pts
	Bed lamps provided in close proximity to each sleeping position and convenient for reading.	1 pts
	Effective lighting at mirror	1 pts
	Dimmer switches to alter lighting intensity or night light facility	1 pts
	Dual control light switches at bed side	1 pts
	Light switches on electrical cords within 10 cm of base of light fitting	1 pts
Maintenance and Condition	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 25 pts

Universal Accessibility:	
Visual Accessibility	<p>Power sockets located between 80cm - 100cm above floor surface. Close to headboard.</p> <p>Uniform and even lighting with minimum lighting levels of 200 lux. (If there is a strong differentiation between the light sources it makes it difficult for a guest with a functional visual limitation to perceive items of furniture, doorways etc.)</p> <p>Power switches and light switches with rocker switches that are on/off detectable.</p> <p>Power-switches to have a light located next to them for easier location.</p>
Mobility Accessibility	<p>All main light controls accessible from the bed if there are no easily accessible controls, a person with functional mobility limitations consumes enormous energy switching lights on and off.</p> <p>Power sockets located between 80cm - 100cm above floor surface. Close to headboard.</p> <p>Bedside lamps to have easily accessible switches i.e. 20cm away maximum</p>

2.11 Mirror

	Mirror (H 600mm x W 450mm) - measurement taken from within the frame	9 pts
	or Mirror (450mm x 350mm or larger)	or 6 pts
	Conveniently located	2 pts
Maintenance and Condition	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 11 pts

Universal Accessibility:	
Mobility Accessibility	<p>Full length mirror suitable for both sitting and standing guests.</p> <p>Bottom of the mirror not more than 40cm from the floor.</p>

2.12 Accessories

Outstanding	A wide range, minimum of 10, of high quality extras for guest use, but not limited to e.g.: Fruit bowl, Flowers, DVDs, books, magazines, Suit stand, Suit press, Mending kit, Shoe polishing cloth or pad, Mineral water, Sweets, mints or chocolates, Tea tray, variety of teas and coffees, Biscuits, Comprehensive room information well presented UHT milk/ Fresh milk Emergency lighting Umbrella Slippers Torch I-pod Docking Station; Full DSTV Bouquet; Scent Menu; Iron & Ironing Board; Clothes Brush / Shoe Horn Linen Laundry Basket Wi-Fi Access Magnifying Mirror Note pad and pen Insect Repellent	15 pts
or Excellent	Excellent: A reasonable proportion (eight items) of the above but not limited to these.	or 12 pts
or Very Good	A small selection (six items) of the above.	or 9 pts
or Good	Three or four items only of average quality.	or 6 pts
or Acceptable	One or two items only of average quality.	or 3 pts
or Unacceptable	No attempt to provide any accessories	or 0 pts
Additional Points	Stocked Mini Bar – 4 items	1 pts
	Fully stocked Mini Bar including snacks	2 pts

Total Points Allocated

Max 18 pts

Universal Accessibility:

Visual Accessibility	All bedroom accessories to be identified by Braille labelling. Accessory labels / instructions in large print Braille and audio format where appropriate.
Mobility Accessibility	Switches, controls and door handles located between 80cm and 120cm from the floor surface. As a general rule switches, controls etc. should be aligned with the door handle for easy access and reach.

2.13 Spaciousness and Overall Impression

Outstanding	Extra spacious 12m ² of free space. Large lounge area with significant demarcation from the bedroom area and very easy to move around. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. Overall luxurious impression. Space to put luggage so that it does not clutter the room or obstruct access	15 pts
or Excellent	Spacious 9m ² of free space. A well-planned room with furniture conveniently placed. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax. Space to put luggage so that it does not clutter the room or obstruct access. Easy access to all facilities e.g. use of desk without having to move tea tray.	or 12 pts
or Very Good	Reasonably spacious room 6m ² of free space. Good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a self-contained sitting area but room must be large enough to put luggage so that it does not clutter the room or obstruct access.	or 9 pts
or Good	Room large enough to contain all necessary furniture and to allow access to all facilities. A chair may serve a dual purpose, easy seating and for the dressing table. To allow greater access some care may be taken in the positioning and design of furniture i.e. TV on a wall bracket. No intrusive noise from plumbing, corridor, lifts, etc.	or 6 pts
or Acceptable	Limited floor space. There may be some slightly restricted areas e.g. narrow access along sides of a double bed. Limited room for luggage. Some audible level of noise and sounds from adjoining rooms, corridor or lifts but not overly disturbing.	or 3 pts
or Unacceptable	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. Noises from other rooms or public areas clearly audible. Disturbance from music, noise in public rooms or other areas.	or 0 pts

Total Points Allocated

Max 15 pts

SUB-TOTAL BEDROOM SECTION

Max 209 pts

Universal Accessibility:

Visual Accessibility	90cm wide unimpeded circulation space around and between beds and furniture.
Mobility Accessibility	Windows to be 80cm from floor level (for safety purposes) Unobstructed access widths of 90cm between walls, features, furniture and fittings - It is essential that the room be free of any obstructions which might cause a guest to be unable to access certain provisions within the room e.g. switches Size of access space of 90cm x 110cm to all furniture and fittings - this will provide access space for easy reach

3. BATHROOMS

Shower/ bath and hand basins may be built open plan within the bedroom however the toilet should be enclosed. Establishments with open plan bathrooms must inform guests of the design before the booking procedure goes through.

3.1 Type of Bathroom

Outstanding	Two person en-suite bathroom, double vanity space. Separate bath and separate shower, toilet separately enclosed.	12 pts
or Excellent	Two person en-suite bathroom, adequate vanity space for 2 people. Separate bath and separate shower, or separate spacious shower, toilet separately enclosed.	or 10 pts
or Very Good	En-suite with separate bath, separate shower, basin and toilet.	or 8 pts
or Good	Bath or Shower over bath, basin and toilet.	or 6 pts
or Acceptable	Bath or Shower, basin and toilet.	or 3 pts
or Unacceptable	Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Stained or mouldy grouting or sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Badly fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc. Signs of damage or leaks.	or 0 pts
Additional Points	Spacious layout more than 4m ² or more than 2m ²	3 pts or 2 pts
Total Points Allocated		Max 15 pts

3.2 Flooring, Ceiling and Walls

Outstanding	Outstanding quality floor and wall coverings. Outstanding quality design and grouting, free from marks and damage.	15 pts
or Excellent	Excellent quality professionally fitted floor and wall coverings.	or 12 pts
or Very Good	Very good quality finishes but not necessarily new. Alternatively, may be recently decorated with very good quality materials, though a competent and professional job. Very good quality floor covering or tiles.	or 9 pts
or Good	Good quality bathroom floor and wall coverings not necessarily recent.	or 6 pts
or Acceptable	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	or 3 pts
or Unacceptable	Very tired and old style. Damp or condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet discoloured or damp.	or 0 pts
Maintenance Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility

Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.

3.3 Fixtures and Fittings

Outstanding	Extra-large and spacious shower. Outstanding quality, solid coordinated fittings of innovative design. Extra-large/deep bath that may have an overhead shower and wash basin. Attention to fixture aesthetics, quality finishes and responsive controls. Impervious vanity surface area around wash basin providing unused space for guest use.	15 pts
or Excellent	Excellent quality, solid well-made fittings in excellent order and matching style. Excellent quality finishes. Large shower or sturdy bath with overhead shower. Attractive shower screen, excellent sized wash basin. Easy to use with responsive controls. Impervious vanity space area around wash basin providing unused space for guest use.	or 12 pts
or Very Good	Very good quality fittings throughout. Standard sized bath with overhead shower or very good quality shower screen or curtain. All fixtures and fittings in very good condition. Matching coordinated styles.	or 9 pts

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or Good	Good standard range of bathroom fittings. Sturdy bath. Bathroom may have a shower or a bath. Shower screen or good quality curtain. Good sized baths and showers.	or 6 pts
or Acceptable	Fixtures and fittings of an acceptable quality.	or 3 pts
or Unacceptable	Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Stained or mouldy grouting or sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Badly fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc. Signs of damage or leaks.	or 0 pts
Additional Points	Spa bath provided	2 pts
	No unsightly plumbing fixtures.	1 pts
	Heated towel rails provided	1 pts
	Effective temperature control and air extraction system that prevents misting of mirrors.	2 pts
	Adequate clothes hooks (minimum 2)	1 pts
	Facilities within bathroom conveniently positioned	1 pts
	Magnifying mirror	1 pts
	Soap dish provided for all bars of sealed soap	1 pts
Maintenance and Condition	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 25 pts

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	Signs and other printed instructions provided in large print and Braille. Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply) Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers. Where provided the shower spray head should be located 210cm above the floor surface. Size of unobstructed floor space of 120cm x 150cm. Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.
Mobility Accessibility	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position. Size of unobstructed space of 90cm x 150cm in-front of doors. Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted. 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. 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. Remote emergency alarm call system in room Access space of 80cm at the side of the bath (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.)

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.

"T"-shaped grab-bar opposite transfer space.

Removable bath seat.

Roll-in Shower

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.

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.

Lever action shower mixer and hand shower on adjustable rail.

A 15cm maximum step with run-off which negates threshold.

3.4 Hand Basin and Toilet Areas

Hand basin/bench/shelf space	
Hand basin sufficient size minimum 300mm x 200mm	3 pts
or hand basin less than 300mm x 200mm	or 2 pts

Bench/shelf space provided adjacent to hand basin - minimum 300mm x 200mm clear space	3 pts
or Bench/shelf space provided adjacent to hand basin less than 300mm x 200mm clear space	or 2pts

Toilet area	
Toilet brush provided with covered holder	2 pts

or Toilet brush provided with uncovered holder	or 1 pts
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Toilet Paper holder or dispenser conveniently located	2 pts
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Sanitary bags provided	1 pts
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Maintenance and Condition	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 11 pts
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Universal Accessibility:	
Visual Accessibility	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.
Mobility Accessibility	<p>Basin and shower lever action mixers with balanced water supply. This allows reliable temperature control over the water supply.</p> <p>Hot pipes must be well insulated.</p> <p>Toilet paper holder within 26cm of the seat.</p> <p>Trap covered with heat resistant lagging if composition is heat conducting.</p> <p>Wash-hand basin with a mixer is easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to be gripped and turned.</p> <p>Or Wash-hand basin with lever action taps is easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to be gripped and turned.</p> <p>Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.</p> <p>Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.</p>

3.5 Towelling

Outstanding	Full range of towel sizes – bath sheets, hand towel, face cloth for each guest. Provision of towelling robes and slippers. Thick, heavy, fluffy quality with plenty of pile. Replaced daily or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area.	15 pts
or Excellent	Range of towels including bath sheet or towel, hand towel and face cloth per guest as well as a bath mat, all of excellent quality. Towels are changed daily or at guest's request.	or 12 pts
or Very Good	Very good quality bath and hand towels provided per guest.	or 9 pts
or Good	Good quality bath and hand towels provided per guest.	or 6 pts
or Acceptable	Acceptable quality towel provided per guest.	or 3 pts
or Unacceptable	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.	or 0 pts
Additional Points	<p>Additional towel for beach or pool. 1 pts</p> <p>2 Bath robes provided per guest (e.g. Kimono & Turkish Robes). 2 pts</p> <p>Extra length towelling bath mats provided 1 pts</p>	
Maintenance and Condition	<p>No maintenance and condition issues identified 0 pts</p> <p>Minor maintenance and condition issues identified or - 1 pts</p> <p>Major maintenance and condition issues identified or - 3 pts</p>	

Total Points Allocated

Max 19 pts

Universal Accessibility:	
Mobility Accessibility	Towel rails to be a height between 90 and 100cm from the ground.

3.6 Lighting and Ventilation

Outstanding	Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas. Either windows that open or effectively working extractors.	20 pts
or Excellent	Lighting effective for all purposes – shaving, make-up, and contact lenses, particularly at washbasin and shaving point. Excellent quality fittings, recessed lights, spot lamps. Either windows that open or effectively working extractors.	or 16 pts
or Very Good	Very good standard of light fittings – centre, main light plus adequate shaving light, possibly supplementary lights. Either windows that open or effectively working extractors.	or 12 pts
or Good	Well positioned light with good quality light fittings. Either windows that open or effectively working extractors.	or 8 pts
or Acceptable	Acceptable quality lighting fixtures. Either windows that open or effectively working extractors.	or 4 pts
or Unacceptable	Gloomy poor lighting, badly placed, ageing, damaged light fittings.	or 0 pts
Additional Points	Night light provided	1 pts
Maintenance and Condition	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 Point Allocated

Max 21 pts

Universal Accessibility:

Visual
Accessibility

All areas in bathroom must be well and evenly lit.

Mobility
Accessibility

3.7 Accessories

Outstanding	Luxury double ply toilet paper. A wide range of excellent quality accessories provided in the bathroom e.g.: Sealed soap; Shower gel, Shampoo, Conditioner, Shower cap, Body lotion, Tissues, Cotton buds, etc.	15 pts
or Excellent	A reasonable proportion of excellent quality items from the above list. Excellent quality double-ply toilet paper.	or 12 pts
or Very Good	A small range from the above, all in good condition and of good quality. Very good quality double ply toilet paper.	or 9 pts
or Good	One or two items from the above list of good quality. Good quality double ply toilet paper.	or 6 pts
or Acceptable	One or two items from the above list of acceptable quality. Acceptable quality double ply toilet paper.	or 3 pts
or Unacceptable	No attempt at providing any extra accessories. Well used ageing bottles. Scrappy sachets or sticky containers.	or 0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Accessory/toiletry labels in Braille and audio format, and colour coded.
Communication Accessibility	Signs and other printed instructions provided in large print.

SUB-TOTAL BATHROOM SECTION

Max 121 pts

4. PUBLIC AREAS

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. Dining area if separate should not be included in this area.

4.1 Decoration

Outstanding	Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.	15 pts
or Excellent	Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.	or 12 pts
or Very Good	Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	or 9 pts
or Good	Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.	or 6 pts
or Acceptable	Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	or 3 pts
or Unacceptable	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Interior décor with tonal contrast between the critical surfaces. (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.)
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4.2 Furnishings and Fixtures

Outstanding	Luxurious furniture of outstanding intrinsic quality. Extra design elements and features throughout.	15 pts
or Excellent	Excellent degree of comfort and luxury. Attractive, co-ordinated extras. Decorative, occasional pieces in main room or rooms and corridors.	or 12 pts
or Very Good	Very good quality furniture with comfortable easy seating.	or 9 pts
or Good	Good quality range of materials and construction in sound condition. Basic furniture styles and surfaces well maintained.	or 6 pts
or Acceptable	Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable.	or 3 pts
or Unacceptable	Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Dated, jaded and unattractive.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Communication Accessibility	Where televisions are provided, induction loops and/ or TV listening devices should be made available.
Visual Accessibility	Pathways between furniture and 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. (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.)
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.

4.3 Flooring, Ceiling, Skirting and Cornices

Outstanding	Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality with additional architectural features.	15 pts
or Excellent	Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail	or 12 pts
or Very Good	Very good quality flooring and ceilings using very good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features.	or 9 pts
or Good	Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality with additional architectural features.	or 6 pts
or Acceptable	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	or 3 pts
or Unacceptable	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. DIY fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors that have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 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.
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4.4 Lighting

Outstanding	Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas using various forms of lighting including natural light, ambient light, task lighting and accent lighting. All light switches to be easily accessible.	15 pts
or Excellent	Overall excellent standard of illumination providing sufficient light for all purposes but also designed for good effect, including natural light, ambient light, task lighting and accent lighting showing off features in rooms or corridors. All light switches to be easily accessible. All lights and shades of excellent quality manufacture and in excellent working order.	or 12 pts
or Very Good	Very good quality fittings with more than adequate spread of illumination for practical use. Includes natural light, ambient light, task lighting and accent lighting. Occasional lamps, reading lights, perhaps picture lights. All light switches to be easily accessible.	or 9 pts
or Good	Good lighting with good quality fittings. Main light plus one or two small occasional lamps. All light switches to be easily accessible.	or 6 pts
or Acceptable	Acceptable amount of lighting for practical use. All light switches to be easily accessible.	or 3 pts
or Unacceptable	Low quality fittings in poor condition. Exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Bare globes, cracked/damaged fittings or lights that are not working.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Lighting should be positioned to minimise glare 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.
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4.5 Atmosphere and Ambience

Outstanding	Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout the property.	15 pts
or Excellent	Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms.	or 12 pts
or Very Good	Comfortable, relaxed feel. Some busy music in background but not intrusive. Co-ordinated décor, finishing, etc.	or 9 pts
or Good	Comfortable, relaxed feel.	or 6 pts
or Acceptable	Acceptable levels of comfort.	or 3 pts
or Unacceptable	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noises from TVs, radios, etc. Smoky, old, persistent cooking smells. Draughty. No personal touches. Nothing to look at or read.	or 0 pts
Additional Points	Display of fresh flowers	1 pts
	Provision of daily newspapers	1 pts
	Well-presented tourism information	1 pts
	Ambient quality of background / live music	1 pts
	Ease of access and efficiency of guest lifts	1 pts
	Security measures provided to restrict access to residents on guest floors	1 pts
	Separate service lift provided	1 pts

Total Points Allocated

Max 22 pts

4.6 Escalators / Lifts / Stairwells / Ramps

Ramps	If there are a number of ramps which have been built at different times, or designed differently, then they may each be assessed at a different level of quality and condition. In this case the lowest mark is applied.
Visual Accessibility	Gradient not steeper than 1:12. (1:15 is optimum gradient) Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the ramp. 10cm high kerb or tapping rail on the open side of the ramp. Contrasting colour and texture at transitions of ramp. (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.)
Mobility Accessibility	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must be no steeper than 1:12 (Optimum gradient 1:15) There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm
Steps/Stairways Systems	If there are a number of steps or stairway systems which have been built at different times, or designed differently, then they may each be assessed at a different level of quality and condition. In this case the lowest mark is applied.
Visual Accessibility	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. 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. Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.
Mobility Accessibility	Unobstructed width of not less than 90cm (to facilitate access for guests using mobility aids) Provision for unobstructed landing of 90cm x 120cm (clear of door swings etc.)
Elevators/Lifts	If there are a number of elevators or lift systems which have been built at different times, or designed differently, then they may each be assessed at a different level of quality and condition.
Communication Accessibility	Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests who have functional communication limitations. Flashing lights should be linked to alarms and emergency buttons.

	A visual display to show that help is coming should be available within the elevator.
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 (persons making use of mobility aids should have clear, unobstructed space in order to negotiate entrance and exit from the elevator).</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>

SUB-TOTAL PUBLIC AREAS

Max 82 pts

5. GENERAL FACILITIES

5.1 Tea/Coffee Making Facilities

Please note that points are awarded based on the appropriateness of the tea / coffee making facility to the level of star grading being applied for.

	Provided in all rooms/units	2 pts
	Or delivered morning beverage.	or 1 pts
	Sufficient packaged ingredients	2 pts
	Teapot/plunger	1 pts
	Filter Coffee or Coffee Pod Machines provided in each room	2 pts
	Extensive range of higher quality beverages.	1 pts
	Used tea bag holder	1 pts
	Adequate preparation space	2 pts
	Long life milk available	1 pts
	Fresh milk available	2 pts
	Rusks or biscuits	1 pts
	Crockery good quality and matching/co-ordinated	1 pts
	Cutlery good quality and matching	1 pts
	Glassware good quality and matching	1 pts
	Cordless Kettle	2 pts
	Well set out and presented hot beverage tray or station	2 pts
Maintenance and Condition	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 22 pts**

5.2 Additional Entertainment Facilities

	Additional TV in room or suite.	1 pts
	Docking station in the room	1 pts
	Other electronic devices, e.g. iPads	1 pts
Maintenance and Condition	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 3 pts**

SUB-TOTAL GENERAL FACILITIES **Max 25 pts**

TOTAL:STANDARD CRITERIA - Formal Service Accommodation **Max 503 pts**

6. DINING FACILITIES

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. Dining area if separate should not be included in this area.

6.1 Decoration

Outstanding	Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.	15 pts
or Excellent	Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.	12 pts
or Very Good	Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	9 pts
or Good	Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.	6 pts
or Acceptable	Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	3 pts
or Unacceptable	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect.	0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
Total Points Allocated		Max 15 pts

6.2 Furnishings

General principles of furnishings in public areas with additional considerations.

Outstanding	Extremely comfortable dining chairs and spacious tables. Outstanding quality upholstery and workmanship in the furniture and superbly co-ordinated. Free and easy access between furnishings.	15 pts
or Excellent	Excellent degree of comfort. Well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Free and easy access between furnishings.	or 12 pts
or Very Good	All of very good quality and well co-ordinated. Free and easy access between furnishings.	or 9 pts
or Good	Tables large enough for uncluttered use. May be a mix of styles, but all in good order. Good dining furniture design.	or 6 pts

or Acceptable	Acceptable dining furnishings of a lower quality but fully functional. Tables big enough for uncluttered use.	or 3 pts
or Unacceptable	Inadequate table size. Cluttered and inconvenient. Cramped and uncomfortable layout.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Communication Accessibility	Offer choice of seating away from the noise to provide suitable environment.
Visual Accessibility	Pathways between restaurant tables and chairs to be un-obstructed and at least 90cm wide. Furniture should have rounded edges for guests with functional visual limitations. 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 of unequal widths must all be located on the same side throughout the length of any passageway. A selection of chairs to be with and without arm-rests. Tableware to contrast with the table surface or tablecloth. Interior décor with tonal contrast between the critical surfaces. Labels available in Braille.
Mobility Accessibility	Size of opening leaf of all doors (the clear opening must be measured with door in 90-degree open position and must measure at least 76cm to enable a mobility aid user to gain access). Provision of handles on doors which should be located between 80cm and 120cm. This handle must be at least 12cm in length. Handle must be "D"-Shaped. Clear un-obstructed access between furniture and fittings no less than 90cm in width. Tables to be 80cm high with at least 76cm clear space below. A selection of chairs to be with and without arm-rests Where provided, bars, buffets and server areas must have a permanent lowered section at a height of 80cm from the floor to enable shorter and seated guests to comfortably reach whatever is being served without any obstruction. Table service must be provided, in addition, to a lowered section. Where provided, bars, buffets and server areas must have a permanent lowered section at a height of 80cm from the floor to enable shorter and seated guests to comfortably reach whatever is being served without any obstruction. Staff assistance available at buffet/ serveries and bars.

6.3 Flooring, Ceiling, Skirting and Cornices

Outstanding	Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality with additional architectural features	15 pts
or Excellent	Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail.	12 pts
or Very Good	Very good quality flooring and ceilings using very good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features	9 pts
or Good	Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality with additional architectural features.	6 pts
or Acceptable	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	3 pts
or Unacceptable	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. DIY fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors that have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Fixed, level, matt and slip-resistant surfaced floor finishes.
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6.4 Lighting

Outstanding	Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas.	15 pts
or Excellent	Overall excellent standard of illumination providing sufficient light for all purposes but also designed for good effect – showing off features in rooms or corridors. All lights and shades of excellent quality manufacture and in excellent working order	12 pts
or Very Good	Very good quality fittings with more than adequate spread of illumination for practical use, though no or limited use of sophisticated lighting “effects”. Occasional lamps, reading lights, perhaps picture lights	9 pts
or Good	Good lighting with good quality fittings. Main light plus one or two small occasional lamps.	6 pts
or Acceptable	Acceptable light for practical use.	3 pts
or Unacceptable	Low quality fittings in poor condition. Exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Bare globes, cracked/damaged fittings or lights that are not working	0 pts
Maintenance and Condition	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

Universal Accessibility:

Visual Accessibility	Lighting must be even and well lit with minimum lighting levels of 200 lux
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6.5 Menu Presentation

Outstanding	Beautifully bound, clear and well-presented menu. Extensive wine selection, recommended wines accompanying different dishes on the menu. Waiters trained to provide verbal presentation of specials of the day.	10 pts
or Excellent	Clear, informative layout with attractive design. Wine set out in clear sections with options available. Menu items explained	or 8 pts
or Very Good	Very good standard of presentation.	or 6 pts
or Good	Clear layout with good quality of presentation.	or 4 pts
or Acceptable	Clear layout with acceptable quality of presentation.	or 2 pts
or Unacceptable	Dirty, dog-eared. Difficult to read. Wine list out of date, bearing little relation to what is available. Worn and grubby with grease thumbprints and wine stains and written corrections.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 10 pts

6.6 Table Appointments

Cognisance will be taken of the nature and style of the establishment.

Outstanding	Outstanding quality cutlery and crockery all highly co-ordinated and matching, including additional accessories. Luxurious linen. Large range of cutlery and glassware to complement a range of uses. Provision of appropriate styles of cutlery, glasses or crystal for different uses.	15 pts
or Excellent	An emphasis on style and excellent quality, matching and co-ordinated. Additional features such as vases, candlesticks, coasters, etc. Excellent quality linen and large napkins, ice buckets, sauce boats and jam pots, etc. Provision of appropriate styles of cutlery, glasses or crystal for different uses.	or 12 pts
or Very Good	Items of similar style and quality as above of a very good range. Thick multiply paper napkins. Very good quality crockery, fine glass and stainless steel.	or 9 pts
or Good	Good quality cutlery and crockery with main service matching. Accessories may be of different style but good quality. Thick (multi-ply) paper napkins.	or 6 pts

or Acceptable	Variety of styles and acceptable quality. Napkins of acceptable quality. Sauces in bottles and or packets.	or 3 pts
or Unacceptable	Mismatched patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Tableware to contrast with the table surface or tablecloth.
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6.7 Atmosphere and Ambience

Outstanding	Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Outstanding soundproofing throughout the property.	15 pts
or Excellent	Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Excellent architectural features. Spacious rooms.	12 pts
or Very Good	Comfortable, relaxed feel. Some busy music in background but not intrusive. Co-ordinated décor, finishing, etc.	9 pts
or Good	Comfortable, relaxed feel.	6 pts
or Acceptable	Acceptable levels of comfort.	3 pts
or Unacceptable	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noises from TVs, radios, etc. Smoky, old, persistent cooking smells. Draughty. No personal touches. Nothing to look at or read.	0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Low ambient noise levels.
Mobility Accessibility	Clear un-obstructed access between furniture and fittings no less than 90cm in width.

6.8 Dinner Presentation

Outstanding	Exemplary presentation on outstanding quality plates with exquisite garnishes. Outstanding quality combination of flavours, colours and textures, served at just the right temperature.	15 pts
or Excellent	Well presented on appropriate plates with attractive garnishes. Excellent combination of colours, textures, and shapes. Care in execution with attention to visual appeal. Carvery to be attended and refreshed. Buffet replenished and refreshed.	or 12 pts
or Very Good	Very good presentation with obvious care and attention to detail with visual effect.	or 9 pts
or Good	Good, attractive arrangement and garnishes. Tendency to follow standard garnishing.	or 6 pts
or Acceptable	Food presented in acceptable manner with an acceptable variety of colours and textures. Minimal garnishing.	or 3 pts
or Unacceptable	Badly presented. No variety of colours and textures. Dull combination. No garnish. No careful arrangements. Some drying out of food, wrinkled skin on sauce. Lukewarm.	or 0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility

Visual Accessibility	Labels available in Braille.
Mobility Accessibility	A permanently lowered section for buffet must be provided, at a height of 80cm. In addition, table service must be offered on request. Staff assistance provided at buffet and server area.

6.9 Dinner Quality

Outstanding	Unique, outstanding quality dishes using the best available quality ingredients. Outstanding variety on the menu. Superb attention to detail and combinations of flavours. Minimum three course meal of entrée, main (choice of three) and dessert.	10 pts
or Excellent	Skilful use of finest, fresh ingredients. Could be simple in style but with great attention to detail and quality. Everything prepared to the right degree. Excellent balance on menu with something for all tastes.	or 8 pts
or Very Good	Evidence of aiming for very good quality. Very good quality fresh ingredients.	or 6 pts
or Good	A good mixture of fresh ingredients and well prepared meals. Obvious care and attention paid to preparation but simpler in style.	or 4 pts
or Acceptable	Acceptable quality food prepared in a basic way with minimal options and variety which is sufficiently warm and appetising.	or 2 pts
or Unacceptable	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.	or 0 pts
Total Points Allocated		Max 10 pts

6.10 Lunch Quality

Outstanding	Unique, outstanding quality dishes using the best available quality ingredients. Outstanding variety on the menu. Superb attention to detail and combinations of flavours. Minimum three course meal of entrée, main (choice of three) and dessert.	10 pts
or Excellent	Skilful use of finest, fresh ingredients. Could be simple in style but with great attention to detail and quality. Everything prepared to the right degree. Excellent balance on menu with something for all tastes.	or 8 pts
or Very Good	Evidence of aiming for very good quality. Very good quality fresh ingredients.	or 6 pts
or Good	A good mixture of fresh ingredients and well prepared meals. Obvious care and attention paid to preparation but simpler in style.	or 4 pts
or Acceptable	Acceptable quality food prepared in a basic way with minimal options and variety which is sufficiently warm and appetising.	or 2 pts
or Unacceptable	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.	or 0 pts
Total Points Allocated		Max 10 pts

6.11 Breakfast Presentation and Quality

Outstanding	Outstanding range of hot and cold food. Plated main course and eggs cooked to guests order. Outstanding quality fresh ingredients and wide choice. Speciality foods and unusual dishes. Table service essential.	10 pts
or Excellent	Cold buffet neatly set out, attractive containers. May opt for plated cold courses. Preferably plated main course. Excellent quality fresh ingredients. Excellent selection of breads and pastries. Service must be offered.	or 8 pts
or Very Good	Very good range of items on buffet or fewer cold courses. Smaller range of cooked items. Quality fresh ingredients. Perhaps lower skill in preparation, but noticeable attempt to provide very good quality and some unusual items.	or 6 pts
or Good	Good range of cold and hot courses. All ingredients of good quality.	or 4 pts
or Acceptable	Sufficient breakfast served with acceptable choice of cooked items.	or 2 pts
or Unacceptable	No choice. Low quality ingredients. Badly cooked.	or 0 pts
Total Points Allocated		Max 10 pts

SUB-TOTAL DINING FACILITIES

Max 145 pts

Universal Accessibility:

Visual Accessibility	Labels available in Braille.
Mobility Accessibility	A lowered section for buffet must be provided. A minimum of 80cm from the floor level. Table Service must also be provided on request.

7. GENERAL SERVICES AND SERVICE

7.1 Welcome, Friendliness and Attitude

Outstanding	Staff in all positions displaying friendly and helpful demeanour and willingness to assist in any situation. Extra attention paid at check-in, during meals and at check-out as to whether anything else can be done to make the stay more enjoyable. Proactive provision of tourist information, luggage assistance, car wash etc. shown on an ongoing basis.	15 pts
or Excellent	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. Everyone at the establishment has an excellent rapport with guests and is willing to please.	or 12 pts
or Very Good	Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required.	or 9 pts
or Good	Pleasant appearance. Willingness to help when asked.	or 6 pts
or Acceptable	Acceptable behaviour in carrying out required duties.	or 3 pts
or Unacceptable	Surly or rude behaviour. Clear indifference to guests. Irritation at being asked for anything.	or 0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Large text copies of all check in information and information provided in the bedroom.
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7.2 Appearance of Staff

The nature of the establishment will be taken into account as formality may vary significantly. All staff should have name badges and be neat at all times.

Outstanding	Immaculate presentation. Outstanding quality and professional uniforms. Pristine grooming including very neat hair and polished shoes.	15 pts
or Excellent	Clean, neat, appropriate dress. A general smart, well-groomed appearance.	or 12 pts
or Very Good	Very good in appearance. All clothing clean.	or 9 pts
or Good	A noticeable attempt to be smart. No stains, tears, etc.	or 6 pts
or Acceptable	Basic uniform that is clean and tidy. Neat and hygienic appearance.	or 3 pts
or Unacceptable	Clothing dirty, stained, frayed, holed. Dirty shoes. Hands and fingernails grubby. Hair unwashed and out of control. Unshaven. Personal hygiene lacking.	or 0 pts

Total Points Allocated

Max 15 pts

7.3 Reservation, Check-in and General Efficiency

Outstanding	Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation, for a minimum of 18 hours to 24 hours a day. All details taken down and checked. Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in. All essential information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded promptly. Efficient communication with other departments, porters, booking of restaurant tables, etc. Evidence of an on-line guest history program.	15 pts
or Excellent	Reservations dealt with very effectively. Ability to make a prompt and effective reservation during the day and up to 11:00pm. Confirmation of booking provided on request. Check-in conducted very effectively and information on range of key facilities provided. All guests' needs are met in a quick and effective manner.	or 12 pts
or Very Good	Reservations dealt with promptly. Ability to make a prompt and effective reservation during day and up to 9pm. All necessary information taken and provided. Efficient check-in. Always given full information about facilities.	or 9 pts
or Good	Reservations dealt with fairly well. All necessary information taken and provided. When registered, key is given and guest is directed to room.	or 6 pts
or Acceptable	Full guest details taken. Guests directed to their room and given a brief explanation of location of main hotel/lodge facilities in a straightforward manner.	or 3 pts
or Unacceptable	Name only taken. Key given without directions to room. Administrative errors not proficiently rectified. Surly manner. Marked reluctance to give any help.	or 0 pts
Additional Points	Pre-populated Registration form / Check-In Indemnity Form with a guests' personal information	2 pts
Total Points Allocated		Max 17 pts

Universal Accessibility:

Communication Accessibility	<p>Reception counter fitted with inductive loops.</p> <p>Pre-populated Registration Form / Check-In Indemnity Form with a guests' personal information.</p> <p>A staff member that has basic knowledge of sign language and lip reading should be available at reception.</p> <p>There should be access to sign language interpreter/ lip-speaker practitioner and Deaf/ Blind interpreter, to facilitate communication at different levels.</p> <p>A written information and emergency pack is provided to the guest upon check-in.</p>
Visual Accessibility	<p>Approach to the entrance free of projecting obstructions or features.</p> <p>Entrance route surface firm, even and slip resistant.</p> <p>Doors should always be fully closed or held open.</p> <p>Contrasting colour and texture floor surface space on the inside and outside of entrance door.</p> <p>Door closers should incorporate a delay mechanism.</p> <p>Door furniture should incorporate a horizontal pull/ lever action handle.</p> <p>Directional and information signage in large format.</p> <p>There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles.</p> <p>All furniture to be 80cm high with solid sides up to 20cm above floor surface.</p> <p>Adequate lighting positioned to illuminate the faces of the reception staff and desktop without creating glare.</p> <p>Low ambient noise levels.</p> <p>Braille, large print and audio information on establishment and surroundings.</p>
Mobility Accessibility	<p>Provision for pull handles on main entrance door, this should measure at least 12cm in length and be easy to grasp at a height of 80cm to 120cm from the floor. Handle must be of a "D"-shaped type.</p> <p>Hours of attendance should be a minimum of 12 hour attendance at the door to provide assistance for those who need it.</p> <p>Length of 80cm high and 120cm wide check-in counter or reception desk.</p> <p>Seating has been provided with a seat height between 45cm and 50cm from the floor.</p> <p>Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.</p>

7.4 Porterage

Porterage may not apply to all serviced accommodation, but some assistance with luggage is expected at all 4- and 5-star establishments.

Outstanding	Dedicated Porterage staff dressed in identifiable porter uniform. Professional presence and always on hand to attend to guest needs. Porters take control of luggage from guests' arrival to prompt delivery in bedroom. Same quality of service repeated on departure. Outstanding knowledge of accommodation, tourist attractions and visitor services throughout the city/area.	15 pts
or Excellent	Smart, helpful manner of staff readily available. Porters offer to assist guests with bags when they see guests who are carrying their own bags. Excellent knowledge of accommodation facilities and local area.	or 12 pts
or Very Good	Willing and friendly. Very good knowledgeable of accommodation facilities and local area, willing to find out more. May have other duties but endeavours to be prompt.	or 9 pts
or Good	Member of staff available to carry bags although they may have other duties. Cheerful, but not necessarily skilled in dealing with matters outside hotel/lodge environs. Happy to help where he or she can.	or 7 pts
or Acceptable	Assistance with luggage available on request throughout the day and evening.	or 6 pts
or Unacceptable	Bags ignored or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful and clearly resents having to carry other people's bags. Not interested in helping guests.	or 0 pts
Additional Points	Guest vehicle transfer and collection services available	1 pts
	Security of guest luggage taken into consideration, including: location, neatness, labelling	1 pts

Total Points Allocated

Max 17 pts

7.5 Room Service

Applies to outsourced as well as internal room service.

Outstanding	Outstanding standard of promptness and efficiency. Telephone answered promptly. Order delivered with minimal delay. Attentive manner. Orders correct no items wrong or missing. Outstanding selection of condiments. Outstanding presentation. Outstanding quality cutlery and napkin provided. Dirty dishes removed at earliest convenience. 24 hours room service available.	15 pts
or Excellent	Order taken in pleasant manner. Delivered promptly. Excellent attitude. Order correct. Asks if anything else required. Tray collected from outside room.	or 12 pts
or Very Good	Order taken in a polite and pleasant manner. Delivered in very good time. 18 hours room service available.	or 9 pts
or Good	Order taken efficiently. Order is correct and required condiments are provided.	or 6 pts

or Acceptable	Most items on the room service menu are available. Acceptable level of service and delivery. Tray may be left outside room.	or 3 pts
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or Unacceptable	Long delay in answering phone. No knowledge of what is available. Room service not available until chefs come in for shift. Order wrong. No tray. Dirty dishes never taken or left for a long time to clear away.	or 0 pts
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Total Points Allocated	Max 15 pts
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7.6 Laundry Service

Full laundry/dry cleaning service (6 days a week)	5 pts
or limited laundry / dry cleaning service (minimum 3 days)	or 3 pts
or communal laundry provided	or 1 pts
Express service available (2 hours or less)	3 pts

Total Points Allocated	Max 8 pts
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7.7 Meal Service

Outstanding	Exceptionally friendly, polite and professional staff. Outstanding level of knowledge about food and wine and recommendations provided to guests based on gaining an understanding of guest preferences and then applying knowledge of the best match of food and wine. Timing of courses is impeccable. Napkin replaced folded up every time guest leaves the table. Drinks topped up at regular intervals without being intrusive.	15 pts
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or Excellent	Cheerful friendly, polite and well-trained staff. Well-informed about food and wine. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good judgement on timing of courses and drinks. Any further needs are responded to. Excellent service, dirty dishes cleaned promptly and top-ups noted.	or 12 pts
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or Very Good	Well-motivated staff. Evidence of aspiring to excellent standard. Very good knowledge of food and wine.	or 9 pts
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or Good	Friendly staff, efficient service. Good knowledge of food and wine. Requests dealt with pleasantly.	or 6 pts
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or Acceptable	Acceptable service levels. Neutral attitude by staff who are able to assist to a degree.	or 3 pts
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Or Unacceptable	Inefficient slow service. Dirty dishes not cleared. Inappropriate cutlery and glasses supplied for each meal. Lack of knowledge of food and wine. Unfriendly and unhelpful demeanour. Unwillingness to assist.	or 0 pts
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Total Points Allocated	Max 15 pts
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7.8 Check-out Efficiency

Outstanding	Bill pre-prepared and every item explained by receptionist. Staff efficient with all methods of payment. Guests asked if they enjoyed their stay and if there was anything that didn't meet their expectations. Guests also asked if they would like to be kept up to date with any future specials or special events. Positive last impression.	15 pts
or Excellent	Prompt attention. Bill correct in all details. Every item explained by receptionist. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.	or 12 pts
or Very Good	Prompt attention and billed correct. Attempt at excellence. Cheerful demeanour.	or 9 pts
or Good	Bill correct. Staff professional, friendly and efficient towards departing guests.	or 6 pts
or Acceptable	Bill correct. Staff is efficient.	or 3 pts
or Unacceptable	Bill wrong and unexplained. Staff has no idea and are unwilling to assist the guests. Surly manner. Long wait. Staff unable to manage some forms of payment.	or 0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Communication Accessibility	Written information and emergency pack is provided to the guest upon check in.
Mobility and Visual Accessibility	Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.

7.9 Tourist Information

Outstanding	Information pack in bedrooms, reception or lounge. Information covers immediate and surrounding area as well as specific accommodation information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. Outstanding attention to personalised itineraries and personal interest in guest's information requirements is shown. Tour booking service available. Information services available via TV or touch screens in reception area. A concierge services is also available.	15 pts
or Excellent	Tourist information provided at reception or in rooms. Staff have excellent knowledge of local attractions and can provide it if asked. Staff are willing to assist with bookings of activities if requested. A concierge services is also available.	or 12 pts
or Very Good	As above with a very good range of tourist information.	or 9 pts
or Good	Good variety of pamphlets available on surrounding area. Staff able to assist to a degree.	or 6 pts
or Acceptable	Acceptable amount of information at reception only. Staff may have some gaps in required knowledge but can point customer in direction where they can get additional information.	or 3 pts
or Unacceptable	No information or out-of-date information. Staff unable to assist.	or 0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Communication Accessibility	Assistance with information about accessible tourism products and bookings provided by hotel/lodge staff. Clear and plain format and presentation of brochures and websites, to provide clear and articulate information that will minimise the need to be explained by telephone or other media.
Visual and Mobility Accessibility	Assistance with information about accessible tourism products and bookings provided by hotel/lodge staff.

7.10 Communications and Business Facilities

	Touch dial service extension telephones provided	2 pts
	Automatic direct dial/operator assisted phones - 24 hours	3 pts
	Or Operator assisted - limited access	or 2 pts
	Or pay telephone/office phone only (24 hr access)	or 1 pts
	Additional handset provided in each room	1 pts
	Service directory and operating instructions provided	pts
	Dedicated data line provided in room	3 pts
	Or Wireless internet access	or 2 pts
	Business desk provided (in addition to table/bench)	2 pts
	Internet kiosk on property	1 pts
	Photocopying facilities	1 pts
	Facsimile facilities	1 pts
Maintenance and Condition	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

Universal Accessibility:

Communication and Visual Accessibility	Flashing light indicating incoming calls.
	All general information available in large print, Braille and audio format.

SUB-TOTAL GENERAL SERVICES / SERVICE

Max 147 pts

8. HOUSEKEEPING SERVICES

8.1 Bedrooms

Outstanding	Very high standard of thorough cleanliness and attention to detail. Well-made beds. Turn-down service. Room tidied, any trays taken away. Lights on and curtains drawn in the evening.	15 pts
or Excellent	High standard of cleanliness. Room tidied, any trays taken away. Lights on and curtains drawn in the evening.	or 12 pts
or Very Good	High standard of cleanliness. Room tidied, any trays taken away.	or 9 pts
or Good	All surfaces free from dirt and polished.	or 6 pts
or Acceptable	Clean and well maintained area.	or 3 pts
or Unacceptable	Very heavy dust on all surfaces. Debris in wardrobes, drawers. Bits of paper, threads and other items, grit, etc. on carpet. Long-term neglect. A number of major maintenance issues. Blown bulbs or broken equipment.	or 0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. Housekeeping staff to ensure all room accessories and equipment are within easy reach. Care to ensure everything remains in the same place.
Mobility Accessibility	Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations. Housekeeping staff to ensure all that space of 90cm between furniture, meets UA requirements.

8.2 Guest Bathrooms

Outstanding	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. Refreshed / laundered towels checked at turndown	15 pts
or Excellent	Generally excellent standard, surfaces gleaming. Clean, fresh smell.	or 12 pts
or Very Good	Very good level of cleanliness. Surfaces and floors clean.	or 9 pts
or Good	Good level of cleanliness. Surfaces and floors clean.	or 6 pts
or Acceptable	Acceptable level of cleanliness. Surfaces and floors clean.	or 3 pts
or Unacceptable	Low standard of housekeeping. Dirt and dust on all surfaces. Long-term encrusted grime. Dirt, dust and hairs on floor, in corners. Flooring around toilet stained, smelly.	or 0 pts

Total Points Allocated

Max 15 pts

Universal Accessibility:

Visual Accessibility	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. House-keeping staff to ensure all bathroom accessories and equipment is within easy reach. Care to ensure everything remains in the same place.
Mobility Accessibility	Housekeeping staff to ensure all bathroom accessories and equipment is within easy reach for guests with functional mobility and physical limitations.

8.3 Public Areas

Outstanding	All carpets well vacuumed and cleaned. Table surfaces well-polished. Ashtrays clean. No fingerprints left on doorplates or light switches, etc. Flowers fresh and well arranged. Newspapers, books, etc. up to date and tidy.	15 pts
or Excellent	Excellent level of cleanliness. Generally a very good level of vacuum cleaning and dusting. Everything tidy and well arranged.	or 12 pts
or Very Good	Very good level of cleanliness. Easy seating area may have "lived-in" feel with some books, magazines, etc. on tables.	or 9 pts
or Good	Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.	or 6 pts
or Acceptable	Clean and tidy with no smears on high and low surfaces. No clutter. Books and magazines may be out of date but are kept in tidy piles.	or 3 pts
or Unacceptable	Generally neglected housekeeping. Carpets badly vacuum cleaned. All surfaces dirty or dusty. Cobwebs, dead insects. Dead or wilting plants. Ashtrays not emptied. Newspapers, magazines and books on floor. Dirty glasses or cups on tables. Clutter.	or 0 pts

Total Points Allocated

Max 15 pts

8.4 Public Toilets

Outstanding	Fastidious attention to hygiene. All surfaces gleaming. Clean and fresh smell. High level of efficiency.	10 pts
or Excellent	Excellent standard of cleanliness.	or 8 pts
or Very Good	Very good standard of cleanliness. Surfaces all clean. Floor cleaned and free from dirt and dust.	or 6 pts
or Good	Good standard of cleanliness. Surfaces all clean and well maintained.	or 4 pts
or Acceptable	Acceptable standard of cleanliness. Clean and well maintained.	or 2 pts
or Unacceptable	Low standard of housekeeping. Dirt and dust on all surfaces. Long term encrusted grime. Dirt and hairs on floor, in corners. Flooring around toilet stained and smelly.	or 0 pts

Total Points Allocated **Max 10 pts**

8.5 Restaurant / Dining area

Outstanding	All areas immaculately clean. Tables always set to pristine standard.	15 pts
or Excellent	Excellent standard of cleanliness in all areas. No evidence of previous meals. Efficient cleaning. Tables always set-up to excellent standard.	or 12 pts
or Very Good	Very good standard of cleanliness – no dirt, dust, etc. Very good standards of cleaning and tidiness.	or 9 pts
or Good	Always tidy and clean in time for beginning of meal service. Good standards of cleaning and tidiness.	or 6 pts
or Acceptable	Acceptable level of cleanliness and well maintained.	or 3 pts
or Unacceptable	Untidy. Dusty, crumbs on carpet, surfaces smeared, ring marked. Dead or dying flowers. Untidy piles of menus etc. scattered around. Marks, stains on tablecloths. Dirty, unclean ashtrays.	or 0 pts

Total Points Allocated **Max 15 pts**

Universal Accessibility:

Visual and Mobility Accessibility	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.
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SUB-TOTAL HOUSEKEEPING SERVICES **Max 70 pts**

9. ADDITIONAL FACILITIES / SERVICES

9.1 Specific Features

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

A swimming pool that is fit for purpose, appropriate given the size of the establishment and the quality level.	4 pts
Pool usable in all seasons	1 pts
Additional Facilities not covered by minimum requirements or grading criteria. E.g. Game Drives, Walking Trails, Night Walks, Guided Safari's, Specialist Safari etc.	3 pts
Sauna	1 pts
Spa/hot tub	1 pts
Steam room	1 pts
Massage provided in-house (professional)	2 pts
Restaurant X 2	2 pts
Resident Lounge X 2	1 pts
Boma	1 pts
Bar X 2	1 pts
Sporting Facilities/ Gym. A minimum of three pieces of gym equipment in good working order	3 pts
Playground	1 pts
Comprehensive recreation room	2 pts
Braai Area	2 pts
Luggage storage (early arrivals/late departures)	2 pts
Childcare facilities	2 pts
Customer feedback card/mechanism	3 pts
Total Points Allocated	Max 33 pts
Maintenance and Condition	
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

9.1.1 Specific Features: Wildlife Mammals: Densities
General game densities

Large amounts of game occurring on the reserve.

Outstanding	Migrating animals occurring on the reserve.	25 pts
or Excellent	Large game densities, 100 animals regularly seen.	or 20 pts
or Very Good	Healthy numbers of plains game.	or 15 pts
or Good	Small Herds.	or 10 pts
or Acceptable	Very small numbers of plains game.	or 5 pts
or Unacceptable	No game occurring on reserve.	or 0 pts

Total Points Allocated

Max 25 pts

9.1.2 Specific Features: Wildlife Mammals: Densities
Mammals Occurring on the reserve – Additional Points

Key Safari Species:

All species must be free roaming and not in an enclosure. Please note that points are awarded based on the species occurring on the reserve and appropriateness of the special features to the level of star grading being applied for.

Lion	2 pts
Leopard	2 pts
Rhino (Black or White)	2 pts
Buffalo	2 pts
Elephant	2 pts
Cheetah	2 pts
African Wild Dog / Hyena (Spotted or Brown)	2 pts
Hippo	2 pts
Giraffe	2 pts
Wildebeest	2 pts
Plains Game	2 pts

Total Points Allocated

Max 22 pts

9.2.1 Specific Features: Wildlife Mammals: Big 5 Sightings
The Big 5 sighted regularly

Outstanding	All members of big 5 are sighted on a daily basis.	20 pts
or Excellent	All members of big 5 are sighted at least once per week.	or 16 pts
or Very Good	Some members of the big 5 are sighted daily.	or 12 pts
or Good	Some members of the big 5 are sighted most days of the week.	or 8 pts
or Acceptable	Some members of the big 5 are sighted once a week.	or 4 pts
or Unacceptable	No members of the big 5 are sighted at all.	or 0 pts
Additional Points	Animals always very relaxed amongst vehicles. Not taking any note of vehicles.	8 pts
	Animals most of the time very relaxed amongst vehicles. Most of time not taking note of vehicles - accidentally skittish	or 6 pts
	Animals sometimes relaxed amongst vehicles. Some of the time not taking note of vehicles but frequently skittish.	or 4 pts

Total Points Allocated

Max 28 pts

9.3.1 Specific Features: Wildlife Mammals: Specialist Species
Specialist species sighted regularly

Outstanding	Specialist species is sighted on a daily basis.	20 pts
or Excellent	Specialist species are sighted most days of the week.	or 16 pts
or Very Good	Specialist species are sighted a few days of the week.	or 12 pts
or Good	Specialist species is sighted at least twice a week.	or 8 pts
or Acceptable	Specialist species is sighted once a week only.	or 4 pts
or Unacceptable	Specialist species is sighted once every 2 weeks or less.	or 0 pts
Additional Points	If the lodge is not situated in a Big 5 reserve or park, are there specialist species at the park. Specialist species can be a bird species (for example a flamingo or an eagle), marine species (a whale or shark for instance) or a mammal (i.e. resident hippo).	5 Pts

Total Points Allocated

Max 25 pts

9.4.1 Specific Features: Wildlife Mammals: Mammal List

Mammal List Provided

Are guests provided with a mammal list showing species found on the reserve? 10 pts

Total Points Allocated

Max 10 pts

9.4.2 Specific Features: Wildlife Mammals: Mammal List

Mammal Count

No. of recorded larger mammal species found on the reserve (excluding bats and mice) according to the mammal list):

0-25	2 pts
26-30	3 pts
31-35	4 pts
36-40	5 pts
41-45	6 pts
46-50	7 pts
51-55	8 pts
56-60	9 pts
60 or more	10 pts

Max 10 pts

9.5.1 Specific Features: Wildlife Mammals: Rare Species

Rare Animal Species found on the reserve

Rare Species list provided

Any very rare animal species found on the park or reserve? Rare animals must be CITES listed (such as Black Rhino, African Wild Dog, Riverine Rabbit, Cheetah, Roan Antelope etc.)

5 pts

Outstanding	Rare animal species is sighted on a daily basis.	15 pts
or Excellent	Rare animal species are sighted most days of the week.	or 12 pts
or Very Good	Rare animal species are sighted a few days of the week.	or 9 pts
or Good	Rare animal species is sighted at least twice a week.	or 6 pts
or Acceptable	Rare animal species is sighted once a week only.	or 3 pts
or Unacceptable	Rare animal species is sighted once every 2 weeks or less.	or 0 pts

Total Points Allocated

Max 20 pts

9.6.1 Specific Features: Wildlife: Birds

All species must be free roaming and not in an enclosure. Please note that points are awarded based on the species occurring on the reserve and appropriateness of the special features to the level of star grading being applied for.

Birds found on the reserve

Bird List

Is a bird list provided? 10 Pts

Bird Diversity

What is the total number of recorded bird species to be found on the reserve?

0-50	2 pts
51-100	3 pts
101 - 150	4 pts
151 - 200	5 pts
201 - 250	6 pts
251 - 300	7 pts
301 - 400	8 pts
401 - 500	9 pts
>500	10 pts

Total Points Allocated

Max 20 pts

9.6.2 Specific Features: Wildlife: Birds – Specialist Species

All species must be free roaming and not in an enclosure. Please note that points are awarded based on the species occurring on the reserve and appropriateness of the special features to the level of star grading being applied for.

Is there specialist specie that tourists will visit the park to see? Specialist species are bird species (for example the Pels Fishing Owl) that people will visit the lodge or reserve to see? 5 pts

Specialist species seen regularly

Outstanding	Specialist species is sighted on a daily basis.	10 pts
or Excellent	Specialist species are sighted most days of the week.	or 8 pts
or Very Good	Specialist species are sighted a few days of the week.	or 6 pts
or Good	Specialist species is sighted at least twice a week.	or 4 pts
or Acceptable	Specialist species is sighted once a week only.	or 2 pts
or Unacceptable	Specialist species is sighted once every 2 weeks or less.	or 0 pts

Total Points Allocated

Max 15 pts

9.6.3 Specific Features: Wildlife: Birds – Rare Species

All species must be free roaming and not in an enclosure. Please note that points are awarded based on the species occurring on the reserve and appropriateness of the special features to the level of star grading being applied for.

There are CITES listed rare bird species to be found on the reserve or park. 1 pt.

Rare species seen regularly

Outstanding	Rare bird species is sighted on a daily basis.	10 pts
or Excellent	Rare bird species are sighted most days of the week.	or 8 pts
or Very Good	Rare bird species are sighted a few days of the week.	or 6 pts
or Good	Rare bird species is sighted at least twice a week.	or 4 pts
or Acceptable	Rare bird species is sighted once a week only.	or 2 pts
or Unacceptable	Rare bird species is sighted once every 2 weeks or less.	or 0 pts

Total Points Allocated

Max 11 pts

9.7.1 Specific Features: Wildlife: Reptiles – Reptile List

All species must be free roaming and not in an enclosure. Please note that points are awarded based on the species occurring on the reserve and appropriateness of the special features to the level of star grading being applied for.

Reptile Specie List provided 10 pts

Reptile Diversity

What is the total number of recorded reptile species to be found on the reserve?

0-10	1 pts
11-20	2 pts
21-30	3 pts
31-40	4 pts
41-50	5 pts
51-60	6 pts
61-70	7 pts
71-80	8 pts
81-90	9 pts
> 91	10 pts

Total Points Allocated

Max 20 pts

9.7.2 Specific Features: Wildlife: Reptiles – Specialist Species

All species must be free roaming and not in an enclosure. Please note that points are awarded based on the species occurring on the reserve and appropriateness of the special features to the level of star grading being applied for.

Is there specialist specie that tourists will visit the park to see? Specialist species are reptile specie (for example Nile Crocodile) that people will visit the lodge or reserve to see. 5 pts

Specialist specie regularly seen

Outstanding	Specialist species is sighted on a daily basis.	10 pts
or Excellent	Specialist species are sighted most days of the week.	or 8 pts
or Very Good	Specialist species are sighted a few days of the week.	or 6 pts
or Good	Specialist species is sighted at least twice a week.	or 4 pts
or Acceptable	Specialist species is sighted once a week only.	or 2 pts
or Unacceptable	Specialist species is sighted once every 2 weeks or less.	or 0 pts

Total Points Allocated

Max 15 pts

9.8.1 Specific Features: Wildlife: Trees – Tree List

Please note that points are awarded based on the species occurring on the reserve and appropriateness of the special features to the level of star grading being applied for.

Tree List provided 10 pts

Tree Diversity

What is the total number of recorded tree species to be found on the reserve?

0-10	1 pts
11-20	2 pts
21-30	3 pts
31-40	4 pts
41-50	5 pts
51-60	6 pts
61-70	7 pts
71-80	8 pts
81-90	9 pts
> 91	10 pts

Total Points Allocated

Max 20 pts

9.8.2 Specific Features: Wildlife: Trees – Specialist Species

Is there a specialist specie that tourists will visit the park to see? Specialist species are trees such as the Baobab, or a Fever Tree forest that people will visit the lodge or reserve to see. 5 pts

Tree Condition

Outstanding	Outstanding condition of the trees, large old attractive trees set the scene.	10 pts
or Excellent	Excellent condition of the trees, some large old attractive trees set the scene.	or 8 pts
or Very Good	Very good condition of the trees, few old attractive trees to be found on the reserve.	or 6 pts
or Good	Good condition of the trees, very few old attractive trees to be found on the reserve.	or 4 pts
or Acceptable	Acceptable condition of the trees, very few old attractive trees to be found on the reserve.	or 2 pts
or Unacceptable	Bad condition of the trees, no attractive old trees to be found on the reserve	or 0 pts

Total Points Allocated

Max 15 pts

9.9.1 Specific Features: Wildlife: Water

Please note that points are awarded based on appropriateness of the special features to the level of star grading being applied for.

There is a perennial river to be found on the reserve.	1 pts
The property has frontage to prominent open water such as a large dam, lake, estuary or the ocean.	2 pts
There is a wetland on the reserve.	2 pts

Total Points Allocated

Max 15 pts

9.10.1 Specific Features: Wildlife: Habitat Types

Please note that points are awarded based on and appropriateness of the special features to the level of star grading being applied for.

Habitat Types that can be found on the property:

Grassland / Open Plains	1 pts
Savannah	1 pts
Thornveld	1 pts
Forest	2 pts
Riverine	1 pts
Rocky Outcrops	1 pts
Mountains	1 pts
Semi-Desert / Karoo	1 pts
Desert	1 pts
Other types of habitat	1 pts

Total Points Allocated

Max 11 pts

9.11.1 Specific Features: Wildlife: Reserve Size

Please note that points are awarded based on appropriateness of the special features to the level of star grading being applied for.

How large is the reserve, park or concession that the lodge is situated on including all traversing areas in hectares?

0 - 1000	3 pts
1001-2000	4 pts
2001-4000	5 pts
4001-7500	6 pts
7501-10 000	7 pts
10 001-15 000	8 pts
15 001-25 000	9 pts
>25 000	10 pts

Total Points Allocated

Max 10 pts

9.11.2 Specific Features: Wildlife: Reserve Size

Outstanding	Breath-taking beautiful terrain, outstanding vista, views & bushveld, complete untouched wilderness. No man-made structures or sounds in the area and no degraded land.	15 pts
or Excellent	Beautiful terrain, excellent vistas, views & bushveld, mostly untouched wilderness. No visible/audible indication of man-made structures or sounds and no visible signs of degraded land.	or 12 pts
or Very Good	Beautiful terrain, vista, views & bushveld, very few indications that the site is reclaimed farmland. No signs of man-made structures & sounds and very few visible signs of degraded land.	or 9 pts
or Good	Beautiful terrain, vista, views & bushveld, some indications that the site is reclaimed farmland. Very few man-made structures & sounds and some visible signs of degraded land.	or 6 pts
or Acceptable	Beautiful terrain, vista, views & bushveld, clear indications that the site is reclaimed farmland. Very few man-made structures & sounds and some visible signs of degraded land.	or 3 pts
or Unacceptable	Farming activities are still taking place. Clear man-made structures visible and man-made sounds audible. Clear signs of degraded land.	or 0 pts

Total Points Allocated

Max 15 pts

10.1.1 Specific Features: Professional Guides

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

Professional Guide

Is there a professional guide available to lead the nature or safari experience? 5 pts

Professional Guide Experience

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

What is the average number of years guiding experience per guide?

Outstanding	Average nr of years' experience is larger than 5	10 pts
or Excellent	Average nr of years' experience is between 4 - 5	or 8 pts
or Very Good	Average nr of years' experience is between 3 - 4 years	or 6 pts
or Good	Average nr of years' experience is between 2 - 3 years.	or 4 pts
or Acceptable	Average nr of years' experience is between 1 - 2 years.	or 2 pts
or Unacceptable	Average nr of years' experience is < 1 year.	or 0 pts

Total Points Allocated **Max 15 pts**

10.2.1 Specific Features: Minimum Qualifications: Professional Guides

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

FGASA Guiding Level 1 / Nature Guide Level 1	1 pts
FGASA Guiding Level 2 / Nature Guide Level 2	1 pts
FGASA Guiding Level 3 / Nature Guide Level 3	2 pts
FGASA SKS (Special Knowledge and Skills) Qualification for Dangerous Game, Birding, Wild Flowers	3 pts
Valid First Aid Certificate,	1 pts
Professional Driving Permit,	1 pts
Trails Guide,	1 pts
Advanced Rifle Handling Certificate,	1 pts
Marine Guide	1 pts
Or any other guiding qualifications.	1 pts
Diploma / Degree in the Natural Sciences / Conservation / Tourism	1 pts

Total Points Allocated **Max 14 pts**

10.3.1 Specific Features: Back-Up Guides / Trackers

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

Is there a back-up guide or tracker? 5 pts

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

Back-Up Guides / Tracker Experience

Outstanding Average nr of years' experience is larger than 5 10 pts

or Excellent Average nr of years' experience is between 4 - 5 or 8 pts

or Very Good Average nr of years' experience is between 3 - 4 years or 6 pts

or Good Average nr of years' experience is between 2 - 3 years. or 4 pts

or Acceptable Average nr of years' experience is between 1 - 2 years. or 2 pts

or Unacceptable Average nr of years' experience is < 1 year. or 0 pts

Total Points Allocated **Max 15 pts**

10.4.1 Specific Features: Minimum Qualifications: Trackers & Back-up Guides

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

FGASA Tracker Level 1 or FGASA Guiding Level 1 1 pts

FGASA Tracker Level 2 or FGASA Guiding Level 2 1 pts

FGASA Tracker Level 3 or FGASA Guiding Level 3 2 pts

Valid First Aid Certificate 1 pts

Trails Guide 1 pts

Advanced Rifle Handling 1 pts

Any other guiding qualifications 1 pts

Master Tracker Scout Qualifications Senior Tracker 2 pts

Total Points Allocated **Max 10 pts**

10.5.1 Specific Features: Professional Conduct of Guides, Back-up Guides and Trackers
Knowledge, Skill & Communication

Outstanding	Outstanding manners, overall knowledge and skill level of the guide and tracking team. Able to answer any question. Outstanding communication with the guests, pointing out all different sightings/sounds/smells/. Extremely passionate about nature.	10 pts
or Excellent	Excellent manners, overall knowledge and skill level of the guide and tracking team. Able to answer any question. Excellent communication with the guests, pointing out all different sightings/sounds/smells/. Very passionate about nature.	or 8 pts
or Very Good	Very good manners, overall knowledge and skill level of the guide and tracking team. Able to answer any question. Very good communication with the guests, pointing out all different sightings/ sounds/ smells. Passionate about nature.	or 6 pts
or Good	Good manners, overall knowledge and skill level of the guide and tracking team. Able to answer most questions. Good communication with the guests, pointing out most different sightings/sounds/smells. Passionate about nature.	or 4 pts
or Acceptable	Acceptable manners, overall knowledge and skill level of the guide and tracking team. Able to answer most questions. Acceptable communication with the guests, pointing out most different sightings / sounds/ smells. Shows some passion for nature.	or 2 pts
or Unacceptable	Unacceptable manners, overall knowledge and skill level of the guide and tracking team. Unable to answer most questions. Bad communication with the guests, not pointing out any sighting/ sound/ smell. Shows no passion for nature.	or 0 pts
Total Points Allocated		Max 10 pts

10.6.1 Specific Features: Training Programmes Offered to Guides

Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.

Offer intensive guide training programme to all new guides

Offer a minimum 6 week intensive training programme or junior ranger programme to all its new and existing guides with refresher training provided on an annual basis thereafter. Documented proof of this refresher training must be provided.	1 pts
Offers 8 week intensive training programme or junior ranger programme to all its new and existing guides with refresher training provided on an annual basis thereafter. Documented proof of this refresher training must be provided.	2 pts
Offers a Shadow period (new guides shadow senior guides for up to a month)	1 pts
Support its guides and trackers in offering opportunities to enhance their studies and qualifications by providing financial assistance, study material, study leave etc.	1 pts
Offer its guides and trackers the opportunity to undertake additional courses in speciality areas such as reptiles, astrology etc. This could be in the form of on-site courses arranged by the lodge or external courses.	1pts

Total Points Allocated

Max 6 pts

10.7.1 Specific Features: Safari Activities: Game Drives

Outstanding	Outstanding quality of game drive vehicle, individual chairs for all, extremely comfortable cushioning, many storage pouches available, and canvas canopy	10 pts
or Excellent	Excellent quality of game drive vehicle, some individual chairs, very comfortable cushioning, some storage pouches and canvas canopy.	or 8 pts
or Very Good	Very good quality game drive vehicle, some individual chairs, very comfortable cushioning, some storage pouches and canvas canopy.	or 6 pts
or Good	Good quality game drive vehicle, no individual chairs, comfortable cushioning, some storage pouches and canvas canopy	or 4 pts
or Acceptable	Acceptable quality game drive vehicle, no individual chairs, basic cushioning, some storage pouches, and no canopy.	or 2 pts
or Unacceptable	Bad quality game drive vehicle, no individual chairs, no cushioning, no storage pouches, and no canopy.	or 0 pts
Additional Points	Safety Briefing given on first drive	3 pts
	Maximum Group size taken on safari. 6-8 Guests in a group or vehicle	3 pts
	No other vehicles seen except at sightings.	3 pts
	Sightings controlled by senior guide at sighting.	2 pts
	Maximum of 2 vehicles at a sighting	2 pts
	Standby vehicle available at all times in case primary vehicle breaks down. This vehicle must be a fully operational game viewing vehicle.	3 pts
	Alternative spares and safety equipment must be available on all game vehicles in case of emergency. Includes but not limited to: Jacks, Radio, Lighting, blankets, poncho's extra binoculars etc.	
	Able to drive off road on the reserve to approach wildlife	3 pts
	Orientation of guests before departure, explaining basic ecology of the area, what to be expected as well as identification of guest expectation.	2 pts

Total Points Allocated

Max 31 pts

10.7.2 Specific Features: Safari Activities: Game Drives - Radio Communication

Guide in radio contact with other guides and camp.	5 pts
Guides use headsets on drive instead of open radios.	5 pts

Total Points Allocated **Max 10 pts**

10.7.3 Specific Features: Safari Activities: Game Drives - Breaks

Sundowner Stop / Drinks / Breaks

Outstanding	When appropriate guests were offered toilet breaks regularly, guests were provided with toilet paper, sanitary wipes & anti-bacterial soap.	10 pts
or Excellent	When appropriate guests were offered toilet breaks regularly, guests were provided with toilet paper & sanitary wipes.	or 8 pts
or Very Good	When appropriate guests were offered a toilet break, guests were provided with toilet paper & sanitary wipe.	or 6 pts
or Good	When appropriate Guests were offered a toilet break, guests were provided with toilet paper.	or 4 pts
or Acceptable	When appropriate, guests were offered a toilet break, no toilet paper was provided.	or 2 pts
or Unacceptable	When appropriate guests were not offered a toilet break during a game drive.	or 0 pts
Additional Points	Game Drive: Drink breaks are offered to the guests	1 pts
	Game Drive: Drinks are offered to the guests at the stop.	1 pts
	Game Drive: Snacks / Bush meal are offered to the guests at the stop.	1 pts

Total Points Allocated **Max 10 pts**

10.8.1 Specific Features: Other Game / Nature Activities

Setting

Outstanding	Gorgeous view & surroundings, peaceful and quiet.	10 pts
or Excellent	Excellent view & surroundings, peaceful and quiet.	or 8 pts
or Very Good	Beautiful view & surroundings, peaceful and quiet with some natural disturbances (e.g. waterfall or birds).	or 6 pts
or Good	Nice view & surrounding, with some natural disturbances (e.g. waterfall or birds).	or 4 pts
or Acceptable	Nice surroundings, with some natural disturbances (e.g. animal noises).	or 2 pts
or Unacceptable	Not a nice surrounding, disturbance from vehicles, planes, human voices etc.	or 0 pts

Total Points Allocated

Max 10 pts

10.9 Specific Features: Other Game / Nature Activities

(Walking, cycling, horseback, canoeing etc.)

Safety Briefing / Introduction

Other Safari Activities e.g. walking, cycling, canoeing, horseback riding etc. Safety Briefing given first time.

Max 10 pts

Maximum Group Size

Other Safari Activities e.g. walking, cycling, canoeing, horseback riding etc.: Maximum Group size that are taken on Safari.

Max 10 pts

Traffic

Other Safari Activities e.g. walking, cycling, canoeing, horseback riding etc. No other vehicles seen except at sighting.

Max 10 pts

Approaching Wildlife

Other Safari Activities e.g. walking, cycling, canoeing, horseback riding etc.: Guide approached wildlife closely without animals being disturbed and always safe.

Max 10 pts

First Aid Kit

Other Safari Activities e.g. walking, cycling, canoeing, horseback riding etc.: Sufficient first aid kit to handle any emergencies and guides are suitably qualified to handle an emergency.

Max 10 pts

10.10 Specific Features: Other Game / Nature Activities

Water and Snack Provision

Other Safari Activities e.g. walking, cycling, canoeing, horseback riding etc. Sufficient amounts of water/snacks etc. were provided whilst on trail.

Max 10 pts

10.11.1 Specific Features: Other Game / Nature Activities - Breaks

Toilet breaks

Outstanding	Guests were offered toilet breaks regularly, guests were provided with toilet paper, sanitary wipes & anti-bacterial soap. Safety addressed by guide.	10 pts
or Excellent	Guests were offered toilet breaks regularly, guests were provided with toilet paper & sanitary wipes.	or 8 pts
or Very Good	Guests were offered a toilet break, guests were provided with toilet paper & sanitary wipe. Safety addressed by guide.	or 6 pts
or Good	Guests were offered a toilet break, guests were provided with toilet paper. Safety addressed by guide.	or 4 pts
or Acceptable	Guests were offered a toilet break, no toilet paper was provided. Safety addressed by guide.	or 2 pts
or Unacceptable	Guests were not offered a toilet break.	or 0 pts

Total Points Allocated

Max 10 pts

10.10 Specific Features: Other Game / Nature Activities - Breaks

Other Safari Activities e.g. walking, cycling, canoeing, horseback riding etc.:
Guide in radio contact with other guides and camp.

Max 5 pts

SUB-TOTAL GAME FACILITIES/SERVICES

Max 505 pts

11. RESPONSIBLE ENVIRONMENTAL AND BUSINESS PRACTICES

11.1 Water Management

Property has implemented effective maintenance and water saving measures to prevent wastage and conserve this resource

Points Awarded	Water efficient dishwashers installed.	4 pts
	Water-saving fittings in place. (Shower heads and taps which are fitted with aerators or specific water-saving fittings. The typical flow-rate of a water-saving shower head is less than 10 litres per minute).	2 pts
	No towel change" option for guests. Guests need to be informed on how to opt for this service i.e. to hang towels up if no change is required by housekeeping, or leave on the floor if a change is required.	2 pts
	No linen change" option for guests. Guests need to be informed on how to opt for this service.	2 pts
	Re-use of grey water for garden watering. Grey water from laundry, showers and hand basins can be treated and re-used.	4 pts
	Garden watering to be done either early morning or late afternoon to minimise evaporation.	2 pts
	In dry regions garden landscaping should be designed to reduce water requirements.	1 pts
	Reduced flush or twin flush cisterns in all or most toilets.	2 pts

10.2 Waste Management

Points Awarded	Dish washing and laundry detergent is biodegradable.	4 pts
	Green waste is composted	4 pts
	All paper products (forms, menu's, table clothes/ serviettes, letterheads, photo-copy paper) are made from recycled paper.	3 pts
	Property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges etc.	5 pts
	TV's, Stereo, DVD Players and other electrical appliances switched off (not left on Stand-by mode) between guest visits.	2 pts
	Energy-saving light sensors (automatically turn off lights in public areas such as hotel/lodge corridors, gym, games room etc.)	5 pts
	Light saving sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc.	2 pts
	Energy saving light bulbs are used for lighting fixtures.	2 pts
	Solar power/ heating initiatives.	5 pts

10.4 Business Practices

Points Awarded	Besides on the-job training, the property has a skills development plan for each employee and ensures that it is kept up to date and compliant with legislation pertaining to the operation of the business.	4 pts
	Property supports local community initiative/s	2 pts
	Property supports local producers and buys in bulk where possible.	2 pts

10.5 Conservation Initiatives

Points Awarded	Specialist Specie Breeding Programme	5 pts
	Specialist Specie Monitoring and Rehabilitation Programme	5 pts
	Assessment of Landscape and alien invasive plant species clearing programme	5 pts
	Rare and Endangered Species Introductory Programme	8 pts
	Habitat Conservation	5 pts
	Waterhole hide monitoring	5 pts
	Other Conservation Initiatives not covered by minimum requirements or grading criteria.	5 pts

SUB TOTAL: RESPONSIBLE ENVIRONMENTAL AND BUSINESS PRACTICES	Max 97 pts
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TOTAL : CATEGORY SPECIFIC CRITERIA -	Max 1000 pts
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FINAL POINTS SUMMARY

Section 1: Standard Criteria

1: BUILDING EXTERIOR		/66
2: BEDROOMS		/209
3: BATHROOMS		/121
4: PUBLIC AREAS		/82
5: GENERAL FACILITIES		/25
FINAL TOTAL SECTION 1: STANDARD CRITERIA		/503
Section 2: Category Specific Criteria –Formal Service Accommodation		
6: DINING FACILITIES		/145
7: GENERAL SERVICES AND SERVICE		/147
8: HOUSEKEEPING SERVICES		/70
9: ADDITIONAL FACILITIES		/33
10: GAME FACILITIES / SERVICES		/505
10: RESPONSIBLE ENVIRONMENTAL AND BUSINESS PRACTICES		/97
FINAL TOTAL SECTION 2: CATEGORY SPECIFIC CRITERIA		/997
FINAL TOTAL SECTION 1 and 2: STANDARD CRITERIA		/1500

Game Facilities / Services:

SPECIFIC FEATURES: WILDLIFE MAMMALS:		/138
SPECIFIC FEATURES: BIRDS:		/46
SPECIFIC FEATURES: REPTILES:		/35
SPECIFIC FEATURES: TREES:		/35
SPECIFIC FEATURES: WATER & HABITAT TYPE		/17
SPECIFIC FEATURES: RESERVE SIZE:		/25
SPECIFIC FEATURES: PROFESSIONAL GUIDE EXPERIENCE		/15
SPECIFIC FEATURES: MINIMUM QUALIFICATIONS & EXPERIENCE: PROFESSIONAL GUIDES		/29
SPECIFIC FEATURES: MINIMUM QUALIFICATIONS & EXPERIENCE: TRACKERS & BACK-UP GUIDES		/25
SPECIFIC FEATURES: PROFESSIONAL CONDUCT OF GUIDES, BACK- UP GUIDES AND TRACKERS		/10
SPECIFIC FEATURES: TRAINING PROGRAMMES OFFERED		/6
SPECIFIC FEATURES: SAFARI ACTIVITIES: GAME DRIVES & BREAKS		/54
SPECIFIC FEATURES: OTHER GAME / NATURE ACTIVITIES & BREAKS		/85
TOTAL SECTION GAME FACILITIES / SERVICES		/505