

with shape 	TOURISM GRADING COUNC of South Africa Quality in Tourism			*** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
<table-row></table-row>			GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		STAR GRADING	MER / GC
Number of the section of the secti	DEFINITION		A hotel provides formal accommodation with full or limited			
No.	Category Definition Requirements		and offers a dining facility. A hotel must have a minimum of 4 rooms.		'1-5	MER
And and any and any	Category Definition Requirements	Category Definition	limited service, located in natural surroundings beyond that of an immediate garden area, without any Game.	Game Lodge Category in Development	1-5	MER
diamd	Category Definition Requirements		week.		'1-5	MER
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Name Security Security <th< td=""><td></td><td>Requirements</td><td></td><td></td><td></td><td></td></th<>		Requirements				
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<table-row><table-row></table-row><table-row></table-row></table-row> <table-row></table-row>	Building Exterior	Appearance of Buildings	Good appearance/Maintenance/Condition.	Minor maintenance issues may be present i.e. natural weathering to building exterior.		MER
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Name Name Notation Not	Building Exterior					
Mathematical<	Building Exterior	Appearance of Buildings		No maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.	'5	MER
Add with a second se	Building Exterior	Grounds and Gardens			'1-5	MER
Name Nam Name Name	Building Exterior		Where applicable, garden furniture to appropriately reflect		'1-2	MER
Marka Marka Marka Marka 		_	Adequate and functional garden furniture provided in garden			
<table-row><table-row><table-row></table-row><table-row></table-row></table-row><table-row></table-row></table-row>	Building Exterior	Grounds and Gardens	appropriately reflect the theming of the establishment/hotel		'2	MER
MarkadeSecond and anota second and a second	Building Exterior	Grounds and Gardens	Grounds and gardens attractively maintained, kept tidy and		'3	MER
under with the strategy of th	Building Exterior	Grounds and Gardens	Good quality and functional garden furniture provided in		'3	MER
<table-row></table-row>	Building Exterior		Grounds and gardens well maintained and excellent		'4	MER
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Auto of the second s	Building Exterior		Grounds and gardens in pristine condition with attention to	e e gazeho nereola summerbouse etc	'5	MER
Monume Monume		Grounds and Gardens	features.	e.g. gacedo, pergono, summernouse etc.		WIEK
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uniqueNotion with a long weight w	Building Exterior	Grounds and Gardens			UA	MV
And Antion Antion and Antion and Antion and Antion and Antion Antio Antion Antion Antion Antion A	Building Exterior	Grounds and Gardens	Canopy structures should not protrude into any pedestrian		114	v
unique	-					
Unit NumberUnit Numbe		Grounds and Gardens	steps to be provided			
unumber<	-		stairways and main circulation paths.			
Image: constraint of the state of	Building Exterior Building Exterior	Parking, Driveways &	no gravel or cobble type finishes. Provision of all on-site and/ or designated parking areas to conform to local municipal by-laws inclusive of signage which	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.		
Index of the set of the se	Building Exterior	Parking, Driveways &	purpose. Provision of adequate, fit for purpose, on site and/or		'1-2	MER
unit trainingNoteNote and second	-	Parking Driveways &	maintained, clearly defined and well lit with clear signage. Provision of adequate, fit for purpose, on site and/or			
uning the index of the index	Building Exterior	Signage	condition, clearly defined and well lit with clear signage.		'3	MER
unique officiency state officiency officiency of state of state officiency of state of st	Building Exterior	Signage	condition, clearly defined and well lit with clear signage.		'4	MER
Main fail with any start and the decision of the the d	Building Exterior		outstanding condition, clearly defined and well lit with clear signage.		'5	MER
Index and set of the	Building Exterior		their vehicle parked at check in/out by dedicated hotel/lodge		'5	MER
Notes Notes Notes Notes Notes Notes Notes Notes Based Status <	Building Exterior	Parking, Driveways &	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find		UA	MCV
Binder Binder Binder beröckelde Binder beröckel	Building Exterior	Parking, Driveways &	Where steps are present en-route to facilities, a route with no		UA	MV
unique space information interview optimization interview optimanterview optimization interview <td>-</td> <td></td> <td>Number of designated 3500mm wide parking</td> <td></td> <td></td> <td></td>	-		Number of designated 3500mm wide parking			
Junction Standard Adding base bits, but set setters that 12 gased is made set and year of the set set set set set set set set set se	building Exterior	Signage	3500mm in width		UA	M
balage Exterior Parking, Direversary enstance, no grand crobbe per finite, normanical exterior and stance an	Building Exterior		parking bay, to be no steeper than 1:12 gradient.	(optimum gradient is 1:15)	UA	м
metagemetag	Building Exterior		resistant, no gravel or cobble type finishes. Incorporate		UA	MV
Index precision Index prec	Building Exterior	Safety and Security	entrances and parking areas to all facilities. Appropriate, fit for purpose safety and security measures		'1-5	MFR
balding Exterior Safety and Security Imegene information & proceeding scale of space of of sp	Building Exterior	Safety and Security	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a			
Index and m production where possible. Index and production where possible. Index and	Building Exterior		Emergency information & procedures clearly displayed in	(Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)	UA	cv
Building Exterior Safety and Security Image of exacution procedures provided (Written and/or Orally and/or Audio) Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers 1-5 MER Building Exterior Safety and Security An area of religancy evacuation and gress. Such an acco of religancy evacuation and gress. Such and acco of emergency exits in case of exits emergen	Building Exterior				'1-5	
Output Output<	Building Exterior		Emergency evacuation procedures provided. (Written and/or	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
Building Exterior Upon arrival propried, enpropried, enproprie	Building Exterior	Safety and Security	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such		'1-5	MER
Building ExteriorSafety and SecurityAcheck-in any guest with a functional limitation (or any guest requesting such facility) is highlighted in the system, so taken to locate and evacuate these guests.DuranDuranDuranDuranBuilding ExteriorSafety and SecurityOn request, place of accommodation should be able to provide a system for logging cell phone numbers of guests and evaluation to systems are ministation constantion systems are ministation constantion (systems are ministation constantion systems are ministation constantion or systems are 	Building Exterior		applicable. Upon arrival provide appropriate, fit for purpose familiarisation, on all emergency exits and provide key		'1-5	MER
infering infering <th< td=""><td>Building Exterior</td><td>Safety and Security</td><td>At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be</td><td></td><td>UA</td><td>мсу</td></th<>	Building Exterior	Safety and Security	At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be		UA	мсу
Building Exterior Safety and Security There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation 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 current current	Building Exterior	Safety and Security	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		UA	cv
Safety and Security Safety and Security Safety and Security Dividiant annuel cellphone number provided 247. CV Building Exterior Safety and Security There must be a record of guests with a functional physical or repositive	- ·····		whilst accommodated. Where two way-communication systems are			
Building Exterior Bafety and Security mobility limitation, or visual limitation or auditory limitation kept at a secure place, away from the public, but accessible to	Building Exterior	Safety and Security	should be an additional manned cellphone number provided 24/7.		UA	cv
	Building Exterior	Safety and Security	mobility limitation, or visual limitation or auditory limitation kept at a secure place, away from the public, but accessible to		UA	MCV



Quality in Tourism	T		*** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
		Emergency evacuation procedures taking into account the			
Building Exterior	Safety and Security	needs of guests with functional auditory, visual and mobility limitations. It is essential that emergency evacuation		UA	MCV
	Provision: Universal	procedures are developed and provide in written format. A minimum of one designated universal accessible bedroom			
Bedrooms	Accessibility	Shall be required in all establishments. Over and above the minimum room designation, 1 designated	If properties do not comply with UA, all advertising to stipulate as such.	UA	MCV
Bedrooms	Provision: Universal Accessibility	universal accessible bedroom shall be required for every 25 rooms.	The following shall apply: For every 25 Rooms - 1 Universal accessible room requiredin accordance with the building regulations of 2011.	UA	MCV
		Printed information on requesting assistance and evacuation			
Bedrooms	Bedroom Entrance, Safety and Security	procedures in the event of an emergency to be advertised. in every bedroom. Emergency procedure notices clearly		'1-5	MER
		displayed at main entry door in English and pictograms.			
Bedrooms	Bedroom Entrance, Safety and Security	Means of securing bedroom doors from the inside and outside of the bedroom.	i.e. deadlock or key card lock	'1-5	MER
Bedrooms	Bedroom Entrance, Safety and Security	Safety deposit facility available on request.		1-2	MER
Bedrooms	Bedroom Entrance, Safety and Security	In-room safe required.		3	MER
Bedrooms	Bedroom Entrance, Safety and Security	Electronic safe required in each room		'4-5	MER
Bedrooms	Bedroom Entrance, Safety and Security	All Bedrooms: Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm		UA	м
	Safety and Security	wide. Designated Mobility Accessible Bedrooms: Size of		+	
Bedrooms	Bedroom Entrance, Safety and Security	unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest		UA	м
	Bedroom Entrance,	not being able to enter the room. Designated Mobility Accessible Bedrooms: Door-handles			
Bedrooms	Safety and Security	should be located at a height below 120cm. Designated Mobility Accessible Bedrooms:		UA	м
Bedrooms	Bedroom Entrance, Safety and Security	Emergency evacuation notice and additional door peep-hole is to be 110 cm.		UA	м
		A bedside table or shelf should be provided and be located			
Bedrooms	Furniture	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.	'1-5	MER
Bedrooms	Furniture	All elements are intact without tears, holes, breakages, cracks,		'1-5	MER
Bedrooms	Furniture	Acceptable quality and condition in the standard of furniture,		'1	MER
Bedrooms	Furniture	furnishings, flooring, fittings and décor. At least one chair to be provided in the room.		'1	MER
Bedrooms	Furniture	Good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.		'2	MER
Bedrooms Bedrooms	Furniture Furniture	A minimum of one chair to be provided in the room. Very good quality and condition in the standard of furniture,		'2 '3	MER
Bedrooms	Furniture	furnishings, flooring, fittings and décor. At least one chair to be provided in the room.		3	MER
Bedrooms	Furniture	Excellent quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.		'4	MER
Bedrooms	Furniture	Seating which is appropriate and fit for purpose, to seat the number of people per room given the level of star grading		'4	MER
		being applied for. Outstanding quality and condition in the standard of furniture,			
Bedrooms	Furniture	furnishings, flooring, fittings and décor. Seating which is appropriate and fit for purpose, to seat the		'5	MER
Bedrooms	Furniture	number of people per room given the level of star grading being applied for.		'5	MER
Bedrooms	Furniture	A desk equipped with seating fit for purpose, phone, desk light and an international multi-power point/plug.		4-5	MER
Bedrooms	Furniture	Minimum size of access space to all furniture and fittings is		UA	м
bedrooms		80cm x 90cm - access space provides easy reach. A television with free to air channels should be provided in			
Bedrooms	Electronic Appliances	each room.		'1-2	MER
Bedrooms	Electronic Appliances	Hair-dryer available from reception. A functional remote controlled colour television with multi		_	
Bedrooms	Electronic Appliances	channels (minimum 9 channels) to be provided in each room.	e.g. DSTV / TOPTV etc. Minimum Size of TV Screen: 24 inch/60 cm. May or may not be wall mounted. May be LED, LCD or PLASMA. Appropriate and fit for purpose.	'3	MER
Bedrooms	Electronic Appliances	Hair-dryer to be provided in each room. A functional remote controlled flat panel colour television		'3-5	MER
Bedrooms	Electronic Appliances	with multi-channels (minimum 12 channels) to be provided in each room.	e.g. DSTV / TOPTV etc. Minimum Size of TV Screen: 32 Inches/80 cm. May or may not be wall mounted. May be LED, LCD or PLASMA. Appropriate and fit for purpose.	'4	MER
Bedrooms	Electronic Appliances	A functional remote controlled flat panel colour television and an outstanding choice (more than 12) of channels (radio and	e.g. DSTV / TOPTV etc. Minimum Size of TV Screen: 32 Inches/80 cm. May or may not be wall mounted. May be LED, LCD or PLASMA. Appropriate and fit for purpose.	'5	MER
	Lieu one rippinances	TV) on satellite TV to be provided in each room.		-	
Bedrooms	Electronic Appliances	All Bedrooms: Sub-titles available on television on services where available.		UA	с
Bedrooms	Electronic Appliances	All Bedrooms: Televisions to have working remote controls.		UA	MCV
Bedrooms	Electronic Appliances	All Bedrooms: 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.	UA	м
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Remote controls for air-conditioning system.		UA	м
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Bedside radio/ clock alarm within easy reach from the bed.		UA	м
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Induction		UA	с
	Electronic Appliances	loop extensions or ear-phones linked to the television. Designated Communication Accessible Bedrooms: Remote			
Bedrooms	Electronic Appliances	controls for air-conditioning system.		UA	с
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Bedside radio/ clock alarm within easy reach from the bed.		UA	с
	Wardrobes, Shelves and				
Bedrooms	Luggage Storage	being applied for and the market being catered for.		'1-5	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	Provision of a fit-for-purpose clothes hanging space.		'1-2	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	A minimum of 2 drawers or shelves appropriate and fit for purpose, per room.		1-2	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage			3	MER
Bedrooms	Wardrobes, Shelves and	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional		'3-5	MER
	Luggage Storage	pillows, blankets, etc			
Bedrooms	Wardrobes, Shelves and Luggage Storage	Excellent/Outstanding level of drawer or shelf space per guest (minimum 2 drawers or enclosed shelves per guest).		'4-5	MER
Bedrooms	Wardrobes, Shelves and			3-5	MER
	Luggage Storage	Additional luggage stands for more than one guest on request.		3-3	IVIER
Bedrooms	Wardrobes, Shelves and Luggage Storage	All Bedrooms: Cupboard door handles height between 80cm- 120cm with handles that are easy to grasp.		UA	м
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Cupboard hanging rail height located at 140cm height above the floor level.		UA	м
D	Wardrobes, Shelves and				
Bedrooms	Luggage Storage	handles to be easy to grip with limited twisting required.		UA	м
Bedrooms	Curtains and Window Coverings	Window dressings must be large enough to draw easily and completely across the width and height of the window - with		'1-5	MER
Bedrooms	Curtains and Window	or without lining. All ground floor bedrooms must provide additional privacy		'1-5	MER
Bedrooms	Coverings Curtains and Window	without restricting the natural light. Acceptable quality window dressings must be provided.		'1	MER
Bedrooms	Coverings Curtains and Window	Acceptable quality window dressings must be provided. Good quality window dressings must be provided.		'2	MER
	Coverings Curtains and Window			'3	MER
Bedrooms	Coverings Curtains and Window	Very good quality window dressings must be provided.		'3	
Bedrooms	Coverings Curtains and Window	Excellent quality window dressings must be provided.			MER
Bedrooms	Coverings Curtains and Window	Window coverings must provide full block out.		'4-5	MER
Bedrooms	Coverings Curtains and Window	Outstanding quality window dressings must be provided. Designated Mobility Accessible Bedrooms: Curtains fitted with		'5	MER
Bedrooms	Curtains and Window Coverings	pull-rods / closing cords.		UA	м
Padroome	Flooring, Ceiling, Skirting	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A		14 -	A 4==
Bedrooms	& Cornices	account size and location of establishment as well as the		'1-5	MER
Bedrooms	Flooring, Ceiling, Skirting	profile of the guest. All are of an acceptable quality and condition throughout.		'1	MER
Bedrooms	& Cornices Flooring, Ceiling, Skirting			'2	MER
	& Cornices Flooring, Ceiling, Skirting	An are of a good quality and condition throughout.			
Bedrooms	& Cornices Flooring, Ceiling, Skirting			'3	MER
Bedrooms	& Cornices Flooring, Ceiling, Skirting	An are of an excellent quarty and condition throughout.		'4	MER
Bedrooms	& Cornices Flooring, Ceiling, Skirting	An are of an outstanding quarty and condition throughout.		'5	MER
Bedrooms		All Bedrooms: Fixed, level slip-resistant floor surfaces used.		UA	MV



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

Quality in Tourism			C - Comatinication for too, ••• V = Visual Limitation for UA		
	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Bedrooms	ASSESSED Bedding and Linen	DESCRIPTION Purpose designed mattress protectors and pillow protectors		'1-5	MER
Beuroonis	Bedding and Emen	are required to be fitted to all beds.		1-5	MER
Bedrooms	Bedding and Linen	All bedding must be the appropriate size, free of stains, holes and fraying. This includes sheets, pillowcases, blankets, bedspreads /quilts /duvet / mattresses on all beds.		'1-5	MER
Bedrooms	Bedding and Linen Bedding and Linen	All linen must be of an acceptable quality and be clean. Two sheets, one pillow per sleeping position with pillow case, a blanket and a bedspread OR one sheet and duvet with duvet		'1 '1	MER
		cover per bed. Spare bedding and one extra pillow to be available on			
Bedrooms Bedrooms	Bedding and Linen Bedding and Linen	request. All linen must be of a good quality and clean.		'1 '2	MER
Bedrooms	Bedding and Linen	Fitted or flat sheet, with one blanket and a bedspread or a duvet with a cover per bed.		'2-3	MER
Bedrooms	Bedding and Linen	One good quality pillow per sleeping position on the bed. One good quality spare pillow in the bedroom.		'2	MER
Bedrooms	Bedding and Linen	Additional bedding and pillows to be available on request.		'2	MER
Bedrooms	Bedding and Linen	All linen must be of a very good quality and clean. Two very good quality pillows per sleeping position, with		'3	MER
Bedrooms	Bedding and Linen	spare pillows available on request.		'3	MER
Bedrooms	Bedding and Linen	Spare bedding and extra pillow to be available on request. All linen must be of an excellent quality and be well		'3	MER
Bedrooms	Bedding and Linen	laundered. Fitted or flat sheet and Top Sheet, with one blanket and a		'4	MER
Bedrooms	Bedding and Linen	bedspread or a duvet with a cover per bed.		'4	MER
Bedrooms	Bedding and Linen	A mininum 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.		'4	MER
Bedrooms	Bedding and Linen	All linen must be of an outstanding quality and be		'5	MER
Bedrooms	Bedding and Linen	immaculately laundered. Fitted or flat sheet and Top Sheet, with a duvet with a cover		'5	MER
	bedding und Enten	per bed. A mininum of two outstanding quality pillows per sleeping		5	
Bedrooms	Bedding and Linen	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		'5	MER
		each sleeping position.			
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Sofa beds are not acceptable as permanent bed spaces.		'1-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	An acceptable form of headboard.		1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	An acceptable form of headboard firmly secured.		3-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	There should be access to both sides of beds for double occupancy.		'1-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum dimensions for a standard single bed: L188cm x W92cm.		'1-3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum dimensions for a standard double bed: L188cm x W137cm.		'1-3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Good quality mattress required.		'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Bed bases must be of good quality.		'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Very good quality mattresses required.		'3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Bed bases must be of very good quality.		'3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum bed dimensions: Queen L200cm x W152cm.		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 92cm.		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum bed dimensions: Single L200cm x 92cm.		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Excellent/Outstanding quality mattresses.		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	All Bedrooms: Remote emergency devices avaiable in all rooms.	e.g. vibrating wrist-bands, issued beepers, cell phone technology etc.	UA	cv
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Designated Mobility Accessible Bedrooms: Size of firm bed must be 45cm to 50cm in height and a minimum of 92cm in width.		UA	м
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Designated Mobility Accessible Bedrooms: Unobstructed space to turn adjacent to bed.	At least 120cm width on one side of the bed	UA	м
Bedrooms	Temperature Control and Ventilation	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.		'1-5	MER
Bedrooms	Temperature Control and Ventilation	All Bedrooms: Height of environmental controls to enable users to comfortably reach them at a 110cm - 120cm in height		UA	м
Bedrooms	Temperature Control and Ventilation	Designated Mobility Accessible Bedrooms: Remote controls for heating and cooling system in designated Mobility Accessible Rooms.		UA	м
Bedrooms	Lighting, Power and Switches	Light switch to be located by the entrance door.		'1-5	MER
Bedrooms	Lighting, Power and Switches	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.		'1-3	MER
Bedrooms	Lighting, Power and	Acceptable /Good quality lighting for the room		'1-2	MER
Bedrooms	Switches Lighting, Power and	An international multi-power point/plug adapter is available		'1-3	MER
Bedrooms	Switches Lighting, Power and	on request. Very good quality lighting for the room		'3	MER
	Switches Lighting, Power and	One bedside light per sleeping position with switches			
Bedrooms	Switches Lighting, Power and	conveniently placed within reach of the guests sleeping position. Two bedside lights in a twin bedded room.		'4-5 '4-5	MER
Bedrooms	Switches Lighting, Power and	Provision of direct lighting at dressing table/desk, which is fit		'4-5	MER
	Switches Lighting, Power and	for purpose.			
Bedrooms	Switches Lighting, Power and	Excellent/Outstanding quality lighting for the room An international multi-power point/plug adapter in each		'4-5	MER

	owitchics	to pupose.		
Bedrooms	Lighting, Power and Switches	Excellent/Outstanding quality lighting for the room	'4-5	MER
Bedrooms	Lighting, Power and	An international multi-power point/plug adapter in each	'4-5	MER
	Switches	room.		
Bedrooms	Lighting, Power and Switches	All Bedrooms: Bedroom lighting must be even and well lit.	UA	v
Bedrooms	Lighting, Power and	All Bedrooms: Height of light switches and controls should be	UA	м
Bedrooms	Switches	80cm – 120cm.	UA	IVI
Bedrooms	Mirror and Mirror	Must have a reasonably sized mirror with adequate lighting	1-2	MER
Beurooms	Lighting	for both sitting and standing guests.	1-2	IVIER
Badrooms	Mirror and Mirror	A full length mirror with direct lighting in the bedroom within	2	MER
Bedrooms	Lighting	close proximity to a plug point.	3	IVIER
	Mirror and Mirror	A full length mirror with direct lighting as well as a well lit		
Bedrooms Lighting		mirror at dressing table area in close proximity to the plug	4-5	MER
	Lighting	point is required.		
		All Bedrooms: Mirror area well lit to assist guests with		
Bedrooms	Mirror and Mirror	minimum lighting level of 200 lux. Lights positioned so as not	UA	v
	Lighting	to create glare on surfaces.		
Bedrooms	Mirror and Mirror	Must have full length mirror suitable for both sitting and	3-5	MER
Bearooms	Lighting	standing guests	3-5	IVIER
Bedrooms	Mirror and Mirror Lighting	Must have a portable vanity mirror available on request.	UA	v
B		Adequate, fit for purpose and appropriate protection against		
Bedrooms	Accessories	insects available on request.	1-3	MER
Bedrooms	Accessories	Adequate, fit for purpose and appropriate protection against	4-5	MER
Beurooms	Accessories	insects should be provided in each guest room.	4-5	IVIER
Bedrooms	Accessories	A pictogram / diagram for fire evacuation procedure.	'1-5	MER
Bedrooms	Accessories	List of emergency numbers available.	'1-5	MER
Bedrooms	Accessories	Tea and coffee vending machine available or tea and coffee	'1-2	MER
Beurooms	Accessories	available in a common area.	1-2	WILK
Bedrooms	Accessories	Iron and ironing board to be made available on request.	1-2	MER
		Iron and ironing board or ironing / pressing service to be		
Bedrooms	Accessories	made available on request which is appropriate and fit for	3-5	MER
		purpose.		



OF SOUTH AFRICA Quality in Tourism			*** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION		Tea and coffee making facilities provided in all rooms. Adequate crockery and cutlery is essential for each guest the			
Bedrooms	Accessories	Adequate clockery and cuttery is essential in order guest the unit/room will accommodate. A kettle must be available. Adequate preparation space located near the crockery, cuttery and near a dedicated power point in the bedroom are required.	Preparation space and power point in the bathroom is not acceptable.	'3-5	MER
Bedrooms	Accessories	Telephone provided with dialling instructions.		'3-5 '3-5	MER
Bedrooms Bedrooms	Accessories Accessories	Meal times and menus where applicable. Laundry service	i.e. laundry bags and list.	'3-5	MER
Bedrooms Bedrooms	Accessories Accessories	Listing of available television channels. Information and Entertainment Guide		'3-5 '3-5	MER
Bedrooms Bedrooms	Accessories Accessories	A noiseless, mini bar fridge available on request. A noiseless,professionally fitted, stocked mini-bar or mini-bar	Expiry dates verified on all items	5	MER
Bedrooms	Accessories	fridge in room. Room service menu.		'4-5	MER
Bedrooms Bedrooms	Accessories Accessories	Laundry/pressing/dry cleaning service. Shoe cleaning service/facilities.		'4-5 '4-5	MER
Bedrooms	Accessories	Fire extinguisher or fire blanket located between 80cm and		UA	M
Bedrooms	Accessories	120cm above floor level. Bedroom accessories have bold labels for easy identification,		UA	v
Bedrooms	Accessories	with labels in large print. Staff assistance available on request for		UA	MV
Bearoons	Accessories	orientation in room. Flashing lights and vibrating pads linked to alarm. All			
Bedrooms	Accessories	emergency evacuation systems are linked to flashing emergency lights in the bedroom and vibrating alarm pads placed under pillows.		UA	cv
Bedrooms	Accessories	Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door hangers. All bedrooms with sufficient space to allow guests freedom of	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.	UA	MCV
Bedrooms	Spaciousness & Overall Impression	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		'1-2	MER
Bedrooms	Spaciousness & Overall Impression	having to move furniture. Bedrooms must have a very good amount of space allowing for ease of movement and relaxation.		'3	MER
Bedrooms	Spaciousness & Overall Impression	Bedrooms must have a well-planned layout to ensure the room is quite spacious, allowing ease of movement, comfort		'4	MER
Bedrooms	Spaciousness & Overall	and relaxation. Greater space would be expected where temporary beds or		'4-5	MER
Scaroonis	Impression Spaciousness & Overall	sofa beds are used. Bedrooms must have a well-planned layout to ensure the		43	- Inch
Bedrooms	Spaciousness & Overall	room is very spacious, allowing generous ease of use for movement, comfort, dining and relaxation. All Bedrooms: Floor space clear of any obstacles which may		'5	MER
Bedrooms	Impression Spaciousness & Overall	cause injury to guests with functional visual limitations Designated Mobility Accessible Bedrooms: Unobstructed		UA	MV
Bedrooms	Impression	access widths between walls, features, furniture and fittings should be a minimum of 90cm	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.	UA	м
Bathrooms	Type of Bathroom	All bedrooms to have en-suite bathrooms. If an establishment incorporates an open plan bathroom		'1-5	MER
Bathrooms	Type of Bathroom	within the room, showers, baths and hand basins may be open plan but the toilet must be separate, with a door.		'1-5	MER
Bathrooms	Flooring & Ceiling	An impervious surface must be provided to all walls, floors		'1-5	MER
Bathrooms	Flooring & Ceiling	and ceilings. No coat hooks or other projections that extend more than	It is important to ensure that no harmful obstructions project from the walls	UA	v
Bathrooms	Flooring & Ceiling	3cm from the wall or doors. Fixed slip-resistant floor surface. Wooden floors, tiles or close		UA	MV
Bathrooms	Flooring & Ceiling	pile carpet no higher than 13mm. Flooring to have no design obstructions.		UA	MV
Bathrooms	Fixtures and Fittings	All basins, bath and shower taps to be in working order with sufficient hot and cold water supply.		'1-5	MER
Bathrooms	Fixtures and Fittings	Baths and showers providing a strong and easily adjustable flow of water. Towel rails and/or racks/shelf sufficient for the number of		'1-5	MER
Bathrooms	Fixtures and Fittings	guests in the room. A mirror must be situated above or adjacent to the hand		'1-5	MER
Bathrooms	Fixtures and Fittings	basin.		'1-5	MER
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	Window treatment to ensure privacy. Sufficient open vanity space for maximum number of guests.		'1-5 '1-5	MER
Bathrooms	Fixtures and Fittings	Bathrooms to include WC (toilet), hand basin and a bath or a	Shower over bath is also acceptable	1-5	MER
Bathrooms	Fixtures and Fittings	shower. Shower curtains are acceptable. Must be free of stains, tears,		'1-3	MER
Sunoonis	Tixtures and Tittings	holes and mould. Shower curtains are acceptable but must laundered after each		15	
Bathrooms	Fixtures and Fittings Fixtures and Fittings	shower curtains are acceptable but must fail feet after each stay. Must be free of stains, tears, holes and mould. A hook for clothes.		4	MER
Bathrooms	Fixtures and Fittings	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 establishments only have a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation.	'4	MER
Bathrooms	Fixtures and Fittings	Vanity space should be of sufficient size to accommodate guest amenities according to the sleeping capacity.		4	MER
Bathrooms	Fixtures and Fittings	All bathrooms must have a door from the bedroom if not open-plan		4	MER
Bathrooms	Fixtures and Fittings	Excellent maintenance and condition of fixtures and fittings.	i.e. no cracks, chips, stains or discolouration	'4	MER
Bathrooms	Fixtures and Fittings	A minimum of two separate hooks for clothes must be provided.		'4	MER
Bathrooms	Fixtures and Fittings	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	'5	MER
Bathrooms	Fixtures and Fittings	Vanity space should be of sufficient size to accommodate guest amenities according to the sleeping capacity.		5	MER
Bathrooms	Fixtures and Fittings	All bathrooms must have a door from the bedroom if not open-plan		5	MER
Bathrooms	Fixtures and Fittings	Outstanding maintenance and condition of fixtures and fittings.	i.e. no cracks, chips, stains or discolouration	'5	MER
Bathrooms	Fixtures and Fittings	A minimum of two separate hooks for clothes must be provided.		'5	MER
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	Flashing light linked to alarm. Bathroom instructions must be provided in large print.	All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.	UA UA	CV V
Bathrooms	Fixtures and Fittings	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		UA	MCV
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	communication etc. Use of colour contrasting surfaces Hot pipes must be well insulated.		UA UA	v v
Bathrooms	Fixtures and Fittings	The access door should be fitted with an emergency release lock. No coat hooks or other projections that extend more than		UA	MV
Bathrooms	Fixtures and Fittings Fixtures and Fittings	Audio and visual emergency warning and evacuation systems.	It is important to ensure that no harmful obstructions project from the walls	UA	v cv
Bathrooms	Hand Basin & Toilet	All Bathrooms should have a vanity space.		1-5	MER
Bathrooms	Areas Hand Basin & Toilet	A WC (toilet) with seat and lid.		'1-5	MER
Bathrooms	Areas Hand Basin & Toilet	All bathrooms equipped with a lidded disposal bin.		'1-5	MER
Bathrooms	Areas Hand Basin & Toilet	All bathrooms equipped with double ply toilet paper and		'1-5	MER
Bathrooms	Areas Hand Basin & Toilet	holder plus a minimum of 1 spare toilet roll. All bathrooms equipped with toilet brush or provide a		'1-5	MER
Bathrooms	Areas Hand Basin & Toilet	cleaning service. All bathrooms equipped with a well-lit mirror situated above		'1-5	MER
Bathrooms	Areas Towelling	or adjacent to the hand basin. Towels must be free of stains or discolouration, fraying or		'1-5	MER
	-	holes. Bath mat should be provided. An acceptable quality clean, absorbent hand and bath towel			
Bathrooms	Towelling	should be provided per person. A good quality clean, absorbent hand and bath towel per		'1	MER
Bathrooms	Towelling	A very good quality, clean, absorbent hand and bath towel per		'2	MER
Bathrooms	Towelling	person. An excellent quality clean, absorbent face cloth, hand towel		'3	MER
Bathrooms	Towelling	and a bath sheet per person. A towelling bath mat to be provided An outstanding quality clean, absorbent face cloth, hand		'4	MER
Bathrooms	Towelling	towel, bath sheet and bath robe per person. A towelling bath mat to be provided Acceptable lighting coverage and ventilation across all areas		'5	MER
Bathrooms	Lighting and Ventilation	of the bathroom. Good lighting coverage and ventilation across all areas of the		'1	MER
Bathrooms	Lighting and Ventilation	bathroom. Very good lighting coverage and ventilation across all areas of		'2	MER
Bathrooms	Lighting and Ventilation	the bathroom. Excellent lighting coverage and ventilation across all areas of		'3	MER
Bathrooms	Lighting and Ventilation	the bathroom.		'4	MER
	(label and a set of the set				
Bathrooms Bathrooms	Lighting and Ventilation Lighting and Ventilation	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom. All areas in bathroom must be well and evenly lit.		'5 UA	MER V



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
EFINITION	ASSESSED	DESCRIPTION Toilet seat cover and mars sets are not executively for a set of the set of			
athrooms	Accessories	acceptable. Sealed soap and or liquid soap provided		'1-5	MER
athrooms athrooms	Accessories Accessories	Good quality shampoo provided. Very good quality shampoo and tissues provided.		'2 '3	MER
athrooms	Accessories	Excellent quality sealed soap and or liquid soap provided per guest.		'4	MER
athrooms	Accessories	Comprehensive personal amenities including tissues, shower cap, shampoo, conditioner, (or conditioning shampoo),		'4-5	MER
		shower gel and body lotion.		45	
athrooms	Accessories	Outstanding quality sealed soap and or liquid soap provided for each new guest.		'5	MER
athrooms	Accessories	Bathroom toiletries/accessories need to have bold labels for easy identification.		UA	v
ublic Areas	Decoration	Functional décor.		'1-2	MER
ublic Areas	Decoration	Good overall impression. Decoration is simple and effective		'3 '4	MER
ublic Areas ublic Areas	Decoration Decoration	Excellent interior design and overall impression. Some use of objects of interest and artwork		'4	MER
ublic Areas	Decoration	Outstanding interior design and overall impression. Professional finish to all aspects of decoration.		'5	MER
ublic Areas	Decoration	Interesting architectural features, objects of interests, artwork, objects d'art		'5	MER
Public Areas	Decoration	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.		UA	v
		Public areas should have clearly demarcated areas providing			
ublic Areas	Decoration	information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated		UA	MV
ublia Areas	Furnishings and Fistures	into the interior décor of public areas.		14	MED
ublic Areas		Acceptable appearance, maintenance and condition.		'1	MER
ublic Areas	Furnishings and Fixtures	Good appearance, maintenance and condition.		'2	MER
ublic Areas	Furnishings and Fixtures	Very good appearance, maintenance and condition.		'3	MER
ublic Areas	Furnishings and Fixtures	Excellent appearance, maintenance and condition.		'4	MER
ublic Areas	Furnishings and Fixtures	Outstanding appearance, maintenance and condition.		'5	MER
ublic Areas	Furnishings and Fixtures	Background music should be appropriate or kept at a low level		UA	с
ublic Areas	Furnishings and Fixtures	Voice amplification option linked to public telephone in the		UA	с
ublic Areas		lobby. Where DVD players are provided, the subtitle feature must be		UA	с
	Furnishings and Fixtures	available.			
ublic Areas	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests.		UA	MV
ublic Areas	Furnishings and Fixtures		No lower than 48cm and no higher than 52cm	UA	м
ublic Areas	Furnishings and Fixtures	All relevant emergency information and escape route maps available in large print and provision should be made for		UA	v
		Braille mapping. Emergency evacuation signage to incorporate symbols and			
Public Areas	Furnishings and Fixtures	pictograms. Public telephones to be fitted with a raised pip on button		UA	MCV
Public Areas	Furnishings and Fixtures	number 5.		UA	v
Public Areas	Furnishings and Fixtures	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.		UA	м
		Where revolving doors, turnstiles or other barriers have been			
Public Areas	Furnishings and Fixtures	installed in the establishment, an alternative means of access should be installed.		UA	м
Public Areas	Furnishings and Fixtures	Height of emergency equipment, switches and controls located between 80cm and 120cm.		UA	м
	Bar, Lounge and Sitting	Bar area not required, but common area must be available		1.2	MED
ublic Areas	Areas	where beverages can be consumed if purchased from vending machine.		1-2	MER
	Bar, Lounge and Sitting	A beverage service to be offered as per liquor licence conditions. All bar, lounge and seating areas to be of an			
Public Areas	Areas	appropriate size to type of property and location and quality star grading. These areas to be furnished with sufficient		3	MER
		occasional tables and functional surfaces.			
Public Areas	Bar, Lounge and Sitting Areas	All seating areas to be of an acceptable size, quality and condition. These areas to be furnished with sufficient		'1-5	MER
		A beverage service to be offered througout the day and			
Public Areas	Bar, Lounge and Sitting	evening. All bar, lounge and seating areas to be of an appropriate size to type of property and location and quality		4-5	MER
	Areas	star grading. These areas to be furnished with sufficient			
Public Areas	Bar, Lounge and Sitting	occasional tables and functional surfaces. Bars should have a lowered counter at 80cm above floor level.		UA	м
Public Areas	Areas Bar, Lounge and Sitting	There should be provision for table-orientated assistance.		UA	м
	Areas				141
		All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following facilities minimum			1
Public Areas	Public Area Toilets	provided: washbasin with soap, hand drying facilities, seat with lid, covered light (no exposed light bulbs or wires),		'1-5	MER
		mirror, hook on door, lidded sanitary bin and bag for ladies.			
Public Areas	Public Area Toilets	Nappy changing facilities must be provided in child friendly establishments.		'4-5	MER
Public Areas	Public Area Toilets	Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality		'5	MER
		toiletries and accessories.			
Public Areas	Public Area Toilets	No coat hooks or other projections that extend more than 3cm from the wall or doors.		UA	v
Public Areas	Public Area Toilets	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
ublic Areas ublic Areas	Public Area Toilets Public Area Toilets		All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.	UA UA	MV CV
ublic Areas	Public Area Toilets	Bathroom instructions must be provided in large print. Emergency pull cord linked to monitoring alarm / system		UA	v
Public Areas	Public Area Toilets	(Cord must reach floor level). An alternative system may be		UA	MCV
		provided e.g. vibrating wrist-bands, beepers, cellphone communication etc.			
Public Areas Public Areas	Public Area Toilets Public Area Toilets	Use of colour contrasting surfaces. Hot pipes must be well insulated.		UA UA	v v
Public Areas	Public Area Toilets	The access door should be fitted with an emergency release lock.		UA	MV
Public Areas	Public Area Toilets	IOCK. Audio and visual emergency warning and evacuation systems.		UA	cv
Public Areas	Public Area Toilets	All areas in bathroom must be well and evenly lit.		UA	v
ublic Areas	Public Area Toilets	Bathroom toiletries/accessories need to have bold labels for easy identification.		UA	v
	Flooring and Ceiling,	All are of an acceptable quality and condition throughout, e.g.			
Public Areas	Skirting & Cornices	no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into		'1-5	MER
Public Areas	Flooring and Ceiling,	account size and location. End of corridors highlighted by colour, tone or light contrast.		UA	v
	Chirting & Cornigos	colour, tone of light contrast.			. V

	-	account size and location.			
Public Areas	Flooring and Ceiling, Skirting & Cornices	End of corridors highlighted by colour, tone or light contrast.		UA	v
Public Areas	Flooring and Ceiling, Skirting & Cornices	Fixed, slip-resistant floor surface.		UA	MV
Public Areas	Lighting, Heating/Cooling & Ventilation	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.		'1-5	MER
Public Areas	Lighting, Heating/Cooling & Ventilation	Appropriate, fit for purpose temperature control and ventilation given the level of the star grading applied for.		'1-5	MER
Public Areas	Lighting, Heating/Cooling & Ventilation	Directional and informational signage related to physical and environmental access must be well lit.		UA	MV
Public Areas	Lighting, Heating/Cooling & Ventilation	Lighting must be even and effective, with minimum lighting levels of 200 lux.		UA	v
Public Areas	Ramps	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12.	num gradient 1:15	UA	м
Public Areas	Ramps	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm		UA	м
Public Areas	Ramps	Unobstructed width of not less than 90cm. To allo	ow for easy access for mobility aids	UA	M
Public Areas	Ramps	Ramps should have a strong textured surface that is easily differentiable from surrounding surfaces.		UA	MV
Public Areas	Ramps	Ramps should have handrails on both sides at a height of between 85-95cm.		UA	м
Public Areas	Ramps	Fixed, slip-resistant floor surface.		UA	MV
Public Areas	Other Public Areas Including Corridors & Staircases	Passages and stairs in good repair and free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected.		'1-5	MER
Public Areas	Other Public Areas Including Corridors & Staircases	Clear, directional signage to bedrooms and reception. Where	e needed	'1-5	MER
Public Areas	Other Public Areas Including Corridors & Staircases	All emergency information and signage to be clearly displayed in public areas.		'1-5	MER
Public Areas	Other Public Areas Including Corridors & Staircases	Protected soffits to underside of the stairs below the height of 210cm.		UA	v



TOURISM GRADING COUN OF SOUTH AFRICA	CIL		*** M = Mobility Limitation for UA; *** C = Communication Limitation for UA;		
Quality in Tourism ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	V = Visual Limitation for UA		
DEFINITION	ASSESSED Other Public Areas	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Public Areas	Including Corridors & Staircases	Fixed slip-resistant floor surface.		UA	MV
	Other Public Areas	Design lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or			
Public Areas	Including Corridors & Staircases	facilities should, ideally, have differently textured floor surfaces.		UA	v
Dublis Asses	Other Public Areas				
Public Areas	Including Corridors & Staircases	Unobstructed width of not less than 90cm.		UA	MV
Public Areas	Other Public Areas Including Corridors &	Stairs fitted handrails at a height of 85-95cm.		UA	м
	Staircases Other Public Areas				
Public Areas	Including Corridors & Staircases	Stairs fitted non-slip treads.		UA	MV
Public Areas	Other Public Areas Including Corridors &	Provision for unobstructed landing of 90cm x 90cm.	Clear of door swings etc.	UA	м
	Staircases Elevators / Lifts	-		'1	MER
Public Areas		Elevator Optional A lift is required when there is a guest bedroom that is more			
Public Areas	Elevators / Lifts	than two floors higher or lower than the entrance level floor i.e. on the third floor.	·	2-5	MER
Public Areas	Elevators / Lifts	Lifts should be located in the following locations: En-route to accessible bedrooms or other facilities Any area where		UA	м
Fublic Aleas	Elevators / Litts	accessible bedrooms and facilities are not located on the ground floor.		UA	N.
Public Areas	Elevators / Lifts	Braille or raised text on external and internal controls including emergency equipment.		UA	v
Public Areas	Elevators / Lifts	Fixed slip-resistant floor surface. Size of unobstructed approach space not less than 120cm x		UA	м
Public Areas	Elevators / Lifts	150cm.		UA	м
Public Areas	Elevators / Lifts	Clear opening width of the door should not be less than 80cm.		UA	м
		Emergency assistance equipment must be available and in working order. Such equipment must have both audible and			
Public Areas	Elevators / Lifts	visual means of summoning assistance, i.e. a telephonic device, and some form of text-interface communication		UA	CV
		system. Minimum requirement for internal size of lift car is 120cm x			
Public Areas	Elevators / Lifts	140cm. Height of internal and external controls including emergency		UA	м
Public Areas	Elevators / Lifts	controls should be 90cm - 120cm.		UA	м
Dining Areas	Provision	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	'1-5	MER
Dining Areas	Provision	Where applicable, a bar or seating area with a range of beverages available. Meal times below can be	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	'1-5	MER
Dining Areas	FIOVISION	flexible at the discretion of the establishment based on special guest requirements.	may of may not be operated by the property out must ran within the boundary wails of the property to ensure guest safety and security	1-5	WER
Dining Areas	Provision	Breakfast Required, Lunch and Dinner optional		1-2	MER
Dining Areas	Provision	Breakfast Required, Lunch optional, Dinner options available		3	MER
Dining Areas Dining Areas	Provision Provision	Meals served for at least one hour. Breakfast and Dinner Required, Lunch optional		1-3 4	MER
Dining Areas	Provision	Meals served for at least two hours.		4	MER
Dining Areas Dining Areas	Provision Provision	Breakfast, Lunch and Dinner Required Meals served for at least three hours.		5	MER
Dining Areas	Furnishings	Sufficient tables and chairs to accommodate guests		'1-5	MER
		irrespective of the weather. Provision of handles on doors which should be located			
Dining Areas	Furnishings	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		UA	м
		open and close doors. All relevant emergency information and escape route maps			
Dining Areas	Furnishings	available in large print and provision for Braille mapping.		UA	v
		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			
Dining Areas	Furnishings	measured with door in 90-degree open position and must measure at least 76cm to enable a mobility aid user to gain		UA	м
		access.			
Dining Areas	Furnishings	Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility.		UA	м
Dining Areas	Furnishings	Clear unobstructed access between furniture and fittings no less than 90cm in width.		UA	MV
		All are of an acceptable quality and condition throughout, e.g.			
Dining Areas	Flooring & Ceiling	no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into		'1-5	MER
		account size and location of establishment as well as the profile of the guest.			
Dining Areas	Flooring & Ceiling	Fixed, slip-resistant floor surface with no changes in level or thresholds greater than 1.3cm.		UA	MV
Dining Areas	Flooring & Ceiling	Critical areas such as reception counters, buffet tables, exits		UA	v
	Flooring & Cening	and entrances should have strongly textured surfaces to provide information to guests.		04	
Dining Areas	Lighting	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light		'1-5	MER
		on stairways and landings at night. Lighting must be even and well lit, with minimum lighting			
Dining Areas	Lighting	levels of 200 lux. Supplementary lighting must be available on request.		UA	v
Dining Areas	Menu Presentation	Professional and appropropriate presentation of the menu to		'1-5	MER
Dining Areas	Menu Presentation	the market being served. Clear and plain language should be employed on menus.	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.	UA	CV
		On request, audio description[s] of all menus should be made			
Dining Areas	Menu Presentation	available. 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	UA	v
Dining Areas	Menu Presentation	Information and menus to be printed in large print and	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	UA	v
		Braille. Table appointments of acceptable quality appropriate to the			
Dining Areas	Table Appointments	meal being served. A staff member provides orientation for table setting and the		'1-5	MER
Dining Areas	Table Appointments	food position on plate. Staff must provide the guest with		UA	v
Dining Areas	Table Appointments	functional visual limitations with an orientation of exactly where everything is on the table in order for that guest to		UA	v
Diping Areas	Atmosphere &	create a mind map. Background music should be appropriate or		114	+
Dining Areas	Ambience Dinner Quality &	kept at a low level. All foods well-presented and served at		UA	С
Dining Areas	Presentation	correct temperature.		'1-5	MER
Dining Areas	Dinner Quality & Presentation	Menu items modified to take into account dietary requirements.	e.g. food allergies, diabetic-food requirements	'1-5	MER
Dining Areas	Dinner Quality & Presentation	Dinner is optional.		'1-3	MER
	Disper Quality 8	Three courses qualitable for dispersión a substantial sheles of het			

Dining Areas	Dinner Quality & Presentation	Dinner is optional.		'1-3	MER
Dining Areas	Dinner Quality & Presentation	Three courses available for dinner. A substantial choice of hot and cold dishes.		'4	MER
Dining Areas	Dinner Quality & Presentation	Provision made for a variety of dietary requirements.	e.g. Kosher, Halaal, diabetic, vegetarian, etc	'4-5	MER
Dining Areas	Dinner Quality & Presentation	A broad range of dishes of outstanding quality and presentation meeting high international standards.		'5	MER
Dining Areas	Dinner Quality & Presentation	Labels on buffet stations and on containers must be clear and in large print.		UA	v
Dining Areas	Dinner Quality & Presentation	Staff assistance must be provided at buffets.	e.g. to read out labels etc.	UA	v
Dining Areas	Dinner Quality & Presentation	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.		UA	MCV
Dining Areas	Breakfast Quality & Presentation	All hot foods well-presented and served at the correct temperature on hot plates.		'1-5	MER
Dining Areas	Breakfast Quality & Presentation	Cold foods (yoghurt, fruit, and cold meats) also well-presented and served and maintained at correct temperature on cold plates.		'1-5	MER
Dining Areas	Breakfast Quality & Presentation	Menu items modified to take account of dietary requirements.	e.g. food allergies, diabetic-food requirements	'1-5	MER
Dining Areas	Breakfast Quality & Presentation	Continental breakfast provided with an acceptable range of cereals, bread and condiments available.		'1	MER
Dining Areas	Breakfast Quality & Presentation	A set menu for breakfast is acceptable with minimum choice of two hot items plus continental breakfast option.		'2	MER
Dining Areas	Breakfast Quality & Presentation	A good range of hot and cold items offered for breakfast, together with a choice of good quality accompaniments.		'3-4	MER
Dining Areas	Breakfast Quality & Presentation	Guests offered a wide choice of how their eggs are cooked to include fried, poached, boiled and scrambled.		'3-4	MER
Dining Areas	Breakfast Quality & Presentation	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.		'5	MER
Dining Areas	Breakfast Quality & Presentation	Provision made for a variety of dietary requirements.	e.g. Kosher, Halaal, diabetic, vegetarian, etc	'5	MER
General Services & Service	Welcome, Friendliness & Attitude	& Professional, skillful and competent service and attention to detail is expected.		'1-5	MER
General Services & Service	Attitude	On arrival, guest is welcomed and provided with relevant information appropriate to the star level.		'1-5	MER
General Services & Service	Welcome, Friendliness & Attitude	Disability sensitisation training for managers and staff who interface with customers.		UA	MCV



OF SOUTH AFRICA Quality in Tourism			*** C = Communication Limitation for UA; *** V = Visual Limitation for UA;		
ASSESSMENT AREA / CATEGOR		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADIN	G MER / GC
DEFINITION General Services & Service	ASSESSED Welcome, Friendliness 8	DESCRIPTION Guests should be offered a way to summon assistance when		UA	cv
	Attitude	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		UA	cv
General Services & Service	Welcome, Friendliness 8 Attitude	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.		UA	v
General Services & Service	Appearance of Staff	Staff appearance to be professional and neat at all times.		'1-5	MER
General Services & Service General Services & Service	Appearance of Staff Reception / Lobby	Staff to wear name badges at all times.		'1-5 '1-5	MER
General Services & Service	Reception / Lobby	A clearly designated reception area should be provided. Clear communication regarding what the establishment has to	This should include: 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	1-5	IVIER
General Services & Service	Reception / Lobby	offer, should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request.	In should include: Full details of cancellation policy and in-nouse fulles, e.g. smoking or pets to be available An nonest description of all amenities, facilities and services offered. All of the above should be communicated before, or at the time of reservation.	'1-5	MER
General Services & Service	Reception / Lobby	Reception services available from 6:00am to 6:00pm and an afterhours key service provided. Reception area can be staffed for limited hours plus night bell or direct line to the host/manager.		1-2	MER
General Services & Service	Reception / Lobby	Reception 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		'3	MER
General Services & Service	Reception / Lobby	bell or telephone with minimal delav. Reception 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.		'4	MER
General Services & Service	Reception / Lobby	A clearly designated reception area which must be manned 24 hours a day, within a spacious and impressive entrance foyer		'5	MER
General Services & Service	Reception / Lobby	or lobby. Usage of non-reflective glass partitions.		UA	V
General Services & Service	Reception / Lobby	Reception, and other public areas, must be provided with appropriate signage.		UA	MCV
General Services & Service	Reception / Lobby	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.		UA	v
General Services & Service General Services & Service	Reception / Lobby Reception / Lobby	Clear glass panels and doors should be clearly marked. Level threshold across the main entrance door.		UA UA	MV MV
General Services & Service	Reception / Lobby	Door mats should be firmly fixed or located. Any canopy structure should not protrude into a pedestrian		UA	MV
General Services & Service General Services & Service	Reception / Lobby Reception / Lobby	route. Reception areas should not have high glass surfaces and backgrounds should be simple in design.		UA UA	v
General Services & Service	Reception / Lobby	Fixed, slip-resistant floor surface. Threshold at the main entrance not to exceed 1.3cm		UA	MV
General Services & Service	Reception / Lobby	difference in level. Size of opening leaf of entrance door at least 76cm with the		UA	MV
General Services & Service	Reception / Lobby	door in a 90-degree open position. Unobstructed level entry space on either side of main		UA	м
General Services & Service	Reception / Lobby	entrance door 90cm x 120cm distance measured clear of the door swing.		UA	MV
General Services & Service	Reception / Lobby	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm. Prompt thorough reservation and check-in system, including		UA	м
General Services & Service	Reservation, Check In & General Efficiency	guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures etc.		'1-5	MER
General Services & Service	Reservation, Check In & General Efficiency	Orientation to be availbale on request.		'1-5	MER
General Services & Service	Reservation, Check In & General Efficiency	All relevant emergency information and escape route maps available in large print and Braille mapping should be available in rooms.		UA	v
General Services & Service	General Efficiency	Reception to have a pen and pad available for easier communication with guests. Audio-Description packages, as described above, should be		UA	с
General Services & Service General Services & Service	General Efficiency Reservation, Check In & General Efficiency	offered to all guests.		UA UA	v c
General Services & Service	Reservation, Check In &	At check-in, guests are given the option of being received at a dropped check-in counter that is		UA	MCV
	General Efficiency Reservation, Check In &	conducive to maintain privacy. Awareness training on the range of human limitation(s) should be provided. This may include issues such as			
General Services & Service	General Efficiency	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		UA	MCV
General Services & Service	Reservation, Check In & General Efficiency	services and facilities, to minimise the need to explain information by telephone. Minimum information includes room, toilet and bathroom configurations and layout.		UA	MCV
General Services & Service	Reservation, Check In & General Efficiency	During reservation and check-in, staff should ask the guest whether additional services are required. Where appropriate orientation of property / facilities offered.		UA	MCV
General Services & Service	Porterage, Concierge and Luggage Handling	Secure short term luggage storage available.		'1-5	MER
General Services & Service	Porterage, Concierge and Luggage Handling	Assistance with luggage made available on request.		'3	MER
General Services & Service	Porterage, Concierge and Luggage Handling	Porterage services and assistance with luggage available or on request.		'4	MER
General Services & Service	Porterage, Concierge and Luggage Handling	18 hours full concierge and porterage services - hotel/lodge 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.		'5	MER
General Services & Service	Porterage, Concierge	Porterage to be provided, by staff or owner, to guests with		UA	MV
General Services & Service General Services & Service	and Luggage Handling Room Service Room Service	functional visual and mobility/physical limitations. Room service is optional. Any room service provided may be limited in choice.		'1-2 '1-2	MER
General Services & Service	Room Service	12 hour room service of hot and cold drinks and light snacks (e.g. sandwiches) or take away meals available during daytime and evening.		'3	MER
General Services & Service	Room Service	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		'4	MER
General Services & Service	Room Service	reception for the guest to complete and must offer of choice of excellent quality items which are appropriate to the level of star <u>erading being applied for</u> . All hot foods well-presented and served at the correct		'4 '4	MER
General Services & Service General Services & Service	Room Service	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.		'4	MER
General Services & Service	Room Service	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 outstanding quality items which are appropriate to the		'5	MER
General Services & Service	Room Service	level of star grading being applied for. All hot foods well-presented and served at the correct temperature.		'5	MER
General Services & Service	Room Service	Room service aware of any guest-specific requirements and respond appropriately.		UA	MCV
General Services & Service	Laundry Services	Iron and ironing board to be available on request. A limited laundry service for a minimum of 3 days a week is a		'1-5 '3	MER
General Services & Service General Services & Service	Laundry Services	requirement. Laundry bags and laundry price list are to be provided to guests either in the room or at reception, with an indication of		'3	MER
General Services & Service	Laundry Services	the days the service is available. Laundry or dry cleaning services provided for a minimum of 5 days a week.		'4	MER
General Services & Service	Laundry Services	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.		'4	MER
General Services & Service	Laundry Services	Full laundry and dry cleaning services must be provided for a minimum of 5 days a week.		'5	MER
General Services & Service	Laundry Services	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		'5	MER
General Services & Service	Laundry Services	daily availability.		'5	MER
General Services & Service	Meal & Beverage Service	professional staff.		'1-5	MER
General Services & Service	Meal & Beverage Service			1-2	MER
General Sondoor P. Cond	ivical & Beverage Service	e Breakfast Required, Lunch optional, Dinner options available		3	MER
General Services & Service	Meal & Bourses	Breakfast and dinner provided. Lunch at the discretion of the		. 4	
General Services & Service	Meal & Beverage Service	establishment			
	-	establishment Proactive table service in bars, lounges and restaurants. Staff demonstrating excellent levels of food, beverage and		'4-5 '4	MER
General Services & Service General Services & Service	Meal & Beverage Service Meal & Beverage Service	establishment Proactive table service in bars, lounges and restaurants. Staff demonstrating excellent levels of food, beverage and		'4-5	MER



TOURISM GRADING COUND OF SOUTH AFRICA Quality in Tourism	CIL		*** M = Mobility Limititation for UA; *** = Communication Imitation for UA;		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	•••• V = Visual Limitation for UA		1
DEFINITION	ASSESSED	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
General Services & Service	Meal & Beverage Service	Awareness training for managers and staff who interface with customers at meal times, understanding the options that exist to communicate with hearing impaired guests.		UA	с
eneral Services & Service	Meal & Beverage Service	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		UA	v
ieneral Services & Service	Check Out Efficiency	guests. Bill/Invoice to be correct with all details and clearly presented		'1-5	MER
		and explained. Communication assistance provided with check-out			
General Services & Service	Check Out Efficiency	procedure. Check-out staff trained to request satisfaction feedback from		UA	CV
General Services & Service	Check Out Efficiency	guests with functional limitations on existing facilities and services. Assistance provided with reading of bills and other check-out		UA	MCV
Seneral Services & Service	Check Out Efficiency	procedure, with signature template.		UA	v
General Services & Service	Check Out Efficiency	Portage assistance and check-out procedure conducted at dropped counter or separate station.		UA	м
General Services & Service	Communications & Business Facilities	Internet Facilities available.	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.	'1-5	MER
General Services & Service	Communications & Business Facilities	Central business facilities available, where appropriate		'1-2	MER
General Services & Service	Communications & Business Facilities	Bedroom telephone must be provided. Where not provided, a means of communication with staff in the event of an emergency must be provided and advertised in the bedroom.		'1-2	MER
General Services & Service	Communications & Business Facilities	Central business facilities available, or Guest Office that offers business facilities fit for purpose and appropriate for star level applied for.		'3-5	MER
General Services & Service	Communications & Business Facilities	A telephone in each unit with direct dial facilities or operator assisted for limited hours, enabling a guest to make and receive calls on for a limited number of hours during the day. Times where access is available are to be displayed in the		'3	MER
General Services & Service	Communications & Business Facilities	guest compendium. A telephone in each unit with direct dial facilities or 24 hour operator assisted, enabling a guest to make and receive calls		'4-5	MER
Seneral Services & Service	Communications &	on a 24 hour basis. Early morning wakeup call service available.	i.e. telephone or TV.	'4-5	MER
	Business Facilities Communications &	A dedicated fixed internet option or wireless internet access			
Seneral Services & Service	Business Facilities Communications &	in each room is a requirement.		'4-5	MER
General Services & Service	Business Facilities	Voice amplifier options on public telephones.		UA	С
General Services & Service	Communications & Business Facilities	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.		UA	v
eneral Services & Service	Communications & Business Facilities	At least one workstation with counter-height at least 80cm from floor.		UA	м
General Services & Service	Communications & Business Facilities	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.		UA	м
ieneral Services & Service	Communications & Business Facilities	Induction loop fitted for persons using hearing aids.		UA	с
General Services & Service	Communications &	A quality sound system that provides a clear undistorted		UA	с
General Services & Service	Business Facilities Communications &	sound will facilitate communication for guests. Clear unobstructed routes provided throughout facility.		UA	MV
General Services & Service	Business Facilities Communications &	Use of colour contrasting of décor / stationary etc.		UA	v
General Services & Service	Business Facilities Communications & Business Facilities	There should be good even lighting and/ or spotlights with dimmers that allow lighting to focus on speakers and lip-		UA	с
Seneral Services & Service	Communications &	readers. All information in large print and Braille.		UA	v
General Services & Service	Business Facilities Communications & Business Facilities	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	м
General Services & Service	Communications &			UA	MV
Services & Service	Business Facilities	Fixed, slip-resistant floor surface. Provision for well-spaced electrical outlets at a height of 20cm		UA	IVIV
General Services & Service	Communications & Business Facilities	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.		UA	v
General Services & Service	Communications & Business Facilities	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.		UA	MV
HouseKeeping Service	Provision	Servicing of rooms 7 days a week, this includes daily removal of rubbish and cleaning.		'1-5	MER
HouseKeeping Service HouseKeeping Service	Provision Provision	Housekeeping Services available for limited hours. Housekeeping Services available 16 hours daily.		'1-3 '4	MER
HouseKeeping Service	Provision	Housekeeping Services available 24 hours daily.		'5	MER
louseKeeping Service	Bedrooms & Bathrooms	All bedrooms and bathrooms cleaned daily.		'1-5	MER
louseKeeping Service	Bedrooms & Bathrooms	All linen including duvets changed for each new guest.		'1-5	MER
HouseKeeping Service	Bedrooms & Bathrooms	All beds made daily.		'1-5	MER
louseKeeping Service	Bedrooms & Bathrooms	All bed linen, including duvet covers changed at least every 5 days and for each new guest. All bed linen, including duvet covers changed at least every 3		'1-2	MER
HouseKeeping Service	Bedrooms & Bathrooms Bedrooms & Bathrooms	days and for each new guest or on request.No change' option available. All bathroom linen changed at least every 3 days or on		3	MER
louseKeeping Service	Bedrooms & Bathrooms	request.' No change' option available. All bathroom linen changed at least every 2 days or on		3	MER
HouseKeeping Service	Bedrooms & Bathrooms	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.		4-5	MER
HouseKeeping Service	Bedrooms & Bathrooms	All bathroom linen changed daily. A 'No change' option must		4-5	MER
louseKeeping Service	Bedrooms & Bathrooms	be available. Comprehensive bedroom / bathroom turn-down service to be		'5	MER
louseKeeping Service	Bedrooms & Bathrooms	provided daily Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	V
HouseKeeping Service	Bedrooms & Bathrooms	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		UA	v
HouseKeeping Service	Bedrooms & Bathrooms	same place. Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests with functional		UA	м
		mobility limitations. House-keeping staff to ensure that public areas are cleared of			
HouseKeeping Service	Public Areas	any obstacles that may cause possible injury to a guest.		UA	MV
			Areas to be considered include building structure, lighting, building signage, building architectural features.		

Outstanding: Buildings and structures to be of an outstanding quality and workmanship without any visible maintenence issues. Outstanding preservation of historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention grabbing architectural features.

Building Exterior	Appearance of Buildings	Quality	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. Very Good: Use of very good quality of paint, stone or brickwork, although a certain natural weathering may be present. Some additional external features to enhance appearance. Good: External features such as windows, drains, etc. are functional. No obvious structural defects or damage. "Plain" architectural features are acceptable.	'1-5	GC
			Acceptable: Paintwork well applied and clean. Signage still easily readable. Unacceptable: Generally neglected buildings. Obvious structural defects or damage. Flaking paint, illegible signs, rotting wood.		
Building Exterior	Appearance of Buildings	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Maior maintenance and condition issues identified.	'1-5	GC
Building Exterior	Grounds and Gardens	Quality	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 and features made of weather resistant material which includes cushions, lounger cushions, sun umbrellas, tables and chairs, fountains, water features, outdoor ponds. Outstanding quality of the swimming pool, recreational sport additional facilities, watering system, back of house areas: refuse bins, washing and drying facilities. 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 excellent quality of all garden furniture and features which includes cushions, lounger cushions, sun umbrellas, tables and chairs, fountains, water features, outdoor ponds. Excellent quality of the swimming pool, recreational sport additional facilities, watering system, back of house areas: refuse bins, washing and drying facilities. Very Good: Neat gardens with a quality design and layout of features. Some architectural features appropriate to the establishment and its guests. Attractive and very good quality of all garden furniture and features, which includes cushions, lounger cushions sun umbrellas, tables and chairs, fountains, water features, outdoor ponds. Very Good quality of the swimming pool, recreational sport additional facilities.	'1-5	GC
Building Exterior	Grounds and Gardens	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Building Exterior	Grounds and Gardens	Where applicable, signage should incorporate symbols and pictograms.		UA	с



OF SOUTH AFRICA Quality in Tourism			C = Communication Limitation for UA; V = Visual Limitation for UA		
SSESSMENT AREA / CATEGORY EFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION Familiarisation tour of the grounds and garden to be provided		STAR GRADING	
uilding Exterior	Grounds and Gardens Grounds and Gardens	by a staff member on arrival. Gradient en-route to facilities: Ramps en-route should have a	Optimum gradient 1:15	UA	V M
ilding Exterior	Grounds and Gardens	gradient no steeper than 1:12. There should be a landing at the top of ramps if there is a	Optimum grauleirit 1.43	UA	M
	Grounds and Gardens	door to the entrance: 90cm x 120cm landing clear of the door swing	Outstanding: Valet Parking service and sufficient weatherproof undercover / protected parking bays in a secure environment close to accommodation. Clearly illuminated / electronic directional	UA	IVI
			signage. Hard surfaced and pristinely maintained demarcated parking bays.		
	Parking/Driveways/Parki		Excellent: Sufficient hard surfaced demarcated parking bays within a secured environment. Excellent lighting and signage between parking area and accommodation. Very Good: Very good lighting between parking area and accommodation. Compacted surfaces.		
ilding Exterior	ng Signage/ Points of Entry	Quality	Good: Good lighting between parking area and accommodation. Compacted surfaces.	'1-5	GC
			Acceptable: Acceptable property signage and sufficient parking.		
	Parking/Driveways/Parki		Unaccontable: Uneven surfaces, notheles, unsafe gravel, etc. No exinadoquate signano. Inadoquate number of nacing space for number of guests		
uilding Exterior	ng Signage/ Points of Entry	Covered drop off facility or Porte Cochere		1-5	GC
uilding Exterior	Parking/Driveways/Parki ng Signage/ Points of	Advertised Valet Parking / Car wash facility		1-5	GC
uilding Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	Weatherproof / Protected Parking facility		1-5	GC
-	Entry Parking/Driveways/Parki				
ilding Exterior	ng Signage/ Points of Entry	Electronic / Illuminated Signage	No maintenance and condition issues identified.	1-5	GC
uilding Exterior	Parking/Driveways/Parki ng Signage/ Points of Entry	Maintenance and Condition	No maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
uilding Exterior	Parking/Driveways/Parki ng Signage/ Points of	Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should		UA	с
	Entry Parking/Driveways/Parki	have a relay and inductive loop to allow communication with all guests.			
uilding Exterior	ng Signage/ Points of Entry	There should be clear instructions for entry for people who cannot communicate by voice.		UA	с
ilding Exterior	Parking/Driveways/Parki ng Signage/ Points of	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people		UA	v
	Entry Parking/Driveways/Parki	with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.			
ilding Exterior	ng Signage/ Points of Entry	Setting down point at the entrance with a maximum of 1:50 gradient.		UA	М
ilding Exterior	Parking/Driveways/Parki ng Signage/ Points of	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.	UA	м
ilding Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	Number of designated 3500mm wide parking bays. For every		UA	м
-	Entry Parking/Driveways/Parki	25 bays at least 1 should be 3500mm in width.			
ilding Exterior	ng Signage/ Points of Entry Parking/Driveways/Parki	Distance from designated parking bays to entrance: 30m		UA	м
uilding Exterior	ng Signage/ Points of Entry	Gradient en-route to entrance from street or designated parking bay: No steeper than1:12	Optimum 1:15	UA	м
			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.		
			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		
ilding Exterior	Coloby and Consulty	Quality	assistance clearly communicated in English, incorporating pictograms. Controlled access. 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	'1-5	66
liaing exterior	Safety and Security	Quality	hours contacts for assistance clearly communicated in English, and incorporating pictograms, where possible.	1-5	GC
			Good: Good security measures, (for example. Alarm systems, burglar bars, where applicable on all doors and windows). Good lighting to ensure a secure environment.		
			Acceptable: Acceptable safety measures in place, e.g. lockable doors and burglar bars (where applicable) only on main doors.		
		Well positioned security measures such as camera surveillance / access control / manned security, monitoring			
uilding Exterior	Safety and Security	external and internal areas of the establishment can be used at the discretion of the establishment.		'1-5	GC
uilding Exterior	Safety and Security	Solid bedroom entrance doors with a secondary guest controlled internal door lock (without a staff override facility).		'1-5	GC
uilding Exterior	Safety and Security	Electronic door bells or housekeeping information (ie. DND or Make up room requests) where the guest is not obliged to exit		'1-5	GC
uilding Exterior	Safety and Security	the room to display their request. Peephole facility and quality of locking mechanism for		'1-5	GC
-		secondary patio / balcony doors. Maintenance and Condition	No maintenance and condition issues identified.	'1-5	GC
uilding Exterior	Safety and Security	An area of refuge or holding area has been provided for use	Minor maintenance and condition issues identified. Maior maintenance and condition issues identified.	1-5	60
uilding Exterior	Safety and Security	by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where		UA	с
uilding Exterior	Safety and Security	applicable. Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests -		UA	v
		Orally, Braille and Large Print.	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.		
			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.		
			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.		
edrooms	Decoration	Quality	Very Good: Very good quality wall coverings/paintwork. Room décor can be minimal but attractive and enhance the bedroom atmosphere.	'1-5	GC
			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.		
			Acceptable: Acceptable quality décor. Basic application of paint or wallpaper. Plain and simple style.		
			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 No maintenance and condition issues identified.		
edrooms	Decoration	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
			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.		
			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.		
			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.		
edrooms	Furniture	Quality	Good: Good quality range of materials and construction in sound and usable nature. Basic furniture styles and surfaces well maintained. Acceptable: Acceptable quality furniture may be well- used but functional.	'1-5	GC
			Acceptable co-ordination of styles, all items useable.		
			Unacceptable: Furniture of a low quality material, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained or worn upholstery.		
drooms	Furniture Furniture	Bedside table or shelf provided > 350 x 350mm Bedside table or shelf provided > 200 x 300mm		'1-5 '1-5	GC
drooms drooms drooms	Furniture Furniture Furniture	Easy chair provided per guest Additional luggage racks provided		'1-5 '1-5 1-5	GC GC GC
drooms	Furniture	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
drooms	Furniture	Flashing light doorbell, to facilitate all services delivered at the room	Major maintenance and condition issues identified.	UA	с
drooms	Furniture Furniture	Flashing light linked to the room telephone Access width between furniture and fittings to be un-		UA UA	c v
edrooms edrooms	Furniture	obstructed for at least 90cm wide All furniture with rounded edges and corners.		UA	v
edrooms	Furniture	Where applicable, mats and rugs need to be firmly fixed to avoid slipping		UA	v
	Furniture	Door, cupboard and drawer handles must be easy to see and grab hold of, and in clearly contrasting colours to doors.		UA	v
edrooms		Bright flashing light linked to room doorbell		UA UA	V V
edrooms	Furniture Furniture	Telephones to be fitted with a bright flashing light			
edrooms edrooms edrooms	Furniture Furniture	Telephones to be fitted with a bright flashing light At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	м
edrooms edrooms	Furniture	Telephones to be fitted with a bright flashing light At least one chair with rigid arms on both sides, with seat		UA UA UA	M



Bedding and Linen Bedding and Linen Bedding and Linen

Bedding and Linen

Bedding and Linen

Bedrooms Bedrooms Bedrooms

Bedrooms

Bedrooms

All bedding well fitted Information on pillow menu provided in each room Extra length pillows provided at each sleeping position

No complicated patterned materials for bedspreads.

Maintenance and Condition

KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; W M = Mobility Limititation for UA; C = Communication Limitation for UA;

OF SOUTH AFRICA Quality in Tourism			•••• C = Communication Limitation for UA; •••• C = Signal Limitation for UA;		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Bedrooms	ASSESSED	DESCRIPTION Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture	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.	UA	м
		and fittings. Size of access space of 80cm x 120cm to all furniture and			
edrooms	Furniture	fittings - access space provides easy reach.		UA	M
edrooms edrooms	Furniture Furniture	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	UA UA	M
edrooms	Furniture	Bedside light controls within easy access of the bed. Desk and tables to have a clear space of 76cm below the worl	If there are no easily accessible controls, a person with a functional mobility or physical limitation consumes enormous energy switching lights on and off	UA	м
edrooms	Furniture	surface.		UA	м
sedrooms	Furniture	Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.		UA	м
edrooms	Electronic Appliances	Flat Panel, High Definition television provided in all the room	۶ 	'1-5	GC
Bedrooms	Electronic Appliances	or Flat panel, High Definition television provided in most of the rooms		'1-5	GC
edrooms	Electronic Appliances	Flat Panel, High Definition television with wider screen (min 32 inches) in all rooms.		1-5	GC
Bedrooms	Electronic Appliances	Multi-channels provided in all rooms		'1-5	GC
edrooms edrooms	Electronic Appliances Electronic Appliances	TV easily visible from the bed and conveniently located Remote controls provided and in working order		'1-5 '1-5	GC GC
edrooms	Electronic Appliances Electronic Appliances	Radio/clock/alarm provided and in working order. Hair Dryer in working order and provided in all bedrooms	The emphasis is on the clock and the alarm - a radio does not have to be incorporated. Alternative devices accepatble	'1-5 '1-5	GC GC
iedrooms	Electronic Appliances	or hair dryer in working order and provided in most		'1-5	GC
edrooms	Electronic Appliances	bedrooms. Hair Dryer located in a convenient place near a mirror		'1-5	GC
edrooms	Electronic Appliances	Electronic Safe with sufficient space to accommodate a Laptop or Tablet		'1-5	GC
edrooms	Electronic Appliances	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
edrooms	Electronic Appliances	The provision of teletext.	Major maintenance and condition issues identified.	UA	с
edrooms	Electronic Appliances	Alarm clocks should be fitted with a bright flashing light		UA	c
edrooms	Electronic Appliances	Alarm clocks are fitted with a vibration pad in addition to the flashing light.		UA	С
Bedrooms	Electronic Appliances	Braille, large print and audio format instructions for use of electronic equipment i.e. setting the alarm clock.		UA	v
sedrooms	Wardrobe/Hanging	Wardrobe/purpose built hanging space provided in all		'1-5	GC
	Space/ Clothes Hangers	bedrooms		15	
sedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Sufficient number of hangers provided per guest appropriate to the level of star grading being applied for.		'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Specialised hangers	i.e. pegs, skirts, satin hangers, trousers	'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Wooden hangers provided		'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Pressure switch internal wardrobe lighting		'1-5	GC
Bedrooms	Wardrobe/Hanging	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
	Space/ Clothes Hangers Wardrobe/Hanging	Brightly coloured door / drawer handles in contrast with the	Major maintenance and condition issues identified.		v
sedrooms	Space/ Clothes Hangers	door/draw in order to be easily identified and grabbed.		UA	
			Outstanding: Highest quality, full, well-lined curtains in working order suited to the room decor. Blinds or shutters of the highest quality and in working order to provide block-out and privacy. Outstanding quality curtain accessories.		
			Excellent: Excellent quality of materials. Full curtains or blinds effective in keeping out light/provide block-out. Excellent quality curtain accessories.		
	Curtains and Window				
Bedrooms	Coverings	Quality	Very Good: Curtains or blinds of very good quality materials and allow for total privacy. Very good quality curtain accessories. Block out provided.	'1-5	GC
			Good: Curtains or blinds more basic and in good working order.		
			Acceptable: Acceptable quality blinds or curtains but still in good working order.		
	Contraine and Mile days		Lasseantable: Cutaios favina, stainad, damarad as contain bolos. Plinds damarad and socials contacions, Sinos of wass and dust No maintenance and condition issues identified.		
Bedrooms	Curtains and Window Coverings	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Bedrooms	Curtains and Window	No complicated patterned materials for curtains.	Twater mantenance and condition issues identified.	UA	v
Bedrooms	Coverings Curtains and Window	Curtains fitted with pull-rods / closing cords.		UA	м
	Coverings	contains inteed with pair roasy closing coras.	Outstanding: Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality.	06	
			Excellent: Excellent quality flooring and cellings using excellent materials – natural or manmade. Skirting and cornices of excellent quality.		
			Very Good: Very good quality flooring and cellings using very good materials - natural or manmade. Skirting and cornices of very good quality.		
Bedrooms	Flooring, Ceiling, Skirting and Cornices	Quality	Good: Good quality flooring and ceilings using good materials - natural or manmade. Skirting and cornices of good quality.	'1-5	GC
			Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		
			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.		
sedrooms	Flooring, Ceiling, Skirting	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
			Major maintenance and condition issues identified.	10	
edrooms	and Cornices	90cm wide unimpeded circulation space around and between beds and furniture.		UA	v
edrooms	Flooring, Ceiling, Skirting and Cornices	No complicated patterned materials for carpets, curtains, wallpaper etc.		UA	v
			Outstanding: Luxurious and exclusive quality linen, including valance, that is co-ordinated with bedroom décor and other soft furnishings. Outstanding supply and variety of pillows and cushions. Spare blankets provided.		
			Excellent: Excellent quality linen, including valance, that is co-ordinated with bedroom décor and other soft furnishings. Excellent supply and variety of pillows and cushions. Spare blankets provided.		
Bedrooms	Bedding and Linen	Quality	Very Good: Very good quality linen, including valance, that is co-ordinated with bedroom décor and other soft furnishings. Very good supply and variety of pillows and cushions. Spare blankets	'1-5	GC
			provided.		
			Good: Good quality linen, including valance, that is co-ordinated with bedroom décor and other soft furnishings. Spare blankets and pillows available.		
			Acceptable: Linen, including valance, of an acceptable quality but no signs of wear e.g. fraying edges or holes. Spare blankets and blankets available.		
	1	i		1	1

Bedrooms	Form of Bedding	Quality	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.	'1-5	GC
			Good: Standard domestic good quality bed frames and mattresses.		
			Acceptable: Mattresses and bed-frames of acceptable quality. Headboards may be a simple wooden board.		
			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.		
Bedrooms	Form of Bedding	All Beds of 2 meters in length (200cm)		'1-5	GC
Bedrooms	Form of Bedding	Pillow top / eggshell mattress tops available		'1-5	GC
Bedrooms	Form of Bedding	Separate Duvet inners provided for summer / winter		'1-5	GC
			No maintenance and condition issues identified.		
Bedrooms	Form of Bedding	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
			Major maintenance and condition issues identified.		
Bedrooms	Form of Bedding	90cm wide unimpeded circulation space around and between		UA	v
Beuroonis	Form of Bedding	beds and furniture.		UA	v
		Unobstructed space of 120cm x 150cm to turn adjacent to			
Bedrooms	Form of Bedding	bed, at least 120cm width on one side of the bed to allow for		UA	м
bearboins	i or in or bedding	the different ways that people with functional mobility and		UA	
		physical limitations transfer.			
Bedrooms	Form of Bedding	Bed with firm mattress at 45 - 50cm in height		UA	м
Bedrooms	Form of Bedding	At least one room available with an electronic bed that can be control-adjusted.		UA	м

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.

Excellent: Queen sized beds. Excellent quality mattresses and bed bases. Matching excellent quality ensemble. Excellent quality of headboards offering comfort.

No maintenance and condition issues identified. Minor maintenance and condition issues identified. Maior maintenance and condition issues identified. '1-5 '1-5 '1-5

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GC

V



NAME NAME <th< th=""><th>OF SOUTH AFRICA Quality in Tourism</th><th></th><th></th><th><pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre></th><th></th><th></th></th<>	OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
Image: Source in the second	ASSESSMENT AREA / CATEGORY DEFINITION				STAR GRADING	MER / GC
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Name Name Name Description	Bedrooms	Temperature Control	Maintenance and Condition		'1-5	GC
Angel and a set of a set	Bedrooms	Temperature Control			UA	м
Partial Problem				lighting and accent lighting. All light switches to be easily accessible All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located and		Ì
Barterial Barterial <t< td=""><td></td><td></td><td></td><td></td><td></td><td>Ì</td></t<>						Ì
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show	Bedrooms	Lighting/Power/Switches	Quality		'1-5	GC
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Non-series	Bedrooms	Lighting/Power/Switches	Additional reading lights		'1-5	GC
ODD CONTRACTSecond State Sta	Bedrooms	Lighting/Power/Switches			'1-5	GC
max j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. j al. j al. j al. j al. j al. i al. j al. i al. j al. i al. j al. i al. j al. j al.	Bedrooms	Lighting/Power/Switches	room for use of electronic appliances.		'1-5	GC
axamo Name	Bedrooms	Lighting/Power/Switches			'1-5	GC
OND Markamenta Interaction of Markamenta 1.01 0.01	Bedrooms	Lighting/Power/Switches		Mood, picture, desks lighting, task lighting		GC
anome appendix specific distribution of protocols of the state of	Bedrooms		position and convenient for reading.			
Name Number of the sector o	Bedrooms					
any- Any-aba de la pay aba	Bedrooms		facility			
UNION INCL INCL INCL INCL INCL INCL INCL INCL INCL AND CONSTRAINTS INCL INC						
Image: Source of the second secon	Bearooms	Lighting/Power/Switches	fitting	No maintenance and condition issues identified.	1-5	GC
indiainteractional state interactional sta	Bedrooms	Lighting/Power/Switches			'1-5	GC
India Markan M	Bedrooms	Lighting/Power/Switches	surface. Close to headboard.		UA	v
union windpoint wi	Bedrooms	Lighting/Power/Switches	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.	UA	v
unumberunits <th< td=""><td>Bedrooms</td><td>Lighting/Power/Switches</td><td>are on/ off detectable.</td><td></td><td>UA</td><td>v</td></th<>	Bedrooms	Lighting/Power/Switches	are on/ off detectable.		UA	v
ding image <	Bedrooms	Lighting/Power/Switches	location.		UA	v
Intersection Intersection<	Bedrooms	Lighting/Power/Switches	easily accessible controls, a person with functional mobility		UA	м
control (a) Part Broch Mark (a) A second mark (a) A second mark (b) A second mark (c) A second mark (D = d = = = = =		and off.			<u> </u>
amom			surface. Close to headboard.			
Name Name <th< td=""><td></td><td></td><td></td><td>i.e. zucm away maximum</td><td></td><td></td></th<>				i.e. zucm away maximum		
ansa ansa ofait ansa ofait ansa ofait ansa ofait ansa ofait ansa ana obsis 40 Addition of and the definition of and the defi	Bedrooms	Mirror	or Mirror (450mm x 350mm or larger)		'1-5	GC
Index Management	Bedrooms					
Norm Norm Description Control	Bearooms	Mirror	Maintenance and Condition		1-5	GC
abase specific interpretent protect interpretent interpretent interpretent protect interpretent interpretentinterpretentinterpretent interpretentinterpretent interpretent in	Bedrooms					
endergenendergenindex of the standard reader17-3000000000000000000000000000000000	Bedrooms	Accessories	Quality	 Flowers; DVDs, books, magazines; Suit stand, Suit press; Mending kit; Shoe polishing cloth or pad; Mineral water; Sweets, mints or chocolates; Tea tray, varlety of teas and coffees; Biscuit; Comprehensive room information well presented; UHT milk/ Fresh milk; Emergency lighting; Umbrella; Slippers; Torch; Igot Docking Station; Full DSTV Bouquet; Scent Menu; Iron and Ironing Board; Clothes brush / Shoe Horn; Linen Laundry Bag; 	'1-5	GC
Attender National Mittige moderations for enderling partial and adapt Include (Construction) Note (Construction)	Bedrooms	Arressories	Stocked Mini Bar – 4 items		'1-5	60
AnothorAccording According (instructions) labely instructions) labely instructions (instructions) (instructions) (instructions) (instructions) 	Bedrooms	Accessories	Fully stocked Mini Bar Including snacks		'1-5	GC
Interact with the approximation Interact with approximation Interact with appr	Bedrooms		Accessory labels / instructions in large print Braille and audio			
endorsActionour control set, should be injuged with the door handler (row)OutNactionour control set, should be injuged with the door handler (row)our control set, should be injuged with in			format where appropriate. Switches, controls and door handles located between 80cm		UA	×
editors Solicities and Derivative services Solicities and Derivat	Bedrooms	Accessories	controls etc. should be aligned with the door handle for easy	wardrobes, drawers, etc. Overall luxurious impression. Space to put luggage so that it does not clutter the room or obstruct access. Excellent: Spacious 9m² 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	UA	м
Image Image <th< td=""><td>Bedrooms</td><td>Spaciousness and Overall Impression</td><td>Quality</td><td>Very Good: Reasonably spacious room 6m² 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. 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.</td><td>'1-5</td><td>GC</td></th<>	Bedrooms	Spaciousness and Overall Impression	Quality	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. 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.	'1-5	GC
endoms impression betwain furniture. or or edrooms impression vidows to be 80m from floor level. for safety purpose for a safety purpose						
edroomsSpacious impressionWindows to be 80cm from floor level.For safety purposesOutMedroomsSpacious impressionUnobstructed access widths of 90cm between walls, features, invo buttoricons with might cause aguest that the room be free of any obstructions with might cause aguest that the room be free of any obstructions with might cause aguest to be unable to access certain provisions within the roomCurlUAMedroomsSpacious spacious scess and Overal impressionSpecious scess end Overal ittings - this will provide access space of 90cm x 110cm to all furniture and fittings - this will provide access space of 90cm x 110cm to all furniture and fittings - this will provide access space of 90cm x 110cm to all furniture and fittings - this will provide access space of 90cm x 110cm to all furniture and fittings - this will provide access space of 90cm x 110cm to all furniture and fittings - this will provide access space of 90cm x 110cm to all furniture and fittings - this will provide access space of 90cm x 110cm to all furniture and fittings - this will provide access space of 90cm x 110cm to all furniture and 	Bedrooms				UA	v
edroomsUnobstructed access width of 90cm between walls, feature furniture and fittings - it is essential that the room befree access certain provisions within the roomOutsDueDueDueedroomsSpaciousness and Overal impressionSte of access space of 90cm x 110cm to all furniture and fittings - its essential that the room befree access certain provisions within the roomShower/ bath and had bains may be built open plan within the beforem however the toilet should be enclosed. Establishments with open plan built open plan within the pole space for easy reach.UAMathroomsNewer/ bath and had bains may be built open plan within the beforem however the toilet should be enclosed. Establishments with open plan built open plan within the pole space for easy reach.UAMathroomsNewer/ bath and had bains may be built open plan within the beforem however the toilet should be enclosed. Establishments with open plan built open plan within the pole space for easy reach. Unstanding: Two person en-suite bathroom, adequate vanity space. Separate bath and separate shower, roise reacter space. Very Good: Ensuite with separate bath, separate bath	Bedrooms	Spaciousness and Overall		For safety purposes		м
endroms impression fittings - this will provide access space for easy reach. UA M Impression fittings - this will provide access space for easy reach. Shower/ bath and 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. Outstanding: Two person en-suite bathroom, double vanity space. Separate bath and separate shower, toilet separately enclosed. Yi-5 GC iathrooms Type of Bathroom Quality Execllent: Two person en-suite bathroom, adequate vanity space for 2 people. Separate bath and separate shower, or separate shower, toilet separately enclosed. Yi-5 GC Good: Bath or Shower over bath, basin and toilet. Accentable: Bath or Shower over bath, basin and toilet. Accentable: Bath or Shower hadin and toilet. Accentable: Bath	Bedrooms	Spaciousness and Overall	furniture and fittings - It is essential that the room be free of any obstructions which might cause a guest to be unable to		UA	м
Impression Intrings - this will provide access space for easy reach. 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. Outstanding: Two person en-suite bathroom, double vanity space. Separate bath and separate shower, toilet separately enclosed. Impression Impressin Impressin I	Bedrooms				UA	м
athrooms Upper of Bathroom Quality Quality Quality Quality Control of Bathroom Quality Provide the separate bathroom, double vanity space. Separate bath and separate shower, toilet separately enclosed. Execulent: Two person en-suite bathroom, adequate vanity space for 2 people. Separate bath and separate shower, or seperate spacious shower, toilet separately enclosed. Upper Good: En-suite with separate bath, separate shower, basin and toilet. Good: Bath or Shower over bath, basin and toilet. Accentable: Bath or Shower hadin and toilet.		mpression	incongo - ono will provide access space for easy reach.			
Athrooms Type of Bathroom Quality Quality Quality ExecUlent: Two person en-suite bathroom, adequate vanity space for 2 people. Separate bath and separate shower, or seperate spacious shower, toilet separately enclosed. 1-5 GC Very Good: En-suite with separate bath, separate shower, basin and toilet. Good: Bath or Shower over bath, basin and toilet.						
Very Good: En-suite with separate bath, separate shower, basin and toilet. Good: Bath or Shower over bath, basin and toilet.						1
Good: Bath or Shower over bath, basin and toilet.	Bathrooms	Type of Bathroom	Quality		'1-5	GC
Accentable: Bath or Shower, bacin and toilet						
	Bathrooms	Type of Bathroom	Spacious layout more than 4m ²		'1-5	GC



Quality in Tourism		·	•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	
Bathrooms	Type of Bathroom	or more than 2m ²	Outstanding: Outstanding quality floor and wall coverings. Outstanding quality design and grouting, free from marks and damage.	'1-5	GC
			Excellent: Excellent quality professionally fitted floor and wall coverings.		
	Flooring, Ceiling and		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.		
Bathrooms	Walls	Quality	Good: Good quality bathroom floor and wall coverings not necessarily recent.	'1-5	GC
			Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		
			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		
Bathrooms	Flooring, Ceiling and Walls	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Dathroome	Flooring, Ceiling and	Colour contrast between fittings, fixtures, wall and floor	Major maintenance and condition issues identified.		N
Bathrooms	Walls	finishes assisting in their location.	Outstanding: Extra-large and spacious shower. Outstanding quality, solid co-ordinated fittings of innovative design. Extra large/deep bath that may have an overhead shower and washbin.	UA	v
			Attention to fixture aestethics, quality finishes and responsive controls. Impervious vanity surface area around wash basin providing unused space for guest use.		
			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 washbin. Easy to use with responsive controls. Impervious vanity surface area around wash basin providing unused space for guest use.		
Bathrooms	Fixtures and Fittings	Quality	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.	'1-5	GC
			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.		
			Acceptable: Fixtures and fittings of an acceptable quality.		
			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.		
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	Spa bath provided No unsightly plumbing fixtures.		'1-5 '1-5	GC GC
Bathrooms	Fixtures and Fittings	Heated towel rails provided Effective temperature control and air extraction system that		'1-5	GC
Bathrooms	Fixtures and Fittings	prevents misting of mirrors		'1-5	GC
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	Adequate clothes hooks (minimum 2) Facilities within bathroom conveniently positioned		'1-5 '1-5	GC GC
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	Magnifying mirror Soap dish provided for all bars of sealed soap		'1-5 '1-5	GC GC
Bathrooms	Fixtures and Fittings	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
			Major maintenance and condition issues identified.		
Bathrooms	Fixtures and Fittings	Cell phone sms messages used to provide alerts to guests the possibility of an incoming call or someone at the door, as well		UA	с
		as emergency and evacuation warnings.			
Bathrooms	Fixtures and Fittings	Signs and other printed instructions provided in large print and Braille.		UA	v
Bathrooms	Fixtures and Fittings	Bath and shower lever action mixers with balanced water supply.	Reliable temperature control over the water supply	UA	v
Bathrooms	Fixtures and Finis	supply. Bath and shower controls with visual and embossed indicators		UA	v
Bathrooms	Fixtures and Fittings	to indicate hot and cold taps or directions on mixers.		UA	v
Bathrooms	Fixtures and Fittings	Where provided the shower spray head should be located 210cm above the floor surface.		UA	v
Bathrooms	Fixtures and Fittings	Size of unobstructed floor space of 120cm x 150cm. Colour contrast between fittings, fixtures, wall and floor		UA	V
Bathrooms	Fixtures and Fittings	finishes to assist in their location. Clear opening width of doors - there must be 76cm measured		UA	v
Bathrooms	Fixtures and Fittings	with the door in the 90 degree position.		UA	М
Bathrooms	Fixtures and Fittings	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	м
Bathrooms	Fixtures and Fittings	Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.		UA	м
		Where a sliding door has been used, it should be openable with fingertip pressure. Handles should project clear of the			
Bathrooms	Fixtures and Fittings	surface of the sliding door and provide at least 6cm clear		UA	м
		finger space. Clear floor space of 180cm x 180cm provided within the			
Bathrooms	Fixtures and Fittings	bathroom or toilet, clear of other items to be positioned in the bathroom e.g. stools, sanitary disposal bins etc.		UA	м
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	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.	UAUA	M
		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			
Bathrooms	Fixtures and Fittings	position at the height of the bath when transferring from the		UA	м
		wheelchair or mobility aid onto the bath - before getting into the bath.			
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	T'-shaped grab-bar opposite transfer space. Removable bath seat.		UA UA	M
n		Roll-in Shower: 40cm x 40cm fold-down shower seat provided at a height between 45cm and 50cm. The centreline of the			
Bathrooms	Fixtures and Fittings	shower seat must be set at 48cm from the adjacent wall		UA	м
		opposite the transfer space. Roll-in Shower: Vertical and cranked grab-bars on either side			
Bathrooms	Fixtures and Fittings	of the shower seat - 60cm long vertical grab-bar and cranked grab-bar set at 80cm to lowest distance from the floor.		UA	м
Bathrooms	Fixtures and Fittings	Roll-in Shower: Lever action shower mixer and hand shower		UA	м
		on adjustable rail. Roll-in Shower: A 15cm maximum step with run-off which			
Bathrooms	Fixtures and Fittings	negates threshold.		UA	м
Bathrooms	Hand Basin and Toilet Areas	Hand basin sufficient size minimum 300mm x 200mm		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	or hand basin less than 300mm x 200mm		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Bench/shelf space provided adjacent to hand basin - minimum 300mm x 200mm clear space		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	or Bench/shelf space provided adjacent to hand basin less than 300mm x 200mm clear space		'1-5	GC
Bathrooms	Hand Basin and Toilet	Toilet brush provided with covered holder		'1-5	GC
Bathrooms	Areas Hand Basin and Toilet	or Toilet brush provided with uncovered holder		'1-5	GC
	Areas Hand Basin and Toilet			'1-5	
Bathrooms	Areas Hand Basin and Toilet	Paper holder or dispenser conveniently located			GC
Bathrooms	Areas	Sanitary bags provided	No maintenance and condition issues identified.	'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
Bathrooms	Hand Basin and Toilet	Basin controls with visual and embossed indicators to indicate	Major maintenance and condition issues identified.	UA	v
	Areas Hand Basin and Toilet	hot and cold taps or direction on mixers. Basin and shower lever action mixers with balanced water			
Bathrooms	Areas	supply. This allows reliable temperature control over the water supply.		UA	м
Bathrooms	Hand Basin and Toilet Areas	Hot pipes must be well insulated.		UA	м
Bathrooms	Hand Basin and Toilet Areas	Toilet paper holder within 26cm of the seat.		UA	м
Bathrooms	Hand Basin and Toilet	Trap covered with heat resistant lagging if composition is heat		UA	м
	Areas	conducting. Wash-hand basin with a mixer is easier for persons with			
Bathrooms	Hand Basin and Toilet Areas	functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and		UA	м
		or Wash-hand basin with lever action taps its easier for			
Bathrooms	Hand Basin and Toilet Areas	persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have		UA	м
		to gripped and turned.			
Bathrooms	Hand Basin and Toilet Areas	Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	м
i .	Hand Basin and Toilet	Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.		UA	м
Bathrooms	Areas		Outstanding: Full range of towel sizes - bath sheets, hand towel, face cloth for each guest. Provision of toweling robes and slippers. Thick, heavy, fluffy quality with plenty of pile. Replaced daily		
Bathrooms	Areas			1	1
Bathrooms	Areas		or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area.		
Bathrooms	Areas				
Bathrooms	Areas	Quality	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area.	'1-5	GC
		Quality	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. 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.	'1-5	GC
		Quality	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. 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. Very Good: Very good quality bath and hand towels provided per guest.	'1-5	GC
		Quality	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. 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. Very Good: Very good quality bath and hand towels provided per guest. Good: Good quality bath and hand towels provided per guest.	'1-5	GC
		Additional towel for beach or pool.	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. 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. Very Good: Very good quality bath and hand towels provided per guest. Good: Good quality bath and hand towels provided per guest. Acceptable: Acceptable quality towel provided per guest.	'1-5 '1-5	GC
Bathrooms	Towelling Towelling Towelling	Additional towel for beach or pool. 2 Bath robes provided per guest (e.g. Kimono and Turkish Robes).	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. 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. Very Good: Very good quality bath and hand towels provided per guest. Good: Good quality bath and hand towels provided per guest. Acceptable: Acceptable quality towel provided per guest.	<u>'1-5</u> '1-5	GC
Bathrooms Bathrooms	Towelling Towelling	Additional towel for beach or pool. 2 Bath robes provided per guest (e.g. Kimono and Turkish	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. 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. Very Good: Very good quality bath and hand towels provided per guest. Good: Good quality bath and hand towels provided per guest. Acceptable: Acceptable quality towel provided per guest.	'1-5	GC
Bathrooms Bathrooms Bathrooms	Towelling Towelling Towelling	Additional towel for beach or pool. 2 Bath robes provided per guest (e.g. Kimono and Turkish Robes).	or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area. 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. Very Good: Very good quality bath and hand towels provided per guest. Good: Good quality bath and hand towels provided per guest. Acceptable: Acceptable quality towel provided per guest. Unacceptable: Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency. Additional towel for beach or pool.	<u>'1-5</u> '1-5	GC



OF SOLTH AFRICA Quality in Tourism			••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
			Outstanding: Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas. Either windows that open or effectively working extractors.		
			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.		
Bathrooms	Lighting and Ventilation	Quality	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.	'1-5	GC
			Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors.		
			Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors.		
			Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings.		
Bathrooms	Lighting and Ventilation	Night light provided		'1-5	GC
Bathrooms	Lighting and Ventilation	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Batilioons			Millior maintenance and condition issues identified. Major maintenance and condition issues identified.	1-5	GC
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.	Outstanding: Luxury double ply toilet paper. A wide range of excellent quality accessories provided in the bathroom e.g.:	UA	MV
			Sealed soap; Shower gel; Shower gel;		
			• Shampoo;		
			Conditioner; Shower cap;		
			• Body lotion; • Tissues;		
Bathrooms	Accessories	Quality	Cotton buds, etc.	'1-5	GC
			Excellent: A reasonable proportion of excellent quality items from the above list. Excellent quality double-ply toilet paper.		
			Very Good: A small range from the above, all in good condition and of good quality. Very good quality double ply toilet paper.		
			Good: One or two items from the above list of good quality. Good qualitydouble ply toilet paper.		
			Acceptable: One or two items from the above list of acceptable quality. Acceptable quality double ply toilet paper.		
Bathrooms	Accessories	Accessory/toiletry labels in Braille and audio format, and		UA	v
Bathrooms	Accessories	colour coded. Signs and other printed instructions provided in large print.		UA	с
bathoons	Accessories		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	04	C
			not be included in this area.		
			Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.		
Public Areas	Decoration	Quality	Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.	14 5	
Public Areas	Decoration	Quality	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	'1-5	GC
			Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.		
			Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.		
			Hassentable: View old. Ended. damaged will covering. Evidence of dama or water constration. Grubby marke: Unrightly existence or evene of wining. General postert		
Public Areas	Decoration	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Public Areas	Decoration	Interior décor with tonal contrast between the critical surfaces.	Nator maintenance and condition issues identified. 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.	UA	v
		surraces.	Outstanding: Luxurious furniture ofoutstanding intrinsic quality. Extra design elements and features throughout.		
			Excellent: Excellent degree of comfort and luxury. Attractive, co-ordinated extras. Decorative, occasional pieces in main room or rooms and corridors.		
			Very Good: Very good quality furniture with comfortable easy seating.		
Public Areas	Furnishings and Fixtures	Quality	Good: Good quality range of materials and construction in sound condition. Basic furniture styles and surfaces well maintained.	'1-5	GC
			Acceptable: Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable.		
			Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Dated, jaded and unattractive.		
			No maintenance and condition issues identified.		
Public Areas	Furnishings and Fixtures	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Public Areas	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	с
Public Areas	Furnishings and Fixtures	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide.		UA	v
Public Areas	Furnishings and Fixtures	Furniture should have rounded edges to prevent injury to guests.		UA	v
Public Areas	Furnishings and Fixtures	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	v
Public Areas	Furnishings and Fixtures	Doors must be able to open fully against adjacent wall.		UA	v
Public Areas	Furnishings and Fixtures	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.	UA	v
Public Areas	Furnishings and Fixtures	The size of opening leaf on all doors en-route should be at		UA	м
		least 76cm measured when the door is open at 90-degrees. Pull handles on all doors located on access ways and			
Public Areas	Furnishings and Fixtures	passageways located at a height between 80cm and 120cm. Handles must measure at least 12cm in length and be easy to		UA	м
		grasp, 'D'-type handle must be used. A selection of chairs to be with and without arm-rests, with			
Public Areas	Furnishings and Fixtures	seats at 45cm to 50cm.		UA	м
			Outstanding: Outstanding quality flooring and ceilings using outstanding materials - natural or manmade. Skirting and cornices of outstanding quality with additional architectural features.		
			Excellent: Excellent quality flooring and ceilings using excellent materials - natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail.		
			Very Good: Very good quality flooring and cellings using very good materials - natural or manmade. Skirting and cornices of very good quality with additional architectural features.		
Public Areas	Flooring, Ceiling, Skirting and Cornices	Quality	Good: Good quality flooring and ceilings using good materials - natural or manmade. Skirting and cornices of good quality with additional architectural features.	'1-5	GC
			Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		
			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.		
Dublic Ac	Flooring, Ceiling, Skirting	Maintenance and Condition	No maintenance and condition issues identified.	14.5	
Public Areas			Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Public Areas		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	UA	v
Public Areas	Flooring, Ceiling, Skirting and Cornices	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	v
			Outstanding: Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas.		
			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: 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.		
Public Areas	Lighting	Quality	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.	'1-5	GC
Public Areas	Lighting	Quality	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps.	'1-5	GC
Public Areas	Lighting	Quality	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use.	'1-5	GC
Public Areas	Lighting	Quality	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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	'1-5	GC
Public Areas	Lighting Lighting	Quality Maintenance and Condition	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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 maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
		Maintenance and Condition Lighting should be positioned to minimise flare and with a	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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 maintenance and condition issues identified.		
		Maintenance and Condition Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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 or diffuser. Brance addoc condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.		
Public Areas	Lighting	Maintenance and Condition Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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 <i>Minor maintenance and condition issues identified.</i> Maior maintenance and condition issues identified.	'1-5	GC
Public Areas	Lighting	Maintenance and Condition Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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 or diffuser. Brance addoc condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
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Public Areas	Lighting Lighting	Maintenance and Condition Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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 maintenance and condition issues identified. Minor maintenance and condition issues identified. Malor maintenance and condition issues identified. Outstanding: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout the property. Excellent: Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms.	'1-5	GC
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Public Areas Public Areas	Lighting Lighting Atmosphere and	Maintenance and Condition Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable amount of lighting for practical use. 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 maintenance and condition issues identified. Minor maintenance and condition issues identified. Maior maintenance and condition issues identified. Maior maintenance and condition issues identified. Maior maintenance and condition issues identified. Excellent: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout the property. Excellent: Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms. Very Good: Comfortable, relaxed feel. Some busy music in background but not intrusive. Co-ordinated décor, finishing, etc. Good: Comfortable, relaxed feel.	'1-5 UA	GC V
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Quality in Tourism			••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGO DEFINITION	RY SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Public Areas	Atmosphere and	Well presented tourism information		'1-5	GC
Public Areas	Ambience Atmosphere and	Ambient quality of background / live music		'1-5	GC
Public Areas	Ambience Atmosphere and	Ease of access and efficiency of guest lifts		'1-5	GC
	Ambience Atmosphere and	Security measures provided to restrict access to residents on			
Public Areas	Ambience	guest floors		'1-5	GC
Public Areas	Escalators / Lifts / Stairwells / Ramps	Separate service lift provided		'1-5	GC
Public Areas	Escalators / Lifts / Stairwells / Ramps	Ramps: Gradient not steeper than 1:12. (1:15 is optimum gradient)	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.	UA	v
Public Areas	Escalators / Lifts /	Ramps: Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the		UA	v
	Stairwells / Ramps Escalators / Lifts /	ramp.			-
Public Areas	Stairwells / Ramps	Ramps: 10cm high kerb or tapping rail on the open side of the ramp.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Ramps: 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.	UA	v
Public Areas	Escalators / Lifts /	Ramps: Gradient en-route to facilities (internal and external).	Optimum gradient 1:15	UA	м
Fublic Aleas	Stairwells / Ramps	Gradients en-route to facilities must be no steeper than 1:12.	Opunum gradient 1.13	UA .	IVI
Public Areas	Escalators / Lifts / Stairwells / Ramps	Ramps: There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm		UA	м
Public Areas	Escalators / Lifts / Stairwells / Ramps	Ramps: Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm		UA	м
		Steps / Stairways Systems: Contrasting colour at top, bottom			
Public Areas	Escalators / Lifts / Stairwells / Ramps	and landings of steps. Guests with functional visual limitations need to have the start of the step identified	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.	UA	v
Dublis Asses	Escalators / Lifts /	Steps / Stairways Systems: Tonal contrast on all nosing. Each			
Public Areas	Stairwells / Ramps Escalators / Lifts /	step in the flight of steps needs to be identified. Steps / Stairways Systems: Square closed risers to all stairs.		UA	V
Public Areas	Stairwells / Ramps	Each step needs to have a solid edge.		UA	V
Public Areas	Escalators / Lifts /	Steps / Stairways Systems: Uniform height levels between landings on staircases. There should be an equal number of		UA	v
	Stairwells / Ramps	steps on each flight of stairs. Steps / Stairways Systems: Continuous handrail on both sides			
Public Areas	Escalators / Lifts / Stairwells / Ramps	of the staircase with 30cm extensions before and beyond the		UA	v
Public Areas	Escalators / Lifts /	end of the stair. Steps / Stairways Systems: Unobstructed width of not less	To facilitate access for guests using mobility aids.	UA	м
	Stairwells / Ramps Escalators / Lifts /	than 90cm. Steps / Stairways Systems: Provision for unobstructed landing			
Public Areas	Stairwells / Ramps	of 90cm x 120cm.	Clear of door swings etc.	UA	м
Public Areas	Escalators / Lifts /	Elevators / Lifts: Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests	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.	UA	с
. 30110 /11 003	Stairwells / Ramps	who have functional communication limitations.	in an enclosing of the second of an opposing which have been during a unrefer times, or designed unreferity, then they may each be assessed at a different level of quality and condition.	UA	
Public Areas	Escalators / Lifts /	Elevators / Lifts: Flashing lights should be linked to alarms and		UA	с
Public Areas	Stairwells / Ramps Escalators / Lifts /	emergency buttons. Elevators / Lifts: A visual display to show that help is coming		UA	с
	Stairwells / Ramps Escalators / Lifts /	should be available within the elevator. Elevators / Lifts: Clearly demarcated tactile and colour			
Public Areas	Stairwells / Ramps	contrasted waiting area at lift.		UA	v
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Colour contrasting door clear opening width not less than 76cm.	Doors need to be easily identified by guests with functional visual limitations	UA	v
Public Areas	Escalators / Lifts /	Elevators / Lifts: Lifts with automatic door enunciator. The voice provides information to the guest as to when the lift		UA	v
	Stairwells / Ramps	arrives at the floor when alighting. Elevators / Lifts: 150 lux minimum internal lighting level.			
Public Areas	Escalators / Lifts /	Minimum lighting level, which allows a clear indication to		UA	v
Tublic Alcus	Stairwells / Ramps	guests with functional visual limitations, of controls and assistive devices.		06	· ·
	Escalators / Lifts /	Elevators / Lifts: Handrail provided on all sides of the lift car.			
Public Areas	Stairwells / Ramps	Handrails provide the guest with a functional visual limitation with stabilization to hold on to whilst the lift is in motion.		UA	v
		Elevators / Lifts: Emergency phone or intercom colour			
	Escalators / Lifts /	contrasted with Braille and tactile buttons and text. All			
Public Areas	Stairwells / Ramps	emergency controls should strongly contrast with the background. Emergency buttons needs to have rough surfaces		UA	v
		in order for guests to distinguish them from the other controls.			
Public Areas	Escalators / Lifts /	Elevators / Lifts: Size of unobstructed approach space not less	Persons making use of mobility aids should have clear, unobstructed space in order to negotiate entrance and exit from the elevator.	UA	м
Public Areas	Stairwells / Ramps Escalators / Lifts /	than 110cm x 150cm. Elevators / Lifts: Clear opening width of the door should not		UA	м
Tublic Alcus	Stairwells / Ramps	be less than 76cm.		00	
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Lift with automatic doors which measure not less than 90cm when doors are in open position.		UA	м
Public Areas	Escalators / Lifts /	Elevators / Lifts: Internal size of lift car of 120cm x 160cm.		UA	м
Public Areas	Stairwells / Ramps Escalators / Lifts /	Elevators / Lifts: Handrail provided on all sides of the lift car		UA	м
	Stairwells / Ramps Tea / Coffee Making	located between 90cm and 100cm.			
General Facilities	Facilities	Provided in all rooms/units	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.	'1-5	GC
General Facilities	Tea / Coffee Making Facilities	or delivered morning beverage.		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Sufficient packaged ingredients		'1-5	GC
General Facilities	Tea / Coffee Making	Teapot/plunger		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Filter Coffee or Coffee Pod machines provided in each room.		'1-5	GC
	Facilities Tea / Coffee Making				
General Facilities	Facilities Tea / Coffee Making	Extensive range of higher quality beverages.		'1-5	GC
General Facilities	Facilities	Used tea bag holder		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Adequate preparation space		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Long life milk available		'1-5	GC
General Facilities	Tea / Coffee Making	Fresh milk available		'1-5	GC
	Facilities Tea / Coffee Making				
General Facilities	Facilities Tea / Coffee Making	Rusks or biscuits		'1-5	GC
General Facilities	Facilities	Crockery good quality and matching/co-ordinated		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Cutlery good quality and matching		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Glassware good quality and matching		'1-5	GC
General Facilities	Tea / Coffee Making	Cordless Kettle		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Well set out and presented hot beverage tray or station		'1-5	GC
Seneral racinges	Facilities	set out and presented not beverage tray or station	No maintenance and condition issues identified.	1-2	30
General Facilities	Tea / Coffee Making Facilities	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
	Additional		Major maintenance and condition issues identified.		
General Facilities	Additional Entertainment Facilities	Additional TV in room or suite.		'1-5	GC
Conoral Facilities	Additional	Deaking station in the second		14 -	-
General Facilities	Entertainment Facilities	Docking station in the room		'1-5	GC
General Facilities	Additional	Other electronic devices	e.g. iPads	'1-5	GC
	Entertainment Facilities			1-3	30
General Facilities	Additional	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
	Entertainment Facilities		Major maintenance and condition issues identified. Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.		
		1	ייש אורייט אוריט או		
Dining Facilities			Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.		
	Decoration	Quality	Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish. Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	'1-5	60
Shing roundes	Decoration	Quality		'1-5	GC
	Decoration	Quality	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	'1-5	GC
	Decoration	Quality	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	'1-5	GC
			Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. <u>Hose naturable: Yen: old faded damaged wall covering. Evidence of dama or water nanetration.</u> Hose manteriance and condition issues identified.		
Dining Facilities	Decoration	Quality Maintenance and Condition	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	'1-5	GC GC
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			Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. Inarcentable: Very old faded damaned wall covaring. Evidence of dams or water nanatration. Grubbu marks: Unsightly naintwork or evonced wiring. General neglect No maintenance and condition issues identified. Minor maintenance and condition issues identified. General principles of furnishings in public areas with additional considerations.		
			Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. Linaccentable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. Linaccentable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. Linaccentable: Acceptable quality but not necessarily new. Tired style. Basic application of manter analytic design input or co-ordination. Linaccentable: Acceptable quality but not necessarily new. Tired style. Basic application of Geore. Little design input or co-ordination. Linaccentable: Acceptable quality but not necessarily new. Tired style. Basic application of Geore. Little design input or co-ordination. Linaccentable: Acceptable quality but not necessarily new. Tired style. Basic application of Geore. Little design input or co-ordination. Linaccentable: Acceptable quality but not necessarily new. Tired style. Basic application of water nenastration. Grubbu marke: Linciphthy naintwork or exposed wiring. General nenlect No maintenance and condition issues identified. Maior maintenance and condition issues identified. 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		
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Dining Facilities	Decoration	Maintenance and Condition	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. <u>Hoarcentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Hoarcentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Hoarcentable: Manual faded damaned wall covariant Evidence of daman or water nanatration.</u> <u>Grubbu marke: Hocinbitu naintwork or avnoced wiring.</u> <u>General neelect</u> No maintenance and condition issues identified. <u>Maior maintenance and condition issues identified.</u> <u>General principles of furnishings in public areas with additional considerations.</u> <u>Outstanding: Extremely comfortable dining chairs and spacious tables.</u> Outstanding quality upholstery and workmanship in the furniture and superbly co-ordinated. Free and easy access between furnishings. Excellent: Excellent degree of comfort. Well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Free and easy access between furnishings. Very Good: All of very good quality and well co-ordinated. Free and easy access between furnishings.	'1-5	GC
Dining Facilities	Decoration	Maintenance and Condition	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. <u>Inaccentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Inaccentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Inaccentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Inaccentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Inaccentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Inaccentable: Acceptable quality but not necessarily new.</u> Tired style. Basic application of unstar nenatration. <u>General nenteence and condition issues identified.</u> <u>General principles of furnishings in public areas with additional considerations.</u> <u>Outstanding: Extremely comfortable dining chairs and spacious tables.</u> Outstanding quality upholstery and workmanship in the furniture and superbly co-ordinated. Free and easy access between <u>furnishings.</u> Excellent: Excellent degree of comfort. Well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Free and easy access between furnishings. Very Good: All of very good quality and well co-ordinated. Free and easy access between furnishings. Good: Tables large enough for uncluttered use. May be a mix of styles, but all in good order. Good dining furniture design.	'1-5	GC
Dining Facilities	Decoration	Maintenance and Condition	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. <u>Hoarcentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Hoarcentable: Acceptable quality but not necessarily new. Tired style.</u> Basic application of décor. Little design input or co-ordination. <u>Hoarcentable: Manual faded damaned wall covariant Evidence of daman or water nanatration.</u> <u>Grubbu marke: Hocinbitu naintwork or avnoced wiring.</u> <u>General neelect</u> No maintenance and condition issues identified. <u>Maior maintenance and condition issues identified.</u> <u>General principles of furnishings in public areas with additional considerations.</u> <u>Outstanding: Extremely comfortable dining chairs and spacious tables.</u> Outstanding quality upholstery and workmanship in the furniture and superbly co-ordinated. Free and easy access between furnishings. Excellent: Excellent degree of comfort. Well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Free and easy access between furnishings. Very Good: All of very good quality and well co-ordinated. Free and easy access between furnishings.	'1-5	GC



Quality in Tourism ASSESSMENT AREA / CATEGOR DEFINITION Dining Facilities Dining Fac	Y SECTION TO BE ASSESSED Furnishings Furnishings Furnishings Furnishings	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION Maintenance and Condition Offer choice of seating away from the noise to provide suitable environment. Pathways between restaurant tables and chairs to be un-	V = Visual Limitation for UA ADDITIONAL INFORMATION FOR CONSIDERATION No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	STAR GRADING	G MER/G
Dining Facilities Dining Facil	Furnishings Furnishings Furnishings	Maintenance and Condition Offer choice of seating away from the noise to provide suitable environment.	No maintenance and condition issues identified. Minor maintenance and condition issues identified.		
Dining Facilities	Furnishings	Offer choice of seating away from the noise to provide suitable environment.		1-5	(4)
Dining Facilities	Furnishings	suitable environment.			
Dining Facilities	-			UA	с
Dining Facilities Dining Facilities Dining Facilities Dining Facilities Dining Facilities Dining Facilities Dining Facilities	Furnishings	obstructed and at least 90cm wide.		UA	v
Dining Facilities Dining Facilities Dining Facilities Dining Facilities Dining Facilities Dining Facilities		Furniture should have rounded edges for guests with functional visual limitations.		UA	v
Dining Facilities Dining Facilities Dining Facilities Dining Facilities Dining Facilities	Furnishings Furnishings	Fixed, level, matt and slip-resistant surfaced floor finishes. Doors must be able to open fully against adjacent wall.		UAUA	v
Dining Facilities Dining Facilities Dining Facilities Dining Facilities	Furnishings	The wider leaf of double doors of unequal widths must all be located on the same side throughout the length of any		UA	v
Dining Facilities Dining Facilities Dining Facilities	Furnishings	passageway. A selection of chairs to be with and without arm-rests.		UA	v
Dining Facilities	Furnishings	Tableware to contrast with the table surface or tablecloth.		UA	v
	Furnishings	Interior décor with tonal contrast between the critical surfaces.		UA	v
	Furnishings	Labels available in Braille.	The slave engine much be measured with data in 00 datases one polition and much measure at least 70m to enable a mobility of warste pain assess	UA	M
	Furnishings	Size of opening leaf of all doors. Provision of handles on doors which should be located	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	UA	м
Dining Facilities	Furnishings	between 80cm and 120cm. This handle must be at least 12cm in length. Handle must be 'D'-Shaped.		UA	
Dining Facilities	Furnishings	Clear un-obstructed access between furniture and fittings no less than 90cm in width.		UA	м
Dining Facilities	Furnishings	Tables to be 80cm high with at least 76cm clear space below.		UA	м
Dining Facilities Dining Facilities	Furnishings Furnishings	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.		UA UA	M
Dining Facilities	Furnishings	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.		UA	м
Dining Facilities	Furnishings	Staff assistance available at buffet/ serveries and bars.		UA	M
			Outstanding: Outstanding quality flooring and ceilings using outstanding materials - natural or manmade. Skirting and cornices of outstanding quality with additional architectural features.		
			Excellent: Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail.		
			Very Good: Very good quality flooring and cellings using very good materials - natural or manmade. Skirting and cornices of very good quality with additional architectural features.		
Dining Facilities	Flooring, Ceiling, Skirtir and Cornices	Quality	Good: Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality with additional architectural features.	'1-5	GC
	and connets		Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		
			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.		
Dining Facilities	Flooring, Ceiling, Skirtin and Cornices	⁹⁸ Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Dining Facilities	Flooring, Ceiling, Skirtir and Cornices	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	v
			Outstanding: Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas.		
Dining Facilities	Lighting	Quality	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. Very Good: Very good quality fittings with more than adequate spread of illumination for practical use, though no or limited use of sophisticated lighting 'effect'. Occasional lamps, reading lights, perhaps picture lights. Good: Good lighting with good quality fittings. Main light plus one or two small occasional lamps. Acceptable: Acceptable light for practical use.	'1-5	GC
			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		
Dining Facilities	Lighting	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
		Lighting must be even and well lit with minimum lighting	Major maintenance and condition issues identified.		
Dining Facilities	Lighting	levels of 200 lux.	Outstanding: Beautifully bound, clear and well presented menu. Extensive wine selection, recommended wines accompanying different dishes on the menu. Waiters trained to provide verbal	UA	v
Dining Facilities	Menu Presentation	Quality	presentation of specials of the day. Excellent: Clear, informative layout with attractive design. Wine set out in clear sections with options available. Menu items explained. Very Good: Very good standard of presentation. Good: Clear layout with good quality of presentation. Acceptable: Clear layout with acceptable quality of presentation.	'1-5	GC
			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 constrained. No maintenance and condition issues identified.		
Dining Facilities	Menu Presentation	Maintenance and Condition	Mior maintenance and condition issues identified. Major maintenance and condition issues identified. Cognisance will be taken of the nature and style of the establishment.	'1-5	GC
			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. 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		
Dining Facilities	Table Appointments	Quality	buckets, sauce boats and jam pots, etc. Provision of appropriate styles of cutlery, glasses or crystal for different uses.	'1-5	GC
			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. Good: Good quality cutlery and crockery with main service matching. Accessories may be of different style but good quality. Thick (multi-ply) paper napkins. Acceptable: Variety of styles and acceptable quality. Napkins of acceptable quality. Sauces in bottles and or packets.		
Dining Facilities	Table Appointments	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Dining Facilities	Table Appointments	Tableware to contrast with the table surface or tablecloth.	Major maintenance and condition issues identified. Outstanding: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Outstanding soundproofing throughout the property.	UA	v
			Excellent: Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Excellent architectural features. Spacious rooms.		
Dining Exciliation	Atmosphere and	Quality	Very Good: Comfortable, relaxed feel. Some music in background but not intrusive. Co-ordinated décor, finishing, etc.	'1-5	GC
ining Facilities	Ambience	Quality	Good: Comfortable, relaxed feel. Acceptable: Acceptable levels of comfort.	'1-5	GC
			Unacceptable: Uncomfortable, awkward seating in an area clearly used for other purposes. Smoky, Persistent cooking smells. Draughty. No personal touches.		
ining Facilities	Atmosphere and	Low ambient noise levels.		UA	v
ining Facilities	Ambience Atmosphere and	Clear un-obstructed access between furniture and fittings no		UA	м
	Ambience	less than 90cm in width.	Outstanding: Exemplary presentation on outstanding quality plates with exquisite garnishes. Outstanding quality combination of flavours, colours and textures, served at just the right	UA .	
ining Facilities	Dinner Presentation	Quality	Constraining, Exemplarity presentation on outstanding quality plates with exquisite garnishes. Outstanding quality combination of navours, condustanting quality between grant temperature. 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. Very Good: Very good presentation with obvious care and attention to detail with visual effect. Good: Good, attractive arrangement and garnishes. Tendency to follow standard garnishing. Acceptable: Food presented in acceptable manner with an acceptable variety of colours and textures. Minimal garnishing.	'1-5	G
			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.		
	Dinner Presentation	Labels available in Braille. A permanently lowered section for buffet must be provided,		UA	v
Dining Facilities	Dinner Presentation	at a height of 80cm. In addition, table service must be offered		UA	м
Dining Facilities	Dimerricicitation	on request.			1



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General Services & Service Welcome, Friendlines Large text copies of all check in information and information Ustanding: Staff in all positions displaying friendly and helpful demeanour and willingness to assist in any situation. Extra attention paid at check-in, during meals an anything else can be done to make the stay more enjoyable. Proactive provision of information about the establishment. Everyone at the establishment has an excell is willing to please. General Services & Service Welcome, Friendlines Large text copies of all check in information and information Secretient: Willingness to help when asked. Acceptable: Services & Service Welcome, Friendlines Large text copies of all check in information and information. Used and the establishment will be taken into account as formality may vary significantly. All staff should have name badges and be neat at all times. General Services & Service Appearance of Staff Guality 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. Goud: A noticeable a		UA	м
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General Services & Service Welcome, Friendliness and Attitude Large text copies of all check in information and information provided in the bedroom. 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. General Services & Service Appearance of Staff Quality 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. General Services & Service Appearance of Staff Quality Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Headerson black clothing difficult citation di			
General Services & Service Appearance of Staff Quality 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. General Services & Service Appearance of Staff Quality Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Image: Data table Image: Data table factor tables and tidy. Tables and tidy. Neat and hygienic appearance. Unacceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Image: Data table factor tables are prompt and effective reservation, for a minimum of 18 hours to 24 hours a day. All details to Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in. All essential information given to guests, layout of property, available facilitit messages forwarded promptly. Efficient communication with other departments, porters, booking of restarant tables, etc. Evidence of an on-line guest history program		UA	v
General Services & Service Appearance of Staff Quality Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Good: A noticeable attempt to be smart. No stains, tears, etc. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Hencecontable: Cleaning dictu ctalond fraued holed. Distuctore Mande and finenzeable with the service of a non-line given to guests, layout of property, available facilitit messages forwarded promptly. Efficient communication with other departments, porters, booking of restaurant tables, etc. Evidence of an on-line guest history program			
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Unscentable: Clathiae dictu ctalend ferund holed. Dictu chore. Hande and Einenralle mubble. Vele unweched and out of control. Linchaumo. Decrema humiono lacking 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 t Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in. All essential information given to guests, layout of property, available faciliti messages forwarded promptly. Efficient communication with other departments, porters, booking of restaurant tables, etc. Evidence of an on-line guest history progra			
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	s, meal times, etc. Any		
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 very effectively and information on range of key facilities provided. All guests' needs are met in a quick and effective manner.	led on request. Check-in		
General Services & Service Reservation, Check-in and General Efficiency Quality 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 provi	ad. Efficient check-in.	'1-5	GC
Always given full information about facilities.			
Good: Reservations dealt with fairly well. All necessary information taken and provided. When registered, key is given and guest is directed to room.			
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.			
General Services & Service Reservation, Check-in Pre-populated Registration Form / Check-in Indemnity Form	<i>).</i>	1-5	GC
General Services & Service and General Efficiency with a guests' personal information. General Services & Service Reservation, Check-in Reception counter fitted with inductive loops.		UA	с
General Services & Service Reservation, Check-in A chart with basic signs to be kent at recention		UA	с
and General Efficiency Researching Checkling A staff member that has basic knowledge of sing language and			
and General Efficiency lip reading should be available at reception.		UA	с
General Services & Service Reservation, Check-in and General Efficiency Reservation, Check-in and General Efficiency Reservation and Deaf/ Blind interpreter, to facilitate		UA	с
General Services & Service Reservation, Check-in A written information and emergency pack is provided to the		UA	с
General Services & Service Reservation, Check-in Approach to the entrance free of projecting obstructions or		UA	v
and General Efficiency features. General Services & Service Reservation, Check-in Entrance route surface firm even and slin resistant		UA	v
and General Efficiency General Services & Service Reservation, Check-in Doors should always be fully closed or held open.		UA	v
And General Efficiency General Services & Service Reservation, Check-in Contrasting colour and texture floor surface space on the		UA	v
General Enciency inside and outside of entrance door. Reservation, Check-in Door closers chould incorporate a delay mechanism		UA	v
General Services & Service Reservation, Check-in Door furniture should incorporate a horizontal pull/ lever		UA	v
General Services & Service Reservation, Check-in Directional and information signage in large format.		UA	v
General Services & Service Reservation, Check-in There should be clear, unimpeded routes provided the contracting		UA	v
General Services Service Inroughout the reception area identified by contrasting colours and textures and free from all obstacles. Reservation, Check-in All furniture to be 80cm high with solid sides up to 20cm			
General Services & Service and General Efficiency above floor surface.		UA	v
General Services & Service and General Efficiency reception staff and desktop without creating glare.		UA	v
General Services & Service Reservation, Check-in and General Efficiency Reservation, Check-in Beneration Check-in and Chec		UA	v
General Services & Service Reservation, Check-in and General Efficiency and Service no restablishment and General Efficiency and surroundings.		UA	V
General Services & Service Reservation, Check-in Holeback for the lass 12cm in length and be asy to grasp at a holeback for the lass 12cm in the floar when the floar is the lass 12cm in the lass 12cm in the floar is the lass 12cm in the lass 12cm		UA	м
And General Efficiency and General Efficiency height of 80cm to 120cm from the floor. Handle must be of a 'D'-shaped type. 'D'-shaped type. 'D'-shaped type.''''''''''''''''''''''''''''''''''''			-
General Services & Service Reservation, Check-in and General Efficience Reservation, Check-in and			
General Services & Service Reservation, Check-in Length of 80cm high and 120cm wide check-in counter or and General Efficiency recention deck.		UA	м

General Services & Service	Reservation, Check-in	Length of 80cm high and 120cm wide check-in counter or		UA	м
General Services & Service	and General Efficiency	reception desk.		04	
General Services & Service	Reservation, Check-in	Seating has been provided with a seat height between 45cm		UA	м
General Services a Service	and General Efficiency	and 50cm from the floor.		0.11	
	Reservation, Check-in	Website provides sufficient pre-booking information on all			
General Services & Service	and General Efficiency	services and facilities catering towards guests with functional		UA	м
	and General Enriciency	mobility/ physical limitations.			
			Porterage may not apply to all serviced accommodation, but some assistance with luggage is expected at all 4- and 5-star formal accommodation 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. 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. Very Good: Willing and friendly.		
General Services & Service	Porterage	Quality	Very good knowledgeable of accommodation facilities and local area, willing to find out more. May have other duties but endeavours to be prompt.	'1-5	GC
			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.		
			Acceptable: Assistance with luggage available on request throughout the day and evening.		
			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		
General Services & Service	Porterage	Guest vehicle transfer and collection service available		'1-5	GC
General Services & Service	Porterage	Security of guest luggage taken into consideration, including: Location, neatness, labeling		'1-5	GC



TOURISM GRADING COUNG OF SOUTH AFRICA Quality in Tourism	CIL		•••• M = Mobility Limititation for UA; •••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
DEFINITION	ASSESSED	DESCRIPTION	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.		
			Excellent: Order taken in pleasant manner. Delivered promptly. Excellent attitude. Order correct. Asks if anything else required. Tray collected from outside room.		
eneral Services & Service	Room Service	Quality	Very Good: Order taken in a polite and pleasant manner. Delivered in very good time. 18 hours room service available.	'1-5	GC
			Good: Order taken efficiently. Order is correct and required condiments are provided.		
			Acceptable: Most items on the room service menu are available. Acceptable level of service and delivery. Tray may be left outside room.		
			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		
General Services & Service	Laundry Service	Full laundry/dry cleaning service.	for a long time to along singu 6 days a week	'1-5	GC
General Services & Service General Services & Service	Laundry Service Laundry Service	or limited laundry / dry cleaning service or communal laundry provided	Minimum 3 days	'1-5 '1-5	GC GC
Seneral Services & Service	Laundry Service	Express service available	2 hours or less 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.	'1-5	GC
			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.		
eneral Services & Service	Meal Service	Quality	Very Good: Well-motivated staff. Evidence of aspiring to excellent standard. Very good knowledge of food and wine.	'1-5	GC
			Good: Friendly staff, efficient service. Good knowledge of food and wine. Requests dealt with pleasantly.		
			Acceptable: Acceptable service levels. Neutral attitude by staff who are able to assist to a degree.		
			Hasecontables in afficient claw consister. Distu disher not classed in an experience in and alasses curvelied for each meal. Lask of knowledge of food and when Hafricardh and wheeleful		
			Outstanding: Bill pre-prepared and every item explained. 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.		
			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.		
eneral Services & Service	Check-out Efficiency	Quality	Very Good: Prompt attention and bill correct. Attempt at excellence. Cheerful demeanour.	'1-5	GC
			Good: Bill correct. Staff professional, friendly and efficient towards departing guests.		
			Acceptable: Bill correct. Staff are efficient.		
			Hassentable: All users and unsustained. Staff has an idea and are usuilling to exist the sussts. Fuch manager i are unit. Staff unable to manager rows forms of normant		
eneral Services & Service	Check-out Efficiency	Written information and emergency pack is provided to the guest upon check in.		UA	с
ieneral Services & Service	Check-out Efficiency	Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/physical limitations.		UA	MV
Seneral Services & Service	Tourist Information	Quality	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 information the local area. Outstanding attention to personalised itineraries and personal interest in guest's information requirements is shown. Tour booking service available. 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. Very Good: As above with a very good range of tourist information. Good: Good variety of pamphlets available on surrounding area. Staff able to assist to a degree. 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.	'1-5	GC
			Hannantahla. Na information as aut af data information. Ctaff unable to assist		
ieneral Services & Service	Tourist Information	Assistance with information about accessible tourism products and bookings provided by hotel/lodge staff. Clear and plain format and presentation of brochures and	5 	UA	С
ieneral Services & Service	Tourist Information	websites, to provide clear, accurate and articulated information that will minimise the need to be explained by telephone or other media.		UA	с
ieneral Services & Service	Tourist Information	Assistance with information about accessible tourism products and bookings provided by staff.	5	UA	MV
ieneral Services & Service	Communications and Business Facilities	Touch dial service extension telephones provided		'1-5	GC
eneral Services & Service	Communications and Business Facilities	Automatic direct dial/operator assisted phones - 24 hours		'1-5	GC
eneral Services & Service	Communications and Business Facilities	or Operator assisted - limited access		'1-5	GC
eneral Services & Service	Communications and Business Facilities	or pay telephone/office phone only (24 hr access)		'1-5	GC
eneral Services & Service	Communications and Business Facilities	Current local phone book provided in all rooms		'1-5	GC
ieneral Services & Service	Communications and Business Facilities	Additional handset provided in each room		'1-5	GC
eneral Services & Service	Communications and	Service directory and operating instructions provided		'1-5	GC
eneral Services & Service	Business Facilities Communications and Business Facilities	Dedicated data line provided in room		'1-5	GC
eneral Services & Service	Business Facilities Communications and	or Wireless internet access		'1-5	GC
ieneral Services & Service	Business Facilities Communications and	Business desk provided	In addition to table / bench	'1-5	GC
eneral Services & Service	Business Facilities Communications and	Internet kiosk on property		'1-5	GC
eneral Services & Service	Business Facilities Communications and	Photocopying facilities		'1-5	GC
eneral Services & Service	Business Facilities Communications and	Facsimile facilities		'1-5	GC
eneral Services & Service	Business Facilities Communications and Business Facilities	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
ieneral Services & Convice	Communications and	Eaching light indicating incoming calls	Major maintenance and condition issues identified.	UA	cv
Seneral Services & Service	Business Facilities Communications and	Flashing light indicating incoming calls. All general information available in large print, Braille and			
ieneral Services & Service	Business Facilities	audio format.	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.	UA	CV
			Excellent: High standard of cleanliness. Room tidled, any trays taken away. Lights on and curtains drawn in the evening.		
			Very Good: High standard of cleanliness. Room tidled, any trays taken away.		
lousekeeping Services	Bedrooms	Quality		'1-5	GC
			Good: All surfaces free from dirt and polished. Acceptable: Clean and well maintained area.		
	1			1	1

			leaves. Discus hulbs as healess anulament		
Housekeeping Services	Bedrooms	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
Housekeeping Services	Bedrooms	Housekeeping staff to ensure all room accessories and equipment are within easy reach. Care to ensure everything remains in the same place.		UA	v
Housekeeping Services	Bedrooms	Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.		UA	м
Housekeeping Services	Bedrooms	Housekeeping staff to ensure all that space of 90cm between furniture, meets UA requirements.		UA	м
Housekeeping Services	Guest Bathrooms	Quality	Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. Refreshed / laundered towels checked at turndown. Excellent: Generally excellent standard, surfaces gleaming. Clean, fresh smell. Very Good: Very good level of cleanliness. Surfaces and floors clean. Good: Good level of cleanliness. Surfaces and floors clean. Acceptable: Acceptable level of cleanliness. Surfaces and floors clean. 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.	'1-5	GC
Housekeeping Services	Guest Bathrooms	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
Housekeeping Services	Guest Bathrooms	House-keeping staff to ensure all bathroom accessories and equipment is within easy reach. Care to ensure everything remains in the same place.		UA	v
Housekeeping Services	Guest Bathrooms	Housekeeping staff to ensure all bathroom accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	м

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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



OF SOUTH AFRICA			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION	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.		
			Excellent: Excellent level of cleanliness. Generally a very good level of vacuum cleaning and dusting. Everything tidy and well arranged.		
			Very Good: Very good level of cleanliness. Easy seating area may have "lived-in" feel with some books, magazines, etc. on tables.		
Housekeeping Services	Public Areas	Quality	Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.	'1-5	GC
			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.		
			Unacceptable: Generally neglected housekeeping. Carpets badly vacuum cleaned. All surfaces dirty or dusty. Cobwebs, dead insects. Dead or wilting plants. Ashtrays not emptied. Newspapers,		
			Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean and fresh smell. High level of efficiency.		
			Excellent: Excellent standard of cleanliness.		
			Very Good: Very good standard of cleanliness. Surfaces all clean. Floor cleaned and free from dirt and dust.		
Housekeeping Services	Public Toilets	Quality	Good: Good standard of cleanliness. Surfaces all clean and well maintained.	'1-5	GC
			Acceptable: Acceptable standard of cleanliness. Clean and well maintained.		
			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.		
			Outstanding: All areas immaculately clean. Tables always set to pristine standard.		
			Excellent: Excellent standard of cleanliness in all areas. No evidence of previous meals. Efficient cleaning. Tables always set-up to excellent standard.		
			Very Good: Very good standard of cleanliness - no dirt, dust, etc. Very good standards of cleaning and tidiness.		
Housekeeping Services	Restaurant / Dining area	Quality	Good: Always tidy and clean in time for beginning of meal service. Good standards of cleaning and tidiness.	'1-5	GC
			Acceptable: Acceptable level of cleanliness and well maintained.		
			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		
Housekeeping Services	Restaurant / Dining area	Housekeeping staff to ensure that public areas are cleared of	Achizaiz	UA	MV
		any obstacles that may cause possible injury to a guest. A swimming pool that is fit for purpose, appropriate given the			
Additional Facilities / Services Additional Facilities / Services	Specific Features Specific Features	size of the establishment and the quality level. Pool usable in all seasons	Please note that points are awarded based on the appropriateness of the special features to the level of star grading being applied for.	'1-5 '1-5	GC
Additional Facilities / Services	Specific Features	Additional Facilities not covered by minimum requirements or grading criteria.	E.g. Golf Course; Equestrian Activities, Walking Trails etc.	'1-5	GC
Additional Facilities / Services	Specific Features	Sauna		'1-5	GC
Additional Facilities / Services Additional Facilities / Services	Specific Features Specific Features	Spa/hot tub Steam room		'1-5 '1-5	GC
Additional Facilities / Services	Specific Features	Massage provided in-house (professional)		'1-5	GC
Additional Facilities / Services	Specific Features	Restaurant X 2		'1-5	GC
Additional Facilities / Services Additional Facilities / Services	Specific Features Specific Features	Resident Lounge X 2 Bar X 2		'1-5 '1-5	GC
Additional Facilities / Services	Specific Features	Sporting Facilities / Gym	A minimum of three pieces of gym equipment in good working order	'1-5	GC
Additional Facilities / Services	Specific Features	Playground		'1-5	GC
Additional Facilities / Services	Specific Features	Comprehensive recreation room		'1-5	GC
Additional Facilities / Services	Specific Features	Braai Area		'1-5	GC
Additional Facilities / Services	Specific Features	Luggage storage (early arrivals/late departures)		'1-5	GC
Additional Facilities / Services	Specific Features	Childcare facilities		'1-5	GC
Additional Facilities / Services Additional Facilities / Services	Specific Features Specific Features	Customer feedback card/mechanism Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Responsible Environmental and	Water Management	Water efficient dishwashers installed.	Major maintenance and condition issues identified.	14.5	
Business Practices Responsible Environmental and	Water Management Water Management	Water-saving fittings in place.	Property has implemented effective maintenance and water saving measures to prevent wastage and conserve this resource 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	'1-5	GC
Business Practices Responsible Environmental and	-	No towel change' option for guests. Guests need to be		'1-5	GC
Business Practices Responsible Environmental and	Water Management Water Management	informed on how to opt for this service. No linen change' option for guests. Guests need to be	i.e. to hang towels up if no change is required by housekeeping, or leave on the floor if a change is required	'1-5	GC
Business Practices Responsible Environmental and	water Management	informed on how to opt for this service. Re-use of grey water for garden watering. Grey water from		1-5	
Business Practices	Water Management	laundry, showers and hand basins can be treated and re-used.		'1-5	GC
Responsible Environmental and Business Practices	Water Management	Garden watering to be done either early morning or late afternoon to minimise evaporation.		'1-5	GC
Responsible Environmental and Business Practices	Water Management	In dry regions garden landscaping should be designed to reduce water requirements.		'1-5	GC
Responsible Environmental and Business Practices	Water Management	Reduced flush or twin flush cisterns in all or most toilets.		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	Dish washing and laundry detergent is biodegradable.		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	Green waste is composted		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	All paper products (forms, menu's, table clothes/ serviettes, letterheads, photo-copy paper) are made from recycled		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	paper. Property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges etc.		'1-5	GC
Responsible Environmental and	Waste Management	TV's, Stereo, DVD Players and other electrical appliances		'1-5	GC
Business Practices Responsible Environmental and		switched off (not left on Stand-by mode) between guest visits. Energy-saving light sensors (automatically turn off lights in			
Business Practices	Waste Management	public areas such as hotel/lodge corridors, gym, games room etc.)		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	Light saving sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	Energy saving light bulbs are used for lighting fixtures.		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	Solar power/ heating initiatives.		'1-5	GC
Responsible Environmental and Business Practices	Business Practices	The extent / effectiveness to which the employees skills and knowledge are developed to deliver excellent service which	Skills development plan in place, on-the-job training programmes, etc	'1-5	GC
Responsible Environmental and	Business Practices	enhances the customer experience. Property supports local community initiative/s		'1-5	GC
Business Practices Responsible Environmental and Business Practices	Business Practices	Property supports local producers and buys in bulk where		'1-5	GC
Business Practices		possible.	1	-	



Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION Country House: Can be an existing home, a renovated home			
Category Definition Requirements	Category Definition	or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, which has public areas for the exclusive use of its guests. Situated in natural, peaceful surroundings.	Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured. In general the guest shares the public areas with the host family.	'1-5	MER
Category Definition Requirements	Category Definition	Guest House: Can be an existing home, a renovated home or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, must have more than three rooms and public areas for the exclusive use	Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured. In general the guest shares the public areas with the host family.	1-5	MER
Category Definition Requirements	Category Definition	of its suests. Bed and Breakfast: More informal accommodation with limited service that is provided in a family (private) home with the owner/manager living in the house or on the property.	Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured. In general the guest shares the public areas with the host family.	1-5	MER
Category Definition Requirements	Category Entry Requirements	The host/representative must live in the house or on the property.		'1-5	MER
Category Definition Requirements	Category Entry Requirements Category Entry	Breakfast must be included in the tariff		'1-5	MER
Category Definition Requirements	Requirements Category Entry	Daily servicing of the rooms must be included in the tariff. Bathroom facilities must be en-suite. If not, exclusive use of		'1-5 '1-5	MER
Category Definition Requirements Category Definition Requirements	Requirements Category Entry	bathroom facilities per room is mandatory. Servicing of rooms 7 days a week.	This includes linen/towel change, removal of rubbish and cleaning	'1-5	MER
Building Exterior	Requirements Appearance of Buildings	Acceptable appearance/Maintenance/Condition.	Minor maintenance issues may be present i.e. natural weathering to building exterior.	'1	MER
Building Exterior	Appearance of Buildings	Good appearance/Maintenance/Condition.	Minor maintenance issues may be present i.e. natural weathering to building exterior.	'2	MER
Building Exterior	Appearance of Buildings	Very good appearance/Maintenance/Condition.	No obvious maintenance issues.	'3	MER
Building Exterior	Appearance of Buildings	Excellent appearance/Maintenance/Condition.	No maintenance issues. The establishment has an attractive and inviting impression.	'4	MER
Building Exterior	Appearance of Buildings	Outstanding appearance/Maintenance/Condition. Seasonal changes, environmental concerns, water availability	No maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.	'5	MER
Building Exterior	Grounds and Gardens	and water usage must be taken into account.		'1-5	MER
Building Exterior	Grounds and Gardens	Grounds and gardens well maintained, kept tidy and safe. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose Adequate and functional garden furniture provided in garden		'1-2	MER
Building Exterior	Grounds and Gardens	area for guests use. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose Grounds and gardens attractively maintained, kept tidy and		'2	MER
Building Exterior Building Exterior	Grounds and Gardens Grounds and Gardens	safe. Good quality and functional garden furniture provided in		'3 '3	MER
Building Exterior	Grounds and Gardens	garden area for guests use. Grounds and gardens well maintained and excellent appearance all year round in respect of seasonality		'4	MER
Building Exterior	Grounds and Gardens	appearance all year round in respect of seasonality. Well finished and excellent quality garden furniture provided in garden areas for guests use.		'4	MER
Building Exterior	Grounds and Gardens	Grounds and gardens in pristine condition with attention to detail, including landscaping, driveways and architectural features, e.g. gazebo, pergola, summerhouse etc.		'5	MER
Building Exterior	Grounds and Gardens	Well finished and outstanding quality garden furniture provided in all garden areas for guests use.		'5	MER
Building Exterior Building Exterior	Grounds and Gardens Grounds and Gardens	Clear signage and pictograms. Grounds and garden pathways kept clear of obstacles /		UA UA	MCV MV
Building Exterior	Grounds and Gardens	obstructions. Fixed, level, matt and slip resistant ground and floor surfaces.		UA	MV
Building Exterior	Grounds and Gardens	Canopy structures should not protrude into any pedestrian		UA	v
		walkways, and should not be lower than 2.1m. Where steps are present en-route to facilities, a route with no			
Building Exterior Building Exterior	Grounds and Gardens Grounds and Gardens	steps to be provided Textured surfaces, such as roughened finishes, on all ramps,		UA UA	M
Building Exterior	Grounds and Gardens	stairways and main circulation paths. Route surface firm and even - the surface should be hard with		UA	м
Building Exterior	Parking, Driveways & Signage	no gravel or cobble type finishes. 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	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'1-5	MER
Building Exterior	Parking, Driveways & Signage	purpose. Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, well maintained, clearly defined and well it with clear signage.		'1-2	MER
Building Exterior	Parking, Driveways & 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 it with clear signage.		'3	MER
Building Exterior	Parking, Driveways & 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.		'4	MER
Building Exterior	Parking, Driveways & 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		'5	MER
Building Exterior	Parking, Driveways & Signage	signage. Clear signage and pictograms.		UA	MCV
Building Exterior	Parking, Driveways & Signage	Where steps are present en-route to facilities, a route with no steps to be provided		UA	м
Building Exterior	Parking, Driveways & Signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be		UA	м
Building Exterior	Parking, Driveways & Signage	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)	UA	м
Building Exterior	Parking, Driveways & Signage	Entrance Route surface firm and even and slip-resistant no gravel or cobble type finishes. Incorporate texturized surfaces providing a demarcated route from entrances and parking		UA	MV
Building Exterior	Safety and Security	areas to all facilities. Appropriate, fit for purpose safety and security measures throughout the establishment at all times		'1-5	MER
Building Exterior	Safety and Security	throughout the establishment at all times. Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a		'1-5	MER
Building Exterior	Safety and Security	day, 7 days a week. Emergency information & procedures clearly displayed in	(Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)	'1-5	MER
Building Exterior	Safety and Security	English and in pictograms where possible. Guests to have secure access into facility / establishment.		'1-5	MER
Building Exterior	Safety and Security	Emergency evacuation procedures taking into account the needs of guests with functional auditory, visual and mobility limitations. It is essential that emergency evacuation		'1-5	MER
Desiliation for the late	Patato de la	procedures are developed and provide in written format. Emergency evacuation procedures provided. (Written and/or			
Building Exterior Building Exterior	Safety and Security Safety and Security	Charles 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	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
Building Exterior	Safety and Security	an area or refuge must conform to local by-laws where apolicable. Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.		'1-5	MER
Building Exterior	Safety and Security	At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be		UA	мсу
Building Exterior	Safety and Security	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		UA	с
Building Exterior	Safety and Security	whilst accommodated. Where two way-communication systems are employed for security and safety purposes, there should be an additional manned celiphone number provided	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.	UA	cv
Building Exterior	Safety and Security	24/7. 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		UA	cv
Bedrooms	Bedroom Entrance, Safety & Security	all employees. Printed information on summoning assistance and evacuation procedures in the event of an emergency to be displayed in every bedroom. Multilingual emergency procedure notices		'1-5	MER
Bedrooms	Bedroom Entrance, Safety & Security	clearly displayed in every bedroom using English and oictograms. Facilities to keep guests' valuables safe at the establishment appropriate to the size, the Star Grading of the establishment		'1-5	MER
Bedrooms	Bedroom Entrance,	and the profile of the client. Means of securing bedroom doors from the inside and outside of the bedroom	i.e. deadlock or key card lock	1-5	MER
Bedrooms	Safety & Security Bedroom Entrance, Safety & Security	of the bedroom. Safety deposit facility available on request.		'1-2	MER



Math Math	Quality in Tourism			*** ♥ = Visual Limitation for UA		
<table-row><table-row></table-row><table-row></table-row></table-row> <table-row><table-row>سسNNN</table-row></table-row>	ASSESSMENT AREA / CATEGORY DEFINITION			ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
<table-row><table-row></table-row><table-row></table-row></table-row>		Bedroom Entrance,	Means of securing bedroom doors from the inside and outside		'3	MER
<table-row><table-row><table-row>Nome Nome Nome Nome No</br></table-row></table-row></table-row>			where bedrooms have direct external access.			
whenw	Bedrooms	Safety & Security	on request.		'3	MER
<table-row><table-row></table-row><table-row><table-row></table-row><table-row></table-row></table-row></table-row>	Bedrooms		of the bedroom. Secondary security device to be provided		'4-5	MER
<table-row><table-row><table-row></table-row><table-row><table-row><table-row>Note</table-row></table-row></table-row></table-row></table-row>	Bedrooms				'4-5	MER
<table-row><table-row><table-row></table-row><table-row><table-row><table-row>NameNote:</table-row></table-row></table-row></table-row></table-row>	Bedrooms	Bedroom Entrance,		If properties do not comply with UA, all advertising to stipulate as such.	UA	м
<table-row><table-row><table-row></table-row><table-row><table-row><table-row>Note</table-row></table-row></table-row></table-row></table-row>	Dedreeme		Over and above the minimum room designation, 1 designated	The following shall analy: For event 2F Persons - 4 Halverral according to execute on with the building regulations of 2014		
<table-row><table-row><table-row></table-row><table-row><table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row></table-row></table-row><table-row><table-row></table-row><table-row></table-row></table-row></table-row>	Bearooms	Safety & Security		The following shall apply, for every 25 kooms - 1 oniversal accessible foom required in accordance with the building regulations of 2011.		IVI
<table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row> <table-row></table-row>	Bedrooms	Furniture		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.	'1-5	MER
<table-row><table-row><table-row></table-row><table-row></table-row></table-row><table-row><table-row></table-row><table-row></table-row></table-row></table-row> <table-row></table-row>			between the beds is acceptable in a twin room.			
<table-row><table-row><table-row></table-row><table-row></table-row></table-row><table-row><table-row></table-row></table-row></table-row>	Bedrooms	Furniture	furnishings, flooring, fittings and décor.		'1	MER
<table-row><table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row></table-row>	Bedrooms	Furniture	furnishings, fittings and décor.		'2	MER
And mathematic state And mathematic state And mathematic state And mathematic state State <	Bedrooms	Furniture	furnishings, fittings and décor.		'3	MER
<table-row><table-row></table-row></table-row>	Bedrooms	Furniture	furnishings, fittings and décor.		'4	MER
<table-row><table-row><table-row></table-row></table-row></table-row> <table-row><table-row></table-row></table-row>	Bedrooms	Furniture	desk must be provided.		4-5	MER
<table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row>	Bedrooms	Furniture	furnishings, fittings and décor.		'5	MER
<table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row>	Bedrooms	Furniture			'5	MER
Num Num <						
NAME	Bedrooms	Furniture			UA	м
NameProblemProbate <td>Bedrooms</td> <td>Furniture</td> <td></td> <td></td> <td>UA</td> <td>м</td>	Bedrooms	Furniture			UA	м
<table-row><table-row></table-row></table-row> <table-row><table-row></table-row></table-row>	De des sers				14.2	1450
<table-row><table-row></table-row><table-row></table-row></table-row>	Bedrooms	Electronic Appliances	each room; or a communal facility should be provided in the		1-2	MER
<table-row><table-row></table-row><table-row></table-row></table-row>	Bedrooms	Electronic Appliances	A hairdryer to be available at reception.		'1-2	MER
<table-row></table-row>	D	Flankes 1. 4 .	have a functional remote controlled colour television with	e.g. DSTV / TOPTV etc. Minimum size of TV Screen: 24 inch/60 cm. May or may not be wall mounted. May be LED. LCD or PLASMA. Appropriate and fit for nurnose. Minimum size of TV screen in		
<table-row><table-row><table-row>Main NameMathemaMathemaMathemaMathemaMain MathemaMain MathemaMain MathemaMain MathemaMain Main<</table-row></table-row></table-row>	Bedrooms	Electronic Appliances	channels). If less than 5 rooms and a television is not provided		'3	MER
<table-row><table-row><table-row>NameProblemSchemS</table-row></table-row></table-row>	Bedrooms	Electronic Appliances			3-5	MFP
NameNoteNoteNoteNoteNoteNameNote			A functional remote controlled flat panel colour television			
AnsatzAnsatz 	Bedrooms	Electronic Appliances		e.g. DSTV / TOPTV etc. Minimum Size of TV Screen: 32 Inches/80 cm. May or may not be wall mounted. May be LED, LCD or PLASMA. Appropriate and fit for purpose.	4	MER
MathemathNameNameNameNameNameNameRes<			A functional remote controlled flat panel colour television and			<u> </u>
Name	Bedrooms	Electronic Appliances	excellent picture quality (radio and TV) on satellite TV to be	e.g. DSTV / TOPTV etc. Minimum Size of TV Screen: 32 Inches/80 cm. May or may not be wall mounted. May be LED, LCD or PLASMA. Appropriate and fit for purpose.	5	MER
Market Market<	Bedrooms	Electronic Appliances	All Bedrooms: Sub-titles available on television on services		UA	с
Normal ControlNorm			Designated Mobility Accessible Bedrooms: Remote control for			
untimpoint <th< td=""><td>Bedrooms</td><td>Electronic Appliances</td><td></td><td></td><td>UA</td><td>м</td></th<>	Bedrooms	Electronic Appliances			UA	м
NameNote with a second se	Bedrooms	Electronic Appliances			UA	с
<table-row><table-row><table-row>MinthemaMember of the second seco</table-row></table-row></table-row>		Wardrobes, Shelves &				
MonomeMarket weight weigh	Bedrooms	Luggage Storage			'1-5	MER
MMMMCMarkatory <td>Bedrooms</td> <td></td> <td>Provision of a fit-for-purpose clothes hanging space.</td> <td></td> <td>1-2</td> <td>MER</td>	Bedrooms		Provision of a fit-for-purpose clothes hanging space.		1-2	MER
<table-row><table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row></table-row>	Bedrooms		purpose, per room.		1-2	MER
uningName	Bedrooms				3	MER
Name <td>Bedrooms</td> <td></td> <td>Minimum of one drawer or shelf per guest.</td> <td></td> <td>3</td> <td>MER</td>	Bedrooms		Minimum of one drawer or shelf per guest.		3	MER
Note of the state of t	Bedrooms	Wardrobes, Shelves &			3-5	MER
unimImplyNon-statementImplyI			pillows, blankets, etc			
unimeImage <td>Bedrooms</td> <td></td> <td></td> <td></td> <td>'4-5</td> <td>MER</td>	Bedrooms				'4-5	MER
Image Image Image Image 	Bedrooms				'4-5	MER
binsMathem of the stand						
sharessharessharessharessharesStateSecondSecondSecondSecondSecondStateSecondSecondSecondSecondSecondSecondStateSecondSecondSecondSecondSecondSecondSecondStateSecondSecondSecondSecondSecondSecondSecondSecondStateSecond <td>Bedrooms</td> <td></td> <td>80cm- 120cm from the floor with handles that are easy to</td> <td></td> <td>UA</td> <td>м</td>	Bedrooms		80cm- 120cm from the floor with handles that are easy to		UA	м
Markation		Wardrobes, Shelves &	Designated Mobility Accessible Bedrooms: Cupboard hanging			
bandBandBand 	Bedrooms		drawer handles to be easy to grasp with limited twisting		UA	м
Map<	Bedrooms	Curtains & Window	Window dressings must be large enough to draw easily and		'1-5	MER
manu main	bearoons	-	without lining.			
Manual BandarManual manual manual Participant particula Participant Participant Particula Participant Particula Participant Particula Participant Particula Participant Particula Participant Participant Part	Bedrooms	Coverings			'1-5	MER
when the second seco	Bedrooms	Coverings	Acceptable quality window dressings must be provided.		'1	MER
optionoptionoptionoptionoptionBeamBeamResponse of the second	Bedrooms	Coverings	Good quality window dressings must be provided.		'2	MER
unumberunit of the second	Bedrooms	Coverings	Very good quality window dressings must be provided.		-	MER
ending base ba	Bedrooms	Coverings	Excellent quality window dressings must be provided.		'4	MER
extension Contrage Monton galanty makane registry management of provides Monton galanty manag	Bedrooms	Coverings	Window coverings must provide full block out.		4-5	MER
opport implicity design and product or streps in the streps of the streps	Bedrooms	Coverings			'5	MER
Bandman Results of status description of status	Bedrooms		with pull-rods / closing cords.		UA	м
white one Box state one of a field of	Bardan an	Flooring, Ceiling, Skirting	No threadbare or fraying sections of carpets or rugs. A			
Image: space	Bedrooms		reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the		'1-5	MER
according Note of an According using introduction tronging of the according using using using according tronging of the according using u	Bedrooms		profile of the guest.		14	MED
extreme Retrieve		& Cornices Flooring, Ceiling, Skirting				
end of a controlA for a for a field with a function of a group with a functi		& Cornices				
8 doring between between between between between between 		& Cornices	An are of a very good quanty and condition throughout.			
actionsa for the of a function in grant part of a function in grant part of a function in grant part of a function in the of a fun		& Cornices				
Bedrom Bedrom<		& Cornices	All are of an outstanding quality and condition throughout.			
Beding & Linen All linen must be d a acceptable guality and elean. Image: Construction of the desting & Linen All linen must be d a acceptable guality and beding. Image: Construction of the desting & Linen All linen must be d a acceptable guality and beding. Image: Construction of the desting & Linen All linen must be d a acceptable guality and beding. Image: Construction of the desting & Linen All linen must be d a acceptable guality and beding. Image: Construction of the desting & Linen Image: Construction of the desting & Linen All linen must be d a acceptable guality and beding. Image: Construction of the desting & Linen Image: Construction & Linen Image: Construction & Linen		& Cornices	used.			
Bedrons Bedrons and raying. This includes sheets, pillowcases, balvest, bedrored sheets sheet sheets sheet and vertex sheets and ve	Bedrooms	Bedding & Linen	are required to be fitted to all beds.		'1-5	MER
Bedding & Linen All linen must be of an acceptable quality and be clean. Information Information <thinf< td=""><td>Bedrooms</td><td></td><td>and fraying. This includes sheets, pillowcases, blankets,</td><td></td><td>'1-5</td><td>MER</td></thinf<>	Bedrooms		and fraying. This includes sheets, pillowcases, blankets,		'1-5	MER
Bedmaps Doalsets, one place sceleping position with place was Procession	Bedrooms		bedspreads /quilts /duvet / mattresses on all beds.		'1	MEP
Name over per bed/in			Two sheets, one pillow per sleeping position with pillow case,			
bedrooms bedrooms leading & Linen request. image of the properties of the properites of the properties of the properites of the properime		-	cover per bed.			
Bedring & Linen Two sheets, one blanket and a bedspread OR one/two sheets Inclusion Inclusion </td <td>Bedrooms</td> <td></td> <td>request.</td> <td></td> <td></td> <td></td>	Bedrooms		request.			
Image: Constraint of the state of the s	Bedrooms		Two sheets, one blanket and a bedspread OR one/two sheets			
Image: Red room in the bedroom. image: Red room in the bedroom in the bedroom. image: Red room in the bedroom in the be	Bedrooms		One good quality pillow per sleeping position on the bed. One			
Bedrooms Bedring & Linen All linen must be of a very good quality and clean. 'A Re Bedrooms Bedring & Linen Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. 'A' Bedrooms Bedring & Linen Two very good quality pillows per sleeping position, with spare pillows available on request. 'A' 'A' Bedrooms Bedring & Linen Spare bedring and extra pillow to be available on request. 'A' 'A' Bedrooms Bedring & Linen All linen must be of a nexcellent quality and be well aundered. 'A' 'A' Bedrooms Bedring & Linen All linen must be of an excellent quality and be well aundered. 'A' 'A' Bedrooms Bedring & Linen All linen must be of a nexcellent quality and be well aundered. 'A' 'A' Bedrooms Bedring & Linen Two sheets, one blanket and a bedspread OR two sheets and 'A' 'A' Bedrooms Bedring & Linen Two sheets, one blanket and a bedspread OR two sheets and 'A' 'A'		-				
Bedrooms Bedring & Linen Ind duvet with cover per bed.	Bedrooms		All linen must be of a very good quality and clean.			
Bedrooms Bedrooms Spare pillows available on request. Spare pill	Bedrooms	Bedding & Linen	and duvet with cover per bed.		'3	MER
Bedrooms Bedring & Linen Spare bedring and extra pillow to be available on request. MER Bedrooms Bedring & Linen All linen must be of an excellent quality and be well laundered. 1 MER Bedrooms Bedring & Linen Two sheets, one blanket and a bedspread OR two sheets and 1 MER	Bedrooms	Bedding & Linen			'3	MER
Bedrooms Bedrooms Linen Laundered. MER Redrooms Redrooms Two sheets, one blanket and a bedspread OR two sheets and Version Version	Bedrooms	Bedding & Linen			'3	MER
Refroms Berline Two sheets, one blanket and a bedspread OR two sheets and	Bedrooms	Bedding & Linen			'4	MER
	Bedrooms	Bedding & Linen			'4	MER



Quality in Tourism			*** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bedrooms	Bedding & Linen	Two excellent quality pillows per sleeping position with an additional blanket in the room. Additional and/or special requirement pillows should be available on request.		'4	MER
Bedrooms	Bedding & Linen	All linen must be of an outstanding quality and be immaculately laundered.		'5	MER
Bedrooms	Bedding & Linen	Two sheets and duvet with duvet cover per bed.		'5	MER
Bedrooms	Bedding & Linen	Two outstanding quality pillows per sleeping position with an additional pillow and blanket in the room. Special requirement pillows should be available on request.		'5	MER
Bedrooms	Bedding & Linen	Other outstanding quality spare bedding and pillows should be available on request.		'5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Sofa beds are not acceptable as permanent bed spaces.		'1-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	There should be access to both sides of beds for double occupancy.		'1-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum dimensions for a standard single bed: L188cm x W92cm.		'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum dimensions for a standard double bed: L188cm x W137cm.		'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Good quality mattress		'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Continental cushions are acceptable for use as a fixed headboard.		'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Bed bases to be of a good quality.		'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum dimensions for a standard single bed: L188cm x W92cm.		'3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum dimensions for a standard double bed: L188cm x W137cm.		'3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Very good quality mattresses		'3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	An acceptable form of headboard.		1-3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Bed bases to be of very good quality.		'3	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum bed dimensions: Queen L200cm x W152cm.		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 92cm.		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Minimum bed dimensions: Single L200cm x 92cm.		'4-5	MER
Bedrooms	Bases & Mattresses) Form of Bedding (Beds, Bases & Mattresses)	An acceptable form of headboard firmly secured		'4-5	MER
Bedrooms	Form of Bedding (Beds,	Excellent/Outstanding quality mattresses.		'4-5	MER
Bedrooms	Bases & Mattresses) Form of Bedding (Beds,	If using a divan bed set the sprung base must be upholstered or have a valance on the base. Bases to be visually attractive		'4-5	MER
Bedrooms	Bases & Mattresses) Form of Bedding (Beds,	and of excellent / outstanding quality. Designated Mobility Accessible Bedrooms: Size of firm bed must be 45cm to 50cm in height and a minimum of 92cm in		UA	м
Bedrooms	Bases & Mattresses) Form of Bedding (Beds,	width. Designated Mobility Accessible Bedrooms: Unobstructed space to turn adjacent to bed. At least 120cm width on one		UA	м
	Bases & Mattresses)	side of the bed. Adequate ventilation in the room. Heating and cooling			
Bedrooms	Temperature Control & Ventilation	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.		'1-5	MER
Bedrooms	Temperature Control & Ventilation	All Bedrooms: Height of environmental controls to enable users to comfortably reach them at a 110cm - 120cm in height		UA	м
Bedrooms	Temperature Control & Ventilation	Designated Mobility Accessible Bedrooms: Remote controls for heating and cooling system in designated Mobility Accessible Rooms.		UA	м
Bedrooms	Lighting, Power & Switches Lighting, Power &	Light switch to be located by the entrance door. One bedside light per sleeping position. In a twin room, one		'1-5	MER
Bedrooms	Switches Lighting, Power &	light between two beds is acceptable.		'1-2	MER
Bedrooms	Switches Lighting, Power &	Acceptable/Good quality lighting for the room An international multi-power point/plug is available on		'1-2 '1-2	MER
Bedrooms	Switches Lighting, Power &	request. One bedside light per sleeping position. In a twin room, one		'3	MER
Bedrooms	Switches Lighting, Power & Switches	light between two beds is acceptable. Very good quality lighting for the room		'3	MER
Bedrooms	Lighting, Power & Switches	An international multi-power point/plug is available on request.		'3	MER
Bedrooms	Lighting, Power & Switches	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping		'4-5	MER
Bedrooms	Lighting, Power & Switches	position. Two bedside lights in a twin bedded room.		'4-5	MER
Bedrooms	Lighting, Power & Switches	Provision of direct lighting at dressing table/desk.		'4-5	MER
Bedrooms	Lighting, Power & Switches Lighting, Power &	Excellent/Outstanding quality lighting for the room An international Multi-power point/plug should be available		'4-5	MER
Bedrooms	Switches Lighting, Power &	on request All Bedrooms: Bedrooms must be well lit and lighting must be		'4-5 UA	MER V
Bedrooms	Switches Lighting, Power &	even. All Bedrooms: Height of light switches and controls should be		UA	м
Bedrooms	Switches Mirror & Mirror Lighting	between 80cm – 120cm from the floor. Must have a reasonably sized mirror with adequate lighting		1-2	MER
Bedrooms	Mirror & Mirror Lighting	for both sitting and standing guests. A full length mirror with direct lighting in the bedroom within	A full length mirror in the wardrobe with adequate lighting acceptable	3	MER
Bedrooms		A full length mirror with direct lighting as well as a well lit mirror at dressing table area in close proximity to the plug		'4-5	MER
Bedrooms	Mirror & Mirror Lighting	point is required. All Bedrooms: Mirror area to have a minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces		UA	v
Bedrooms	Mirror & Mirror Lighting	surfaces. Must have full length mirror suitable for both sitting and standing guests		UA	м
Bedrooms	Mirror & Mirror Lighting	Must have a portable vanity mirror available on request.		UA	v
Bedrooms	Mirror & Mirror Lighting	All Bedrooms: Bottom of the mirror not more than 40cm from the floor		UA	м
Bedrooms	Accessories	Adequate, fit for purpose and appropriate protection against insects available on request.		1-3	MER
Bedrooms	Accessories	Adequate, fit for purpose and appropriate protection against insects should be provided in each guest room.		4-5	MER
Bedrooms Bedrooms Bedrooms	Accessories Accessories	A pictogram / diagram for fire evacuation procedure. List of emergency numbers available.		'1-5 '1-5 '1-2	MER MER MER
Bedrooms	Accessories Accessories	Tea and coffee available in a common area. Iron and ironing board to be made available on request.		1-2	MER
Bedrooms	Accessories	Complimentary sachets of tea, coffee and sugar (at least two	Adequate preparation space located near a dedicated power point in the bedroom is required. Preparation space and power point in the bathroom is not acceptable.	1-5	MER
Bedrooms	Accessories	sachets per guest per day) are required. Local Tourism Information and Entertainment Guide to be made available.		1-5	MER
Bedrooms	Accessories	Information on surrounding restaurants and take-away menus to be made available. Iron and ironing board or ironing / pressing service to be		1-5	MER
Bedrooms	Accessories	made available on request which is appropriate and fit for purpose. Instructions on how to use the television and heating /cooling		3-5	MER
Bedrooms	Accessories Accessories	system. Bedroom accessories have bold labels for easy identification,		'4-5 UA	MER V
Bedrooms	Accessories	with labels in large print. All Bedrooms: Staff assistance available to guests in locating and using bedroom accessories.		UA	MCV



	ASSESSMENT AREA / CATEGORY DEFINITION					
NAM NAM <th>DEFINITION</th> <th></th> <th></th> <th>ADDITIONAL INFORMATION FOR CONSIDERATION</th> <th>STAR GRADING</th> <th>MER / G</th>	DEFINITION			ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
NameNo. <td></td> <td>ASSESSED</td> <td></td> <td></td> <td></td> <td></td>		ASSESSED				
Note of the sectorNote			Communication Accessible Bedrooms: Emergency ID door			
Note <	Bedrooms	Accessories		The use of door hangers is up to discretion of the guest. Ideally this type of service should be offered to all guests.	UA	MCV
			limitations which can facilitate services that require access to			
Not Not <td></td> <td>Spaciousness & Overall</td> <td></td> <td></td> <td></td> <td></td>		Spaciousness & Overall				
share	Bedrooms		-		'1-5	MER
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	Bedrooms				'1-2	MER
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	Dadroome	Spaciousness & Overall			12	MED
	Beurooms	Impression			3	IVIER
NoteN	Bedrooms			Greater space would be expected where temporary beds or sofa beds are used.	'4	MER
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	Bedrooms			Greater space would be expected where temporary beds or sofa beds are used.	'5	MER
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NYME NYME <t< td=""><td>Bedrooms</td><td></td><td></td><td></td><td>UA</td><td>MV</td></t<>	Bedrooms				UA	MV
		Impression				
ModeModeAnd and a set of a set	Bedrooms			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.	UA	MV
whenAndAnswer and constraintsAnd </td <td></td> <td>Impression</td> <td>should be a minimum of 90cm.</td> <td></td> <td></td> <td></td>		Impression	should be a minimum of 90cm.			
Note of the section of the sectin of the section of the section of the section of the s	Bathrooms	Type of Bathroom			1-5	MER
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Mode Market Markt Markt Markt	Bathrooms	Type of Bathroom			1-3	MER
	Bathrooms		Bathroom facilities must be en-suite.		4-5	MER
NameNote of the section	Bathrooms	Flooring and Ceiling			'1-5	MER
NameAnd and any and any	Dethermon	Election and Collins				
<table-row><table-row></table-row><table-row></table-row></table-row> <table-row><table-row>AndNot and AntioneAnd AntioneAnd Anti</table-row></table-row>			slip tiles or close pile carpet no higher than 13mm.			MV
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manMaxM	Bathrooms	Fixtures and Fittings	sufficient hot and cold water supply		'1-5	MER
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American American (a)	Bathrooms	Fixtures and Fittings		If establishments only have a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation.	'4	MER
vmmmMarkam			curtain which must be changed after each guest's stay.			
Image: Second			Vanity space should be of sufficient size to accommodate			
mmm mmm </td <td>Bathrooms</td> <td>Fixtures and Fittings</td> <td>guest amenities according to the sleeping capacity.</td> <td></td> <td>4</td> <td>MER</td>	Bathrooms	Fixtures and Fittings	guest amenities according to the sleeping capacity.		4	MER
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anameNormal ControlNormal C	Bathrooms	Fixtures and Fittings		(i.e. no cracks, chips, stains or discolouration).	'5	MER
dension Rescarding is a fragmental material	Bathrooms	Eixtures and Eittings			'5	MER
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малем малем <t< td=""><td>Bathrooms</td><td>Fixtures and Fittings</td><td>Bathroom instructions must be provided in large print.</td><td></td><td>UA</td><td>V</td></t<>	Bathrooms	Fixtures and Fittings	Bathroom instructions must be provided in large print.		UA	V
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Accessories Toilet seat cover and mat sets are not acceptable. Sealed soap and/or liquid soap provided. Seate cover and/or liquid soap provided per guest. Seate cover and/or liquid soap pr	Bathrooms Bathro	Fixtures and Fittings Hand Basin & Toilet Towelling Towelling Towelling Towelling Towelling Ughting and Ventilation Lighting and Ventilation Lighting and Ventilation	WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin. Basin located no more than 30cm from the toilet seat. 80cm wide transfer space to side of pan. Front edge of pan to project at least 68cm from the rear wall. Centreline of toilet not more than 48cm from wall opposite transfer space. Extended flush handle located on side of transfer space of cistern. Cranked grab-bar should be located 80cm above floor finish. Horizontal grab bar located at 80cm above the floor finish. The back rest of the toilet, when raised to an upright position, shall remain in such position. All Bathrooms should have a vanity space. A WC (toilet) with seat and lid. Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roll. Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roll. Bathroom equipped with double ply toilet paper and holder plus ervice. A nacceptable quality clean, absorbent hand and bath towel should be provided per person. A good quality (clean, absorbent hand and a bath towel provided per person. A good quality clean, absorbent face cloth, hand towel provided per person. A seceptable quality clean, absorbent face cloth, hand towel provided per person. A secellent quali		UA UA UA UA UA UA UA UA UA UA UA UA UA U	M M M M M M M M M M M M M M M M M M M M
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Accessories Very good quality shampoo and tissues provided. 3 M athrooms Accessories Excellent quality seade goop and/or liquid goop provided per guest. 1 M athrooms Accessories Comprehensive personal amenities including tissues, shower car, shampoo, conditioner, shower gel and body lotion. 1 M athrooms Accessories Outstanding quality seade doop and/or liquid goop provided per guest. 1	Bathrooms Bathro	Fixtures and Fittings Hand Basin & Toilet Hand Basin & Toilet Hand Basin & Toilet Hand Basin & Toilet Towelling Towelling Towelling Towelling Towelling Towelling Towelling Ughting and Ventilation Lighting and Ventilation Lighting and Ventilation Lighting and Ventilation Lighting and Ventilation	WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin. Basin located no more than 30cm from the toilet seat. 80cm wide transfer space to side of pan. Front edge of pan to project at least 68cm from the rear wall. Centreline of toilet not more than 48cm from wall opposite transfer space. Extended flush handle located on side of transfer space of cistern. Cranked grab-bar should be located 80cm above floor finish. Horizontal grab bar located at 80cm above the floor finish. The back rest of the toilet, when raised to an upright position, shall remain in such position. AWC (toilet) with seat and lid. Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roll. Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roll. Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roll. Bathroat should be provided. An acceptable quality clean, absorbent hand and bath towel shord to gen person. A good quality (clean, absorbent face cloth, hand towel		UA 'LS	M M M M M M M M M M M M M M M M M M M
Accessories Excellent quality sealed soap and/or liquid soap provided per guest. 1 · · · · · · · · · · · · · · · · · · ·	Bathrooms Bathro	Fixtures and Fittings Hand Basin & Toilet Towelling Towelling Towelling Towelling Towelling Towelling Towelling Ughting and Ventilation Lighting and Ventilation	WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin. Basin located no more than 30cm from the toilet seat. BOrn wide transfer space to side of pan. Front edge of pan to project at least 68cm from the rear wall. Centreline of toilet not more than 48cm from wall opposite transfer space. Extended flush handle located on side of transfer space of cistern. Cranked grab-bar should be located 80cm above floor finish. Horizontal grab bar located at 80cm above the floor finish. Horizontal grab bar located at 80cm above the floor finish. Horizontal grab bar located at 80cm above the floor finish. Bathroom should have a vanity space. A WC (toilet) with seat and lid. Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roil. Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roil. Bath mat should be provided. An acceptable quality clean, absorbent hand and bath towel provided per person. A werg good quality, clean, absorbent hand and a bath towel provided per person. An exceptable quality clean, absorbent face cloth, hand towel bath sheet provided per person. An vergeod quality clean, absorbent face cloth, hand towel bath sheet and bath robe provided.		UA '1-5 <tr< td=""><td>M M M M M M M M M M M M M M M M M M M M</td></tr<>	M M M M M M M M M M M M M M M M M M M M
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			*** V = Visual Limitation for UA		
	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION ST	TAR GRADING	MER / GC
Sharea Areas	Decoration	Good overall impression. Decoration is simple and effective.		'3-4	MER
Shared Areas	Decoration	Very good interior design and overall impression. Some use of		'3-4	MER
		objects of interest and artwork. Outstanding interior design and overall impression.			
Shared Areas	Decoration	Professional finish to all aspects of decoration. Interesting architectural features, objects of interest, artwork and objects		'5	MER
		d'art. End of corridor highlighted by colour, tone or light contrast			
Shared Areas	Decoration	between walls and floor coverings. To avoid glare, used tinted		UA	v
		glass or blinds. Public areas should have clearly demarcated areas providing			
Shared Areas	Decoration	information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated		UA	MV
Shared Areas	Furnishings & Fixtures	into the interior décor of public areas. Acceptable appearance, maintenance and condition.		'1	MER
Shared Areas	Furnishings & Fixtures	Good appearance, maintenance and condition. Very good appearance, maintenance and condition.		'2 '3	MER MER
Shared Areas	Furnishings & Fixtures	Excellent appearance, maintenance and condition.		'4	MER
Shared Areas Shared Areas	Furnishings & Fixtures Furnishings & Fixtures	Outstanding appearance, maintenance and condition. Background music should be appropriate or kept at a low		'5 UA	MER C
	-	level. Voice amplification option linked to public telephone in the			-
Shared Areas	Furnishings & Fixtures	lobby / reception. Where DVD players are provided, the subtitle feature must be		UA	С
	Furnishings & Fixtures	available.		UA	C
Shared Areas Shared Areas	Furnishings & Fixtures Furnishings & Fixtures	A selection of chairs to be with and without arm-rests. At least 10% of chairs should have a seat height of 48cm -		UAUA	MV
		52cm. All relevant emergency information and escape route maps			
Shared Areas	Furnishings & Fixtures	available in large print & provision should be made for Braille mapping.		UA	v
Shared Areas	Furnishings & Fixtures	Emergency evacuation signage to include pictograms. Public telephones, if provided, to be fitted with a raised pip on		UA	С
Shared Areas	Furnishings & Fixtures	button number 5.		UA	v
Shared Areas	Furnishings & Fixtures	Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids.		UA	м
		Where revolving doors, turnstiles or other barriers have been			
Shared Areas	Furnishings & Fixtures	installed in the establishment, an alternative means of access should be installed.		UA	м
Shared Areas	Furnishings & Fixtures	Height of emergency equipment, switches and controls		UA	м
Shared Areas	Bar, Lounge & Sitting	located between 80cm and 120cm from the floor. Guest lounge may be shared between the host and guest.		'1-5	MER
	Areas Bar, Lounge & Sitting	All seating areas to be of an acceptable size, quality and			
	Bar, Lounge & Sitting Areas	condition with good layout to provide a reasonable amount of space for guest to easily move around.		'1-5	MER
Shared Areas		A lounge with adequate comfortable seating for resident		'1-5	MER
	Areas	guests accessible throughout the day and evening. Where TV's are not provided in rooms, there should be easy			
	Bar, Lounge & Sitting Areas	access to a lounge which has comfortable seating and a		1-3	MER
	Areas	functional remote controlled colour television with a minimum of 9 channels. Minimum Screen Size 32 inch/80 cm.			
Shared Areas		Bar counters should include a section of the counter, lowered		UA	м
Shared Areas	Areas Bar, Lounge & Sitting	to 80cm above floor level. There should be provision for table-orientated assistance.		UA	м
	Areas	All are of an acceptable quality and condition throughout i.e.			
Shared Areas	Flooring, Ceiling, Skirting	No threadbare or fraying sections of carpets or rugs. A reasonable effort is made to minimise noise levels taking into		'1-5	MER
	& Cornices	consideration size and location of establishment as well as the			
Shared Areas	Flooring, Ceiling, Skirting	profile of the guest. End of corridors highlighted by colour, tone or light contrast.		UA	v
Shared Areas	& Cornices Flooring, Ceiling, Skirting	Fixed, slip-resistant floor surface.	This is a precautionary measure and applies to almost all people with functional physical and mobility limitations.	UA	м
Shared Areas	& Cornices Lighting,	Acceptable levels of lighting appropriately positioned for			101
Shared Areas	Heating/Cooling & Ventilation	safety and comfort in all public areas, including sufficient light on stairways and landings at night.		'1-5	MER
	Lighting,				
Shared Areas	Ventilation	Acceptable temperature control and ventilation.		'1-5	MER
Shared Areas	Lighting, Heating/Cooling &	Directional and informational signage related to physical and environmental access must be well lit.		UA	v
	Ventilation Lighting,				
Shared Areas	Heating/Cooling &	Lighting must be even and effective, with minimum lighting levels of 200 lux.		UA	v
Shared Areas	Ventilation Ramps	Gradients en-route to facilities should not be steeper than	Optimum gradient 1:15	UA	м
Shared Areas	Ramps	1:12 gradient There should be a landing at the top of ramps with minimum		UA	м
	Ramps	dimensions: 90cm x 90cm. Unobstructed width of not less than 90cm	To allow for easy access for mobility aids	UA	M
Shared Areas	Ramps	Ramps should have a well-defined textured surface that is easily differentiable from surrounding surfaces.		UA	MV
Shared Areas	Ramps	Ramps should have handrails on both sides at a height of between 85-95cm.		UA	MV
	Ramps	Fixed, slip-resistant floor surface.		UA	MV
	Other Public Areas Including Passages &	Passages and stairs in good repair and free from obstruction. Well lit 24 hours a day, although energy initiatives are to be		'1-5	MER
	Staircases Other Public Areas	respected.			
Shared Areas	Including Passages &	Clear, directional signage to bedrooms and reception (where needed).		'1-5	MER
	Staircases Other Public Areas	All emergency information and signage to be clearly displayed			
Shared Areas	Including Passages & Staircases	in public areas.		'1-5	MER
Shared Areas	Other Public Areas Including Passages &	Protective soffits to be fitted to the underside of staircases			
	Staircases Other Public Areas	below the height of 210cm.		UA	v
	Including Passages &			UA	v
		Fixed slip-resistant floor surface.		UA	V MV
	Staircases Other Public Areas	Desire lines and main circulation path should have strongly			
Shared Areas	Other Public Areas Including Passages &				
Shared Areas	Other Public Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or		UA	MV
	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages &	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility		UA	MV
Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not		UA UA UA	MV MV M
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Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from		UA UA UA	MV MV M
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Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 10cm diameter circle clear of all fittings, fixtures and the line		AU AU AU AU AU AU AU AU AU	MV MV M M M MV MV MV
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Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities		AU AU AU AU AU AU AU AU AU AU AU AU	MV MV M M M M M M M M M
Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed part of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facility, seat with lid, covered light (no exposed light bulbs or wires), mirror,		AU AU AU AU AU AU AU AU AU AU	MV MV M M M MV M M M
Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & <u>Staircases</u> Other Public Areas Including Passages & <u>Staircases</u> Other Public Areas Including Passages & <u>Staircases</u> Flooring & Celling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Hand Basin & Toilet Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facility, seat with lid, covered light holls or wires), mirror, hook on door, lidded sanitary bin and bag for ladies.		UA UA UA UA UA UA UA UA UA UA UA	MV MV M M M M M M M M M M R
Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facility, set with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies. Nappy changing facilities must be provided in child friendly establishments.		AU AU AU AU AU AU AU AU AU AU AU AU	MV MV M M M M M M M M M
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Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility alds. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum to pheight of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facility, seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies. Nappy changing facilities must be provided in child friendly establishments. Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.		UA UA UA UA UA UA UA UA UA UA UA UA 1-5 -5	MV MV M M M M M M M M M M M M M R M R M
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Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet Areas Hand Basin & Toilet Areas Hand Basin & Toilet Areas Hand Basin & Toilet Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility alds. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum to pheight of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facility, seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies. Nappy changing facilities must be provided in child friendly establishments. Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.		UA UA UA UA UA UA UA UA UA UA UA UA 1-5 -5	MV MV M M M M M M M M M M M M M R MER MER
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Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet Areas Hand Basin & Toilet Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed part of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided in child friendly establishments. Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories. WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin. Basin located no more than 30cm from the toilet seat.		UA UA UA UA UA UA UA UA UA UA 4-5 5 UA UA UA UA	MV MV M M M M M M M M M M M M M M M M M
Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet Areas Hand Basin & Toilet Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed silp-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facility, seat with lid, covered light holbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies. Nappy changing facilities must be provided in child friendly establishments. Spacious, Luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories. WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) seat a 80cm height with 72cm clear space under basin Basin located no more than 30cm from the toilet seat. Minimum of 80cm wide transfer space to side of toilet pan Front edge of pan to project at least 69cm from the rear wall. Centreline of toilet not more than 48cm from wall opposite		UA UA UA UA UA UA UA UA UA UA .1-5 .5 .5 .0 .0 .0 .0 .0 .0 .0 .0 .0 .0 .0 .0 .0	MV MV M M M M M M M M M M M M M M M R M M R M M M M M M M M M M M M
Shared Areas	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Celling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet Areas Hand Basin & Toilet Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carget no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed part of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facility, seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies. Nappy changing facilities must be provided in child friendly establishments. Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories. WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin. Basin located no more than 30cm from the toilet seat. Minimum of 80cm wide transfer space to side of toilet pan Front edge of pan to project at least 69cm from the rear wall. Centreline of toilet not more than 48cm from wall opposite transfer space.		UA UA UA UA UA UA UA UA UA UA UA UA UA U	MV MV M M M M M M M M M M M M M M M M M
Shared Areas Share	Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Other Public Areas Including Passages & Staircases Flooring & Ceiling Fixtures & Fittings Fixtures & Fittings Fixtures & Fittings Mirror & Mirror Lighting Hand Basin & Toilet Areas Hand Basin & Toilet Areas	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces. Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids. Stairs fitted handrails at a height of between 85-95cm from the floor. Stairs fitted with non-slip treads. Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.). Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom. Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing. Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm. All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facility, seat with lid, covered light (no exposed light bulbs or wirres), mirror, hook on door, lidded sanitary bin and bag for ladies. Nappy changing facilities must be provided in child friendly establishments. Spacious, luxiorius and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories. WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin. Basin located no more than 30cm from the toilet seat. Minimum of 80cm wide transfer space to side of toilet pan Front edge of pan to project at least 69cm from wall opposite transfer space.		UA UA UA UA UA UA UA UA UA UA 1-5 5 4-5 5 UA UA UA UA UA UA UA	MV MV M M M M M M M M M M M M M M M M M



			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Shared Areas	Hand Basin & Toilet Areas	Horizontal grab bar located at 80cm above the floor finish.		UA	м
Shared Areas	Hand Basin & Toilet Areas	The back rest of the toilet, when raised to an upright position, shall remain in such position.		UA	MV
Shared Areas Shared Areas	Lighting & Ventilation Accessories	All areas in bathroom must be well and evenly lit. Accessories/toiletries need to be within easy reach from a		UA	V M
Dining Areas	Provision	sitting position. Dining facility must be provided.		'1-5	MER
Dining Areas Dining Areas	Provision Provision	Dinner may be provided at the discretion of the host. Dinner to be made available by the host.	This excludes Bed & Breakfast establishments. This meal does not need to be prepared onsite. Arrangements with local restuarants to be made.	1-3 4-5	MER
Dining Areas	Provision	Meal times by arrangement with the guest or as advertised		'1-5	MER
Dining Areas	Provision	Where a communal dining table is provided, additional individual tables should be available on guest request.		'1-5	MER
Dining Areas	Furnishings	Sufficient tables and chairs to accommodate guests irrespective of the weather.		'1-5	MER
Dining Areas	Furnishings	Provision of handles on doors which should be located between 80cm and 120cm, this handle must be at least 12cm		UA	м
		in length. Doors should have a clear opening width of 90cm to allow a			
Dining Areas	Furnishings	variety of different sizes and types of mobility aids to access the toilet/ bathroom.		UA	м
Dining Areas	Furnishings	Alternative route to revolving doors, gates or turnstiles if these form part of the entry into the facility.		UA	м
Dining Areas	Furnishings	Clear un-obstructed access between furniture & fittings no less than 90cm in width.		UA	м
		All are of an acceptable quality and condition throughout i.e.			
Dining Areas	Flooring, Ceiling, Skirting & Cornices	reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the		'1-5	MER
	Flooring, Ceiling, Skirting	Fixed, slip-resistant floor surface with no changes in level or			
Dining Areas	& Cornices	thresholds greater than 1.3cm. Critical areas such as reception counters, buffet tables, exits		UA	MV
Dining Areas	Flooring, Ceiling, Skirting & Cornices	and entrances should have differently textured surfaces to provide information to guests.		UA	v
Dining Areas	Lighting	Acceptable levels of lighting, appropriately positioned for safety and comfort in all public areas, including sufficient light		'1-5	MER
		on stairways and landings at night. Lighting must be even and well lit with minimum lighting			
Dining Areas Dining Areas	Lighting Menu Presentation	levels of 200 lux. Professional presentation of the menu		UA '1-5	V MER
Dining Areas	Menu Presentation	Clear and plain language should be employed on menus. Icons and symbols should be used wherever possible.		UA	с
		On request, audio description[s] of all menus should be made available. e.g. through the use of a dedicated audio			
Dining Areas	Menu Presentation	description service available to guests that provides information on differing facilities on request.		UA	v
Dining Areas	Menu Presentation	Information and menus to be be printed in large print and		UA	v
		Braille. Staff must offer to read the menu if necessary.			+
Dining Areas	Table Appointments	Table appointments are of acceptable quality, appropriate to the meal being served i.e breakfast or dinner.		'1-5	MER
Dining Areas	Table Appointments	Staff provide orientation for table setting and the food		UA	v
Dining Areas	Atmosphere &	position on the guest's plate. Background music should be appropriate or kept at a low level.		UA	с
	Ambience Quality & Presentation	kept at a low level.			
Dining Areas	(Country Houses and Guest Houses Only or	All food is well presented and served at the correct temperature.		'1-5	MER
	Where Provided in a B&B)				
	Quality & Presentation (Country Houses and	Menu items modified to take into account dietary			
Dining Areas	Guest Houses Only or Where Provided in a	requirements.	e.g. food allergies, diabetic-food requirements	'1-5	MER
	B&B) Quality & Presentation				
Dining Areas	(Country Houses and Guest Houses Only or	Dinner optional and provided at the discretion of the host.		'1-5	MER
	Where Provided in a B&B)				
	Quality & Presentation (Country Houses and				
Dining Areas	Guest Houses Only or Where Provided in a	Labels on buffet stations and on containers must be clear and in large print.		UA	v
	B&B) Quality & Presentation				-
Dining Areas	(Country Houses and Guest Houses Only or	Staff assistance must be provided at buffets.	e.g. to read out labels etc.	UA	v
0	Where Provided in a B&B)				
	Quality & Presentation (Country Houses and	Provide a warning sign for hot elements at buffet tables and			
Dining Areas	Guest Houses Only or Where Provided in a	similar services to provide a basic level of warning to all guests.		UA	MCV
	B&B) Breakfast Quality and	All hot foods well-presented and served at the correct			
Dining Areas	Presentation	temperature on hot plates. Cold foods (yoghurt, fruit, and cold meats) also well-presented		'1-5	MER
Dining Areas	Breakfast Quality and Presentation	and served and maintained at correct temperature on cold plates.		'1-5	MER
Dining Areas	Breakfast Quality and Presentation	Menu items modified to take into account dietary requirements.	e.g. food allergies, diabetic-food requirements	'1-5	MER
Dining Areas	Breakfast Quality and Presentation	Continental breakfast provided with an acceptable range of cereals, bread and condiments.		'1	MER
Dining Areas	Breakfast Quality and	A set menu for breakfast is acceptable with minimum choice		'2	MER
	Presentation Breakfast Quality and	of four hot items plus continental breakfast option. A good range of hot and cold items offered for breakfast,			
Dining Areas	Presentation	together with a choice of good quality accompaniments.		3-5	MER
Dining Areas	Breakfast Quality and	A good range of hot and cold items offered for breakfast. (Hot breakfast should include a minimum of 6 items; Cold breakfast	(Hot breakfast should include a minimum of 6 items; Cold breakfast could include cereals, breads, cold meats, fruit and cheese)	'3	MER
	Presentation	could include cereals, breads, cold meats, fruit and cheese)			_
Dining Areas	Breakfast Quality and Presentation	Guests are offered a wide choice of how their eggs are cooked, including fried, poached, boiled and scrambled.		3-5	MER
Dining Areas	Breakfast Quality and Presentation	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding		5	MER
Dining Areas	Breakfast Quality and	way. Provision made for a variety of dietary requirements	e.g. Kosher, Halaal, diabetic, vegetarian, etc.	1-5	MER
Dining Areas	Presentation Breakfast Quality and	Labels on buffet stations and on containers must be clear and		UA	v
Dining Areas	Presentation Breakfast Quality and	in large print. Staff assistance must be provided at buffets, e.g. to read out		UA	v
	Presentation Breakfast Quality and	labels etc Provide a warning sign for hot elements at buffet tables and			
Dining Areas	Presentation	similar services to provide a basic level of warning to all guests		UA	MCV
General Services & Service	Welcome, Friendliness and Attitude	Personalised service and attention to detail is expected.		'1-5	MER
General Services & Service	Welcome, Friendliness	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers		UA	MCV
General Services & Service	and Attitude Welcome, Friendliness	training for managers and staff who interface with customers.			
Seriel al Services & Service	and Attitude	On arrival, the guest is offered an orientation tour. On arrival, guests are offered an audio-description package,		UA	MCV
General Services & Service	Welcome, Friendliness and Attitude	providing information on facilities, movement through the hotel and the like. It must also provide detailed information	e.g. a guest should be able to access menu information, services and other courtesy information typically found by guests in the room manual.	UA	v
0	Welcome, Friendliness	on services. Re-positioning of furniture, and other obstructions in the			
General Services & Service General Services & Service	and Attitude Appearance of Staff	room to meet guest requirements. Staff to wear name badges at all times		UA '1-5	MCV MER
General Services & Service	Appearance of Staff	Staff appearance to be professional and neat at all times.		'1-5	MER
General Services & Service	Reception / Meet & Greet	Guest to be met on arrival by authorised establishment representative		'1-5	MER
	Reception / Meet &	Clear communication regarding what the establishment has to offer should be made available whether by advertisement,	This should include: Full details of cancellation policy and in-house rules, e.g. smoking or pets, to be on hand. An honest description of all amenities, facilities and services offered. All of the above		
General Services & Service	Greet	brochure, word of mouth or other means to all guests upon request.	should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.	'1-5	MER
General Services & Service	Reception / Meet & Greet	A designated meet and great area with a representative on call. An afterhours key service must be provided.		'1	MER
	Greet Reception / Meet &	Reception must be available for guest check-in with minimal			1
General Services & Service	Reception / Meet & Greet	delay. Hours of operation for reception are to be displayed in a prominent position indicating contact information.		'2-4	MER
Conoral Services & Coming	Reception / Meet &	A clearly designated area, spacious and impressive entrance		15	
General Services & Service	Greet	foyer or lobby. A representative must be available 24 hours a day,		'5	MER
General Services & Service	Reception / Meet & Greet	Usage of reflective glass partitions (reflective panel or mirrors) should be avoided.	A reflective panel or mirror behind reception staff can make communication difficult.	UA	cv
General Services & Service	Reception / Meet & Greet	Reception, and other public areas, must be provided with appropriate signage.		UA	CV
General Services & Service	Reception / Meet & Greet	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.		UA	v
	Reception / Meet &	Clear glass panels and doors should be clearly marked.		UA	с



Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
General Services & Service	Reception / Meet &	Level threshold across the main entrance door.		UA	MV
General Services & Service	Greet Reception / Meet &	Door mats should be firmly fixed or located.		UA	MV
General Services & Service	Greet Reception / Meet &	Any canopy structure should not protrude in a pedestrian		UA	v
	Greet Reception / Meet &	route.			
General Services & Service	Greet Reception / Meet &	No high gloss and simple backgrounds.		UA	V
General Services & Service	Greet	Fixed, slip-resistant floor surface.		UA	MV
General Services & Service	Reception / Meet & Greet	Threshold at the main entrance not to exceed 1.3cm difference in level.		UA	MV
General Services & Service	Reception / Meet &	Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access		UA	м
	Greet	the toilet/ bathroom. Unobstructed level entry space on either side of main			
General Services & Service	Reception / Meet & Greet	entrance door 90cm x 120cm distance measured clear of the		UA	м
General Services & Service	Reception / Meet &	door swing. Size of unobstructed clear space in-front of check-in counter		UA	м
	Greet Reception / Meet &	or reception desk at least 90cm x 140cm. Size of unobstructed clear space in-front of check-in counter			
General Services & Service	Greet	or reception desk at least 90cm x 130cm. Prompt thorough reservation and check-in system, including		UA	м
Concert Constant 9, Constant	Reservation, Check In &	guest records and requests. All information accurately		14.5	1450
General Services & Service	General Efficiency	provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures		'1-5	MER
General Services & Service	Reservation, Check In &	etc. Orientation to be availbale on request.	Guests with functional visual limitations need to be provided with an orientation of exactly where everything is in their bedroom in order for them to create a mental map.	UA	v
	General Efficiency Reservation, Check In &	Reception to have a pen and pad available for easier			
General Services & Service	General Efficiency Reservation, Check In &	communication with guests. Audio-description packages, as described above, should be		UA	С
General Services & Service	General Efficiency	offered to all guests.		UA	v
General Services & Service	Reservation, Check In & General Efficiency	SMS facilitated communication through cellular technology employed at switchboard/ reception/ reservations.		UA	с
		At check-in, guests are given the option of being received at a			
General Services & Service	Reservation, Check In & General Efficiency	dropped check-in counter that is conducive to maintain		UA	MCV
		privacy. Rooms allocated to guests with functional hearing/			
General Services & Service	Reservation, Check In &	communication limitations, visual/sight limitations and physical/mobility limitations are logged through the rooming		UA	MCV
General Services & Service	General Efficiency	system so that in the event of an emergency special procedures are employed to locate and evacuate these		0A	IVICV
		guests.			
Concret Constant C.C.	Reservation, Check In &	Website provides sufficient pre-booking information on all services and facilities, to minimise the need to explain			
General Services & Service	General Efficiency	information by telephone. Minimum information includes room, toilet and bathroom configurations and layout.		UA	MCV
	Reconcilian Phant	During reservation and check-in, staff should ask the guest			
General Services & Service	Reservation, Check In & General Efficiency	whether additional services are required. Where appropriate orientation of property / facilities offered.		UA	MCV
General Services & Service	Laundry Services	Iron and ironing board must be available on request.		1-5	MER
General Services & Service	Laundry Services	A limited laundry service for a minimum of 3 days a week is a requirement.		'3	MER
General Services & Service	Laundry Services	Laundry bags and laundry price list are to be provided to guests either in the room or at reception, with an indication of		3-4	MER
		the days the service is available. Laundry or dry cleaning services provided for a minimum of 5			
General Services & Service	Laundry Services	days a week.		4	MER
General Services & Service	Laundry Services	Full laundry and dry cleaning services must be provided for a minimum of 5 days a week.		5	MER
General Services & Service	Laundry Services	Express valet service where pressing and laundering of clothes		5	MER
		as a priority for guests (within 3 hours) is a requirement. Laundry bags and laundry price lists are to be provided to			
General Services & Service	Laundry Services	guests in the room for daily availability.		5	MER
General Services & Service	Meal & Beverage Services	Unobtrusive, polite and courteous service. Well trained and professional staff.	Sufficient staff on hand to manage busy periods of meal service.	'1-5	MER
General Services & Service	Meal & Beverage Services	Breakfast provided.		1-2	MER
General Services & Service	Meal & Beverage Services	Breakfast is a required. Lunch is optional. Dinner options to be made available (This excludes Bed & Breakfast)		3	MER
General Services & Service	Meal & Beverage	Breakfast and dinner(excluding Bed & Breakfast) are		4	MER
General Services & Service	Services Meal & Beverage	required. Lunch is optional. Proactive table service for meals and beverages.		4	MER
General Services & Service	Services Meal & Beverage	Staff demonstrating excellent levels of food, beverage and		4	MER
	Services Meal & Beverage	wine product knowledge and service skills. Breakfast, lunch and dinner (excluding Bed & Breakfast)			
General Services & Service	Services Meal & Beverage	provided.		5	MER
General Services & Service	Services	Proactive table service for meals and beverages.		5	MER
General Services & Service	Meal & Beverage Services	Staff demonstrating outstanding levels of food, beverage and wine product knowledge and service skills.		5	MER
General Services & Service	Check Out Efficiency	Bill/Invoice to be correct with all details and clearly presented and explained.	Itemized printed invoices accurately record all guest information.	'1-5	MER
General Services & Service	Check Out Efficiency	Communication assistance is provided with check-out procedure.		UA	cv
Concret Condess 9 Condes	Check Out Efficiency	Check-out staff are trained to request satisfaction feedback			MCV
General Services & Service	Check Out Efficiency	from guests with functional limitations on existing facilities and services.		UA	WICV
General Services & Service	Check Out Efficiency	Assistance provided with reading of bills and other check-out procedure, with signature template.		UA	v
General Services & Service	Check Out Efficiency	Porterage assistance and check-out procedure is conducted at dropped counter or separate station.		UA	м
General Services & Service	Communications &	Establishment should make available business facilities where possible.	i.e. Photocopy service, internet access and facsimile service.	'1-5	MER
Housekeeping Service	Business Facilities Provision	Servicing of rooms and all shared areas 7 days a week, this		'1-5	MER
Housekeeping Service	Bedrooms & Bathrooms	includes daily removal of rubbish and cleaning. All bedrooms and bathrooms cleaned daily.		'1-5	MER
Housekeeping Service		All linen including duvets changed for each new guest.		'1-5	MER
Housekeeping Service	Bedrooms & Bathrooms	All beds made daily.		'1-5	MER
Housekeeping Service	Bedrooms & Bathrooms	All bed linen, including duvet covers changed at least every 3 days and for each new guest. 'No change' option available.		'1-2	MER
Housekeeping Condition	Padroow- 9 Parts	All bathroom linen changed at least every 3 days or on		14.2	P.400
Housekeeping Service	Bedrooms & Bathrooms	request. 'No change' option available. All bed linen, including duvet covers changed at least every 2		'1-2	MER
Housekeeping Service	Bedrooms & Bathrooms	days and for each new guest or on request. 'No change' option		'3-4	MER
Housekeeping Service	Bedrooms & Bathrooms	available. All bathroom linen changed at least every 2 days or on		'3-4	MER
		request. 'No change' option available. All bed linen, including duvet covers changed at every day and			
Housekeeping Service	Bedrooms & Bathrooms	All bed linen, including duvet covers changed at every day and for each new guest. 'No change' option available.		'5	MER
Housekeeping Service	Bedrooms & Bathrooms	All bathroom linen changed daily. 'No change' option		'5	MER
-		available.	Outetanding: Buildings and structures to be of as autobanding subline and uncharge-tale with the second black and		
			Outstanding: Buildings and structures to be of an outstanding quality and workmanship without any visible maintainence issues. Outstanding preservation of historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention grabbing architectural features.		
			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		
Building Exterior	Appearance of Buildings	Quality	Very Good: Use of very good quality of paint, stone or brickwork, although a certain natural weathering may be present. Some additional external features to enhance appearance.	'1-5	GC
			Good: Good external features such as windows, drains, etc. are functional. No obvious structural defects or damage. "Plain" architectural features are acceptable.		
			Acceptable: Paintwork well applied and clean.		
			Unacceptable: Generally neglected buildings. Obvious structural defects or damage. Flaking paint, illegible signs, rotting wood.		
Building Exterior	Appearance of Buildings	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
			Major maintenance and condition issues identified.		
			All facilities within the grounds should be evaluated in this section, including: gardens, swimming pools, garden furniture and sports facilities. Outstanding: Evidence of a systematic programme of maintenance - well tended formal gardens or an attractive 'natural' environment. Clean and free of litter. Architectural features are appropriate to the nature of the guests attracted to the		
			establishment. Outstanding quality outdoor weather-resistant garden furniture.		
			Excellent: Excellent standards of maintenance in formal gardens. Pleasant and tidy appearance throughout the year. No clutter or disorder around the service areas. Very attractive design		
Building Exterior	Grounds and Castera	Quality	features and excellent quality garden furniture.	'1-5	GC
Building Exterior	Grounds and Gardens	Quality	Very Good: Very neat and well maintained gardens with a quality design and layout of features. Some architectural features present. Attractive very good quality garden furniture.	1-2	UU
			Good: Uncluttered access to accommodation entrance. Some attempt to produce a pleasing effect with interesting design. Basic good quality garden furniture.		
			Acceptable: Gardens and enclosed areas around the establishment are kept tidy. Plastic garden furniture is acceptable. Simple design.		
		1			
			Unacceptable: Neglected and overgrown appearance. Rubbish and clutter visible. Disorderly appearance.		
			No maintenance and condition issues identified.		
Building Exterior	Grounds and Gardens	Maintenance and Condition		'1-5	GC



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; ^{★★} M = Mobility Limititation for UA; ^{★★} C = Communication Limitation for UA;

OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Building Exterior	ASSESSED Grounds and Gardens	DESCRIPTION Where applicable, signage should incorporate symbols and		UA	с
		pictograms. Familiarisation tour of the grounds and garden to be provided		UA	v
Building Exterior	Grounds and Gardens	on arrival by a staff member Gradient en-route to facilities - The gradient should be no			
Building Exterior	Grounds and Gardens	steeper than 1:12 There should be a landing at the top of ramps if there is a	Optimum gradient 1:15	UA	м
Building Exterior	Grounds and Gardens	door to the entrance: 90cm x 120cm landing	Outstanding: Sufficient marked off street parking bays in a secure environment close to accommodation. A setting down point should be covered to provide protection from the weather. Parking accessed by a remote control, a key, intercom or electronic card. Effective security lighting between parking area and accommodation must be in place. Roadways/driveways and any other hard/compacted surface should be free of potholes. Very good property signage directing guests to and from parking areas as well as individually marked parking bays. Signage where provided to be clearly visible, illuminated or reflective.	UA	м
Building Exterior	Parking / Driveways / Parking Signage	Quality	Excellent: Excellent Parking accessed by a key, intercom or electronic card. A setting down point should be covered to provide protection from the weather.Effective security lighting between parking area and accommodation. Signage where provided to be clearly visible, illuminated or reflective. Very Good: Effective security lighting between parking area and accommodation. Signage where provided to be clearly visible, illuminated or reflective. Good: Effective external security lighting between parking area and accommodation. Sealed roadways/driveways and any other hard/compacted surface should be free of potholes. Good property signage directing guests to and from parking areas as well as individually marked parking bays. Signage where provided to be clearly visible, illuminated or reflective. Acceptable: Acceptable external security lighting in all areas. Clear signage directing guests to and from designated parking bays. Signage where provided to be clearly visible, illuminated or effective.	'1-5	GC
Building Exterior	Parking / Driveways /	Covered / weatherproof guest parking facilities.		'1-5	GC
Building Exterior	Parking Signage Parking / Driveways / Parking Signage	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Building Exterior	Parking / Driveways / Parking Signage	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	Major maintenance and condition issues identified.	UA	с
Building Exterior	Parking / Driveways /	all guests There should be clear instructions for entry for people who		UA	с
	Parking Signage Parking / Driveways /	cannot communicate by voice. Setting down point at the entrance with a maximum of 1:50			
Building Exterior	Parking Signage Parking / Driveways /	gradient. Number of designated 3500mm wide parking bays. For every		UA	M
Building Exterior	Parking / Driveways / Parking Signage Parking / Driveways /	25 bays at least 1 should be 3500mm in width.		UA	м
Building Exterior	Parking Signage	Distance from designated parking bays to entrance: 30m		UA	м
Building Exterior	Parking / Driveways / Parking Signage	Gradient en-route to entrance from street or designated parking bay no steeper than 1:12	Optimum gradient 1:15 Outstanding: 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, and in pictogram if possible. Intercom, lockable security door / gate must be present. Controlled access.	UA	м
Building Exterior	Safety and Security	Quality	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, and in multi-pictogram if possible. Controlled access. Very Good: All external public pathways must be well lit. Person responsible for safety and security must be contactable. Emergency information, procedures and after hours contacts for assistance clearly communicated in English, and in pictograms. Good: Good security measures (e.g. alarm system, burglar bars, where applicable on all doors and windows). Good lighting to ensure a secure environment. Acceptable: Acceptable safety measure in place e.g. lockable doors and burglar bars (where applicable).	'1-5	GC
Building Exterior	Safety and Security	Well positioned video surveillance (CCTV Cameras) monitoring external and internal areas of the establishment.		'1-5	GC
Building Exterior	Safety and Security	Security measures such as gate / intercom provided to restrict unauthorized access to accommodation.		1-5	GC
Building Exterior	Safety and Security	Proper Telephones in working order at the security point		1-5	GC
Building Exterior	Safety and Security	Guest provided with unrestricted access to shared areas (Self locking front door for after hour access where applicable)		1-5	GC
Building Exterior	Safety and Security	Maintenance and Condition An area of refuge or holding area has been provided for use	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Building Exterior	Safety and Security	by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable.		UA	с
Building Exterior	Safety and Security	Upon guest arrival, information on all emergency exits and other important emergency information must be given to guests.		UA	v
Bedrooms	Decoration	Quality	If there are a number of bedrooms which have been decorated or refurbished at different stages then they may each be assessed at a different level of quality and condition. In this case the lowest mark is applied. Outstanding: Outstanding quality of wall covering (paint or wallpaper), architraves, shelving and wiring. 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. Excellent quality and coverings/paintwork, architraves, shelving and wiring. Room décor of excellent quality and well co-ordinated. Attention to detail, thoughtful co-ordination of patterns, colours and textures. All work should be well executed. Very Good: Very good quality wall coverings/paintwork, architraves, shelving and wiring. Room décor can be minimal but attractive and enhance the bedroom atmosphere. Good: Good quality wall coverings/paintwork, architraves, shelving and wiring. 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. Acceptable: Acceptable quality décora Basic application of paint or wallpaper, architraves, shelving and wiring. Plain and simple style.	'1-5	GC
Bedrooms	Decoration	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Bedrooms	Furniture	Quality	Major maintenance and condition issues identified. 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. 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. 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. 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. Well cared for domestic furniture in a country house, guest house or B&B may be considered very good. Good: Good quality range of materials and construction of a sound and usable nature. Basic furniture styles and surfaces well maintained. Acceptable: Acceptable quality décor. Basic application of paint or wallpaper. Plain and simple style. Unacceptable: Furniture of a low quality material, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained or worn upholstery.	'1-5	GC
Bedrooms	Furniture	Bedside table or shelf provided > 350 X350mm	Bedside table per sleeping position or a shared table between twin beds	'1-5	GC
Bedrooms Bedrooms	Furniture Furniture	Bedside table or shelf provided > 200 X300mm Easy chair provided per guest	Bedside table per sleeping position or a shared table between twin beds	'1-5 '1-5	GC
Bedrooms	Furniture	Flashing light doorbell, to facilitate all services delivered at the room		UA	с
Bedrooms	Furniture	Flashing light linked to the room telephone		UA	С
Bedrooms	Furniture	Access width between furniture and fittings to be unobstructed and at least 90cm wide		UA	v
Bedrooms Bedrooms	Furniture	All furniture with rounded edges and corners. Where applicable, mats and rugs need to be firmly fixed to		UA	v v
Bedrooms	Furniture	avoid slipping Door, cupboard and draw handles must be easy to see and		UA	v
Bedrooms	Furniture	grab hold of, and in clearly contrasting colours. At least one chair with rigid arms on both sides, with seat		UA	M
		between 45-50cm		50	

		grab hold of, and in clearly contrasting colours.			
edrooms	Furniture	At least one chair with rigid arms on both sides, with seat		UA	м
euroonis	Furficure	between 45-50cm		UA	IVI
		Clear opening width of doors - The doors must be 90cm wide			
Bedrooms	Furniture	to allow for a variety of different sizes and types of mobility		UA	M
		aid.			
Bedrooms	Furniture	Easy grip door handles and ease of operation of locking		UA	м
eurooms	Furficure	mechanism		UA	IVI
		Size of unobstructed space in-front of doors 90cm x 120cm -			
Bedrooms	Furniture	Lack of clear unobstructed space can result in a guest not		UA	M
		being able to enter the room.			
Bedrooms	Furniture	Unobstructed access widths of 90cm between walls, features,		UA	м
learoonis	Turnicure	furniture and fittings.		04	
Bedrooms	Furniture	Size of access space of 90cm x 110cm to all furniture and		UA	м
	T difficulte	fittings - access space provides easy reach		0/1	
		All light controls accessible from bed [If there are no easily			
Bedrooms	Furniture	accessible controls, a person with a functional mobility or		UA	м
curooms	Turnicure	physical limitation consumes enormous energy switching		04	
		lights on and off.			
Bedrooms	Furniture	Desk and tables to have a clear space of 76cm below the work		UA	м
		surface.			
edrooms	Furniture	Curtains fitted with pull rods or closing rods.		UA	M
Bedrooms	Electronic Appliances	Flat Panel, High Definition television provided in all the rooms		1-3	GC
Bedrooms	Electronic Appliances	or Flat Panel, High Definition television provided in most of		1-3	GC
seurooms	Electronic Appliances	the rooms		1-5	GC
Bedrooms	Electronic Appliances	Flat Panel, High Definition television with wider screen (min		'1-5	GC
seurooms	Electronic Appliances	32 inches) in all rooms.		1-5	GC
Bedrooms	Electronic Appliances	Full DSTV Bouquet / Top TV Multi-channels provided in all		'1-5	GC
seurooms	Electronic Appliances	rooms		1-5	90
edrooms	Electronic Appliances	Convenient placing of comfortable furniture to ensure		'1-5	GC
seurooms	Electronic Appliances	unrestricted viewing angel of TV.		1-5	00
edrooms	Electronic Appliances	Remote controls provided and in working order		'1-5	GC
Bedrooms	Electronic Appliances	Radio/clock/alarm provided and in working order.	(The emphasis is on the clock and the alarm - a radio does not have to be incorporated) Alternative Devices acceptable.	'1-5	GC
adroome	Electronic Appliances	Hair dryer in working order and provided in all bedrooms /		'1-5	<u> </u>
edrooms	ciectionic Appliances	bathrooms		1-5	GC
Bedrooms	Electronic Appliances	or hair dryer in working order and provided in most		'1-5	GC
curooms	Liecci onic Appliances	bedrooms / bathrooms		1-3	00



ASSESSMENT ARE	in Tourism A / CATEGORY SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	Y = Visual Limitation for UA ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MED / CO
DEFINITION Bedrooms	ASSESSED Electronic Appliances	DESCRIPTION Hair dryer located in a convenient place near a mirror	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	GC MER / GC
edrooms	Electronic Appliances	An easily accessible, wall fitted international Multi-power point/plug provided in rooms.		1-5	GC
edrooms	Electronic Appliances	Electronic Safe with sufficient space to accommodate a Laptop or Tablet		'1-5	GC
edrooms	Electronic Appliances	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
edrooms edrooms	Electronic Appliances Electronic Appliances	The provision of teletext Alarm clocks should be fitted with a bright flashing light	Major maintenance and condition issues identified.	UA UA	С
Bedrooms	Electronic Appliances	Alarm clocks are fitted with a vibration pad in addition to the flashing light .		UA	с
Bedrooms	Electronic Appliances	Braille, large print and audio format instructions for use of electronic equipment	i.e. setting the alarm clock	UA	v
Bedrooms	Hanging Space / Clothes Hangers	Wardrobe/purpose built hanging space provided in all bedrooms with full length clothes hanging facility.		'1-5	GC
Bedrooms	Hanging Space / Clothes Hangers	Wooden hangers provided		'1-5	GC
Bedrooms	Hanging Space / Clothes Hangers	Specialised hangers available	i.e. pegs, skirts, satin hangers, trousers, jacket, tie or belt hangers	'1-5	GC
Bedrooms	Hanging Space / Clothes Hangers	Hangers with a theft proof device		'1-5	GC
Bedrooms	Hanging Space / Clothes Hangers	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Podroome	Hanging Space / Clothes	Brightly coloured door / draw handles in contrast with the	Major maintenance and condition issues identified.	UA	v
Bedrooms	Hangers	door/draw in order to be easily identified and grabbed.		UA	· ·
			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, curtain rods / rails, pelmets, pressed ceilings and curtain finishes.		
			Excellent: Excellent quality full well-lined curtains, blinds or shutters of the highest quality in working order. Excellent quality curtain accessories, curtain rods / rails, pelmets, pressed cellings and		
	Curtains & Window		curtain finishes. Well lined curtains to provide full block out.		
Bedrooms	Coverings	Quality	Very Good: Curtains or blinds of very good quality materials and allow for total privacy. Very good quality curtain accessories, curtain rods / rails, pelmets, pressed ceilings and curtain finishes.	'1-5	GC
			Good: Curtains or blinds more basic and in good working order. Good quality curtain accessories, curtain rods / rails, pelmets, pressed ceilings and curtain finishes.		
			Acceptable: Acceptable quality blinds and curtains in good working order.		
	Curtains & Window		Unacceptable: Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. No maintenance and condition issues identified.		
Bedrooms	Coverings	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Bedrooms	Curtains & Window Coverings	No complicated patterned materials for curtains.	Complicated materials on bedspreads make it difficult for guests with functional visual limitations to determine where elements of furniture are located	UA	v
Bedrooms	Curtains & Window Coverings	Curtains are fitted with pull-rods / closing cords.	Dutetanding: Dutetanding puality flooring and cellings using outstanding materials, ensured as managed. Elistence of control on cont	UA	м
			Outstanding: Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality.		
			Excellent: Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality.		
Bedrooms	Flooring, Ceiling, Skirting	Quality	Very Good: Very good quality flooring and cellings using very good materials – natural or manmade. Skirting and cornices of very good quality.	'1-5	GC
	and Cornices		Good: Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality. Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	1-3	30
			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		
Bedrooms	Flooring, Ceiling, Skirting and Cornices	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Bedrooms		3 90cm wide unimpeded circulation space around and between	Major maintenance and condition issues identified.	UA	v
Bedrooms		beds and furniture No complicated patterned materials for carpets, curtains,		UA	v
	and Cornices	wallpaper etc.	Including bedspreads, duvets, quilt covers, blankets, top sheets, linen, including valance and pillows. Outstanding: Luxurious and exclusive quality linen that is co-ordinated with bedroom décor		
			and other soft furnishings. A supply and variety of outstanding quality pillows and cushions. Outstanding quality spare linen and pillows provided, including valance.		
			Excellent: Excellent quality linen that is co-ordinated with bedroom décor and other soft furnishings. A supply and variety of excellent quality pillows and cushions. Excellent quality spare linen and pillows provided, including valance.		
			Very Good: Very good quality linen, including valance, that is co-ordinated with bedroom décor and other soft furnishings. A supply and variety of very good quality pillows and cushions. Very		
Bedrooms	Bedding & Linen	Quality	good quality spare linen and pillows available on request.	'1-5	GC
			Good: Good quality linen, including valance, that is co-ordinated with bedroom décor and other soft furnishings. A supply and variety of good quality pillows and cushions. Good quality spare linen and pillows available on request.		
			Acceptable: Linen of an acceptable quality, including valance. Acceptable quality spare blankets available.		
			Unacceptable: Cheap sheets with major stains, damage and wear such as fraying edges, holes and fading.		
Bedrooms Bedrooms	Bedding & Linen Bedding & Linen	Information on pillow menu provided in each room Extra length pillows provided at each sleeping position		'1-5 '1-5	GC GC
Bedrooms	Bedding & Linen	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Bedrooms	Bedding & Linen	No complicated patterned materials for bedspreads.	Major maintenance and condition issues identified.	UA	v
			Outstanding: Bed 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.		
			Excellent: Queen sized beds. Excellent quality mattresses and bed base. Matching excellent quality ensemble. Excellent quality headboards offering comfort.		
			Very Good: Standard double bed or two full size singles. Very good quality bed frames and mattresses. Bed frames and mattresses may be of an older style, but of very good quality. Very good		
Bedrooms	Form of Bedding	Quality	quality headboards offering comfort and free from head or other stains.	'1-5	GC
			Good: Good quality bed frames and mattresses. Good quality headboards may be a simple wooden board or a continental pillow.		
			Acceptable: Mattresses and bed frames of acceptable quality. Bunk beds with safety barrier and ladder in family rooms only. Acceptable quality headboards may be a simple wooden board or a continental pillow.		
			Unacceptable: Creaking or sloping bed frames, broken struts or sagging supports, loose or uneven legs, casters missing, stains, marks, holes, damage or wear. Headboards wobbly with stains.		
Bedrooms Bedrooms	Form of Bedding Form of Bedding	All Beds of 2 meters in length (200cm) Pillow top / eggshell mattress tops available		'1-5 '1-5	GC GC
Bedrooms	Form of Bedding	Separate Duvet inners provided for summer / winter	No maintenance and condition issues identified.	'1-5	GC
Bedrooms	Form of Bedding	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Bedrooms	Form of Bedding	90cm wide unimpeded circulation space around and between beds and furniture		UA	v
Bedrooms	Form of Bedding	Unobstructed space of 90cm x 120cm to turn adjacent to bed		UA	м
Bedrooms Bedrooms	Form of Bedding Form of Bedding	Bed with firm mattress at 45 - 50cm in height At least one room available with an electronic bed that can be		UA UA	M
		control-adjusted.	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.		
			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.		
Bedrooms	Temperature Control	Quality	Very Good: Effective heating and or cooling provided in rooms (with individual control) with good natural ventilation.	'1-5	GC
			Good: Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.		
			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.		
Bedrooms	Temperature Control	Maintenance and Condition	I tensenatable. Proteo applicance, heating and exiting sectance and in working order. No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Bedrooms	Temperature Control	Environmental to be no higher than 120cm from the floor	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	UA	м
Bedrooms	Temperature Control	Remote control for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.		UA	M
			Outstanding: Overall high standard of lighting in room. Controllable dimmer. Light sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc. Bedroom lights can be switched off at the baddide. Picture light Recessed controllable dimmer. Light sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc. Bedroom lights can be switched off at the baddide. Picture light Recessed controllable dimmer. Light sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc. Bedroom lights can be switched off at the baddide. Picture light Recessed controllable dimmer. Light sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc. Bedroom lights		
			can be switched off at the bedside. Picture lights. Recessed spot lamps. All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located.		
			Excellent: Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. Excellent quality fittings, lamps bases, etc. Power points are well positioned.		
	Lighting / Power /	Quality	Very Good: More than adequate room light. Very good quality bedside and or bed head lamps. Preferably additional sources of light in room but not necessarily. Good blend of natural or electric light during day. Power points are fairly distributed through-out.		
D - 1	Switches	Quality	Good: Room lighting meets minimum requirement (centre light and bedside lamps). Good supply of natural light during the day. No bare globes or cracked or damaged fittings. Power points are	'1-5	GC
Bedrooms			available.		
Bedrooms					
Bedrooms			Acceptable: Acceptable supply of light in room. Restricted natural light. Power points are available.		
Bedrooms			Acceptable: Acceptable supply of light in room. Restricted natural light. Power points are available. 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.		
Bedrooms	Lighting / Power / Switches	Effective light distribution in bedroom area.	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,	'1-5	GC



ASSESSMENT AREA / CATEGOR DEFINITION Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms			•••• V = Visual Limitation for UA		
Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
Bedrooms Bedrooms Bedrooms Bedrooms Bedrooms	ASSESSED Lighting / Power /	DESCRIPTION		'1-5	GC
Bedrooms Bedrooms Bedrooms Bedrooms	Switches Lighting / Power /	Spare and convenient power points provided in each room Signage reminding guests to switch off lights and electronic	If the actabilithment is not equipped with energy solide. Welt energy		
Bedrooms Bedrooms Bedrooms	Switches	appliances when leaving the room.	If the establishment is not equipped with energy-saving light sensors. No maintenance and condition issues identified.	'1-5	GC
3edrooms 3edrooms	Lighting / Power / Switches	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
Bedrooms Bedrooms	Lighting / Power /	Power sockets located between 80cm - 100cm above floor	Major maintenance and condition issues identified.	UA	v
Bedrooms	Switches Lighting / Power /	surface. Close to headboard. Uniform and even lighting with minimum lighting levels to		UA	v
	Switches Lighting / Power /	200 lux. Power switches and light switches with rocker switches that			
Bedrooms	Switches Lighting / Power /	are on/ off detectable Power-switches to have a light located next to them for easier		UA	v
	Switches	location		UA	v
		All light controls accessible from the bed [If there are no easily accessible controls, a person with functional mobility			
Bedrooms	Lighting / Power / Switches	limitations consumes enormous energy switching lights on		UA	м
		and off. To conserve energy and avoiding injury, light controls should be reachable from the bed.			
Bedrooms	Lighting / Power / Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	м
Bedrooms	Lighting / Power /	Bedside lamps to have easily accessible switches i.e. 20cm		UA	м
Bedrooms	Switches	away maximum Mirror (H 600mm x W 450mm) - measurement taken from		'1-5	GC
Bedrooms	Mirror	within the frame or Mirror (450mm x 350mm or larger)		'1-5	GC
Bedrooms Bedrooms	Mirror Mirror	or Mirror (less than 450mm x 350mm) Conveniently located		'1-5 '1-5	GC GC
Bedrooms	Mirror	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
			Major maintenance and condition issues identified.		
Bedrooms	Mirror	Full length mirror suitable for both sitting and standing guests		UA	м
Bedrooms	Mirror	Bottom of the mirror not more than 40cm from the floor Mirror area to have a minimum lighting level of 200 lux. Lights		UA	M
Bedrooms	Mirror	positioned so as not to create glare on surfaces.	Outstanding: A wide same minimum of 10 items of high quality extres for quest use, but not limited to a qu	UA	м
			Outstanding: A wide range, minimum of 10 items, 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		
Bedrooms	Accessories	Quality	• UHT milk/ Fresh milk	'1-5	GC
			• Emergency lighting • Umbrella		
			• Slippers • Torch		
			Ipod Docking Station		
			Full DSTV Bouquet Scent Menu		
			Iron and Ironing Board Clothes brush / Shoe Horn		
			Lictries briss / snoe Horn Licen Laundry Bag		
			• Wi-Fi Access • Magnifying Mirror		
Bedrooms	Accessories	All bedroom accessories to be identified by Braille labelling.		UA	v
		Accessory labels / instructions in large print, Braille and audio			v
Bedrooms	Accessories	format where appropriate. Switches, controls and door handles located between 90cm		UA	
Bedrooms	Accessories	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	UA	м
			Outstanding: Recommended: 12m ² free space. Large lounge area with significant demarcation from the bedroom area and very easy to move around, with space for at least two easy chairs. Ease of access to all furniture, cupboards,		
			wardrobes, drawers, etc. Overall luxurious impression.		
			Excellent: Recommended 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 containing at least two easy chairs. 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. TV visible from the sitting area or bed. Unrestricted view of full mirror. No intrusive noise from other rooms or public areas.		
Dedreeme	Spaciousness and Overal			14.5	
Bedrooms	Impression	Quality	Very Good: Recommended reasonably spacious room 6m ² . 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 comfortably contain 2 easy chairs in addition to the standard bedroom furniture. No creaky boards or intrusive noise.	'1-5	GC
			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 funiture i.e. Tvo an avail bracket. No intrusive noise from plumbing, corridor, lifts, etc.		
			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.		
Bedrooms	Spaciousness and Overal Impression	90cm wide unimpeded circulation space around and between beds and furniture.		UA	v
Bedrooms	Spaciousness and Overal			UA	м
	Impression	Unobstructed access widths of 90cm between walls, features,			
Bedrooms		I furniture and fittings - It is essential that the room be free of		UA	м
	Impression	any obstructions which might cause a guest to be unable to access certain provisions within the room e.g. switches			
	Spaciouspess and Overal	I Size of access space of 90cm x 120cm to all furniture and			
Bedrooms	Impression	fittings - this will provide access space for easy reach		UA	м
Bathrooms	Type of Bathroom	Two person en suite bathroom provided in all rooms	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	'1-5	GC
Bathrooms	Type of Bathroom	or two person en suite bathroom provided in most rooms	before the booking procedure goes through.	'1-5	GC
Bathrooms Bathrooms	Type of Bathroom Type of Bathroom	or one person en suite bathroom provided in all rooms or one person en suite bathroom provided in most rooms		'1-5 '1-5	GC GC
Bathrooms Bathrooms	Type of Bathroom Type of Bathroom	or internal private bathrooms A toweling robe to be provided for each guest.	Bathroom located to the exterior of the room/unit but internal to the overall building. Access may be via a public area such as a hallway	'1-5 '1-5	GC GC
Bathrooms	Type of Bathroom	Spacious layout more than 4m ²		'1-5	GC
Bathrooms Bathrooms	Type of Bathroom Type of Bathroom	or more than 2m ² or less than 2m ²		'1-5 '1-5	GC GC
			Outstanding: Outstanding quality floor and wall coverings. Outstanding quality design and grouting, free from marks and damage.		
			Excellent: Excellent quality professionally fitted floor and wall coverings.		
			Very Good: Very good quality finishes but not necessarily new. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job. Very		1
Bathrooms	Flooring and Ceiling	Quality	good quality floor covering or tiles.	'1-5	GC
	0		Good: Good quality bathroom floor and wall coverings not necessarily recent.		
			Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		1
			Unacceptable: Very tired and old style. Damp or condensation marks. Cheap very low quality finish applied. Sealant or grouting mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area		1
			Unacceptable: Very tree and oid style. Damp of condensation marks. Cheap very low quality miss applied, sealant or grouting mouldy, carpet rotting, smelly. Paintwork chipped, naking. Area around holitad discolourand or dome. No maintenance and condition issues identified.		
	Flooring and Ceiling	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
Bathrooms		Colour contrast between fittings, fixtures, wall and floor	Major maintenance and condition issues identified.	UA	v
	Electring and Calling				
Bathrooms	Flooring and Ceiling	finishes to assist in their location. Fixed slip-resistant floor surface such as wooden floors, non-		UA	V
Bathrooms Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm.		114	
Bathrooms Bathrooms		Fixed slip-resistant floor surface such as wooden floors, non-	Outstanding: Extra-large and spacious shower with separate bath and washbasin. Outstanding quality and finishes, solid co-ordinated fittings of innovative design. Unrestricted supply of hot / cold	UA	v
Bathrooms Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm.	Outstanding: Extra-large and spacious shower with separate bath and washbasin. Outstanding quality and finishes, solid co-ordinated fittings of innovative design. Unrestricted supply of hot / cold water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use.	UA	
Bathrooms Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm.	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to	UA	
Bathrooms Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm.	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use.	UA	
Bathrooms Bathrooms Bathrooms	Flooring and Ceiling Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions.	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply		V
Bathrooms Bathrooms Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm.	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles. Unrestricted supply of hot / cold water at all reasonable times.	UA '1-5	
Bathrooms Bathrooms Bathrooms	Flooring and Ceiling Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions.	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply		v
Bathrooms Bathrooms Bathrooms	Flooring and Ceiling Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions.	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply of hot / cold water at all reasonable times. Good: Good standard domestic range of bathroom fittings. Sturdy bath. Bathroom may have a shower or a bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). No small baths or under-sized showers with awkward access. Unrestricted supply of hot / cold water at all reasonable times.		v
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Bathrooms Bathrooms Bathrooms Bathrooms	Flooring and Ceiling Flooring and Ceiling Fixtures and Fittings	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions.	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply of hot / cold water at all reasonable times. Good: Good standard domestic range of bathroom fittings. Sturdy bath. Bathroom may have a shower or a bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). No small baths or under-sized showers with awkward access. Unrestricted supply of hot / cold water at all reasonable times.	'1-5	GC
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Bathrooms Bathrooms Bathrooms Bathrooms Bathrooms Bathrooms Bathrooms	Flooring and Ceiling Flooring and Ceiling Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions. Quality Spa bath provided Effective temperature control and air extraction system that prevents misting of mirrors	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply of hot / cold water at all reasonable times. Good: Good standard domestic range of bathroom fittings. Sturdy bath. Bathroom may have a shower or a bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). No small baths or under-sized showers with awkward access. Unrestricted supply of hot / cold water at all reasonable times. Acceptable: Fixtures and fittings of acceptable quality and fully functional. No signs of damage or leaks. Unrestricted supply of hot / cold water at all reasonable times.	'1-5 '1-5 '1-5	GC GC GC
Bathrooms Bathrooms Bathrooms Bathrooms Bathrooms	Flooring and Ceiling Flooring and Ceiling Fixtures and Fittings Fixtures and Fittings	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions. Quality Quality Spa bath provided Effective temperature control and air extraction system that prevents misting of mirrors Heated towel rails provided Adequate clothes hooks (minimum 2)	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply of hot / cold water at all reasonable times. Good: Good standard domestic range of bathroom fittings. Sturdy bath. Bathroom may have a shower or a bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). No small baths or under-sized showers with awkward access. Unrestricted supply of hot / cold water at all reasonable times. Acceptable: Fixtures and fittings of acceptable quality and fully functional. No signs of damage or leaks. Unrestricted supply of hot / cold water at all reasonable times. Unacceptable: Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Very small shower with insufficient water supply. Intermittent hot water or at restricted hours. Control to the standard domestic back back back back back back back bac	'1-5	V GC GC GC GC
Bathrooms Bathro	Flooring and Ceiling Flooring and Ceiling Flooring and Ceiling Fixtures and Fittings	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions. Quality Spa bath provided Effective temperature control and air extraction system that prevents misting of mirrors Heated tower rails provided Adequate clothes hooks (minimum 2) Facilities within bathroom conveniently positioned and of quality	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply of hot / cold water at all reasonable times. Good: Good standard domestic range of bathroom fittings. Sturdy bath. Bathroom may have a shower or a bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). No small baths or under-sized showers with awkward access. Unrestricted supply of hot / cold water at all reasonable times. Acceptable: Fixtures and fittings of acceptable quality and fully functional. No signs of damage or leaks. Unrestricted supply of hot / cold water at all reasonable times.	1-5 1-5 1-5 1-5 1-5 1-5 1-5	V GC GC GC GC GC GC
Bathrooms Bathro	Flooring and Ceiling Flooring and Ceiling Flooring and Ceiling Fixtures and Fittings	Fixed slip-resistant floor surface such as wooden floors, non- slip tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions. Quality Spa bath provided Effective temperature control and air extraction system that prevents misting of mirrors Heated towel rails provided Adequate clothes hooks (minimum 2) Facilities within bathroom conveniently positioned and of	water at all reasonable times. Attention to aesthetics of fixtures and finishes. Impervious vanity surface area around wash basin providing unused space for guest use. Excellent: Large shower. Excellent quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy bath. Attractive shower screen. Good sized washbasin. Easy to use with responsive controls. Unrestricted supply of hot / cold water at all reasonable times. Very Good: Very good quality fittings throughout, but not necessarily new. Standard-sized bath. Very good quality shower screen or curtain. Matching and co-ordinated styles.Unrestricted supply of hot / cold water at all reasonable times. Good: Good standard domestic range of bathroom fittings. Sturdy bath. Bathroom may have a shower or a bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). No small baths or under-sized showers with awkward access. Unrestricted supply of hot / cold water at all reasonable times. Acceptable: Fixtures and fittings of acceptable quality and fully functional. No signs of damage or leaks. Unrestricted supply of hot / cold water at all reasonable times. Unacceptable: Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Very small shower with insufficient water supply. Intermittent hot water or at restricted hours. Control to the standard domestic back back back back back back back bac	1-5 1-5 1-5 1-5 1-5	V



sor.	Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>			
Model Model Model Model	ASSESSMENT AREA / CAT DEFINITION			ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G	
amage Ama A	Bathrooms	Fixtures and Fittings			UA	с	
Norme Norme <th< td=""><td></td><td></td><td>as emergency and evacuation warnings.</td><td></td><td></td><td><u> </u></td></th<>			as emergency and evacuation warnings.			<u> </u>	
CAN CAN <thcan< th=""> <thcan< th=""> CAN CAN</thcan<></thcan<>	Bathrooms		and Braille				
Norm	Bathrooms	Fixtures and Fittings	supply.		UA	v	
Carbon Carbon Carbon Carbon Carbon Carbon 1 </td <td>Bathrooms</td> <td>Fixtures and Fittings</td> <td>to indicate hot and cold taps or directions on mixers.</td> <td></td> <td>UA</td> <td>v</td>	Bathrooms	Fixtures and Fittings	to indicate hot and cold taps or directions on mixers.		UA	v	
Source Source </td <td>Bathrooms</td> <td></td> <td>210cm above the floor surface.</td> <td></td> <td></td> <td></td>	Bathrooms		210cm above the floor surface.				
Note	Bathrooms Bathrooms		Colour contrast between fittings, fixtures, wall and floor	This is to allow movement in the bathroom using a long cane without the guest injuring themselves by bumping into the toilet, bath/ shower etc			
Marce	Bathrooms	Fixtures and Fittings	Clear opening width of doors - there must be 76cm measured		UA	v	
Norm	Bathrooms	Fixtures and Fittings	Size of unobstructed space of 120cm diameter circle in-front		UA	м	
Same and second sec	Bathrooms	Fixtures and Fittings	Provision for a pull-handle on the inside of the door, 30cm		UA	м	
Norm	Bathrooms	Fixtures and Fittings	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		UA	м	
and and and and and and and and and and and and and 	Bathrooms	Eivtures and Eittings	Clear floor space of 180cm x 180cm provided within the		114	M	
Monte Montania Montania All and All			the bathroom e.g. stools, sanitary disposal bins etc.				
Name Company Comp	Bathrooms	Fixtures and Fittings	Access space of 90cm at the side of the bath	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	UA	М	
Manu Add Mathematical Mathmathmatindematical Mathematin Mathematical Mathematical Mathemati	Bathrooms	-					
share	Bathrooms Bathrooms		Roll-in Shower			M	
NormalNormal Normal Normal Normal 	Bathrooms	Fixtures and Fittings			UA	м	
Normal Normal base interaction Normal base interactin Normal base interaction			transfer space. Vertical and cranked grab-bars on either side of the shower				
NAME Open Part of the second statute			80cm to lowest distance from the floor.				
amouther	Bathrooms		rail.	I his enables guests to transfer to the shower seat with ease and must therefore be set at the appropriate height and not obstruct the ability of the mobility aid to manoeuvre into the shower.		M	
NormN	Bathrooms		Mirror (H 600mm x W 450mm) - measurement taken from				
Name Nome Observation Opservation Opservatin Opservatin Opservat	Bathrooms	Mirror	within the frame or Mirror (450mm x 350mm or larger)		'1-5	GC	
Name	Bathrooms Bathrooms	Mirror Mirror	or Mirror (less than 450mm x 350mm) Conveniently located		'1-5 '1-5	GC GC	
Name Name <th< td=""><td>Bathrooms Bathrooms</td><td></td><td>Mirror provided at wash-hand basin and located between</td><td></td><td></td><td>MCV M</td></th<>	Bathrooms Bathrooms		Mirror provided at wash-hand basin and located between			MCV M	
IndiaMain 	Bathrooms	Hand Basin & Toilet				GC	
Number Notation Product of the second of th	Bathrooms	Hand Basin & Toilet				GC	
Main Bind Bind Bind 	Bathrooms	Hand Basin & Toilet			'1-5	GC	
NomeNomeNomeNomeNomeNomeNomeNoNoNoNoName	Bathrooms	Hand Basin & Toilet	or bench/shelf space provided adjacent to hand basin less		'1-5	GC	
Notional Cal <td>Bathrooms</td> <td>Hand Basin & Toilet</td> <td></td> <td></td> <td>'1-5</td> <td>GC</td>	Bathrooms	Hand Basin & Toilet			'1-5	GC	
Note in the second s	Bathrooms	Hand Basin & Toilet	or Toilet brush provided with uncovered holder		'1-5	GC	
Norma Norma Water product of a product	Bathrooms	Hand Basin & Toilet	Paper holder or dispenser conveniently located		'1-5	GC	
Mathem Mathematical Mathmatical Mathemati Mathematical Mathematical Mathematic	Bathrooms		Sanitary bags provided		'1-5	GC	
Nome Nome of the set of t	Bathrooms		Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC	
Nome of the set of th	Bathrooms	Hand Basin & Toilet			UA	v	
<table-container> Image Image <</table-container>	Bathrooms	Hand Basin & Toilet	Basin and shower lever action mixers with balanced water				
indication indication </td <td>Bathrooms</td> <td>Hand Basin & Toilet</td> <td></td> <td></td> <td>UA</td> <td>v</td>	Bathrooms	Hand Basin & Toilet			UA	v	
Image Markam Markam <td>Bathrooms</td> <td>Hand Basin & Toilet</td> <td>Toilet paper holder within 26cm of the seat</td> <td></td> <td>UA</td> <td>м</td>	Bathrooms	Hand Basin & Toilet	Toilet paper holder within 26cm of the seat		UA	м	
Instance Main Instance	Bathrooms	Hand Basin & Toilet			UA	м	
Bindmake Mathematication Mathematication </td <td>Bathrooms</td> <td>Hand Basin & Toilet</td> <td></td> <td></td> <td>UA</td> <td>м</td>	Bathrooms	Hand Basin & Toilet			UA	м	
 Inclus in the part of the par	Bathrooms	Hand Basin & Toilet			UA	м	
https://phasessessessessessessessessessessessesses	Bathrooms				UA	м	
Annual Restance Product Schedungs descendences Product Schedungs deschesches Produn							
anome and a set of the				Excellent: Range of excellent quality towels including bath sheet or towel, hand towel and towelling bath mats per guest.			
Image: Single set in the se	Bathrooms	Towelling	Quality	Very Good: Very good quality bath and hand towels provided per guest.	'1-5	GC	
Name Name <th< td=""><td></td><td></td><td></td><td>Good: Good quality bath and hand towels not necessarily new.</td><td></td><td></td></th<>				Good: Good quality bath and hand towels not necessarily new.			
Name Name Alternation Output Data Control Contro Control Contr				Acceptable: Acceptable quality towels per guest.			
Intercase Funding Autencio cal Gording Benuticatare au dording to usus tiedefied. Mariane auto calification usus tiedefied. Sector 2000 and 20000 and 2000 and 2000 and 2000 and 20000 and 2000 and 2000 and 200	Bathrooms	Towelling	Additional towel for beach or pool	Unaccontable: Vanuthin small serately old ferring come holes stained faded Lowahorshonsy	'1-5	60	
Image: Control Image: Contro Image: Control Image: C						GC	
uninform		-					
Bahrons Jughts and Yentität Hondo be prodes (Linker and doct) Linger erfettet hy unding statutus (Linker and Gabris (Linker and	Baunooms	rowening	-		UA	M	
Bahroons Image: And Ventilier and Temperature centred Description and Temperature centred <thdescription and Temperature</thdescription 						1	
Lungs at vertice of the state of t							
hatmons and Temperature in the Temperatu		Lighting and Ventilation					
Lance Implementation	Bathrooms	and Temperature	Quality	Very Good: High standard of light fittings – centre, main light plus adequate shaving light, possibly supplementary lights. Either windows that open or effectively working extractors.	'1-5	GC	
lefting and Vertilation and Temperature control and Temperature control and Temperature control and Temperature control and Temperature control Mantemance and Condition Mantemance and Condition issues identified. Manaminance and condition issues identified. Manaminance and condition issues identified. Manaminance and condition issues identified. 1-4 0-4 labricons Up and and Vertilation in temperature control All areas in bathroom nuste well and evenly int 0-4 MAN labricons outcol control All areas in bathroom nuste well and evenly int 0-4 MAN labricons outcol control All areas in bathroom nuste well and evenly int 0-4 MAN labricons outcol control All areas in bathroom nuste well and evenly int 0-4 MAN labricons outcol control All areas in bathroom nuste well and evenly int 0-4 MAN labricons outcol control outcol control -5-5-60				Good: Centre light and shaving light, well positioned providing adequate light.			
Interface Interface <t< td=""><td></td><td></td><td></td><td>Acceptable: Limited lighting fixtures of an acceptable quality but still effective. Either windows that open or effectively working extractors.</td><td></td><td></td></t<>				Acceptable: Limited lighting fixtures of an acceptable quality but still effective. Either windows that open or effectively working extractors.			
latiron informaticance and condition issues identified. difference difference <th d<="" td=""><td></td><td></td><td></td><td>Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings.</td><td></td><td></td></th>	<td></td> <td></td> <td></td> <td>Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings.</td> <td></td> <td></td>				Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings.		
control control Malor maintenance and condition issues identified. control control <thcont< th=""> contro contro<td>Bathrooms</td><td></td><td>Maintenance and Condition</td><td></td><td>'1-5</td><td>GC</td></thcont<>	Bathrooms		Maintenance and Condition		'1-5	GC	
Bathroom Interact and throom must be well and even juit Control UA ACC Bathroom Accessories Interact and throom must be well and even juit Scaled saap / Uigut daps Iptenpare, A kide range (10) of excellent quality accessories provided in the bathroom e.g.: Scaled saap / Uigut daps Iptenpare, A kide range (10) of excellent quality accessories provided in the bathroom e.g.: Scaled saap / Uigut daps Iptenpare, A kide range (10) of excellent quality accessories provided in the bathroom e.g.: Scaled saap / Uigut daps Iptenpare, a scaled saap / Uigut daps Iptenpa		control Lighting and Ventilation					
hathrooms Accessories uality ualit	Bathrooms		All areas in bathroom must be well and evenly lit		UA	MCV	
Bathrooms Accessories Quality Participation Image: Participation Ima				Sealed soap / Liquid soap Dispensing;			
Ascessories Quality Quality - Cologne, - Source pack - Conditioner, - Toolth paste, - Toolth paste, - Toolth paste, - Source cap, - Toolth paste, - Source cap, - Toolth paste, - Source cap, -				Moisturiser,			
Bathrooms Accessories Quality - Conditioner, - Tolich brushes, - Tooth brushes, - Tooth brushes, - Tooth brushes, - Tooth brushes, - Tooth brushes, - Toliet bags, - Flowers, - F							
Bathrooms Accessories Quality Tooth bruches, - Tooth paste, - Shower cap, - Toilet bags, - Cotton wool balls, - Cotton buds, etc. - Soap menu - Fowers, - Soap menu - Fowers, - Soap menu - Fowers, - Soap menu - Fowers, - Cotton buds, etc. - Fowers, - Soap menu - Fowers, -				Conditioner,			
Bathrooms Accessories Quality -Shower cap, -Toilet bags, -Toilet bags, -Colot bags, etc. -Flowers, -Cotton buds, etc. -Soap menu -Soap menu -Stowers on was basin -Air freshener -Make up remover pads -Bathrooms Nomes on was basin -Air freshener -Make up remover pads -Bathrooms Nomes on was basin -Air freshener -Make up remover pads -Bathrooms Nomes on was basin -Air freshener -Bathrooms Nomes on was bathrooms				Tooth brushes,			
Bathrooms Accessories Maintenance and Condition No maintenance and condition issues identified. 1-5 GCC				Shower cap,			
hash	Bathrooms	Accessories	Quality	• Tissues,	'1-5	GC	
b b cotton buds, etc. Soap menu Soap menu - Soap menu - Infowers on wash basin - Air freshener - Make up remover pads - Bath salts - Bathrooms Accessories Maintenance and Condition issues identified. No maintenance and condition issues identified. Minor maintenance and condition issues identified. 1-5				Flowers,Magazines,			
soap meu - Soap meu - Flowers on wash basin - Flowers on wash basin - Virit freshener - Nake up remover pads - Bathrooms Accessories Maintenance and Condition issues identified. No maintenance and condition issues identified. No maintenance and condition issues identified. 1-5		1		Cotton wool balls,			
- Air freshener - Air freshener - Make up remover pads - Bath salts - Emergency toiletries such as toothbrush, toothpaste and razor - Fabric wash - Bathrooms Accessories Maintenance and Condition issues identified. No maintenance and condition issues identified. Bathrooms Accessories Maintenance and condition issues identified. 1-5 GCC					1	1	
Bath salts • Bath salts • Emergency tolletries such as toothbrush, toothpaste and razor • Fmergency tolletries such as toothbrush, toothpaste and razor • Fabric wash Bathrooms Accessories Maintenance and condition issues identified. No maintenance and condition issues identified. 1-5 GCC				Flowers on wash basin			
Image: second				Flowers on wash basin Air freshener Make up remover pads			
Bathrooms Accessories Maintenance and Condition Minor maintenance and condition issues identified.				Flowers on wash basin Air freshener Make up remover pads Bath salts Emergency toiletries such as toothbrush, toothpaste and razor			
TRADUCTION AND A STATE AND A				Flowers on wash basin Air freshener Make up remover pads Bath salts Emergency toiletries such as toothbrush, toothpaste and razor Fabric wash			



Part Part Part Part Part Part Part Part	Quality in Tourism			••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
add solution add solution<			DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GO
Name Note of the second s	Bathrooms	Accessories		Dustanding: Dustanding quality of wall coverings. Hinhest calibre design and architectural features artwork, phierts d'art, indoor plants / flowers. Any signage or potices which may be provided (UA	v
Partial						
Name Note of the sector of the						
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art of a star and a star a				Hasecontable: Viewold, Ended, damaged wall covering. Evidence of dama or water population. Grubby marke: Hasiabily paintwork or exposed wiring. Conservational collect		<u> </u>
NoteMainMain and an antipation of the sector of th	Shared Areas	Decoration	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
Name Note: Control Note: Contro Note: Control Note: Control <td>Shared Areas</td> <td>Decoration</td> <td></td> <td>Major maintenance and condition issues identified.</td> <td>UA</td> <td>v</td>	Shared Areas	Decoration		Major maintenance and condition issues identified.	UA	v
Note Second secon	Shared Areas	Decoration	End of corridor highlighted by colour, tone or light contrast		UA	v
No. No. No. No. No. No. Series Seri	Shared Areas	Decoration	information for guests to navigate. This should consist of		UA	v
Name Appendix and an antipage of a second sec						
Name Ansatz Ansatz </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Januar Januar January State						
Sector Sector<	Shared Areas	Furnishings and Fixtures	Quality		'1-5	GC
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NameNote where the probability of the proba						
Note of the second of	Shared Areas	Furnishings and Fixtures		Unacceptable: Low quality, uncomfortable, ageing numiture: may snow some damage – scratched, loose arms or regs. stalled or gruppy upholstery. Dated, Jaded and unattractive.	1-5	GC
NameAnd SupportAnd SupportAnd SupportAnd SupportAAnd SupportAnd SupportAnd SupportAANameAnd SupportAnd SupportAnd SupportANameA						GC
Add Mode (Mark Mode <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Name Note State Note State <td></td> <td>-</td> <td>listening devices should be made available.</td> <td></td> <td></td> <td>c v</td>		-	listening devices should be made available.			c v
Notion Operation of the property of th			Furniture should have rounded edges to prevent injury to			v
Ansate of the second					UA	v
Bandom Config 1000 Config 1000 <thconfig 1000<="" th=""> <thconfig 1000<="" th=""> <th< td=""><td>Shared Areas</td><td>Furnishings and Fixtures</td><td>Doors must be able to open fully against adjacent wall</td><td></td><td>UA</td><td>v</td></th<></thconfig></thconfig>	Shared Areas	Furnishings and Fixtures	Doors must be able to open fully against adjacent wall		UA	v
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chance instrument instrument<						<u> </u>
Name Instance Instance Instance Instance Instance Instance 	Shared Areas	Furnishings and Fixtures	least 76cm measured when the door is open at 90-degrees.		UA	м
Instrume Instrum Instrume Instrume	Shared Areas	Furnishings and Fixtures	passageways located at a height between 80cm and 120cm.		UA	м
Image: Control (Control (Contro) (Control (Control (Control (Control (Control (Control (Control (Shared Areas	Eurnichings and Eivturgs	grasp.). 'D'-type handle must be used. A selection of chairs to be with and without arm-rests, with		114	
Instrump			seats at 45cm to 50cm.		94	
Base and Second Secon						
Number Second Seco						
Subs Subs Subs Subs Subs Subs Subs Subs Subs Su	Shared Areas	Flooring, Ceiling, Skirting	Quality		'1-5	GC
Since Since Since Since Since Since Since Since Since Since Since </td <td></td> <td>and connects</td> <td></td> <td>Good: Good quality carpet with flattening in areas of most traffic or cheaper new carpet. Good quality wooden / laminated or tiled floors Celling of a reasonably good quality, competent and</td> <td></td> <td></td>		and connects		Good: Good quality carpet with flattening in areas of most traffic or cheaper new carpet. Good quality wooden / laminated or tiled floors Celling of a reasonably good quality, competent and		
Interpart <						
Bandom Bandbarg and standing						
Nong Ren Bing Bing Bing Bing Bing Bing Bing Bin	Shared Areas	Flooring, Ceiling, Skirting and Cornices	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
partner	Shared Areas	Flooring, Ceiling, Skirting	Fixed, level, matt and slip resistant surfaced floor finishes.	Major maintenance and condition issues identified.	UA	v
Bareby Function of the state o	Shared Areas	Flooring, Ceiling, Skirting			UA	v
Barkar Final and second						
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Number of the second						
Image: Section of the sectio	Shared Areas	Lighting	Quality		'1-5	GC
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Index Index Index Index Index Index Index Index						
Index Interaction operation operatio	Shared Areas	Lighting	Maintenance and Condition	No maintenance and condition issues identified.	'1-5	GC
part of the second se						
Band Area Bandward	Shared Areas	Lighting		Outstanding: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Interesting architectural features.	UA	v
Burscher Bischer Bische						
Shinglame Analysis				Excellent: Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms.		
Image: Section of Section Sectin Sectin Sectin Section Section Section Section Section Section	Shared Areas		Quality		'1-5	GC
Instrume Instrum Instrume Instrume						
Index Index <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td></th<>						
name Starter / Area Starter / Area <td></td> <td></td> <td></td> <td>touches. Nothing to look at or read.</td> <td></td> <td><u> </u></td>				touches. Nothing to look at or read.		<u> </u>
Sharelan Sharelan share and share an	Shared Areas	Stairwells / Ramps			UA	MV
ShareAf Shareaf <t< td=""><td>Shared Areas</td><td>Stairwells / Ramps</td><td>sides, with 30cm extensions before and beyond the end of the</td><td></td><td>UA</td><td>v</td></t<>	Shared Areas	Stairwells / Ramps	sides, with 30cm extensions before and beyond the end of the		UA	v
Shared Areas Stainwells / Ramps Ramps: There should be a landing at the top of ramps with minimum dimensions: 90m x 120m Stainwells / Ramps Ramps: There should be a landing at the top of ramps with minimum dimensions: 90m x 120m Stainwells / Ramps Ramps: Thom Should be a landing at the top of ramps with minimum dimensions: 90m x 120m Stainwells / Ramps Ramps: Thom Should be a landing at the top of ramps with minimum dimensions: 90m x 120m Stainwells / Ramps Ramps: Thom Should be a landing at the top of ramps with raccess for mobility adds): 90m x 120m If there are a number of steps or stainway systems which have been bull at different times, or designed differently, then they may each be assessed at a different level of quality and condicions. Gual A Shared Areas Stainwells / Ramps Stainwells / Ramps </td <td>Shared Areas</td> <td>Stairwells / Ramps</td> <td>Ramps: 10cm high kerb or tapping rail on the open side of the</td> <td></td> <td>UA</td> <td>v</td>	Shared Areas	Stairwells / Ramps	Ramps: 10cm high kerb or tapping rail on the open side of the		UA	v
shared Areas Starwells / Kamps minum dimensions: 9Cm x 120m Cold Areas Shared Areas Sharwells / Kamps access for mobility alds): 9Cm if there are a number of steps or stainway systems which have been built at different times, or designed differently, then they may each be assessed at a different level of quality and constitution. Quality Shared Areas Staiwells / Kamps Steps / Staiway Systems: Contrasting colour at op, builty Each step in the flight of steps needs to be identified. Quality Shared Areas Staiwells / Kamps Steps / Staiway Systems: Suane colour at op, and indings of steps. Each step in the flight of steps needs to be identified. Quality Shared Areas Staiwells / Kamps Steps / Staiway Systems: Suane colour at op, and indings of steps. Each step in the flight of steps needs to be identified. Quality Shared Areas Staiwells / Ramps Steps / Staiway Systems: Sundor coleur and exploity aldity. Each step needs to have a solid edge as it provides the guest with a functional visual limitation with an indicator for the next step. Staiwells / Staiway Systems: Sundor coleur and exploity. Quality Shared Areas Staiwells / Ramps Steps / Staiway Systems: Contrast and all cole and exploit an exploit addity of stairs. For cality as the next stain stain stain stains. Steps / Staiway Systems: Sunotanu and provide and ex	Shared Areas	Stairwells / Ramps			UA	v
shared readsshared readsscenes for mobility aids; socmof datashared areasshareds, stampsshareds, stamps systems; contrasting colour at top, botomif here are number of steps or stainway systems; think case the lowest mark is applied.undShared AreasStainwells / Rampssteps / Stainway Systems; contrasting colour at top, botomif here are number of steps or stainway systems; think case the lowest mark is applied.undShared AreasStainwells / Rampssteps / Stainway Systems; Sund contrast on all nosin.Each step in the flight of steps needs to be identified.undShared AreasStainwells / RampsSteps / Stainway Systems; Sund contrast on all nosin.Each step needs to have a solid edge as it provides the guest with a functional visual limitation with an indicator for the next step. Steps needs to have a solid edge as it provides the guest with a functional visual limitation with an indicator for the next step. Steps needs to have a solid edge as it provides the guest with a functional visual limitation with an indicator for the next step. Steps needs to have a solid edge as it provides the guest with a functional visual limitation with an indicator for the next step. Steps needs to have a solid edge as it provides the guest with a functional visual limitation with an indicator for the next step. Steps needs to have a solid edge as it provides the guest with a functional visual visual visual visua			minimum dimensions: 90cm x 120cm			м
Snare AreasSnare Areasand andings of steps.is case the lowest mark is applied.Is case the lowest mark			access for mobility aids): 90cm Steps / Stairway Systems: Contrasting colour at top, bottom			M
ShareA Areas Stare/Markan Star/Starway Systems: Uniform height level base Here and under of steps on each flight of stars Here and under of steps on each flight of stars Here and under of steps on each flight of stars Here and under of steps on each flight of stars Here and under one each flight of stars Here			and landings of steps.	this case the lowest mark is applied.		v v
Shared Areas Starwells / Kamps Indings on staircases. Inter should be an equal number of steps on each light of stars Out Shared Areas Starwells / Ramps Steps / Starway Systems: Continuous handrail on bots bide on of the staricase with 30cm extensions before and beyon the end of the staricase with 30cm extenses of the staricase extensions before end of the staricase with	Shared Areas	Stairwells / Ramps		Each step needs to have a solid edge as it provides the guest with a functional visual limitation with an indicator for the next step. Steps need to have closed risers to prevent injury.	UA	v
Stared Areas Starwells / Ramps of the staircase with 30cm extensions before and beyont the staircase with 30cm extensing and anding extensing and and and extension extension extension	Shared Areas	Stairwells / Ramps	landings on staircases.	There should be an equal number of steps on each flight of stairs	UA	v
ShareA Areas Starwals / Starwals Systems: Unobstructed with fon tolles in a failute access for guests using mobility aids StareA Areas Stareas StareA Areas StareA Areas	Shared Areas	Stairwells / Ramps	of the staircase with 30cm extensions before and beyond the		UA	v
ShareA case Sep Stariary Systems: Provision for unobstructed long Sep of construction Sep of construction <th< td=""><td>Shared Areas</td><td>Stairwells / Ramps</td><td>Steps / Stairway Systems: Unobstructed width of not less than</td><td>To facilitate access for guests using mobility aids</td><td>UA</td><td>м</td></th<>	Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: Unobstructed width of not less than	To facilitate access for guests using mobility aids	UA	м
General Facilities Tea / Coffee Making Facilities Provide in all rooms 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. 1-5 General Facilities Tea / Coffee Making Facilities rear area to amaking facilities only Image: Star Star Star Star Star Star Star Star	Shared Areas		Steps / Stairway Systems: Provision for unobstructed landing	Clear of door swings etc.	UA	м
General facilities or shareo tea making facilities only 1-5	General Facilities	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.	'1-5	GC
	General Facilities	Facilities	or shared tea making facilities only		'1-5	GC
General radultudes facilities Suthicity packages ingressents - Companientary and a state of the						GC
General Facilities Tea/ Coffee Making Facilities Extensive range of higher quality beverages '1-5 General Facilities Tea/ Coffee Making Tea/ Coffee Making Teapot/plunger '1-5		Facilities				GC



Quality in Tourism	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	V = Visual Limitation for UA ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION General Facilities	ASSESSED Tea / Coffee Making	DESCRIPTION Filter Coffee or Coffee Pod machines provided in each room.		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Used teabag holder		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Adequate preparation space		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Dedicated power point conveniently situated		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Fresh milk available / Long life		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Rusks or biscuits		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Crockery good quality and matching/co-ordinated		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Cutlery good quality and matching		'1-5	GC
General Facilities	Facilities Tea / Coffee Making	Glassware good quality and matching		'1-5	GC
General Facilities	Facilities Tea / Coffee Making Facilities	Cordless kettle		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Presentation of a hot beverage station		'1-5	GC
General Facilities	Tea / Coffee Making	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
	Facilities		Major maintenance and condition issues identified.	1-5	90
Dining Facilities (Shared Guest Area)	Decoration	Quality	Same as public areas and should be assessed as part of the public areas, if in an open plan area. Assessed separately, if it is a separate room. Outstanding: Outstanding quality wall covering in pristine condition. Meticulously co-ordinated design. High quality architectural features, artwork and objects d'art. Outstanding quality finish. Excellent: Excellent quality wall covering. Evidence of co-ordinated design. Interesting architectural features, artwork, objects d'art, etc. No evidence of ageing, wear and tear (some historical locations accepted). High quality finish. Very Good: Very good quality of wall coverings. Evidence of co-ordinated design. Interesting architectural features, artwork, objects d'art, etc. No evidence of ageing, wear and tear (some historical locations accepted). Very good quality finish. Good: Standard "domestic" style and quality of décor. No wear and tear. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Dated style. Basic application of décor. Little design input or co-ordination. Unacceptable: Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork.	'1-5	GC
Dining Facilities (Shared Guest	Decoration	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Area)			Major maintenance and condition issues identified. General principles of furnishings in public areas with additional considerations, including window curtains / blinds.		
Dining Facilities (Shared Guest Area)	Furnishings	Quality	Outstanding: Extremely comortable dining chairs and spacious tables. Outstanding quality upholstery and workmanship in the furniture, including window curtains / blinds, and superbly co- ordinated. Free and easy access between furnishings. Buffet layout and display fit for purpose. Excellent: Excellent degree of comfort. Excellent quality upholstery and workmanship in the furniture, including window curtains / blinds, and well co-ordinated. Well-spaced chairs of appropriate height for tables. Co-ordinated themed design. Free and easy access between furnishings. Buffet layout and display fit for purpose. Very Good: All of very good quality, including window curtains / blinds, and well co-ordinated. Free and easy access between furnishings. Buffet layout and display fit for purpose. Good: Tables large enough for uncluttered use. May be a mix of styles, but all in good order, including window curtains / blinds. Good dining furniture design. Buffet layout and display fit for purpose. Acceptable: Acceptable dining furnishings of a lower quality but fully functional, including window curtains / blinds. Tables big enough for uncluttered use. Buffet layout and display fit for purpose.	'1-5	GC
Dining Facilities (Shared Guest					
Area)	Furnishings	Direct lighting to be provided over buffet area Ambient lighting provided at dinner and preventative		'1-5	GC
Dining Facilities (Shared Guest Area)	Furnishings	measures to protect guests from possible harmful / disturbing natural light at breakfast.		'1-5	GC
Dining Facilities (Shared Guest	Furnishings	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified.	'1-5	GC
Area) Dining Facilities (Shared Guest	rumisnings		Major maintenance and condition issues identified.	1-5	00
Area)	Furnishings	Offer choice of seating away from the noise to provide suitable environment		UA	с
Dining Facilities (Shared Guest Area)	Furnishings	Pathways between restaurant tables and chairs to be un- obstructed and at least 90cm wide.		UA	v
Dining Facilities (Shared Guest Area)	Furnishings	Furniture should have rounded edges for guests with functional visual limitations.		UA	v
Dining Facilities (Shared Guest Area)	Furnishings	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	v
Dining Facilities (Shared Guest Area)	Furnishings	Doors must be able to open fully against adjacent wall.		UA	v
Dining Facilities (Shared Guest	Furnishings	The wider leaf of double doors of unequal widths must all be located on the same side throughout the length of any		UA	v
Area) Dining Facilities (Shared Guest	e	passageway.			
Area) Dining Facilities (Shared Guest	Furnishings	A selection of chairs to be with and without arm-rests.		UA	v
Area) Dining Facilities (Shared Guest	Furnishings	Tableware to contrast with the table surface or tablecloth. Interior décor with tonal contrast between the critical	Tableware should contrast with the table surface in order for guests with varying degrees of functional visual limitation to be able to clearly differentiate between elements.	UA	v
Area) Dining Facilities (Shared Guest	Furnishings	surfaces.		UA	v
Area)	Furnishings	Labels available in Braille Clear opening width of doors - there must be a clear opening		UA	v
Dining Facilities (Shared Guest Area)	Furnishings	width of at least 76cm measured with the door in the 90- degree open position.		UA	м
Dining Facilities (Shared Guest	Furnishings	Provision of handles on doors which should be located		UA	м
Area)	Furnisnings	between 80cm and 120cm. [This handle must be at least 12cm in length]. Handle must be 'D'-Shaped		UA	IVI
Dining Facilities (Shared Guest Area)	Furnishings	Clear un-obstructed access between furniture and fittings no less than 90cm in width.		UA	м
Dining Facilities (Shared Guest Area)	Furnishings	Tables to be 80cm high with at least 76cm clear space below.		UA	м
Dining Facilities (Shared Guest Area)	Furnishings	A selection of chairs to be with and without arm-rests		UA	м
Dining Facilities (Shared Guest		Where provided, bars, buffets and serving areas must have a permanent lowered section at a height of 80cm from the floor			
Area)	Furnishings	to enable shorter and seated guests to comfortably reach whatever is being served without any obstruction. Table		UA	м
Dining Facilities (Shared Guest	Furnishings	service must provided Staff assistance available at buffet/ serveries/ bars.		UA	м
Area)		servenes/ Udis.	Same as shared areas and should be assessed as part of the public areas, if in an open plan area. Dining area assessed separately, if it is a separate room.	54	IVI
Dining Facilities (Shared Guest Area)	Flooring, Ceiling, Skirting and Cornices	Quality	Outstanding: Outstanding quality carpets of new appearance and / or high percentage wool content. Good thick pile and underlay. Quality hardwood floors or luxurious tiles free of chips or damage. Ceilings completely free of any maintenance requirements and have additional architectural features. Excellent: Excellent quality fitted carpets (high percentage wool content), good thick pile and underlay. Alternatively excellent quality domestic carpeting, fit for purpose. Excellent quality wooden or tiled flooring with excellent quality carpets with no stains, burns or marks, etc. Alternatively new carpet with higher percentage of man-made fibre. Wooden or tiled flooring with high quality rugs. Ceiling of very good quality, no sagging and no evidence of water leakage or seeping, well fitted and painted. Good: Good quality carpets with flattening in areas of most traffic or cheaper new carpet. Good quality wooden / laminated or tiled floors with no evidence of scratching and cracking. Ceiling of a reasonably good quality, competent and clean job of application of paint. Acceptable: Carpets are in acceptable condition, which may mean that they show signs of use. Vinyl or flooring of acceptable quality. Ceiling of acceptable quality with no evidence of sagging. NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the	'1-5	GC
Dining Facilities (Shared Guest	Flooring, Ceiling, Skirting	Maintananca and Condition	No maintenance and condition issues identified.	14 -	~~
Area)	and Cornices	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Dining Facilities (Shared Guest Area)	Flooring, Ceiling, Skirting and Cornices	Critical areas such as recention counters huffet tables exits		UA	v
Dining Facilities (Shared Guest Area) Dining Facilities (Shared Guest Area)	Flooring, Ceiling, Skirting and Cornices	and entrances should have differently textured surfaces to provide information to guests.	Same as shared areas and should be assessed as part of the public areas, if in an open plan area. Dining area assessed separately, if it is a separate room. Outstanding: Overall outstanding 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 outstanding quality manufacture and in excellent working order. Excellent: Excellent quality fittings with more than adequate spread of illumination for practical use, though no or limited use of sophisticated lighting "effect". Occasional lamps, reading lights, perhaps picture lights. Very Good: Very good designed and appointed lighting providing high quality illumination and coverage across all areas. Good: More than minimal lighting with medium quality fittings. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.	UA '1-5	GC
			Acceptable: Enough light for practical use, but nothing more. No occasional lamps.		
	1		Linescentable Law switch fittings in was condition. Funded fewing with the webbin fitting laces blue. Dim slapmu effect scatter dark scatter field in the fitting back fluorescent light with an		1
Dining Facilities (Shared Guest	Lighting	Maintenance and Condition	No maintenance and condition issues identified.	14 5	<u> </u>
Dining Facilities (Shared Guest Area) Dining Facilities (Shared Guest	Lighting Lighting	Maintenance and Condition Lighting must be even and well lit with minimum lighting	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5 UA	GC MCV



	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
			Cognisance will be taken of the nature and style of the establishment. Outstanding: Outstanding quality cutlery and crockery, including display dishes (buffets) 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, including, but not limited to the list, appropriate to the meal being const.		
Dining Facilities (Shared Guest			being served. Excellent: An emphasis on style and excellent quality, matching and co-ordinated. Additional features such as vases, candlesticks, coasters, display dishes 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, including, but not limited to the list, appropriate to the meal being served.		
Area)	Table Appointments	Quality	ueing serveo. Very Good: Items of similar style and quality as above of a very good range. Thick multiply paper napkins. Very good quality crockery, including display dishes, fine glass and stainless steel, appropriate to the meal being served.	'1-5	GC
			Good: Good quality cutlery and crockery with main service matching. Accessories may be of different style but good quality. Thick (multi-ply) paper napkins.		
			Acceptable: Variety of styles and acceptable quality, appropriate to the meal being served. Napkins of acceptable quality. Sauces in bottles and or packets.		
Dining Facilities (Shared Guest Area)	Table Appointments	Table linen (table cloth and serviettes) are reusable (washable fabric) or made from recycled paper.		'1-5	GC
Dining Facilities (Shared Guest Area)	Table Appointments	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Dining Facilities (Shared Guest Area)	Table Appointments	Tableware to contrast with the table surface or tablecloth.		UA	v
			Outstanding: Exceptional combination of highest quality décor, lighting and acoustics. Very spacious and well planned layout of tables. No intrusive noises or smells. Exclusive element to the ambience. Choice of private / individual tables should be available by request.		
Dining Facilities (Shared Guest	Atmosphere &		individual tables should be available by request.		
Area)	Ambience	Quality	Very Good: Very little background noise. Tables quite close but with sufficient space to allow private conversation, staff and customers to pass without inconvenience. Good: Perhaps busy, with some background noise but not intrusive. Tables quite close but with sufficient space to allow private conversation, staff and customers to pass without inconvenience.	'1-5	GC
			Acceptable: A certain amount of noise and activity from other areas.		
			Unacceptable: Very crowded, cramped, uncomfortable. Awkward access. Loud noises. Very stuffy. Impossible to have privacy. Clutter all around.		
Dining Facilities (Shared Guest Area)	Atmosphere & Ambience	Low ambient noise levels.		UA	v
Dining Facilities (Shared Guest Area)	Atmosphere & Ambience	Clear un-obstructed access between furniture and fittings no less than 90cm in width.		UA	м
			Outstanding: Exemplary presentation on outstanding quality plates with exquisite garnishes. Outstanding quality combination of flavours, colours and textures, served at just the right temperature.		Ì
			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.		
Dining Facilities (Shared Guest Area)	Dinner Presentation	Quality	Very Good: Very good presentation with obvious care and attention to detail with visual effect.	'1-5	GC
C0/			Good, Good, attractive arrangement and garnishes. Tendency to follow standard garnishing.		
			Acceptable: Food presented in acceptable manner with an acceptable variety of colours and textures. Minimal garnishing.		Ì
Dining Eacilities (Channel Court			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.		
Dining Facilities (Shared Guest Area)	Dinner Presentation	Labels available in Braille A permanently lowered section for buffet must be provided,		UA	v
Dining Facilities (Shared Guest Area)	Dinner Presentation	at a height of 80cm. In addition, table service must be offered on request.		UA	м
Dining Facilities (Shared Guest Area)	Dinner Presentation	Staff assistance provided at buffet.		UA	м
			Outstanding: Unique, outstanding quality dishes using the best available quality ingredients. Outstanding variety on the menu with personal preferences of guest considered when compiling menus to ensure all dietary requirements are considered. Superb attention to detail and combinations of flavours. Minimum three course meal of entrée, main (choice of three) and dessert.		Ì
			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.		Ì
Dining Facilities (Shared Guest Area)	Dinner Quality	Quality	Very Good: Evidence of aiming for very good quality. Very good quality fresh ingredients.	'1-5	GC
Area)			Good: A good mixture of fresh ingredients and well prepared meals. Obvious care and attention paid to preparation but simpler in style.		
			Acceptable: Acceptable quality food prepared in a basic way with minimal options and variety which is sufficiently warm and appetising.		
			Unacceptable: Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible. 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		
			Outstanding: Outstanding range of not and cold rood. Prated main course and eggs cooked to guests order. Outstanding quality resh ingredients and wide choice: speciality roods and unusual dishes. Table service essential.		
			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.		
Dining Facilities (Shared Guest Area)	Breakfast Presentation and Quality	Quality	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	'1-5	GC
Area)			provide very good quality and some unusual items. Good: Good range of cold and hot courses. All ingredients of good quality.		
			Acceptable: Sufficient breakfast served with acceptable choice of cooked items.		
Dining Facilities (Shared Guest	Breakfast Presentation		Unassantabla: Na shales - Lau aualku lassadlante. Padlu eseled		<u> </u>
Area)	and Quality	Labels available in Braille A lowered section for buffet must be provided. A minimum of		UA	v
Dining Facilities (Shared Guest	Breakfast Presentation and Quality	80cm from the floor level. Table Service must also be provided on request.		UA	м
			Outstanding: Host and 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. Personalization of guest services and co-ordination / communication among hosts / staff. Proactive provision of tourist		
Area)			information, luggage assistance, car wash etc. shown on an ongoing basis.		
	Malagera Polos du		information, luggage assistance, car wash etc. shown on an ongoing basis. 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. Personalization of guest services and co-ordination / communication among hosts / staff.		
Area)	Welcome, Friendliness and Attitude	Quality	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	'1-5	GC
Area)		Quality	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. Personalization of guest services and co-ordination / communication among hosts / staff.	'1-5	GC
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Area) General Services & Service	and Attitude Welcome, Friendliness	Quality On arrival the guest is offered a full orientation tour.	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. Personalization of guest services and co-ordination / communication among hosts / staff. Very Good: Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required. Good: Pleasant appearance. Willingness to help when asked.	'1-5 UA	GC
Area) General Services & Service General Services & Service	and Attitude		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. Personalization of guest services and co-ordination / communication among hosts / staff. Very Good: Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required. Good: Pleasant appearance. Willingness to help when asked. Acceptable: Acceptable behaviour in carrying out required duties.		
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Area) General Services & Service General Services & Service	and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Appearance of Staff Reservation, Check-in	On arrival the guest is offered a full orientation tour. Large text copies of all check in information and information provided in the bedroom. On arrival the guest is offered a full orientation tour. Quality	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. Personalization of guest services and co-ordination / communication among hosts / staff. Very Good: Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required. Good: Pleasant appearance. Willingness to help when asked. Acceptable: Acceptable behaviour in carrying out required duties. Intervention of the establishment will be taken into account as formality may vary significantly. All staff should have name badges and be next at all times. Outstanding: Immaculate presentation. Outstanding quality and professional uniforms. Pristine grooming including very neat hair and polished shoes. Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Next and hygienic appearance. Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Next and hygienic appearance. Very Good: Promyth horough check-inellers eated or inform help appearance. Distanding telefoling telephone reservation. Ability to make a prompt and effective reservation. All details taken down and checked. Every booking conforming on test and reservation gives to appearance. Excellent: Clean, neat, appropriate disched or information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded prompty. Efficient communication. e.g: booking or restaurant tables, etc. Excellent: Reservations dealt with very effectively. Ability to make a prompt and effective reservation during the day. Confirmation of booking provided on request.	UA UA UA '1-5	C C V V M M GC
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Area) General Services & Service General Services & Service General Services & Service General Services & Service	and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Appearance of Staff Reservation, Check-in and General Efficiency Reservation, Check-in and General Efficiency	On arrival the guest is offered a full orientation tour. Large text copies of all check in information and information provided in the bedroom. On arrival the guest is offered a full orientation tour. Quality Quality A chart with basic sign-language signs to be kept at reception.	Excellent: Yam Yiendy smile. Helpful attitude. Help with luggge and provision of information about the establishment. Everyone at the establishment has an excellent rapport with guests and is willing to please. Personalization of guest services and co-ordination / communication among hosts / staff. Yery Good: Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required. Good: Pleasant appearance. Willingness to help when asked. Acceptable: Acceptable behaviour in carrying out required duties. Intersonnetable: Curlu or and hole whore. Cleav indifference to awate: Instance at holes ended for awathine. 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. Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Houstanding: Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation. All details taken down and checked. Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in - either seated or in-room check-in. All essential information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded prompty. Efficient communication. e.g: booking of restaurant tables, etc. Prove Good: Reservations deal with mery effectively. Ability to make a prompt and effective reservation and deviae of constant information of booking provided on request. Check-in conducted very effectively and information on ande of key facilities provided. All weets' needs are met in a quick and effec	UA UA UA '1-5	C C V V M M GC
Area) General Services & Service General Services & Service General Services & Service General Services & Service General Services & Service	and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Appearance of Staff Reservation, Check-in and General Efficiency Reservation, Check-in	On arrival the guest is offered a full orientation tour. Large text copies of all check in information and information provided in the bedroom. On arrival the guest is offered a full orientation tour. Quality	Excellent: Yam Yiendy smile. Helpful attitude. Help with luggge and provision of information about the establishment. Everyone at the establishment has an excellent rapport with guests and is willing to please. Personalization of guest services and co-ordination / communication among hosts / staff. Yery Good: Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required. Good: Pleasant appearance. Willingness to help when asked. Acceptable: Acceptable behaviour in carrying out required duties. Intersonnetable: Curlu or and hole whore. Cleav indifference to awate: Instance at holes ended for awathine. 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. Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Houstanding: Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation. All details taken down and checked. Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in - either seated or in-room check-in. All essential information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded prompty. Efficient communication. e.g: booking of restaurant tables, etc. Prove Good: Reservations deal with mery effectively. Ability to make a prompt and effective reservation and deviae of constant information of booking provided on request. Check-in conducted very effectively and information on ande of key facilities provided. All weets' needs are met in a quick and effec	UA UA UA '1-5	C C V M GC GC GC
Area) General Services & Service	and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Appearance of Staff Appearance of Staff Reservation, Check-in and General Efficiency Reservation, Check-in and General Efficiency Reservation, Check-in and General Efficiency Reservation, Check-in	On arrival the guest is offered a full orientation tour. Large text copies of all check in information and information provided in the bedroom. On arrival the guest is offered a full orientation tour. Quality Quality A chart with basic sign-language signs to be kept at reception. A staff member that has basic knowledge of sign language and	Excellent: Yam Yiendy smile. Helpful attitude. Help with luggge and provision of information about the establishment. Everyone at the establishment has an excellent rapport with guests and is willing to please. Personalization of guest services and co-ordination / communication among hosts / staff. Yery Good: Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required. Good: Pleasant appearance. Willingness to help when asked. Acceptable: Acceptable behaviour in carrying out required duties. Intersonnetable: Curlu or and hole whore. Cleav indifference to awate: Instance at holes ended for awathine. 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. Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Houstanding: Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation. All details taken down and checked. Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in - either seated or in-room check-in. All essential information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded prompty. Efficient communication. e.g: booking of restaurant tables, etc. Prove Good: Reservations deal with mery effectively. Ability to make a prompt and effective reservation and deviae of constant information of booking provided on request. Check-in conducted very effectively and information on ande of key facilities provided. All weets' needs are met in a quick and effec	UA UA UA '1-5 '1-5 UA	CC V M GC GC
Area) General Services & Service	and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Welcome, Friendliness and Attitude Appearance of Staff Reservation, Check-in and General Efficiency Reservation, Check-in and General Efficiency Reservation, Check-in and General Efficiency Reservation, Check-in	On arrival the guest is offered a full orientation tour. Large text copies of all check in information and information provided in the bedroom. On arrival the guest is offered a full orientation tour. Quality Quality A chart with basic sign-language signs to be kept at reception. A staff member that has basic knowledge of sign language and lip reading should be available at reception. There should be access to sign language interpreter/ lip- speaker practitioner and Deaf/ Blind interpreter, to facilitate communication at different levels. Approach to the entrance free of projecting obstructions or	Excellent: Yam Yiendy smile. Helpful attitude. Help with luggge and provision of information about the establishment. Everyone at the establishment has an excellent rapport with guests and is willing to please. Personalization of guest services and co-ordination / communication among hosts / staff. Yery Good: Cheerful demeanour and attitude. Guests shown to room and given necessary information. Asked if anything else is required. Good: Pleasant appearance. Willingness to help when asked. Acceptable: Acceptable behaviour in carrying out required duties. Intersonnetable: Curlu or and hole whore. Cleav indifference to awate: Instance at holes ended for awathine. 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. Excellent: Clean, neat, appropriate dress. A general smart, well-groomed appearance. Very Good: Very good in appearance. All clothing clean. Good: A noticeable attempt to be smart. No stains, tears, etc. Acceptable: Basic uniform that is clean and tidy. Neat and hygienic appearance. Houstanding: Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation. All details taken down and checked. Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in - either seated or in-room check-in. All essential information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded prompty. Efficient communication. e.g: booking of restaurant tables, etc. Prove Good: Reservations deal with mery effectively. Ability to make a prompt and effective reservation and deviae of constant information of booking provided on request. Check-in conducted very effectively and information on ande of key facilities provided. All weets' needs are met in a quick and effec	UA UA UA '1-5 '1-5 '1-5 UA UA	C V M GC GC C C
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Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
General Services & Service	Reservation, Check-in and General Efficiency	Contrasting colour and texture floor surface space on the inside and outside of entrance door.		UA	v
General Services & Service	Reservation, Check-in and General Efficiency	Door closers should incorporate a delay mechanism.		UA	v
General Services & Service	Reservation, Check-in and General Efficiency	Door furniture should incorporate a horizontal pull/ lever action handle		UA	v
General Services & Service	Reservation, Check-in and General Efficiency	Directional and information signage in large format		UA	v
General Services & Service	Reservation, Check-in	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting		UA	v
	and General Efficiency Reservation, Check-in	colours and textures and free from all obstacles. All furniture to be 80cm high with solid sides up to 20cm			
General Services & Service	and General Efficiency Reservation, Check-in	above floor surface. Adequate lighting positioned to illuminate the faces of the		UA	v
General Services & Service	and General Efficiency Reservation, Check-in	reception staff and desktop without creating glare.		UA	v
General Services & Service	and General Efficiency Reservation, Check-in	Low ambient noise levels. Braille, large print and audio information on establishment		UA	v
General Services & Service	and General Efficiency Reservation, Check-in	and surroundings.		UA	v
General Services & Service	and General Efficiency	A written information and emergency pack is provided to the guest upon check-in		UA	v
General Services & Service	Reservation, Check-in and General Efficiency	Provision for pull handle on main entrance door [this should measure at least 12cm in length.]. Handle must be of a 'D'-		UA	м
General Services & Service	Reservation, Check-in	shaped type. Hours of attendance	There should be 24 hour attendance at the door to provide assistance for those who need it	UA	м
General Services & Service	and General Efficiency Reservation, Check-in	Length of 80cm high and 120cm wide check-in counter or		UA	м
General Services & Service	and General Efficiency Reservation, Check-in	reception desk Seating has been provided with a seat height between 45cm		UA	м
	and General Efficiency Reservation, Check-in	and 50cm from the floor. Website provides sufficient pre-booking information on all			
General Services & Service	and General Efficiency	services and facilities catering towards guests with functional mobility/ physical limitations.		UA	м
General Services & Service	Laundry Service	Service available on request	Full / Partial Laundry service available and advertised. May be on / off site with service times clearly communicated either via print or during guest check-in. Outstanding: Bill pre-prepared and every item explained by receptionist. Host and Staff efficient with all methods of payment. Guests asked if they enjoyed their stay and if there was anything	'1-5	GC
			that didn't meet their expectations. Guests also asked if they would like to be kept up to date with any future special or special events. Positive last impression.		
			Excellent: Prompt attention. Bill correct in all details. Every item explained by receptionist. Guests asked if they enjoyed their stay. Positive last impression. Host and Staff well versed in all		
			methods of payment.		
General Services & Service	Check-out Efficiency	Quality	Very Good: Prompt attention and billed correct. Attempt at excellence. Cheerful demeanour.	'1-5	GC
			Good: Bill correct. Host and Staff friendly and efficient towards departing guests.		
			Acceptable: Bill correct. Host and Staff are efficient.		
			Unacceptable: Bill wrong and unexplained. Staff have no idea and are unwilling to assist the guests. Surly manner. Long wait. Staff unable to manage some forms of payment.		
			Outstanding: Information pack in bedrooms, reception and lounge. Information covers immediate and surrounding area as well as specific accommodation information. Pamphlets on matters of local interest, leisure facilities, brochures / tourism info / books and magazines / weather information etc. Personally prepared information. Host and Staff well versed on relevant tourist		
			information. Host and Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements. Tour booking service available.		
			Excellent: Tourist information provided at reception or in rooms. Host and Staff have excellent knowledge of local attractions and can provide it if asked. Host and Staff are willing to assist with		
General Condose P. Condo	Information Pro-	Quality	bookings of activities if requested.	la e	~
General Services & Service	Information Packs	Quality	Very Good: As above with a very good range of tourist information.	'1-5	GC
			Good: Good variety of pamphlets available on surrounding area. Host and Staff able to assist to a degree.		
			Acceptable: Acceptable amount of information at reception only. Host and Staff may have some gaps in required knowledge but can point customer in direction where they can get additional		
			information.		
General Services & Service	Information Packs	Coffee table books provided featuring attractions or activities.		'1-5	GC
General Services & Service	Information Packs	Property retains copies of menus of local restaurants to assist guests.		'1-5	GC
General Services & Service	Information Packs	Property is a member of the local Publicity Association		'1-5	GC
General Services & Service	Information Packs	Assistance with information about accessible tourism products and bookings provided by staff		UA	CV
General Services & Service	Information Packs	Clear and plain format and presentation of brochures and websites, to provide clear and articulate information that will		UA	cv
		minimize the need to be explained by telephone or other media.			
General Services & Service General Services & Service	Communications Communications	Wireless Internet access in units or central Internet access		'1-5 '1-5	GC GC
General Services & Service	Communications	Unrestricted access of guest internet work station with printer		'1-5	GC
General Services & Service	Communications	or Restricted / shared access to guest internet work station		'1-5	GC
General Services & Service General Services & Service	Communications Communications	Tour booking service Fax facilities		'1-5 '1-5	GC GC
General Services & Service	Communications	Photocopying facilities	No maintenance and condition issues identified.	'1-5	GC
General Services & Service	Communications	Maintenance and Condition	Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
General Services & Service	Communications	Flashing light indicating incoming calls All general information available in large print, Braille and		UA	С
General Services & Service	Communications	audio format	Outstanding: Outstanding standard of thorough cleanliness and attention to detail. Well-made beds. Gleaming surfaces, no smears or marks. Room tidied, any trays taken away. Lights on and	UA	v
			curtains drawn in the evening.		
			Excellent: Excellent standard of cleanliness. Room tidied, any trays taken away. Lights on and curtains drawn in the evening.		
Housekeeping Services	Bedrooms	Quality	Very Good: Very good standard of cleanliness, no dust, smears or marks. Room tidied, any trays taken away.	'1-5	GC
			Good: No dust, efficient vacuuming. All surfaces free from dirt and polished.		
			Acceptable: Cleaned and well maintained.		
			Unaccentable: Very based duct on all curfaces. Debris in wardrobes, drawers. Bits of name, threads and other items, exit, etc. on carnet, ions term neelect		
Housekeeping Services	Bedrooms	Quick / tidy service provided to bedrooms during breakfast.		'1-5	GC
Housekeeping Services	Bedrooms	Mineral distilled drinking water provided on bedside table at turndown.		'1-5	GC
Housekeeping Services	Bedrooms	Guest privacy is respected and staff are well trained There is a high level of consistency evident with hosts double	eg. Knocking and entering procedures, use of storage areas and positioning of cleaning equipment.	'1-5	GC
Housekeeping Services	Bedrooms	checking clean rooms prior to occupation.		'1-5	GC
Housekeeping Services	Bedrooms	House-keeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
Henry Karalan -	Dedector	House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional			
Housekeeping Services	Bedrooms	visual limitations. Care to ensure everything remains in the same place.		UA	v
Housekeeping Services	Bedrooms	House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional		UA	м
		mobility limitations.			
Housekeeping Services	Bedrooms	House-keeping staff to ensure all that space between furniture meet UA requirements		UA	М
			Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.		
			Excellent: Generally excellent standard, surfaces gleaming. Clean, fresh smell. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.		
			Very Good: Very good level of cleanliness. Surfaces and floors clean. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.		
Housekeeping Services	Guest Bathrooms	Quality	Good: Good level of cleanliness. Surfaces and floors clean. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.	'1-5	GC
			Acceptable: Acceptable level of cleanliness. Surfaces and floors clean. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.		
			Unacceptable: Low standard of housekeeping. Dirt and dust on all surfaces. Long-term encrusted grime in inaccessible places. Dirt, dust and hairs on floor, in corners. Flooring around toilet		
			stained, smelly. 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. Clean and tidy reception / administration areas used by guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before dark to ensure Guests are feeling comfortable and secure.		
			Excellent: Excellent level of cleanliness. Generally a very good level of vacuum cleaning and dusting. Everything tidy and well arranged. Clean and tidy reception / administration areas used by		
			guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before dark to ensure Guests are feeling comfortable and secure.		
	Guest and Establishmen	t Quality		'1-5	GC
Housekeeping Services	Shared Areas	county .	Very Good: Very good level of cleanliness. Easy seating area may have "lived-in" feel with some books, magazines, etc. on tables. Clean and tidy reception / administration areas used by guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before	C-1	ac
Housekeeping Services	Shared Areas		dark to ensure Guests are feeling comfortable and secure.		
Housekeeping Services					
Housekeeping Services			Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged. Clean and tidy reception / administration areas used by guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before dark to ensure		
Housekeeping Services			Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged. Clean and tidy reception / administration areas used by guests. Timeous lowering of		
		t House-keeping staff to ensure that public arous are closered of	Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged. Clean and tidy reception / administration areas used by guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before dark to ensure		
Housekeeping Services Housekeeping Services		t House-keeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.	Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged. Clean and tidy reception / administration areas used by guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before dark to ensure	UA	MV
	Guest and Establishmen		Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged. Clean and tidy reception / administration areas used by guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before dark to ensure	UA '1-5	GC
Housekeeping Services	Guest and Establishmen Shared Areas	any obstacles that may cause possible injury to a guest. A swimming pool that is fit for purpose, appropriate given the	Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged. Clean and tidy reception / administration areas used by guests. Timeous lowering of flags, putting away pool loungers and cushions, removal of used crockery and glassware, closing of curtains or blinds (where provided). All electrical lights switched on before dark to ensure Guests are feeling comfortable and secure.		



h		T	••• V = Visual Limitation for UA		
	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION		14.0	
	Specific Features	Massage provided in-house		'1-5	GC
Additional Facilities / Services	Specific Features	Sporting Facilities / Gym	A minimum of three pieces of gym equipment in good working order	'1-5	GC
Additional Facilities / Services	Specific Features	Additional Facilities not covered by minimum requirements or	E.g. Golf Course; Equestrian Activities, Walking Trails etc.	'1-5	GC
		grading criteria.		14.0	-
	Specific Features	Playground		'1-5	GC
	Specific Features	Comprehensive recreation room/pub/lounge		'1-5 '1-5	GC
	Specific Features Specific Features	Braai area			
	Specific Features	Luggage storage (early arrivals/late departures) Childcare facilities		'1-5 '1-5	GC
	Specific Features	Customer feedback card/mechanism		'1-5	GC
	Specific Features	Selection of board/card games		'1-5	GC
Additional Facilities / Services	specific reatures	Display of Fresh Flowers and plants throughout the			
Additional Facilities / Services	Specific Features	Establishment		4-5	GC
			No maintenance and condition issues identified.		
Additional Facilities / Services	Specific Features	Maintenance and Condition	Minor maintenance and condition issues identified.	'1-5	GC
			Major maintenance and condition issues identified.		
Responsible Environmental and		Materia (Coloret allaborations in the Unit		14.5	
Business Practices	Water Management	Water efficient dishwashers installed.	Property has implemented effective maintenance and water saving measures to prevent wastage and conserve this resource.	'1-5	GC
Responsible Environmental and	Water Management	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.	'1-5	GC
Business Practices					
Description for the second state of		No towel change' option for guests. Guests need to be			
Responsible Environmental and	Water Management	informed on how to opt for this service i.e. to hang towels up		'1-5	GC
Business Practices		if no change is required by housekeeping, or leave on the			
Description for the second state		floor if a change is required.			
Responsible Environmental and	Water Management	No linen change' option for guests. Guests need to be		'1-5	GC
Business Practices		informed on how to opt for this service.			
Responsible Environmental and	Water Management	Re-use of grey water for garden watering. Grey water from		'1-5	GC
Business Practices	water wanagement	laundry, showers and hand basins can be treated and re-used.		15	60
Responsible Environmental and		Garden watering to be done either early morning or late			+
Business Practices	Water Management	afternoon to minimise evaporation.		'1-5	GC
Responsible Environmental and		In dry regions garden landscaping should be designed to			
Business Practices	Water Management	reduce to reduce water requirements.		'1-5	GC
Responsible Environmental and					
Business Practices	Water Management	Reduced flush or twin flush cisterns in all or most toilets.		'1-5	GC
Responsible Environmental and		All paper products (forms, menus, table clothes/serviettes,			
Business Practices	Waste Management			'1-5	GC
Business Practices		letterheads, photocopy paper) are made from recycled paper.			
Responsible Environmental and	Waste Management	Dishwashing and laundry detergent is biodegradable.		'1-5	GC
Business Practices	waste wandgement	bisitivasining and idantity detergent is biodegradable.		15	
Responsible Environmental and	Waste Management	Green waste is composted		'1-5	GC
Business Practices					
Responsible Environmental and		TVs, stereos, DVD players and other electrical appliances		14.5	
Business Practices	Energy Management	switched off (not left on stand-by mode) between guest visits.		'1-5	GC
Responsible Environmental and	Energy Management	Energy-saving light sensors (automatically turn off lights in		'1-5	GC
Business Practices	Energy Management	public areas such as corridors, gym, games rooms etc.)		1-5	GC
					-
Responsible Environmental and	Energy Management	Light saving sources in all appropriate places - especially for		'1-5	GC
Business Practices	chergy wanagement	shaving, make-up, contact lenses, reading, etc.		1-5	96
Responsible Environmental and					1
Business Practices	Energy Management	Energy saving light bulbs are used for lighting fixtures.		'1-5	GC
Responsible Environmental and		Color and the set of the set of the set		14.5	
Business Practices	Energy Management	Solar power/heating initiatives.		'1-5	GC
Responsible Environmental and	Coorder Management	Signage reminding guests to switch off lights and electronic	f the entrol/lickmonth is not equipped with energy upday light second	14.5	<u> </u>
Business Practices	Energy Management	appliances when leaving the room.	If the establishment is not equipped with energy-saving light sensors.	'1-5	GC
		The extent / effectiveness to which the employees skills and			Т
Responsible Environmental and	Business Practices	knowledge are developed to deliver excellent service which	Skills development plan in place, on-the-job training programmes, etc	'1-5	GC
Business Practices		enhances the customer experience.			
Responsible Environmental and	Business Practices	Property supports local community initiative/s.		'1-5	GC
Business Practices	business Fractices	roperty supports local community initiative/s.		1-3	GC
and a second sec	I	1	l	-1	



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; ^{★★★} M = Mobility Limitiation for UA; ^{★★★} C = Communication Limitation for UA;

TOURISM GRADING COUND OF SOUTH AFRICA Quality in Tourism			*** C = Communication Limitation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
To the UK 211 COMPONENT OF CONSISTENCE	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS			
DEFINITION	ASSESSED	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Category Definition Requirements	Category Definition	A backpacker and or hostel is an accommodation facility that provides communal facilities, including dormitories, yet may offer a range of alternative sleeping arrangements. Only establishments that cater for transient guests (traveling public) will qualify for grading.	Backpackers or hostels provide budget oriented, sociable accommodation where guests can rent a bed, usually a bunk bed, in a dormitory and share a bathroom, lounge and a kitchen. Rooms can be mixed or single-sex, although private rooms may also be available. Backpackers or hostels are generally cheaper for both the operator and the occupants.	1-5	MER
Category Definition Requirements	Category Definition	If the owner/manager and guests are accommodated in the same building, there must be separate living areas.		'1-5	MER
Category Definition Requirements	Category Definition	The owner/ representative must be contactable 24 hours, 7 days per week.		'1-5	MER
Category Definition Requirements	Category Definition	The owner/manager must be available to check guests in/out		'1-5	MER
Category Definition Requirements		or within a 10 minute drive from the property. Daily servicing of the rooms must be included in the tariff.		'1-5	MER
Category Definition Requirements		Shared facilities (not with owner/manager) must be a		'1-5	MER
		minimum of shared spaces to eat, relax and socialise. Establishment has to provide a communal self-catering			
Category Definition Requirements	Category Definition	kitchen.		'1-5	MER
Category Definition Requirements	Category Definition	Establishment has to provide at least 1 dormitory.		'1-5	MER
Category Definition Requirements	Category Definition	Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning)		'1-5	MER
Building Exterior	Appearance of buildings	The interior and exterior of the building or buildings including all fittings, fixtures and furnishings must be maintained in a sound and clean condition and must be fit for the purpose intended.		'1-5	MER
Building Exterior	Grounds and Gardens	Seasonal changes, environmental concerns, water availability and water usage must be taken into account.		'1-5	MER
Building Exterior	Grounds and Gardens	Grounds and gardens well maintained, kept tidy and safe. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose		'1-5	MER
Building Exterior	Grounds and Gardens	Adequate and functional garden furniture provided in garden area for guests use. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit		'1-5	MER
Building Exterior	Grounds and Gardens	for purpose Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find		UA	мсу
Building Exterior	Grounds and Gardens	their way. Grounds and garden pathways kept clear of obstacles /		UA	MV
Building Exterior	Grounds and Gardens	obstructions. Fixed, level, matt and slip resistant ground and floor surfaces.		UA	MV
Building Exterior	Grounds and Gardens	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.		UA	v
Building Exterior	Grounds and Gardens	Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Building Exterior	Grounds and Gardens	Textured surfaces, such as roughened finishes, on all ramps,		UA	MV
Building Exterior	Grounds and Gardens	stairways and main circulation paths. Route surface firm and even - the surface should be hard with		UA	м
Building Exterior	Parking, Driveways and Signage	no gravel or cobble type finishes. 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	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'1-5	MER
Building Exterior	Parking, Driveways and	Decreasing visible, in for purpose. Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find		UA	MCV
Building Exterior	Signage Parking, Driveways and	their way. Where steps are present en-route to facilities, a route with no		UA	м
Building Exterior	Signage Parking, Driveways and	steps to be provided Number of designated 3500mm wide parking bays. For every		UA	м
	Signage Parking, Driveways and	25 bays at least 1 should be 3500mm in width Gradient en-route to entrance from street or designated			м
Building Exterior	Signage	parking bay, to be no steeper than 1:12 gradient. A minimum of one designated universal accessible bedroom	(optimum gradient is 1:15)	UA	
Bedrooms	Bedrooms	shall be required in all establishments. All bedrooms and dormitories should have sufficient space to	If properties do not comply with UA, all advertising to stipulate as such.	UA	MCV
Bedrooms	Bedroom Size Bedroom Size	allow freedom of movement for guests and access to all furniture in the room. Allow 6m2 floor space per bed/bunk bed.	It should be possible to open all doors and drawers fully.	'1-5 '3-4	MER
Bedrooms	Bedroom Size	Dormitories in 5 Star backpackers or hostels should be more spacious and have fewer beds or bunks than a typical 4-star dormitory. This is dependent on the available floor space in	Allow 9m2 floor space per bed/bunk bed.	'5	MER
Bedrooms	Bedroom Size	each room. Floor space clear of any obstacles which may cause injury to		UA	v
Bedrooms	Bedroom Size	guests with functional visual limitations Designated Mobility Accessible Bedrooms: Unobstructed access widths between walls, features, furniture and fittings	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.	UA	м
		should be a minimum of 90cm.		1-4	MER
Bedrooms Bedrooms	Safety and Security Safety and Security	Safety deposit facility available In-room safe available		5	MER
Bedrooms	Safety and Security	Appropriate, fit for purpose safety and security measures throughout the establishment at all times.		1-5	MER
Bedrooms	Safety and Security	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day. 7 days a work		'1-5	MER
Bedrooms	Safety and Security	day, 7 days a week. Emergency information & procedures clearly displayed in	(Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)	'1-5	MER
Bedrooms	Safety and Security	English and in pictograms where possible. Guests to have secure access into facility / establishment.		'1-5	MER
Bedrooms	Safety and Security	Emergency evacuation procedures provided. (Written and/or	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
Bedrooms	Safety and Security	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	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
		an area of refuge must conform to local by-laws where applicable. Upon arrival provide familiarisation tours on all emergency			
Bedrooms	Safety and Security	exits and provide key emergency information to guests. At check-in any guest with a functional limitation [or any		'1-5	MER
Bedrooms	Safety and Security	guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.		UA	MCV
Bedrooms	Safety and Security	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.		UA	cv
Bedrooms	Safety and Security	Where two way-communication systems are employed for security and safety purposes, there should be an additional manned cellphone number provided 24/7.	Where such systems make provision for communication devices, these devices should be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.	UA	cv
Bedrooms	Safety and Security	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.		UA	MCV
Bedrooms	Safety and Security	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 provided in written format.		UA	MCV
Bedrooms	Housekeeping	All bedrooms should be kept clean.		'1-5	MER

Bedrooms	Housekeeping	All bedrooms should be kept clean.	'1-	L-5	MER
Bedrooms	Housekeeping	All bed and bath linens provided to guests, including duvet	'1-	-5	MER
bearoonis	Housekeeping	covers, should be changed for each new guest.			WIEN
		All bed linen, including duvet covers, should be changed at			
Bedrooms	Housekeeping	least every 7 days. This period may be extended for	'1-	1-5	MER
bearbonns	Housekeeping	environmental purposes and with the guest's consent. Soiled	-		
		linen should be changed as soon as possible.			
i.		Housekeeping staff to ensure that all areas are cleared of any			
		obstacles that may cause possible injury to a guest. Ensure			
Bedrooms	Housekeeping	that furniture, fixtures and fittings do not cause possible injury	U	JA	MV
		to guests as obstacles, and that sufficient space (>76cm) has			
		been allowed along main circulation routes.			
Bedrooms	Beds	All beds are to be of sound condition.	'1-	1-5	MER
		All mattresses are to be conformable, of sprung interior, foam			
Bedrooms	Beds	or similar.	'1-	L-5	MER
		Single beds should comfortably accommodate an average			
Bedrooms	Beds	sized adult and should be a minimum of 92cm wide.	'1-	L-5	MER
n 1	B - 1	Double beds should comfortably accommodate two average		-	
Bedrooms	Beds	sized adults and should be a minimum of 137cm wide.	'1-	L-5	MER
Bedrooms	Beds	Bunk beds are to be a maximum of 2 sleeping positions high.	'4-	1-5	MER
Bedrooms	Beds	A ladder or equivalent should be provided for guests to climb	'4-	1.5	MER
Beurooms	Beus	to the top bunk.	+		MER
		Emergency pull cord next to bed linked to monitoring alarm /			
Bedrooms	Beds	system (cord must reach floor level). An alternative system	U		CV
bearboins	beus	may be employed e.g. vibrating wrist-bands, issued beepers,			ev
		cellahone technology etc.			
		Designated Mobility Accessible Bedrooms: Size of firm bed			
Bedrooms	Beds	must be 45cm to 50cm in height and a minimum of 92cm in	U	JA	м
		width.			
		Designated Mobility Accessible Bedrooms: Unobstructed			
Bedrooms	Beds	space to turn adjacent to bed. (At least 120cm width on one	U	JA	м
		side of the bed)			
Bedrooms	Bedding	All bedding should be clean.	1.	L-5	MER

TOURISM GRADING COUNCI OF SOUTH AFRICA
Quality in Tourism

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TOURISM GRADING	COUNCIL		Machine Cherling, Cherling		
Quality in Tourisi			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CAT DEFINITION	TEGORY SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	í MER/G
DEFINITION	ASSESSED	At a minimum all occupied beds should be fitted with a			
Bedrooms	Bedding	bottom sheet, pillow and pillowcase and a covered duvet. A top sheet and blanket can be supplied as an alternative to a duvet.		'1-5	MER
Bedrooms	Bedding	Private rooms are expected to have 2 pillows per sleeping position.		'5	MER
Bedrooms	Bedding	All mattresses in both private rooms and dormitories should have mattress protectors.		'5	MER
Bedrooms	Bedding	All bedding must be the appropriate size, free of stains, holes and fraying. This includes sheets, pillowcases, blankets, bedspreads /quilts /duvet / mattresses on all beds.		1-5	MER
Bedrooms	Bedside Tables	There should be at least one bedside table in each single and	A dressing or writing table may double as a bedside table.	'3-4	MER
Bedrooms	Bedside Tables	double room. Each sleeping position should have an individual bedside table		'5	MER
Bedrooms	Bedside Tables	or shelf. This includes dormitory beds. Where mobility accessible beds are provided, a bedside table		UA	м
Bedrooms	Flooring	should be provided within easy reach of the bed. Flooring may vary considerably and any fit-for-purpose		'1-5	MER
Bedrooms	Flooring	flooring, in good condition may be appropriate. Ease of cleaning and hygiene should be considered when		'1-5	MER
Bedrooms	Flooring	evaluating flooring. No complicated patterned materials for carpets and other forms of flooring.	Complicated patterns make it difficult for guests with functional visual limitations to determine where elements of furniture are located	UA	v
Bedrooms	Flooring	It should be ensured that floor surfaces do not present a		UA	v
Bedrooms	Flooring	glared surface. 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 a guest with a functional visual limitation.	UA	м
Bedrooms	Flooring	Flooring to have no design obstructions. Gradients should at best be 1:15 and at worst 1:12 to enable a		UA	MV
Bedrooms	Flooring	wheelchair or mobility aid user to be able to comfortably move around.		UA	М
Bedrooms	Heating and Cooling	All heating and cooling equipment should be fit for purpose.	Typical climatic conditions experienced in the region of the establishment should be considered when determining the minimum requirements for heating and/or cooling.	'1-5	MER
Bedrooms	Heating and Cooling	Wall panel heater and ceiling or free standing fan in each room depending on the climatic conditions.		'5	MER
Bedrooms	Heating and Cooling	Height of environmental controls to enable users to comfortably reach them below 120cm in height.		UA	v
Bedrooms	Heating and Cooling	Remote control heating and cooling system in Designated Mobility Accessible Rooms.		UA	М
Bedrooms	Windows and Lighting	In each guest room, including dormitories, there should be at least one window to allow natural light and adequate ventilation. If the window cannot be opened, a ventilation		'1-5	MER
Bedrooms	Windows and Lighting	system must be provided. All bedrooms should have adequate and appropriate lighting.		'1-5	MER
Bedrooms	Windows and Lighting	All bulbs should have a shade or cover unless they are of a		'1-5	MER
Bedrooms	Windows and Lighting	decorative nature. Emergency lighting should be provided in all rooms. This could take the form of a torch, covered flame oil lamp or paraffin		'1-5	MER
Bedrooms	Windows and Lighting	lamp. Open flames or candles are not permitted. There should be at least one bedside or bedhead light in each single or double room. A double bed may have one shared		'3	MER
		bedhead or bedside light. Bedside lights are not necessary in dormitories. There should be at least one bedside or bedhead light in each			
Bedrooms	Windows and Lighting	single or double room for each sleeping position. A double bed may not have a shared bedhead or bedside light. There should be at least one bedside table or bedhead light in		'4	MER
Bedrooms	Windows and Lighting	each single or double room for each sleeping position. A double bed may not have a shared bedhead or bedside light. Each dormitory bed should have an individual light.		'5	MER
Bedrooms	Windows and Lighting	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	м
Bedrooms	Windows and Lighting	All light switches and controls should be located at a height of between 80cm - 120cm. Power switches and light switches should be rocker-type		UA	м
Bedrooms	Windows and Lighting	switches that are easily on/off detectable.		UA	MV
Bedrooms	Windows and Lighting	Power switches should have a light located next to them for easier location. Curtains, blinds or shutters should be provided on all windows		UA	м
Bedrooms	Curtains	including glass panels and doors where required to afford		'1-5	MER
Bedrooms Bedrooms	Curtains Curtains	privacy and/or the exclusion of light. No complicated patterned materials for curtains. Curtains should be fitted with pull rods or closing rods	Complicated pattern materials may make it difficult for some guests to locate themselves.	UA UA	V M
Bedrooms	Miscellaneous	Each bedroom and dormitory should have a waste bin. If not provided in an en-suite bathroom, all single and double		'1-5	MER
Bedrooms	Miscellaneous	rooms must have a mirror. Each dormitory must have at least one mirror.		'1-5	MER
Bedrooms	Miscellaneous	Smoking should not be permitted in dormitories.	The smoking policies of the establishment should be at minimum governed by the applicable South African laws.	'1-5	MER
Bedrooms	Miscellaneous	No coat hooks or other projections that extend more than 3cm from the wall or doors. It is important to ensure that there are no harmful obstructions projecting from the walls.		UA	v
Bedrooms	Miscellaneous	Provision should be made in all rooms to ensure that users of wheelchairs and similar assistive devices are able to execute a 120cm turning circle.		UA	м
Bedrooms	Miscellaneous	Induction loop extensions or ear-phones linked to the television where provided		UA	с
Bedrooms Bedrooms	Miscellaneous Furniture	Must have a portable vanity mirror available on request. Dormitories should have sufficient lockers, lockable cupboards		UA '1-5	V MER
Bedrooms	Furniture	or lockable drawers for all guests in the room. Dormitories should have provision for clothes hanging	e.g. wall plaque with hooks or individual bunk hooks.	'1-5	MER
Bedrooms	Furniture	Private rooms should have provision for clothes hanging.		'1-5	MER
Bedrooms	Furniture	Wardrobes or open cupboards with hanging space or rail. Private rooms should have one or two easy chairs.		'4-5	MER
Bedrooms	Furniture	Dressing table with a chair or stool should be provided in private rooms. There should be at least one bath or shower for every 12		'5	MER
Bathrooms	Shared Bathrooms	guests, one toilet for every 10 guests, and one washbasin for every 10 guests. Where appropriate, there should be privacy between the		'1-5	MER
Bathrooms	Shared Bathrooms		All toilet, bath and shower rooms or cubicles should be lockable from the inside unless these are private bathroom facilities attached to individual rooms.	'1-5	MER
Bathrooms	Shared Bathrooms	good working order and free from trapping surfaces such as porcelain cracks and chips, and damaged toilet seats		'1-5	MER
Bathrooms	Shared Bathrooms	All communal bathrooms should be equipped with hand soap and hand drying facilities. There should be at least one bath or shower for every 8		'4-5	MER
Bathrooms	Shared Bathrooms	guests, one toilet for every 8 guests, and one washbasin for every 8 guests.		'4-5	MER
Bathrooms	Shared Bathrooms	An adequate supply of hot water should be available all the time.		'4-5	MER
Bathrooms	Shared Bathrooms	No shower curtains should be used - all showers should be enclosed and have solid or glass doors.		'5	MER
Bathrooms	Shared Bathrooms	At least 10%, but no less than one, of each of the facilities in the establishment must comply with the requirements for Mobility Accessible Bathrooms.		UA	MCV
	De the second second	All bathrooms should have sufficient space to allow for			

		At least 10%, but no less than one, of each of the facilities in			
Bathrooms	Shared Bathrooms	the establishment must comply with the requirements for		UA	MCV
		Mobility Accessible Bathrooms.			
		All bathrooms should have sufficient space to allow for			
Bathrooms	Bathroom Size	comfortable freedom of movement for guests and access to		'1-5	MER
		all fittings.			
		There should be a clear and unobstructed space of 180cm x			
Bathrooms	Bathroom Size	180 cm to allow the occupant of a wheelchair to easily turn		UA	м
		around.			
Bathrooms	Floor & Ceiling	No coat hooks or other projections that extend more than	It is important to ensure that no harmful obstructions project from the walls	UA	v
Bathrooms	Floor & Celling	3cm from the wall or doors.	It is important to ensure that no harmun obstructions project from the wans	UA	v
Death as a read	Floor & Ceiling	Fixed slip-resistant floor surface. Wooden floors, tiles or close		UA	MV
Bathrooms	Floor & Celling	pile carpet no higher than 13mm.		UA	IVIV
Bathrooms	Floor & Ceiling	Flooring to have no design obstructions.		UA	V
		Each shower or bath unit should provide privacy for the user			
Bathrooms	Fixtures & Fittings	and should have: Bath or shower. Clean, running water		'1-5	MER
Bathrooms	Fixtures & Fittings	(available at reasonable times). At least two clothes hooks.		1-5	IVIER
		(available at reasonable times). At least two clothes hooks.			
		Each toilet unit should have: Toilet with seat and lid. Toilet rol			
Dathrooms	Fixtures & Fittings	holder and toilet paper. A covered waste bin. Adequate		'1-5	MER
Bathrooms	Fixtures & Fittings	ventilation via an extractor fan or externally opening window.		1-5	IVIER
		Toilet brush in holder.			
Bathrooms	Fixtures & Fittings	Adequate vanity space for toiletries.		'4-5	MER
Bathrooms	Fixtures & Fittings	Flashing light linked to alarm.	(All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom	UA	CV
Bathrooms	Fixtures & Fittings	Bathroom instructions must be provided in large print.		UA	v
		Emergency pull cord linked to monitoring alarm / system			
Bathrooms	Fixtures & Fittings	(Cord must reach floor level). An alternative system may be		UA	cv
Bathrooms	Fixtures & Fittings	provided e.g. vibrating wrist-bands, beepers, cell phone		UA	
		communication etc.			
Bathrooms	Fixtures & Fittings	Use of colour contrasting surfaces.		UA	v
Bathrooms	Fixtures & Fittings	Hot pipes must be well insulated.		UA	V
Bathrooms	Fixtures & Fittings	The access door should be fitted with an emergency release		UA	cv
Batilioollis	Tixtures & Fittings	lock.		04	
Bathrooms	Fixtures & Fittings	No coat hooks or other projections that extend more than	It is important to ensure that no harmful obstructions project from the walls	UA	v
500000	instales & fittings	3cm from the wall or doors.		34	
Bathrooms	Fixtures & Fittings	Audio and visual emergency warning and evacuation systems.		UA	CV
Bathrooms	Lighting & Windows	All bathrooms should be well lit with a light switch near the		'1-5	MER
		entrance to the bathroom.		15	



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TOURISM GRADING COUNC of South Africa Quality in Tourism	CIL		UNE-ONDERSIA ACCESSIONINY; •••• M = Abolity limititation for UA; •••• Communication Imitiation for UA;		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	V = Visual Limitation for UA ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION For guest privacy purposes all windows in the bathroom (if			
Bathrooms	Lighting & Windows	present) should either be tinted, opaque or of other glass that ensures guest privacy. Alternatively, all windows should be covered with an opaque curtain, blind or shutter.	If windows have a view of natural surrounding and are not visible to the public from the outside, the above does not apply	'1-5	MER
Bathrooms Bathrooms	Lighting & Windows Lighting & Windows	All areas in bathroom must be well and evenly lit. Required in Mobility Accessible Bathrooms/ Facilities: All light switches and controls to be located at a height of between		UA	V M
Bathrooms	Housekeeping	80cm - 120cm. All bathrooms must be cleaned daily.		'1-5	MER
Bathrooms	Housekeeping	If provided, all guest bathroom linen should be changed at least every 7 days. This period may be extended for environmental purposes and with the guest's consent. Soiled		'1-5	MER
Bathrooms	Housekeeping	linen should be changed as soon as possible. All guests occupying private rooms should be provided with		'4-5	MER
Dethermo		individual towel and soap upon arrival at the establishment. Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that			v
Bathrooms	Housekeeping	sufficient space (>76cm) has been allowed along all main circulation routes. A guest dining area should be available. The size of this area		UA	
Public Areas	Living/Dining Room Area & Corridors	should be adequate, taking into consideration the total number of guests that can be accommodated at the establishment.		'1-5	MER
Public Areas	Living/Dining Room Area & Corridors	All establishments should provide at least one lounge or relaxing area. A dining area may suffice as a lounge or relaxing area.		'1-5	MER
Public Areas	Living/Dining Room Area & Corridors	In an appropriate climate, the living and/or dining area may be substituted with an appropriately furnished outdoor area. If this is the only area for guest relaxation, then it must be covered to protect guests from inclement weather, rain,		'1-5	MER
Public Areas		sunshine. etc. Protected soffits to underside of the stairs below the height of		UA	v
Public Areas	& Corridors Living/Dining Room Area & Corridors	210cm. Fixed slip-resistant floor surface.		UA	v
Public Areas		Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor		UA	v
Public Areas	Living/Dining Room Area	surfaces.		UA	м
Public Areas	& Corridors Living/Dining Room Area & Corridors			UA	MV
Public Areas	& Corridors Living/Dining Room Area & Corridors	Stairs fitted non-slip treads.		UA	MV
Public Areas		Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).		UA	м
Public Areas Public Areas	Furniture & Fixtures Furniture & Fixtures	Acceptable appearance, maintenance and condition. Good appearance, maintenance and condition.		'1 '2	MER MER
Public Areas Public Areas	Furniture & Fixtures Furniture & Fixtures	Very good appearance, maintenance and condition. Excellent appearance, maintenance and condition.		'3 '4	MER MER
Public Areas Public Areas	Furniture & Fixtures Furniture & Fixtures	Outstanding appearance, maintenance and condition. Background music should be appropriate or kept at a low		'5 UA	MER C
Public Areas	Furniture & Fixtures	level. Voice amplification option linked to public telephone in the		UA	с
Public Areas	Furniture & Fixtures	lobby. Where televisions are provided subtitles must be shown.		UA	C MV
Public Areas Public Areas	Furniture & Fixtures Furniture & Fixtures	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)		UA	M
Public Areas	Furniture & Fixtures	All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping.		UA	v
Public Areas	Furniture & Fixtures	Emergency evaluation signage to incorporate symbols and pictograms. Public telephones to be fitted with a raised pip on button		UA	CV
Public Areas	Furniture & Fixtures	number 5. The size of opening leaf on all doors en-route should be at		UA	v
Public Areas	Furniture & Fixtures	least 76cm measured when the door is open at 90-degrees. Where revolving doors, turnstiles or other barriers have been		UA	м
Public Areas	Furniture & Fixtures	installed in the establishment, an alternative means of access should be installed. Height of emergency equipment, switches and controls		UA	м
Public Areas Public Areas	Furniture & Fixtures Flooring & Ceiling	located between 80cm and 120cm. End of corridors highlighted by colour, tone or light contrast.		UA	M V
Public Areas	Flooring & Ceiling	Fixed, slip-resistant floor surface. All public rooms or areas, passages and staircases must be		UA	v
Public Areas	Ventilation Ventilation	Adquately ventilated. All living rooms or areas should have at least one window opening directly to open air. If the window cannot be opened,		'1-5	MER
	Food & Beverage	a ventilation system must be provided. If a food and or beverage service is provided, staff should			
Public Areas	(general) Food & Beverage	demonstrate adequate levels of product knowledge and provide efficient service.		'1-5	MER
Public Areas	(general) Food & Beverage	All food must be hygienically stored, prepared and presented.		'1-5	MER
Public Areas	(general)	Provision should be made for large print menus in all facilities where menus and the like are displayed or used.		UA	v
Public Areas	Food & Beverage (general)	All 4 - and 5-Star establishments must provide at least one Braille menu on request. All staff must be able to read menus		UA	v
Public Areas	Communal Kitchens Communal Kitchens	to guests on request. A self-catering communal kitchen should be provided.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5 '1-5	MER
Public Areas Public Areas	Communal Kitchens	All guest kitchens must be cleaned daily. All fixtures, furniture, furnishings, crockery and cutlery must be in an acceptable condition and be adequate to provide for at least 25% of the maximum number of occupants at any one	Note: Minimum Kitchen Inventory is provided in Annexure A Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	time. Each communal kitchen should have adequate storage or shelving space for crockery, cutlery, kitchen and cleaning equipment.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	Each communal kitchen should have sufficient hot plates on which to cook meals. An oven or microwave could be provided but not essential and in some cases a braai may be a	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
		substitute for an oven. Hot plates and ovens should be clean, in good condition and functioning properly			
Public Areas Public Areas	Communal Kitchens Communal Kitchens	Each communal kitchen should have a refrigerator. Each communal kitchen should have a sink equipped with a draining board and running water supply.	Note: Minimum Kitchen Inventory is provided in Annexure A Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5 '1-5	MER
Public Areas	Communal Kitchens	draining board and running water supply. Each communal kitchen should have a facility available for boiling water (kettle, geyser, etc.)	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	Each communal kitchen should have at least one hygienic	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	working surface and storage space suitable for food. Each communal kitchen should have an open window or an	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	appropriate ventilation system. Each communal kitchen should have a covered waste disposal	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	bin. Each communal kitchen should have a suitable fire extinguisher and fire blanket readily available.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	Each communal kitchen should have individual storage provision for dry goods.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	The following additional appliances should be provided in communal kitchens: Freezer or large freezer section in fridges; Toaster; Microwave oven; Hand soap; Range of Herbs and		'4-5	MER
Public Areas	Power Supply	soices. Appropriate electricity should be provided (not necessarily mains supply). Where electricity is not available, this must be clearly stated. Where electricity is available, sufficient conveniently located power sockets for the safe use of located plearest they be becaudid to be		'1-5	MER
Public Areas	Power Supply	electrical equipment should be provided. Height of emergency equipment, switches and controls located should be between 80cm - 120cm.	This is to allow seated and shorter guests to comfortably reach switches, equipment and controls.	UA	м
Public Areas	Clothes Washing, Drying & Hanging Facilities	Facilities for drying and hanging wet clothes should be provided or laundry service should be available	This need not be in the dormitories or bedrooms	'1-5	MER
Public Areas	Clothes Washing, Drying & Hanging Facilities	A dedicated clothes washing sink with running water should be provided or laundry service should be available.		'1-5	MER
Public Areas	Clothes Washing, Drying & Hanging Facilities	Ideally, tumble drying facilities should also be available at a 5-	Alternatively guests should have relatively easy access to laundry facilities or a laundry service either provided in-house or outsourced.	'5	MER
Public Areas	Telephones	Star establishment. Guests should have access to private or public telephones.		'1-5	MER
Public Areas	Telephones	Where private telephones are provided guests should be informed of charges on request. Public telephones to be fitted with a raised pip on the number		'1-5	MER
Public Areas	Telephones	5. A high standard of general cleanliness should be maintained		UA	V
General Services & Service	Cleanliness & Comfort	throughout the establishment at all times.		'1-5	MER

TOURISM GRADING COUNCIL OF SOUTH AFRICA	
Quality in Tourism	

KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; •••• M = Mobility Limititation for UA;

TOURISM GRADING COUNCIL or sourth AFRICA Quality in Tourism			••• M = Mobility Limititation for UA; ••• C = Communication Imitation for UA;		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	•••• V = Visual Limitation for UA		
DEFINITION	ASSESSED	DESCRIPTION The establishment should be comfortable and fit for the	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	
General Services & Service	Cleanliness & Comfort	purpose intended. Housekeeping staff should ensure that furniture, fixtures and		'1-5	MER
General Services & Service	Cleanliness & Comfort	fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along all main circulation routes.		UA	MV
General Services & Service	Access	There should be no discrimination to accepting guests based on their race, citizenship or nationality, gender, ethnicity, physical or mental condition, etc.	Notwithstanding this, management has the right to refuse access in the interest of other users of the establishment.	'1-5	MER
General Services & Service	Access	Establishments should be open every day of the year, unless closed for refurbishment, or unless only seasonal accommodation is offered.		'1-5	MER
General Services & Service	Access	Appropriate services and facilities should be available on all days that the establishment is open, unless advertised otherwise.		'1-5	MER
General Services & Service	Courtesy	Courtesy should be shown to all guests at all times. Staff should be clean, neatly and appropriately dressed, helpful and attentive to guests.		'1-5	MER
General Services & Service	Courtesy	Guest complaints should be dealt with courteously and promptly.		'1-5	MER
General Services & Service	Courtesy	There should be reasonable levels of tourist information available, particularly with regard to local places of interest and activities available.		'1-5	MER
General Services & Service	Courtesy	Mobility, communication, blind and sight-impaired awareness training should be provided to managers and staff who deal		UA	мсу
General Services & Service	Courtesy	with guests. On arrival, the guests should be offered an orientation tour of		UA	MCV
General Services & Service	Courtesy	the property. On arrival, guests should be provided with an audio description of information on facilities, basic circulation walkways, access points, etc. to assist the guest in making use		UA	v
General Services & Service	Courtesy	of the facility. Re-positioning of furniture and other obstructions to meet guest requirements may be required.		UA	MV
General Services & Service	Marketing, Reservations & Pricing	There should be friendly and efficient service appropriate to the style and level of the establishment.		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	All enquiries, requests, reservations, correspondence and complaints should be dealt with promptly and courteously.		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	All inclusion and exclusions in the prices quoted for accommodation, meals and refreshments, including service charges, surcharges, levies, etc. should be clearly communicated to guests at time of booking, and confirmed or activity.		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	arrival. The establishments' pricing structure should be available on request. All prices must include VAT.		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	Guests must be notified if the price agreed at the time of the booking has changed. Price should not increase for		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	accommodations already booked. Full details of the establishment's cancellation policy and any specific in-house policies (such as no children under 12 and pet policies) should be made clear to guests at the time of		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	booking. The amenities, facilities and services provided by the establishment should be described fairly to all visitors and prospective visitors, whether by advertisement, brochure, web site, verbal communication or other means.		'1-5	MER
General Services & Service	Information for Hirers	Full details of accommodation including the maximum number of beds in each dormitory including the type and sizes of beds and/or bunks available should be provided on request		'1-5	MER
			Areas to be considered include building structure, lighting and building architectural features.		
			Outstanding: Modern buildings or outstanding preservation of historical structures. Outstanding quality lighting around the entire property. Unique and impressive architectural features. There		
			should be no signs of weathering. Good, clear and well lit signage in all public access areas. Excellent: A general absence of signs of weathering, with fresh, well-maintained paintwork, and an overall clean and new look. In older buildings there should be no unsightly stains and paintwork should be well maintained. Any visible outbuildings or annexes should be of a similar standard to main building. There should be effective external lighting and good, clear signage. The addition of		
Building Exterior	Appearance of buildings	Quality	stored be wern maintained. Any visite educationing of annexes stored be of a similar standard to main building. There should be energine external ingrining and good, clear signage. The addition of a tractive features and a welcoming appearance is expected. Very Good: Good quality maintenance of paint and/or stonework/brickwork though some natural weathering may be present. All painted surfaces should be in sound condition. Some additional	'1-5	GC
			external features to enhance appearance should be present. Exterior lighting should be good and all signage should be clear.		
			Good: Paintwork, windows, drains, and other exterior building elements should be in a good state of repair, though not necessarily new. Architectural features and paint effects are somewhat standard, but still appropriate to the market. There is some external lighting in place and all signage should be clear and free from obstructions.		
			Acceptable: Paintwork, windows, drains, and other exterior building elements should be in a decent state of repair, though not necessarily new. The condition of painted surfaces should be		
Building Exterior	Appearance of buildings	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
			All facilities within the grounds should be evaluated in this section, including: gardens, swimming pools, garden furniture and sports/recreational facilities. Outstanding: There should be evidence of systematic and planned programme of maintenance. Gardens are well tended and are an attractive natural environment. An overall attempt to maintain		
			an attractive appearance throughout the year has been made. All garden and grounds areas are clean and tidy. There is provision of appropriate outdoor furniture which is in an outstanding condition.		
Building Exterior	Grounds and Gardens	Quality	Excellent: Excellent standards of maintenance are evident in formal gardens. A pleasant, clean and tidy appearance is maintained throughout the year. Clean and tidy around the service areas. There are some attractive garden design features and excellent quality garden furniture present.	'1-5	GC
-			Very good: Very good standards of maintenance and care are taken in formal gardens. Grounds are pleasant and have a tidy appearance throughout the year. Clean and tidy around service areas. There is a well maintained surface to driveway and any outdoor furniture is in a good state of repair, although not necessarily of the highest quality.		
			Good: Immediate surrounds are kept tidy and lawns, if present, cut regularly. There is evidence of some attempt to produce a pleasing effect, possibly through low maintenance plantings and beds. Outdoor furniture is of fair quality and in reasonable condition.		
			Acceptable: Gardens and the area around the establishment are kept under control. Garden design is plain and simple. There is only a limited amount of outdoor furniture, which may be of		
Building Exterior	Grounds and Gardens	Reuse of grey water for garden watering. (Grey water from laundry, showers and hand basins can be treated and reused.)		'1-5	GC
Building Exterior	Grounds and Gardens	Garden watering is done either early morning or late		'1-5	GC
Building Exterior	Grounds and Gardens	afternoon to minimize evaporation. In dry regions, garden landscaping should be purposely designed to reduce water requirements. (Drought tolerant		'1-5	GC
		plants, limited lawn areas that require watering, etc.)	No maintenance and condition issues identified		
Building Exterior	Grounds and Gardens	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Building Exterior	Grounds and Gardens	Where applicable, signage should incorporate symbols and pictograms.		UA	с
Building Exterior	Grounds and Gardens	Familiarisation tour of the grounds and garden to be provided by a staff member on arrival.		UA	v
Building Exterior	Grounds and Gardens	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	UA	м
			Outstanding: Sufficient demarcated off-street parking bays in a secure environment within the compounds of the facility or on a directly adjoining property. Effective, functioning security lighting between parking area and establishment. Driveway and parking surface must be in an outstanding condition, and the parking area should be spacious and tidy.		
			Excellent: Demarcated parking bays in a secure and organised parking enclosure either within or close to the establishment, and in an accessible environment. All parking areas should have security lighting. Driveway and parking surface should be even, spacious and tidy.		
Building Exterior	Parking and Driveways	Quality	Very Good: An organised, secure parking area adjacent to or immediately outside accommodation. Driveways and parking surfaces should be well kept and free of potholes.	'1-5	GC

Building Exterior	Parking and Driveways	Quality	Very Good: An organised, secure parking area adjacent to or immediately outside accommodation. Driveways and parking surfaces should be well kept and free of potholes.	'1-5	GC
			Good: Parking in secure environment but not necessarily organised. Guarded parking outside grounds but in fairly close proximity (e.g. on the pavement outside establishment). An even, tidy parking area is expected.		
			Acceptable: Parking is outside grounds, but in close proximity (e.g. on the pavement outside establishment). An even, tidy parking area is expected.		
			Lassestables Ouese ubioles telles ese met el sullable escluse sense. No suest escluse suslable et al. Dadu sufaced useven escluse secondate esce autiblese es suddate.		<u> </u>
Building Exterior	Parking and Driveways	Maintenance and Condition	Normaintenance and condition issues identified	'1-5	GC
building Exterior	r analg and britenays		Major manetanace and condition issues identified	10	00
		Any entry phone should have amplification of sound produced			-
		through the relay system. Entry phones or intercoms should			
Building Exterior	Parking and Driveways have a relay and inductive loop to allow communication with		UA	C	
		all guests.			
Duillelle e Futerier	Parking and Driveways	There should be clear instructions for entry for people who			6
Building Exterior	Parking and Driveways	cannot communicate by voice.		UA	C
		Immediately inside the entrance door there should be a			
Building Exterior	Parking and Driveways	lighting transition zone within the lobby area where people		UA	v
building Exterior	r arking and briveways	with functional visual limitations are able to adjust from a		04	
		bright outdoors to a more dimly lit interior.			
Building Exterior	Parking and Driveways	Setting down point at the entrance with a maximum of 1:50	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	UA	м
building Exterior	r analig and britenays	gradient.	point, to allow convenient transfer onto and from a wheelchair.)	0/1	
Building Exterior	Parking and Driveways	Number of designated 3500mm wide parking bays. For every		UA	м
		25 bays at least 1 should be 3500mm in width			
Building Exterior	Parking and Driveways	Maximum distance from designated parking bays to entrance: 30m		UA	м
Building Exterior	Parking and Driveways	Gradient en-route to entrance from street or designated	(optimum 1:15)	UA	м
Danang Exteriol	i anning and briveways	parking bay no steeper than1:12		24	

TOUR	ISM GRADING COUNCIL OF SOUTH AFRICA
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TOURISM GRADING COUN OF SOUTH AFRICA Quality in Tourism	UTH AFRICA *** C = Communication Limitation for UA:				
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION Outstanding: Outstanding security measures such as an armed-response linked alarm system and burglar bars, where applicable, are in place. All external public pathways must be well lit. Emergency information, procedures and after hour contacts for assistance must be clearly communicated in English. Access intercoms, lockable security doors and gates must be present. Safety deposit facility available.	STAR GRADING	MER / GC
			Excellent: Excellent security measures such as an armed-response linked alarm system and burglar bars, where applicable, are in place. All external public pathways must be well lit. A person responsible for safety and security must be available 24 hours a day. Emergency information, procedures and after hour contacts for assistance must be clearly communicated in English. Access to the establishment should be controlled.Safety deposit facility available.		
Building Exterior	Safety and Security	Quality	Very Good: Very good security measures such as an alarm system and burglar bars, where applicable, are in place. All external public pathways must be well lit. A person responsible for safety and security must be contactable in emergency situations. Emergency information, procedures and after hour contacts for assistance must be clearly communicated in English. Safety deposit facility available.	'1-5	GC
			Good: Good security measures such as an alarm system and burglar bars, where applicable, are in place. Good lighting to ensure a secure environment is evident. Safety deposit facility available. Acceptable: Acceptable safety measures such lockable doors and burglar bars only on main doors, are in place. Safety deposit facility available.		
Building Exterior	Safety and Security	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. Provision is made on arrival for guests to be provided with		UA	с
Building Exterior	Safety and Security	strap-on wrist buzzers and/or pillow push-pads to allow for notification of emergencies.		UA	с
Building Exterior	Safety and Security	A familiarisation tour of all emergency exits and procedures to be provided by a staff member on guest arrival. Key emergency information is provided to guests in an		UA	v
Building Exterior	Safety and Security	appropriate format - verbally, in Braille or with large print emergency information. Emergency information is provided in the form of an		UA	v
Building Exterior	Safety and Security	electronic or audio system that can be used by guests during their stay and safety deposit facility available Back of house waste bins are clearly labelled for the different		UA	v
Building Exterior	Waste Management	recyclable materials.		'1-5	GC
Building Exterior	Waste Management	Available bins include some or all of the following: glass, aluminium, plastic, paper.		'1-5	GC
Building Exterior	Waste Management	The establishment maintains a worm farm. A system for charitable clothing donations from departing		'1-5	GC
Building Exterior	Waste Management	travellers is in place.		'1-5	GC
Building Exterior	Waste Management	The establishment supports charities, or local township and community projects.		'1-5	GC
Building Exterior	Waste Management	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
			If there are a number of dormitories which have been decorated or refurbished at various stages, then each may be assessed at a different level of quality and condition. Note that the Lowest Common Denominator principle applies. Outstanding: Outstanding quality of wall covering (paint or wallpaper). Evidence of attention to detail in décor, thoughtful co-ordination of patterns, colours and textures. If the décor is plain then		
			Duckanoing: Outstanding quality of wall covering (paint of wallpaper). Evidence of attention to betain in decor, thoughtful co-ordination of patterns, colours and textures. If the decor is plain then the addition of quality framed and or block mounted pictures, although some minimalist styles require less. All work should look unique and be well executed. Excellent: Excellent quality wall coverings and/or paintwork. Room décor should be of excellent quality and very well co-ordinated. Attention to detail and thoughtful co-ordination of patterns,		
Dormitories	Decoration	Quality	colours and textures should be evident. Very Good: Very good quality wall coverings or paintwork. Room décor can be minimal but should still be attractive, in good condition, and should enhance the bedroom atmosphere.	'1-5	GC
			Good: Good quality wail coverings or paintwork. Notification can be imminiar out should since a structure, in good continion, and another eminite the bear own as those paintwork. A reasonable attempt to co-ordinate and match patterns and colours has been made. Décor is in good condition.		
			Acceptable: Décor is in acceptable condition. Neat if basic application of paint or wallpaper with some attention to detail. Room décor style may be plain and simple. Unacceptable: Poor quality materials used in an uncoordinated style and with poor colour coordination. Noticeable wear and tear, stains, splashes, scratches, tears. Few, if any, pictures, graphics,		
			Vondeceptable: Poor quark materials used in an uncoordinated style and with poor colour coordination. Noticeable wear and tear, stains, splasnes, scratches, tears. rew, if any, pictures, graphics,		
Dormitories	Decoration	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
			Outstanding: Outstanding and attractive finishes and detail on all furniture. No sign of ageing, or wear and tear. Attractive and comfortable seating. (Note that some antique furniture may show signs of distress which does not detract from its excellence depending on the degree of deterioration.) Excellent: Excellent quality furniture which is in an excellent condition. Furniture is of sound construction, has good finish with little or no sign of ageing or wear and tear. Addition of good quality		
Dormitories	Furniture and Furnishings	Quality	bedside tables and possibly in-room safes. Curtains should be effective in keeping out light and in working order. Very Good: Very good quality furniture, may show some signs of use or alternatively new, good (as opposed to very good) quality furniture and furnishings. Some contract furniture even when	'1-5	GC
	1 0111311153		brand new will only be "very good". Well cared for domestic furniture may be very good. Curtains should be in working order. Good: Furniture which may, through ageing, be showing signs of wear and tear. All furniture should be of a broadly similar standard and in good condition.		
			Acceptable: Furniture of acceptable quality and in a generally well-used condition. There should be some co-ordination of styles and all items should still be fit for use.		
Dormitories	Furniture and Furnishings	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Dormitories	Furniture and	Flashing light doorbell, to facilitate all services delivered at the	Major maintenance and condition issues identified e	UA	с
Dormitories	Furnishings Furniture and	room Flashing light linked to the room telephone		UA	с
	Furnishings Furniture and	Access width between furniture and fittings to be un-			
Dormitories	Furnishings Furniture and	obstructed for at least 90cm wide		UA	v
Dormitories	Furnishings	All furniture with rounded edges and corners.		UA	v
Dormitories	Furniture and Furnishings	Where applicable, mats and rugs need to be firmly fixed to avoid slipping		UA	v
Dormitories	Furniture and Furnishings Furniture and	Door, cupboard and drawer handles must be easy to see and grab hold of, and in clearly contrasting colours to doors.		UA	v
Dormitories	Furnishings Furniture and	Bright flashing light linked to room doorbell		UA	V
Dormitories	Furnishings	Telephones to be fitted with a bright flashing light		UA	v
Dormitories	Furniture and Furnishings	At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	м
Dormitories	Furniture and Furnishings	Clear opening width of doors - The doors must be 76cm wide		UA	м
Dormitories	Furniture and Furnishings	Easy grip door handles and ease of operation of locking mechanism		UA	м
Dormitories	Furniture and Furnishings Furniture and	Size of unobstructed space in-front of doors 90cm x 150cm. Unobstructed access widths of minimum of between 90cm to		UA	м
Dormitories	Furnishings Furniture and	120cm (for widths only) between walls, features, furniture and fittings. Size of access space of 80cm x 120cm to all furniture and	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.	UA	M
Dormitories	Furnishings Furniture and	fittings - access space provides easy reach. All light controls accessible from bed.		UA	M
	Furnishings Furniture and				
Dormitories	Furnishings Furniture and	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.	UA	М
Dormitories	Furnishings	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.	UA	м
Dormitories	Furniture and Furnishings	Desk and tables to have a clear space of 76cm below the work surface.		UA	м
Dormitories	Furniture and Furnishings	Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.		UA	м
1	1		Outstanding: Outstanding quality carpets of new appearance and/or with a high wool content. Outstanding quality pile and underlay. Outstanding quality hardwood floors or tiled surfaces.		1

Outstanding: Outstanding quality carpets of new appearance and/or with a high wool content. Outstanding quality pile and underlay. Outstanding quality hardwood floors or tiled surfaces. Occasional rugs placed at strategic positions alongside the bed. Ceilings of outstanding condition professionally painted with no marks or stains.

Dormitories	Flooring and Ceiling	Quality	Excellent: Excellent quality flooring, professionally lain and in very good condition. Excellent carpet pile and underlay. Good quality wooden or tiled flooring with good quality occasional rugs or mats where appropriate. Ceiling to be of very good quality and professionally fitted with no sagging ceiling panels or evidence of water leakage or seeping. Ceilings are professionally painted with no marks or stains. Very Good: Very good quality flooring which is perhaps beginning to show some signs of ageing (flattening or wearing, few hidden chips in tiles or very slight stains in wooden floors). Flooring should be free from obvious stains, burns, chips or marks, etc. Alternatively, a new carpet or flooring of average quality. Professionally fitted wooden or tiled flooring in good condition. Ceilings of good quality and professionally fitted. Ceilings are firm and dry and professionally painted. Good: Well-worn flooring with obvious flattening in high traffic areas, but still in sound condition. There may be some small discolouration or chips in places. Alternatively, cheaper new flooring. Wooden or tiled floors in overall sound condition. Flooring is competently fitted. Competent job of ceiling application and ceiling of average quality. Paintwork is competently applied, but not necessarily professionally done.	'1-5	GC
Dormitories	Flooring and Ceiling	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC
Dormitories	Flooring and Ceiling	90cm wide unimpeded circulation space around and between beds and furniture.		UA	v
Dormitories	Flooring and Ceiling	No complicated patterned materials for carpets and other forms of flooring.	Complicated patterns make it difficult for guests with functional visual limitations to determine where elements of furniture are located).	UA	v
Dormitories	Flooring and Ceiling	It should be ensured that floor surfaces do not present a glared-surface		UA	v
Dormitories	Flooring and Ceiling	Minimum Requirements Met		UA	М



DEFINITION

Dormitories

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		Windows open and close easily and balcony doors are easily accessible.			
Dormitories	Temperature Control	Doors and windows are properly sealed when closed to minimize draughts and increase energy efficiency from		'1-5	GC
Dormitories	Temperature Control	heating/cooling appliances. Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
		Remote controls for in-room air-conditioning provided to	Major maintenance and condition issues identified		
Dormitories	Temperature Control	guests. Where it is not possible to allow for operation by remote control, guests should be given the option of whether they would like the system to be operational, or turned off		UA	м
		during their stav.	Outstanding: Outstanding quality light sources in all appropriate areas. Main room light fittings should be connected to a dimmer switch. Separate bedside lighting controls for each guest. All lights and shades should be of excellent quality manufacture and in excellent order.		
			Excellent natural light should also be available. Excellent: Light sources in all appropriate places. All lights and shades of very high quality manufacture and in excellent order. All connections		
			should be sound, and lamps should have excellent quality shades and sturdy bases. Good natural light should also be available.		
Dormitories	Lighting, Power and Switches	Quality	Very Good: A number of light sources with very good quality fittings, and in very good condition, should be provided.	'1-5	GC
			Good: Good quality overhead lights with similar quality shades or covers which provide more than adequate room light. Effective lighting throughout the room although this may be controlled from a doorway switch only.		
			Acceptable: Adequate lighting in room with fittings that are in an acceptable condition. Natural light is limited.		
Dormitories	Lighting, Power and	Convenient light switch locations.	Hassantabla, Nan-alaanu linktina uitk kansa-dintu ekadas and lautuuttana alakas. Lautaualitu fittinas tukish asaulda landantata linktin insuffisiant alanas. Matucal linkt saurass asa unat	'1-5	GC
Dormitories	Switches Lighting, Power and Switches	Energy efficient light-bulbs are used for all bedroom lighting fixtures.		'1-5	GC
Dormitories	Lighting, Power and	Signage is visible in prominent places reminding guests to switch off lights and electronic appliances when leaving the		'1-5	GC
	Switches Lighting, Power and	room.			
Dormitories	Switches Lighting, Power and	Excellent natural light.	No maintenance and condition issues identified	'1-5	GC
Dormitories	Switches	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Dormitories	Lighting, Power and Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	v
Dormitories	Lighting, Power and Switches Lighting, Power and	Uniform and even lighting with minimum lighting levels of 200 lux. Power switches and light switches with rocker switches that	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.	UA	v
Dormitories	Switches Lighting, Power and	are on/ off detectable. Power-switches to have a light located next to them for easier		UA	V
Dormitories	Switches	location. All main light controls accessible from the bed if there are no		UA	v
Dormitories	Lighting, Power and Switches	easily accessible controls, a person with functional mobility limitations consumes enormous energy switching lights on and off.		UA	м
Dormitories	Lighting, Power and Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	м
Dormitories	Lighting, Power and Switches	Bedside lamps to have easily accessible switches i.e. 20cm away maximum	If there are a number of bedrooms which have been decorated or refurbished at various stages, then each may be assessed at a different level of quality and condition. Note that the Lowest	UA	м
Private Bedrooms	Decoration	Quality	Outstanding: Outstanding quality of wall covering (paint or wallpaper). Evidence of attention to detail in décor, thoughtful co-ordination of patterns, colours and textures. If the décor is plain then the addition of quality framed and or block mounted pictures, although some minimalist styles require less. All work should look unique and be well executed. Excellent: Excellent quality wall coverings and/or paintwork. Room décor should be of excellent quality and very well co-ordinated. Attention to detail and thoughtful co-ordination of patterns, colours and textures should be evident. Very Good: Very good quality wall coverings or paintwork. Room décor can be minimal but should still be attractive, in good condition, and should enhance the bedroom atmosphere. Good: Good quality wall coverings or paintwork. A reasonable attempt to co-ordinate and match patterns and colours has been made. Décor is in good condition. Acceptable: Décor is in acceptable condition. Neat if basic application of paint or wallpaper with some attention to detail. Room décor style may be plain and simple. Unacceptable: Poor quality materials used in an uncoordinated style and with poor colour coordination. Noticeable wear and tear, stains, splashes, scratches, tears. Few, if any, pictures, graphics,	'1-5	GC
Private Bedrooms	Decoration	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Outstanding: Outstanding and attractive finishes and detail on all furniture. No sign of ageing, or wear and tear. Attractive and comfortable seating. (Note that some antique furniture may show		
			signs of distress which does not detract from its excellence depending on the degree of deterioration.) Excellent: Excellent quality furniture which is in an excellent condition. Furniture is of sound construction, has good finish with little or no sign of ageing or wear and tear. Addition of good quality bedside tables and possibly in-room safes. Curtains should be effective in keeping out light and in working order.		
Private Bedrooms	Furniture and	Quality	Very Good: Very good quality furniture, may show some signs of use or alternatively new, good (as opposed to very good) quality furniture and furnishings. Some contract furniture even when	'1-5	GC
	Furnishings		brand new will only be "very good". Well cared for domestic furniture may be very good. Curtains should be in working order.		
			Good: Furniture which may, through ageing, be showing signs of wear and tear. All furniture should be of a broadly similar standard and in good condition.		
			Acceptable: Furniture of acceptable quality and in a generally well-used condition. There should be some co-ordination of styles and all items should still be fit for use.		
Private Bedrooms	Furniture and Furnishings	Bedside table or shelf provided at each sleeping position.		'1-5	GC
Private Bedrooms	Furniture and Furnishings	Bedside table or shelf is of adequate size with clear space of approximately 30cm x 30cm.		'1-5	GC
Private Bedrooms	Furniture and Furnishings	Bedside lamps provided at each sleeping position.		'1-5	GC
Private Bedrooms	Furniture and Furnishings	Bedside lamps have conveniently located switches.		'1-5	GC
Private Bedrooms	Furniture and Furnishings	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC
Private Bedrooms	Furniture and Furnishings	Flashing light doorbell, to facilitate all services delivered at the room		UA	с
Private Bedrooms	Furniture and Furnishings	Flashing light linked to the room telephone		UA	с
Private Bedrooms	Furniture and Furnishings	Access width between furniture and fittings to be un- obstructed for at least 90cm wide		UA	v
Private Bedrooms	Furniture and Furnishings	All furniture with rounded edges and corners.		UA	v
Private Bedrooms	Furniture and Furnishings	Where applicable, mats and rugs need to be firmly fixed to avoid slipping		UA	v
Private Bedrooms	Furniture and Furnishings	Door, cupboard and drawer handles must be easy to see and grab hold of, and in clearly contrasting colours to doors.		UA	v
Private Bedrooms	Furniture and Furnishings	Bright flashing light linked to room doorbell		UA	v
Private Bedrooms	Furniture and Furnishings	Telephones to be fitted with a bright flashing light		UA	v
Private Bedrooms	Furniture and Furnishings	At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	м

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Quality in Tourism	

TOURISM GRADING COUND OF SOUTH AFRICA Quality in Tourism	CIL		*** M = Mobility Limitation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		STAR GRADING	MER / CC
DEFINITION	ASSESSED Furniture and	DESCRIPTION			
Private Bedrooms	Furnishings	Clear opening width of doors - The doors must be 76cm wide		UA	м
Private Bedrooms	Furniture and Furnishings	Easy grip door handles and ease of operation of locking mechanism		UA	М
Private Bedrooms	Furniture and Furnishings	Size of unobstructed space in-front of doors 90cm x 150cm.		UA	м
Private Bedrooms	Furniture and Furnishings	Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture	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.	UA	м
Private Bedrooms	Furniture and Furnishings	and fittings. Size of access space of 80cm x 120cm to all furniture and fittings access space provides accurace		UA	м
Private Bedrooms	Furniture and	fittings - access space provides easy reach. All light controls accessible from bed.		UA	м
Private Bedrooms	Furnishings Furniture and	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	UA	м
	Furnishings Furniture and				
Private Bedrooms	Furnishings	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.	UA	М
Private Bedrooms	Furniture and Furnishings	Desk and tables to have a clear space of 76cm below the work surface.		UA	м
Private Bedrooms	Furniture and Furnishings	Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.		UA	м
Private Bedrooms	Electronic Appliances	Television is in working order and is provided in all rooms.		'1-5	GC
Private Bedrooms	Electronic Appliances	or Television is in working order and is provided in some		'1-5	GC
		rooms only. or Television is in working order and is provided in communal			
Private Bedrooms	Electronic Appliances	lounge, bar or restaurant/dining room.		'1-5	GC
Private Bedrooms	Electronic Appliances	Hair-dryer in working order and provided in all bedrooms.		'1-5	GC
Private Bedrooms	Electronic Appliances	or Hair-dryer in working order and provided in most bedrooms.		'1-5	GC
Private Bedrooms	Electronic Appliances	or Hair-dryer located in a convenient communal place near a		'1-5	GC
Private Bedrooms	Electronic Appliances	mirror or available from reception Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
		A portable teletext machine should be made available where	Major maintenance and condition issues identified		
Private Bedrooms	Electronic Appliances	there is provision for telephones operational by guests.		UA	с
Private Bedrooms	Electronic Appliances	or Guests should be able to communicate with establishment management or staff through the use of SMS-based systems.		UA	с
Private Bedrooms	Electronic Appliances	Alarm clocks should be fitted with a bright flashing light. Alarm clocks should be fitted with a vibration bed pad in		UA	С
Private Bedrooms	Electronic Appliances	addition to a flashing light.		UA	С
Private Bedrooms	Electronic Appliances	Braille, large print and audio format instructions for use of electronic equipment (e.g. setting the alarm clock) should be		UA	v
		made available.	Outstanding: Outstanding quality carpets of new appearance and/or with a high wool content. Outstanding quality pile and underlay. Outstanding quality hardwood floors or tiled surfaces.		
			Occasional rugs placed at strategic positions alongside the bed. Ceilings of outstanding condition professionally painted with no marks, or stains.		
			Excellent: Excellent quality flooring, professionally lain and in very good condition. Excellent carpet pile and underlay. Good quality wooden or tiled flooring with good quality occasional rugs or mats where appropriate. Ceiling to be of very good quality and professionally fitted with no sagging ceiling panels or evidence of water leakage or seeping. Ceilings should be professionally painted with no marks, or stains.		
Private Bedrooms	Flooring and Ceiling	Quality	Very Good: Good quality flooring which is perhaps beginning to show some signs of ageing (flattening or wearing, few hidden chips in tiles or very slight stains in wooden floors). Flooring should be free from obvious stains, burns, chips or marks, etc. Alternatively, a new carpet or flooring of average quality. Professionally fitted wooden or tiled flooring in good condition. Cellings of good	'1-5	GC
			quality and professionally fitted. Ceilings should be firm and dry and professionally painted. Good: Well-worn flooring with obvious flattening in high traffic areas, but still in sound condition. There may be some small discolouration or chips in places. Alternatively, cheaper new flooring.		
			Wooden or tiled floors in overall sound condition. Flooring should be competently fitted. Competent job of ceiling application and ceiling of average quality. Paintwork should be competently applied.		
Private Bedrooms	Flooring and Ceiling	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified		
Private Bedrooms	Flooring and Ceiling	90cm wide unimpeded circulation space around and between beds and furniture.		UA	v
Private Bedrooms	Flooring and Ceiling	No complicated patterned materials for carpets and other forms of flooring.	Complicated patterns make it difficult for guests with functional visual limitations to determine where elements of furniture are located	UA	v
Private Bedrooms	Flooring and Ceiling	It should be ensured that floor surfaces do not present a glared-surface.		UA	v
Private Bedrooms	Flooring and Ceiling	Minimum Requirements Met		UA	м
			Including bedspreads, duvets, duvet covers, blankets, top sheets, bottom sheets, pillows and pillow slips.		
			Outstanding: Luxurious and outstanding quality linen that is co-ordinated with bedroom décor and other soft furnishings. A supply and variety of outstanding quality pillows, cushions and spare blankets provided. Mattress protectors on all beds. Outstanding thick mattresses and headboards on all beds.		
			Excellent: A number of beds larger than standard size. Excellent quality bed bases and mattresses which are free from stains and wear. A good supply of clean pillows, cushions. Excellent quality blankets with spares available. Excellent quality duvet co-ordinated with bedroom décor. Headboards offering a degree of comfort and free from head stains.		
Private Bedrooms	Beds and Bedding	Quality	Very Good: A very good firm mattress and sound bedframe. All bed linen and bedding to be of good quality even if not necessarily in a brand new condition. Bed frames may be of an older style,	'1-5	GC
			but should be in good condition and of good quality. There should be good spacing between beds in the same room.		
			Good: Standard domestic quality bed frames and mattresses, all of which should be in sound condition. Bed linens should be of a good quality and be free from stains, holes and wear. Thick, high density foam mattresses on beds.		
			Acceptable: Domestic quality mattresses and bedframes that are well used, but still acceptable. Firm beds and struts, even legs, firm headboards frames. Linen, pillows and mattresses of		
Private Bedrooms Private Bedrooms	Beds and Bedding Beds and Bedding	All bedding is well fitting. Mattress protectors are fitted to all beds.		'1-5 '1-5	GC GC
Private Bedrooms	Beds and Bedding	or mattress protectors fitted to some beds only.		'1-5	GC
Private Bedrooms	Beds and Bedding	'No change' option for guest linen (up to a maximum of 7 days) offered to guests on arrival.		'1-5	GC
Private Bedrooms	Beds and Bedding	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC
Private Bedrooms	Beds and Bedding	No complicated patterned materials for bedspreads.	Major maintenance and condition issues identified Complicated materials on bedspreads make it difficult for guests with functional visual limitations to determine where elements of furniture are located	UA	v
			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. Electronic heating and cooling system in outstanding working condition, has a silent operation and is remote controlled.		
			Excellent: Individual heating or cooling control by guests at all times. Appliance / system in excellent condition.		
Private Bedrooms	Temperature Control	Quality	Very Good: Effective heating and or cooling provided in rooms (with individual control).	'1-5	GC
			Good: Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation. Acceptable: Free standing appliance able to maintain a reasonably comfortable temperature in the room.		
		Natural ventilation, as an alternative to air-conditioning,	Unascontable: Broken anniisecer, heating and cooling externe pat in working order		
Private Bedrooms	Temperature Control	available through opening windows and/or balcony doors. Windows open and close easily and balcony doors are easily		'1-5	GC
Private Bedrooms	Temperature Control	accessible. Doors and windows are properly sealed when closed to minimize draughts and increase energy efficiency from		'1-5	GC
Private Bedrooms	Temperature Control	heating/cooling appliances. Air-conditioning in all rooms.		'1-5	GC
Private Bedrooms	Temperature Control	Air-conditioning in some rooms.	No maintenance and condition issues identified	'1-5	GC
Private Bedrooms	Temperature Control	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
		Remote controls for in-room air-conditioning provided to			1

			Major maintenance and condition issues identified		
		Remote controls for in-room air-conditioning provided to			
		guests. Where it is not possible to allow for operation by			
Private Bedrooms	Temperature Control	remote control, guests should be given the option of whether		UA	м
		they would like the system to be operational, or turned off			
		during their stay.			
			Outstanding: Outstanding quality light sources in all appropriate areas. Main room light fittings should be connected to a dimmer switch. Separate bedside lighting controls for each guest. All lights and shades should be of excellent quality manufacture and in excellent order. Excellent natural light should also be available. International Multi Power Point/Plug available. Excellent: Light sources in all appropriate places. All lights and shades of very high quality manufacture and in excellent order. All connections should be sound, and lamps should have excellent to the sources in all appropriate places. All lights and shades of very high quality manufacture and in excellent order. All connections should be sound, and lamps should have excellent to the sources in all appropriate places.		
			quality shades and sturdy bases. Good natural light should also be available. International Multi Power Point/Plug available.		
Private Bedrooms	Lighting, Power and Switches	Quality	Very Good: A number of light sources with very good quality fittings, and in very good condition, should be provided. International Multi Power Point/Plug available.	'1-5	GC
	Switches		Good: Good quality overhead lights with similar quality shades or covers which provide more than adequate room light. Effective lighting throughout the room although this may be controlled from a doorway switch only. International Multi Power Point/Plug available.		
			Acceptable: Adequate lighting in room with fittings that are in an acceptable condition. Natural light is limited. International Multi Power Point/Plug available.		
			Unacceptable: Dim, gloomy lighting with heavy, dirty shades and low wattage globes. Low quality fittings which provide inadequate light in insufficient places. Natural light sources are very		
Private Bedrooms	Lighting, Power and Switches	Effective light distribution in bedroom area.		'1-5	GC
Private Bedrooms	Lighting, Power and Switches	Convenient light switch locations.		'1-5	GC
Private Bedrooms	Lighting, Power and Switches	Spare and convenient power points provided in each room.		'1-5	GC
Private Bedrooms	Lighting, Power and Switches	Energy efficient light-bulbs are used for all bedroom lighting fixtures.		'1-5	GC
Private Bedrooms	Lighting, Power and Switches	Signage is visible in prominent places reminding guests to switch off lights and electronic appliances when leaving the room.		'1-5	GC
Private Bedrooms	Lighting, Power and Switches	Excellent natural light.		'1-5	GC
Private Bedrooms	Lighting, Power and Switches	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
	Switches		Major maintenance and condition issues identified		

TOURISM GRADING COUNCIL
Quality in Tourism

TOURISM GRADING COUN of south Africa	CIL		UA=Universal Accessibility; **** M = Mobility Limititation for UA;		
Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	TAR GRADING	MER / GC
Private Bedrooms	Lighting, Power and	Power sockets should be located between 80cm - 100cm		UA	v
Private Bedrooms	Switches Lighting, Power and	above floor level and close to the headboard. A uniform and even amount of lighting with minimum lighting	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.	UA	v
Private Bedrooms	Switches Lighting, Power and	levels of 200 lux is required. Power switches and light switches should be fitted with rocker		UA	v
	Switches Lighting, Power and	switches that are easily on/ off detectable. Power-switches should have a light located next to them for			
Private Bedrooms	Switches	easier location. All light controls should be reachable from the bed to ensure		UA	V
Private Bedrooms	Lighting, Power and Switches	that guests are not required to move around in the dark and are able to avoid injury. or Only main light controls are reachable from the bed to		UA	м
Private Bedrooms	Lighting, Power and Switches	ensure that guests are not required to move around in the dark and are able to avoid injury.		UA	м
Private Bedrooms	Lighting, Power and Switches	Power sockets should be located between 80cm - 100cm above floor level and close to the headboard		UA	м
Private Bedrooms	Lighting, Power and Switches	Bedside lamps should have easily accessible switches located no more than 20cm away from the bed.		UA	м
Private Bedrooms	us a galac for	Mirror (600mm x 450mm) (Height x Width measurement taken within the frame)		'1-5	GC
Private Bedrooms	establishment Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment	or Mirror (450mm x 350mm or larger)		'1-5	GC
Private Bedrooms	Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for	or Mirror (less than 450mm x 350mm)		'1-5	GC
Private Bedrooms	establishment Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment	Conveniently located.		'1-5	GC
Private Bedrooms	Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment	Effective lighting at mirror.		'1-5	GC
Private Bedrooms	as a guide for establishment	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Private Bedrooms	as a guide for establishment	Minimum Requirements Met		UA	v
Private Bedrooms	establishment	A full length mirror suitable for both sitting and standing guests should be provided.		UA	м
Private Bedrooms	Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment	Bottom edge of the mirror should not be more than 40cm from the floor.		UA	м
Communal Bathrooms	Walls and Flooring	Quality	Outstanding: Outstanding quality floor and wall coverings. Modern and high quality tiling design and grouting, free from marks, dirt and damage. No peeling wallpaper or flaking paint is evident. Flooring is well fitted and free from stain or water damage. Excellent: High quality floor and wall coverings. Tiles are well fitted and grouting in very good condition. Professional, excellently applied wallpaper or paint. Good quality flooring, well fitted and in excellent condition. Bathroom is free from marks, stains or condensation damage. No peeling wallpaper or flaking paint is evident. Very Good: Should be a good quality finish but not necessarily new. Some signs of wear are acceptable, but all should be in sound condition. May be recently decorated but not with the highest quality materials, though a competent and professional job. Good quality floor covering or tiles. Not necessarily new but still in good condition. Good: Standard quality bathroom flooring in sound condition, with clean finishes.	'1-5	GC
			Acceptable: Adequate quality materials with competently applied paint and tiling.		
Communal Bathrooms	Walls and Flooring	Maintenance and Condition There should be a strong colour contrast between fittings.	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Communal Bathrooms	Walls and Flooring	fixtures, wall and floor finishes to assist guests in their location.		UA	v
			Outstanding: Spacious shower with attractive shower screen, and/or bath with overhead shower. Outstanding quality, solid co-ordinated fittings of outstanding design. Adequate hot water supply with good water flow from fixtures and fittings. Outstanding quality hand basin with vanity and shelving. Excellent: Solid, well-made fittings of excellent quality in excellent order and matching style with high quality finishes Shower and/or bath with an attractive shower screen. Shower heads should be of a design allowing strong water flow without compromising temperature. Good sized hand basin with easy to use and clearly marked controls and adequate vanity space. A plentiful supply of		
Communal Bathrooms	Fixtures and Fittings	Quality	hot water at all times. Very Good: Generally good quality fittings throughout, but not necessarily new. Good sized bath or shower. Showers (whether standalone or over bath) should be fitted with a very good quality screen or good, clean shower curtain. All porcelain should be in good order and be free from cracks, crazing, stains or dull finishes. Good: Standard range of domestic bathroom fittings which may be showing some signs of wear but which should still be in a sound and clean condition. Standard sized bathtubs and showers with easy access. Sufficient hor water should be available at all reasonable times.	'1-5	GC
			easy access. Sufficient not water should be available at all reasonable times. Acceptable: Acceptable fittings which appear to be in average condition. Reasonable water pressure and supply of hot and cold water to allow for an effective flow of water. Fittings should all be		
Communal Bathrooms Communal Bathrooms	Fixtures and Fittings Fixtures and Fittings	No visible plumbing pipes. Adequate clothes hooks (minimum of 2 per bathroom facility.)		'1-5 '1-5	GC GC
Communal Bathrooms	Fixtures and Fittings	Adequate clothes hooks (minimum of 2 per bathroom facility.) Facilities within bathroom conveniently positioned.		'1-5	GC
Communal Bathrooms	Fixtures and Fittings	Water-saving fittings such as showerheads and taps which are fitted with aerators or other water-saving fittings are in place. (The typical flow-rate of water-saving showerheads is less than 10 litres per minute).		'1-5	GC
Communal Bathrooms	Fixtures and Fittings	Reduced flush or twin flush cisterns fitted in all or most toilets.		'1-5	GC
Communal Bathrooms	Fixtures and Fittings	Adequate vanity space provided for toiletries.	Ne maintenance and condition locus identified	'1-5	GC
Communal Bathrooms	Fixtures and Fittings	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Communal Bathrooms	Fixtures and Fittings	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.		UA	с
Communal Bathrooms	Fixtures and Fittings	Signs and other printed instructions provided in large print and Braille.		UA	v
Communal Bathrooms	Fixtures and Fittings	Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply)		UA	v
Communal Bathrooms	Fixtures and Fittings	Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers.		UA	v
<u> </u>					++

		to indicate hot and cold taps or directions on mixers.		
Communal Bathrooms	Fixtures and Fittings	Where provided the shower spray head should be located	UA	v
		210cm above the floor surface.		
ommunal Bathrooms	Fixtures and Fittings	Size of unobstructed floor space of 120cm x 150cm.	UA	V
communal Bathrooms	Fixtures and Fittings	Colour contrast between fittings, fixtures, wall and floor	UA	v
		finishes to assist in their location. Clear opening width of doors - there must be 75cm measured		_
Communal Bathrooms	Fixtures and Fittings	Lear opening with the door in the 90 decree position.	UA	v
		with the door in the so degree position.		
ommunal Bathrooms	Fixtures and Fittings	Size of unobstructed space of 90cm x 150cm in-front of doors.	UA	v
ommunal Bathrooms	Fixtures and Fittings	Provision for a pull-handle on the inside of the door, 30cm	AU	V
Jiiiiunai Batin Ooms	Fixtures and Fittings	away from the hinged side and vertically mounted.	04	v
		Where a sliding door has been used, it should open with		
ommunal Bathrooms	Fixtures and Fittings	fingertip pressure. Handles should project clear of the surface	UA	v
		of the sliding door and provide at least 6cm clear finger space.		
	Fixtures and Fittings	Clear floor space of 180cm x 180cm provided within the		
Communal Bathrooms		bathroom or toilet, clear of other items to be positioned in	UA	v
		the bathroom e.g. stools, sanitary disposal bins etc.		
ommunal Bathrooms	Fixtures and Fittings	Remote emergency alarm call system in room	UA	V
		Access space of 80cm at the side of the bath (the space		
Communal Bathrooms	Fixtures and Fittings	requirement is essential for a guest making use of a mobility	UA	м
ommunal Bathrooms	Fixtures and Fittings	aid to transfer comfortably from the device to the bath	UA	IVI
		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		
ommunal Bathrooms	Fixtures and Fittings	position at the height of the bath when transferring from the	UA	M
		wheelchair or mobility aid onto the bath - before getting into		
		the bath.		
ommunal Bathrooms	Fixtures and Fittings	'T'-shaped grab-bar opposite transfer space.	UA	M
communal Bathrooms	Fixtures and Fittings	Removable bath seat.	UA	М
		Roll-in Shower: 40cm x 40cm fold-down shower seat provided		
ommunal Bathrooms	Fixtures and Fittings	at a height between 45cm and 50cm. The centreline of the	UA	м
	rixtures and rittings	shower seat must be set at 48cm from the adjacent wall	UA UA	IVI
		opposite the transfer space.		



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA;

TOURISM GRADING COUNCIL or south stream quality in Tourism			UA=Universal Accessibility; *** M = Mobility Limitation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION Roll-in Shower: Vertical and cranked grab-bars on either side			
Communal Bathrooms	Fixtures and Fittings	of the shower seat - 60cm long vertical grab-bar and cranked grab-bar set at 80cm to lowest distance from the floor.		UA	м
Communal Bathrooms	Fixtures and Fittings	Roll-in Shower: Lever action shower mixer and hand shower on adjustable rail.		UA	м
Communal Bathrooms	Fixtures and Fittings	Roll-in Shower: A 15cm maximum step with run-off which negates threshold.		UA	м
			Outstanding: Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality is especially important at washbasins, shaving points and at mirrors. Outstanding quality fittings, all of which are in outstanding condition. Opening window or quiet extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.		
			Excellent: Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality is particularly important at washbasins, shaving points and at mirrors. Excellent quality fittings, all in excellent condition and state of repair. Opening window or unobtrusive electric extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.		
	Lighting and		Very Good: Good standard of light fittings with at least a central main light providing sufficient shaving light. There is possibly also supplementary lighting in the bathroom, particularly around		
Communal Bathrooms	Temperature Control	Quality	hand basins and mirrors. Heating/cooling apparatus (if present) in very good condition. Good lighting in all cubicles.	'1-5	GC
			Good: Well positioned central room light which provides adequate light to all areas of the bathroom. Light in all bath, shower or toilet cubicles should be adequate when doors are closed. Acceptable: Well positioned central room light which provides acceptable light to all areas of the bathroom. Light levels in all bath, shower or toilet cubicles should be acceptable when doors are		
			Acceptable, weil positioned central room ngitt which provides acceptable ngit to an areas of the bath contr. Eight revers in an bath, shower or conet cubicles should be acceptable when doors are closed.		
			Unacceptable: Gloomy, badly placed lighting with ageing and damaged light fittings which is inadequate for normal use. No maintenance and condition issues identified		
Communal Bathrooms	Lighting and Temperature Control	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified Outstanding voltstanding quality floor and wall coverings. Modern and high quality tiling design and grouting, free from marks, dirt and damage. No peeling wallpaper or flaking paint is evident.	'1-5	GC
			Flooring is well fitted and free from stain or water damage. Excellent: High quality floor and wall coverings. Tiles are well fitted and grouting in very good condition. Professional, excellently applied wallpaper or paint. Good quality flooring, well fitted and in excellent condition. Bathroom is free from marks, stains or condensation damage. No peeling wallpaper or flaking paint is evident.		
Duivate Dathroome	Wells and Flooring	Quality	In excenent condition, battrioon is free from marks, stains or concensation damage. No peeiing waipaper or naking paint is evident. Very Good: Should be a good quality finish but not necessarily new. Some signs of wear are acceptable, but all should be in sound condition. May be recently decorated but not with the highest	'1-5	
Private Bathrooms	Walls and Flooring	Quality	quality materials, though a competent and professional job. Good quality floor covering or tiles. Not necessarily new but still in good condition.	1-5	GC
			Good: Standard quality bathroom flooring in sound condition, with clean finishes.		
			Acceptable: Adequate quality materials with competently applied paint and tilling.		
Private Bathrooms	Walls and Flooring	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Outstanding: Very spacious shower with attractive shower screen, and/or bath with overhead shower. Outstanding quality, solid co-ordinated fittings of outstanding design with aesthetic décor. Adequate hot water supply with good water flow from fixtures and fittings. Outstanding quality hand basin with vanity and shelving.		
			Excellent: Solid, well-made fittings of excellent quality in excellent order and matching style with high quality finishes Shower and/or bath with an attractive shower screen. Shower heads should		
			be of a design allowing strong water flow without compromising temperature. Good sized hand basin with easy to use and clearly marked controls and adequate vanity space. A plentiful supply of hot water at all times.		
Private Bathrooms	Fixtures and Fittings	Quality	Very Good: Generally good quality fittings throughout, but not necessarily new. Good sized bath or shower. Showers (whether standalone or over bath) should be fitted with a very good quality screen or good, clean shower curtain. All porcelain should be in good order and be free from cracks, crazing, stains or duil finishes.	'1-5	GC
			Good: Standard range of domestic bathroom fittings which may be showing some signs of wear but which should still be in a sound and clean condition. Standard sized bathtubs and showers with easy access. Sufficient hot water should be available at all reasonable times.		
			Acceptable: Acceptable fittings which appear to be in average condition. Reasonable water pressure and supply of hot and cold water to allow for an effective flow of water. Fittings should all be		
Private Bathrooms Private Bathrooms	Fixtures and Fittings Fixtures and Fittings	No visible plumbing pipes. Adequate clothes hooks (minimum of 2 per bathroom facility.)	in a slone and nearestable condition with on smalle as down an	'1-5 '1-5	GC GC
Private Bathrooms	Fixtures and Fittings	Facilities within bathroom conveniently positioned.		'1-5	GC
Private Bathrooms	Fixtures and Fittings	Water-saving fittings such as showerheads and taps which are fitted with aerators or other water-saving fittings are in place.	The typical flow-rate of water-saving showerheads is less than 10 litres per minute	'1-5	GC
Private Bathrooms	Fixtures and Fittings	Reduced flush or twin flush cisterns fitted in all or most toilets.		'1-5	GC
Private Bathrooms	Fixtures and Fittings	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Outstanding : Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality tits especially important at washbasins, shaving points and at mirrors. Outstanding quality fittings, all of which are in outstanding condition. Opening window or quiet extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.		
			quarty ricings, an or which are in outstanding conduction. Opening wholew or quere extractor rain, and any nearing or cooling apparatus (in present), should be in extenent conduction. Excellent: Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality is particularly important at washbasins, shaving points and at mirrors. Excellent quality		
			fittings, all in excellent condition and state of repair. Opening window or unobtrusive electric extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.		
Private Bathrooms	Lighting and Temperature Control	 Quality 	Very Good: Good standard of light fittings with at least a central main light providing sufficient shaving light. There is possibly also supplementary lighting in the bathroom, particularly around hand basins and mirrors. Heating/cooling apparatus (if present) in very good condition. Good lighting in all cubicles.	'1-5	GC
			Good: Well positioned central room light which provides adequate light to all areas of the bathroom. Light in all bath, shower or toilet cubicles should be adequate when doors are closed.		
			Acceptable: Well positioned central room light which provides acceptable light to all areas of the bathroom. Light levels in all bath, shower or toilet cubicles should be acceptable when doors are closed.		
			Unacceptable: Gloomy, badly placed lighting with ageing and damaged light fittings which is inadequate for normal use.		
Private Bathrooms	Lighting and Temperature Control	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Outstanding: Outstanding quality of wall covering (paint or wallpaper). Evidence of attention to detail in décor, thoughtful co-ordination of patterns, colours and textures. If the décor is plain then the addition of quality framed and or block mounted pictures, although some minimalist styles require less. All work should look unique and be well executed.		
			Excellent: Excellent quality wall coverings and/or paintwork. Area décor should be of excellent quality and very well co-ordinated. Attention to detail and thoughtful co-ordination of patterns,		
			colours and textures should be evident.		
Public Areas (Shared Guest Area)	Decoration	Quality	Very Good: Very good quality wall coverings or paintwork. Area décor can be minimal but should still be attractive, in good condition, and should enhance the bedroom atmosphere. Good: Good quality wall coverings or paintwork. A reasonable attempt to co-ordinate and match patterns and colours has been made. Décor is in good condition.	'1-5	GC
			Acceptable: Décor is in an acceptable condition. Neat if basic application of paint or wallpaper with some attention to detail. Area décor style may be plain and simple.		
			Unacceptable: Poor quality materials used in an uncoordinated style and with poor colour coordination. Noticeable wear and tear, stains, splashes, scratches, tears. Few, if any, pictures, graphics,		
Public Areas (Shared Guest Area)	Decoration	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Outstanding: Excellent degree of comfort and luxury. Attractive, co-ordinated soft furnishings in outstanding condition. May include antique and/or decorative, occasional pieces in main areas and cordings		
			corridors. Excellent: High degree of comfort and luxury with good quality furnishings, all in excellent condition. Attractive, good quality decorative, occasional pieces in main areas and corridors.		
			Very Good: Good quality furniture which is not necessarily new but is in very good condition. Comfortable seating in sound condition, but which may have a "lived-in" feel. Alternatively, more		
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Quality	modern quality furniture in excellent condition.	'1-5	GC
			Good: Medium to high quality of manufacture but perhaps showing some wear and tear. May be old, but should still be sound and in good repair. Alternatively, new furniture of medium quality. Comfortable but with a limited degree of luxury which may be showing slight signs of wear or fading.		
			Acceptable: Acceptable seating in an obviously sparse arrangement. Reasonably comfortable and attractive.		
			Unacceptable: Low quality, uncomfortable, ageing furniture. Generally damaged with scratched, loose arms or legs. Stained or grubby upholstery which is dated and unattractive. Some tears in		
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV listening devices should be made available. Pathways between furniture and fittings to be un-obstructed		UA	с
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide Furniture should have rounded edges to prevent injury to		UA	v
Public Areas (Shared Guest Area) Public Areas (Shared Guest Area)	Furnishings and Fixtures Furnishings and Fixtures	guests. Fixed, level matt and slip-resistant surfaced floor finishes.		UA	v
· · · ·		Doors must be able to open fully against adjacent wall.		UA	v
Public Areas (Shared Guest Area)	Furnishings and Fixtures	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.	UA	v
Public Areas (Shared Guest Area)	Furnishings and Fixtures	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.		UA	м
		Pull handles on all doors located on access ways and passageways located at a height between 80cm and 120cm.			
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Handles must measure at least 12cm in length and be easy to		UA	м
		grasp, 'D'-type handle must be used. A selection of chairs to be with and without arm-rests, with			



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TOURISM GRADING COUNCIL OF SOCIETIANERA Quality in Tourism			•••• M = Mobility Limititation for UA; •••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION	Outstanding: Outstanding quality carpets of new appearance and/or with a high wool content. Outstanding quality pile and underlay. Outstanding quality hardwood floors or tiled surfaces. Occasional rugs placed at strategic positions alongside the bed. Ceilings of outstanding condition professionally painted with no marks or stains.		
			Excellent: Excellent quality flooring, professionally lain and in very good condition. Excellent carpet pile and underlay. Good quality wooden or tiled flooring with good quality occasional rugs or mats where appropriate. Ceiling to be of very good quality and professionally fitted with no sagging ceiling panels or evidence of water leakage or seeping. Ceilings are professionally painted with no marks or stains.		
Public Areas (Shared Guest Area)	Flooring and Ceiling	Quality	Very Good: Very good quality flooring which is perhaps beginning to show some signs of ageing (flattening or wearing, few hidden chips in tiles or very slight stains in wooden floors). Flooring should be free from obvious stains, burns, chips or marks, etc. Alternatively, a new carpet or flooring of average quality. Professionally fitted wooden or tiled flooring in good condition. Ceilings of good quality and professionally fitted. Ceilings are firm and dry and professionally painted.	'1-5	GC
			Good: Well-worn flooring with obvious flattening in high traffic areas, but still in sound condition. There may be some small discolouration or chips in places. Alternatively, cheaper new flooring. Wooden or tiled floors in overall sound condition. Flooring is competently fitted. Competent job of ceiling application and ceiling of average quality. Paintwork is competently applied, but not necessarily professionally done.		
			Acceptable: Carpets show considerable use with many flattened spots, fading in sun patches, some thinning and some patchy carpet pieces. Carpets have not been professionally fitted and show ripples and have rough ill-fitting edges. Undelay is either very thin or non-existent. There are no large holes, tears, burns or other defects that render the carpet unsound or a tripping hazard.		
Public Areas (Shared Guest Area)	Flooring and Ceiling	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas (Shared Guest Area)	Flooring and Ceiling	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 a guest with a functional visual limitation.	UA	v
Public Areas (Shared Guest Area)	Flooring and Ceiling	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	v
Public Areas (Shared Guest Area)	Lighting	Quality	Outstanding: Overall high standard of illumination providing sufficient light for all purposes but also designed for good aesthetic effect to highlight features in rooms or passages. All lights and shades of high quality and design and in excellent working order. Excellent: Overall good standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights and shades of good quality manufacture and in excellent order. There should be no poor connections, burnt shades, flimsy bases or harsh fluorescent tubes. Very Good: Good quality fittings with more than adequate spread of illumination for practical use. Good: More than minimal lighting with good quality fittings in sound condition. No burnt shades or burnt out globes should be evident.	'1-5	GC
			Acceptable: Enough light for practical use. Dated, ageing and discoloured fittings. Stark, unattractive, harsh lighting that is purely functional.		
		Farsen ander Bakk aus eine sichte eine sicht die Ster	Hasecontable: Boor quality fittings in goor condition. Limited light or quarky brinkt fluoroscont lights		<u> </u>
Public Areas (Shared Guest Area)	Lighting	Energy-saving light sensors which automatically activate lights in less frequently trafficked public areas such as passages.		'1-5	GC
Public Areas (Shared Guest Area)	Lighting	Energy efficient light-bulbs are used in all lighting fixtures.	No maintenance and condition issues identified	'1-5	GC
Public Areas (Shared Guest Area)	Lighting	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas (Shared Guest Area)	Lighting	Lighting should be positioned to minimize 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.		UA	v
Communal Kitchens	Walls, Ceiling and Floor		Outstanding: Outstanding quality wall coverings, wallpaper, tiles or other suitable finish in excellent condition. Surfaces are all free from discoloration, cooking marks, splashes, stains and burns. Excellent: Excellent quality wall coverings, wallpaper, tiles or other suitable finish in excellent condition. All surfaces should be free from discoloration, cooking marks, splashes, stains and burns. Very Good: Good standard wall coverings which may not be new. Good standard of workmanship in application of covering which should be in very good condition. Flooring could be a very good quality well fitted vinyl. Good: Good quality workmanship throughout. Wall coverings of average quality with some signs of use. More modest quality vinyl or very good quality flooring showing some wear and very slight damage.	'1-5	GC
			Acceptable: Acceptable finishes showing evidence of heavy use with limited redecoration or improvement. Unacceptable: Poorly fitted low grade materials with very noticeable cooking marks, splashes and stains. Unsightly wiring or exposed pipes and signs of seepage and damp. Lifting, damaged or cracked tiles, floors and wall coverings.		
Communal Kitchens	Walls, Ceiling and Floor	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Communal Kitchens	Lighting	Quality	Oustanding: Overall outstanding standard of illumination especially in important food preparation and cooking areas. In other areas of the room there should be more than just a suspended ceiling light including light over cookers and counter tops where appropriate. All fittings should be of outstanding quality in excellent order. Outstanding levels of natural light are incorporated. Excellent: Overall good standard of illumination especially in important food preparation and cooking areas. In other parts of the room there should be more than just a suspended ceiling light with additional light over stove and counter tops where appropriate. All fittings should be of a high quality in excellent order. There should be more than just a suspended ceiling light with additional light sources than necessary provided by good quality fittings. Natural light levels should be very good. Good: More light sources than necessary provided by good quality fittings. Natural light levels should be very good. Good: Adequate lighting preferably with additional lighting in some important working areas. Fittings may ageing, but should be in good order. Good natural light. Acceptable: Minimal required lighting is provided with a central light only, possibly of low wattage. Restricted natural light. Working areas should still be acceptably lit. Unacceptable: Dark, gloomy area with low wattage, old, dilapidated fittings of cheap quality. Very little natural light is available and fittings ineffectually positioned and are in inappropriate places.	'1-5	GC
Communal Kitchens	Lighting	Energy-saving light sensors which automatically activate lights in less frequently trafficked public areas such as communal		'1-5	GC
Communal Kitchens	Lighting	kitchens. Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Communal Kitchens	Equipment	Quality	Major maintenance and condition issues identified Outstanding: Relative to the number of people the establishment can accommodate, there is a generous range and amount of equipment available. Equipment could include microwave, toaster, kettle/urn, griller, wok, etc.) All equipment must be in outstanding working order and condition and of outstanding quality. Two or more fridges to allow of proper food separation either with freezer compartments or a separate freezer available for guest use. Oven, hob, gas/electric burners, braai and griller could also be provided. Excellent: Relative to the number of people the establishment can accommodate, there is a good range and amount of equipment available. Equipment could include microwave, toaster, kettle/urn, griller, wok, etc.) All equipment must in excellent working order and condition and of an excellent quality. Fridges with freezer compartments or a separate freezer should be available for guest use. Very Good: A good range of equipment, possibly of mixed ages and quality, is available. All equipment should be in very good working order. Alternatively, a smaller range of new very good quality equipment could and new equipment, some showing evidence of use over time. Alternatively, a very good range of older equipment is acceptable. All equipment should be in good working order and orbiter than basic quality. Acceptable: An acceptable range of fairly basic equipment which may be showing signs of wear and tear. All equipment should be in sound working condition.	'1-5	GC
Communal Kitchens	Equipment	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Communal With the co	Fundamental Provide	Pustin	Major maintenance and condition issues identified Outstanding: Outstanding quality manufactured units, fitted professionally with ample space. Doors and drawers open easily. Easily cleaned and durable surfaces which are all in outstanding condition. May be more traditional kitchen with original features for interest but all furniture and fittings should be sound and very well maintained. May be commercial quality catering surfaces and tables. There should be sufficient allocated storage space available for all of the establishments' guests. Excellent: Excellent quality manufactured units, fitted professionally with ample space. Doors and drawers open easily and surfaces are easily cleaned and durable. All fittings should be in excellent order and condition. May also be a more traditional kitchen with original features for interest but these should all be sound and well maintained. May be commercial quality catering surfaces and tables. There should be sufficient allocated storage space available for all of the establishments' guests.		
Communal Kitchens	Furniture and Fitments	Quality	Very Good: Good quality kitchen fittings which may not be new, but which are all in sound condition. Some evidence of use such as knife cuts on surfaces, slight discolouration of fittings may be evident. There should be storage space per room and/or dormitory bed available. Good: Middle of the range domestic fittings which have been competently assembled and fitted. Doors and drawers are all fitted correctly. Possibly former very good fittings that have deteriorated through use, but which are still sound. Fittings could be more traditional, but these must be in good condition. There should be some storage space available for each guest.	'1-5	GC

			Good: Middle of the range domestic fittings which have been competently assembled and fitted. Doors and drawers are all fitted correctly. Possibly former very good fittings that have deteriorated through use, but which are still sound. Fittings could be more traditional, but these must be in good condition. There should be some storage space available for each guest. Acceptable: Fittings of an acceptable quality and material which should be in good condition. Some signs of wear and tear are acceptable.		
-			No maintenance and condition issues identified		
Communal Kitchens	Furniture and Fitments	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC
		All Unit Kitchens: Kitchen work surfaces should be free of	Major maintenance and condition issues identified		
Communal Kitchens	Furniture and Fitments	sharp or abrasive elements and be colour contrasted with		UA	м
communar kitchens	Furnicule and Fithents	adjacent elements.		UA I	141
		All Unit Kitchens: The water supply and drain pipes under			
		kitchen sinks should be insulated or otherwise configured to		I.	
Communal Kitchens	Furniture and Fitments	protect against contact and be free of sharp or abrasive		UA	м
		surfaces.		I	
		All Unit Kitchens: Kitchen appliances, including ovens, ranges			
		and cook-tops, should be insulated or otherwise configured to		I.	
Communal Kitchens	Furniture and Fitments	prevent burns, abrasions, or electrical shock, and should be		UA	м
		equipped with a safety switch to de-activate appliance		1	
		controls.		I.	
		All Unit Kitchens: Kitchen elements should incorporate colour			
		contrast to visually differentiate the cabinets and appliances		I	
Communal Kitchens	Furniture and Fitments	from adjacent wall and floor surfaces, the counter-top from		UA	м
		the cabinets and adjacent walls, and operable hardware on		I	
		cabinets.		I.	
		Designated Mobility Accessible Unit Kitchens: There should be			
		space in front of storage elements, cabinets, sinks, appliances,		I.	
Communal Kitchens	Furniture and Fitments	and work surfaces a minimum of 1500mm deep to permit		UA	м
		forward and lateral approach by a person using a wheelchair		I.	
		or scooter.		ı	
Communal Kitchens	Furniture and Fitments	Designated Mobility Accessible Unit Kitchens: Kitchen work	Kitchen work surfaces should be located on an an accessible route with clear floor space for a forward approach. It should incorporate knee and toe space. The height of work surfaces or counter	UA	м
communar kitchens	Furniture and Fithents	surfaces	tops should be 80cm above the floor. They should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.	UA	IVI
Communal Kitchens	Furniture and Fitments	Designated Mobility Accessible Unit Kitchens: Kitchen sinks	Kitchen sinks should be located on an accessible route with an adjacent clear floor space for forward approach. The kitchen sink should incorporate clear knee and toe space. The height of the rim	UA	м
communar kitchens	i unitare alla ritilents	· · ·	or the counter top (whichever is higher) should be 80cm above the floor and incorporate faucets and other controls.	54	141
		Designated Mobility Accessible Unit Kitchens: Refrigerators/		i.	
Communal Kitchens	Furniture and Fitments	freezers should be configured with at least 50% of the freezer		UA	м
communar situliens	i unitare alla ritilents	space a maximum 120cm above the floor and incorporate			
1		clear floor space in-front.			



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ASSESSMENT AREA / CATEGOR		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		STAR GRADING	MFR / GO
DEFINITION	ASSESSED	DESCRIPTION	Outstanding: Very wide range and variety of utensils and dining equipment of outstanding quality. Crockery of similar styles with additional items over and above basic requirements. Outstanding		WER / GC
			standard of cooking pots, caseroles, possibly stainless steel, ceramic or enamelled. Thoughtful provision of additional utensils such as garlic press, lemon squeezer, etc. There should be no chipped, cracked or damaged crockery. All cutlery and utensils should be clean and in outstanding condition. Some good specification professional cookery utensils could be made available.		
			Excellent: A wide range and variety of utensils and dining equipment of excellent quality is provided. Crockery of similar styles with additional items over and above basic requirements. Excellent standard of cooking pots, casseroles, possibly stainless steel, ceramic or enamelled. Thoughtful provision of additional utensils such as garlic press, lemon squeezer, etc. There should be no chipped, cracked or damaged crockery. All cutlery and utensils should be clean and in excellent condition. Some good specification professional cookery utensils could be made available.		
ommunal Kitchens	Crockery, Cutlery and Utensils	Quality	Very Good: Substantial range of very good quality equipment, which may not necessarily be new and could be showing some slight signs of wear and tear. Very good domestic crockery and cutlery that is in very good order is provided. A mixed range of utensils and crockery of varying styles is acceptable, but all should be in very good condition and be of very good quality.	'1-5	GC
			Good: Domestic middle-range of pots, pans, crockery in good order is provided. Items might show signs of good use, but are still in sound condition. Only standard utensils are provided.		
			Acceptable: A mix of styles and quality showing evidence of considerable use are provided. Worn patterns are evident on some crockery, and cutlery and utensils have a dull finish and show		
			scratches. Mixed and visibly aged cutlery with only a minimal provision of basic utensils.		
mmunal Kitchens	Crockery, Cutlery and Utensils	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC
			Outstanding: Very high standard of thorough cleanliness and attention to detail. Well-made beds. Gleaming surfaces and grouting immaculate. All surfaces well cleaned with no smears. All drawers and cupboards clean. Carpets vacuumed and floors swept at least daily. Books, magazines, leaflets, etc. tidy. Contents of kitchen cupboards and drawers tidily laid out. No discarded items left on premises. Unused food removed. Interior of fridges cleaned and polished and freezer compartment regularly defrosted. Sanitary ware thoroughly cleaned and sanitised. Evidence of attention to housekeeping throughout the day – particularly in kitchens and bathrooms after periods of heavy use.		
usekeeping	Bedrooms, Public Areas,	Quality	Excellent: High standard of cleanliness. No dust. All surfaces well cleaned with no smears. All drawers and cupboards clean. Carpets vacuumed and floors swept at least daily. Books, magazines, leaflets, etc. tidy. Contents of kitchen cupboard and drawers tidily lain out. No discarded items left on premises. Unused food removed. Interior of fridge clean and polished and freezer compartment regularly defrosted. Sanitary ware thoroughly cleaned. Evidence of attention to housekeeping throughout the day – particularly in kitchen after periods of heavy use.	'1-5	GC
	Kitchens, etc		Very Good: A generally very high standard of cleanliness and tidiness. Carpets vacuumed and floors swept daily.		
			Good: Good standard overall. Basic sorting of kitchen equipment.		
		Acceptable: Basic approach to cleaning. Kitchen equipment in acceptable order.			
isekeeping	Bedrooms, Public Areas, Kitchens, etc	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
isekeeping	Bedrooms, Public Areas,	Housekeeping staff should be trained and aware of the requirements of the various categories of persons with	Major maintenance and condition issues identified	UA	с
	Kitchens, etc	functional limitations. Housekeeping to ensure that furniture, fixtures and fittings de			
sekeeping	Bedrooms, Public Areas, Kitchens, etc	not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes.		UA	MV
sekeeping	Bedrooms, Public Areas, Kitchens, etc	Housekeeping should be trained and aware of the requirements of the various categories of persons with functional limitations.		UA	MV
		Tunctional limitations.	Outstanding: Outstanding standard of cleanliness, hygiene and maintenance. Clean, fresh smell with a high level of attention to detail. Clean towels and bathroom amenities should be supplied.		
			Excellent: Excellent standard of cleanliness, hygiene and maintenance. Bathrooms are clean and fresh smelling.		
-landar			Very Good: A generally very high standard of cleanliness, hygiene and maintenance is apparent.	14 5	
sekeeping	Guest Bathrooms	Quality	Good: Surfaces should all be clean and free of dust, hairs and grime. There may be a slight discolouration of enamel and grout.	'1-5	GC
			Acceptable: Generally clean but lacking attention to detail. Surfaces and enamel are dull and flooring is discoloured. Unacceptable: Low standard of housekeeping with dust and dirt evident on surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor and in plugholes. Flooring around		
			Visite is standard of notescepting with dast and an evident of suffices. Congretiment dasted grine in maccessible places, on tand hars of note and in pognoles, noting a ound to itele is standard and smelly.		
sekeeping	Guest Bathrooms	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
sekeeping	Guest Bathrooms	Housekeeping staff should be trained and aware of the requirements of the various categories of persons with functional limitations.		UA	MCV
sekeeping	Guest Bathrooms	Housekeeping to ensure that furniture, fixtures and fittings de not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main		UA	MV
		circulation routes.	Outstanding: Personal welcome from owner or representative. Attempt to establish good rapport and willingness to please. Directed or shown to room/dormitory. Strong evidence of personal touches – flowers, plants, collections, displays. Follow-up attention to guests' comfort throughout their stay. Obvious interest in guest itinerary and positive input and assistance with guest plans and activities. If appropriate, major credit cards are accepted. Staff are well-trained, welcoming, friendly and interact with guests.		
			Excellent: Attempt to establish good rapport and willingness to please. Directed or shown to room/dormitory. Follow-up attention to guests' comfort throughout their stay. Interest in guest litinerary and positive input and assistance with guest plans and activities. If appropriate major credit cards are accepted. Staff are well-trained, welcoming, friendly and interact with guests.		
eral	Welcome, Ambience & Personal Touches	Quality	Very Good: Staff displays a cheerful demeanour and attitude. There is a willingness and readiness to help, and interest in guest activities and plans is shown, with good guest interaction.	'1-5	GC
			Good: Staff are pleasant in appearance and demeanour, and show a willingness to assist when asked.		
			Acceptable: Acceptable basic service is with minimum guest contact and interaction.		
			Unacceptable: Unfriendly staff who are unavailable at times. Staff appear untidy and dirty or wear inappropriate clothing.		
eral	Welcome, Ambience & Personal Touches	Maintenance and Condition	No maintenance and condition issues identified Winor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Outstanding: Management display a warm, friendly and helpful attitude. Comprehensive information about cancellation procedures, directions, information on local area and attractions. Gladly assistant with luggage and provision of information about the establishment. Everyone at the establishment shows a good rapport and show willingness to please. Owner/Manager offers opportunities to arrange leisure activities for guests. All brochures and leaflets are up to date and well presented.		
			Excellent: Well-planned booking procedures. Comprehensive information about cancellation procedures, directions, information on local area and attractions. Owner/Manager is thoroughly organised and professional and readily provides information on all establishment facilities and services. Owner/Manager offers opportunities to arrange leisure activities. All brochures and leaflets up to date and well presented.		
eral	Management Efficiency	Quality	Very Good: Efficiently and well organised information and booking procedures. Some materials may be prepared and printed in-house and not necessarily professionally produced or printed.	'1-5	GC
			Good: Efficient and effective procedures are carried out. Only basic, hand-produced information individually typed or photocopied is available.		
			Acceptable: Ad-hoc approach to bookings is taken, with only hand-written or typed letters of confirmation being provided. Some information in property out of date.		
			Unacceptable: A very disorganised approach to responding to enquires and acknowledging bookings is taken. Much information is out of date. Failure to properly record booking. No maintenance and condition issues identified		
neral	Management Efficiency	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
			Outstanding: A wide range of brochures, leaflets and information about local and surrounding areas, all up-to-date and arranged in helpful way. Displayed in loose-leaf folder or file, or on a tidy, organised wallboard. Additional information about area complied by owners/others. More than commercially produced leaflets. Information about local walks, golf courses, fishing, riding, and bicycle hire, and other sporting or leisure activities. Maps displayed for guest use. Information on national and local history, wildlife and events. Staff are able to provide excellent tourist information and input.		
neral	Tourist Information	Quality	Excellent: Wide range of brochures, leaflets and information about local and surrounding areas, all up-to-date and arranged in helpful way. Displayed in loose-leaf folder or file, or on a tidy, organised wallboard. Additional information about area complied by owners/others. More than commercially produced leaflets. Information about local walks, fishing, riding, and bicycle hire, and other sporting or leisure activities is available. Maps displayed for guest use.	'1-5	GC
			Very Good: Staff members are available to assist with any booking or information query.	-	

Good: Good selection of information, all up to date.

			Acceptable: Limited range of information, some out of date.		
			No maintenance and condition issues identified		-
General	Tourist Information	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified		
General	Tourist Information	Web sites to comply with Bobby or W3C requirements.		UA	v
		All information provided must be located within the range			
General	Tourist Information	40cm - 120cm to allow a seated user to be able to access		UA	м
		information independently.			
General	Tourist Information	or Staff assistance is readily available to assist guests.		UA	м
General	Overall Impression	Quality	Outstanding: All dormitories, private bedrooms, bathrooms, guest rooms, and living spaces are of a markedly more generous size than at lower levels, with greater ease of access and comfort. Spacious, conveniently laid-out rooms. No awkward shapes, tight corners, gloomy areas. Easy access to drawers, cupboards, doors. Ample room for all functions (e.g. separate dining area, easy seating/lounge with ample area to relax). Walls soundproofed – no thin walls through which sound travels. Dormitories have a feeling of spaciousness (with plenty of space of luggage/backpacks, etc.) with no overcrowding of beds. No intrusive noise from water boiler, bathroom, pipes, etc. Bathrooms are spacious and not cramped. Excellent: Spacious, conveniently laid-out rooms. No awkward shapes, tight corners, gloomy areas. Easy access to drawers, cupboards, doors. Ample room for all functions (e.g. separate dining area, easy seating/lounge with ample area to relax). Walls soundproofed – no thin walls through which sound travels. Dormitories have a feeling of spaciousness (with plenty of space of luggage/backpacks, etc.) with no overcrowding of beds. No intrusive noise from water boiler, bathroom, pipes, etc. Bathrooms are spacious and not cramped. Very Good: Generally very good size. Some rooms may be slightly smaller, but all are well laid-out. There should be sufficient room for all normal activities to be carried out without inconvenience. Good: Some restrictions on activities because of space but easy access to all fixed furniture and facilities. No awkward access to bathroom facilities or kitchen equipment. Acceptable: Limited space for backpacks and bags. Some small rooms with minimal furniture provision because of restricted space. Small windows in odd positions may give little natural light. Steep or restricted staircases. Tight access to bath or shower, or along sides of bed.	'1-5	GC
General	Overall Impression	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; •••• M = Mobility Limititation for UA; •••• C = Communication Limitation for UA;

OF SOUTH AFRICA Quality in Tourism			•••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA			
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	6 MER / GC	
DEFINITION	ASSESSED	DESCRIPTION	Or alternatively laundromat can be outsourced, but sink and running water, drying lines, washing basket, iron and ironing board should still be provided.			
General	Laundry/Drying Room	Quality	Outstanding: Well-equipped laundry in outstanding order. Spotlessly clean with generous provision of top quality, modern equipment, together with clear instructions. Sufficient, strong practical drying lines. Outstanding quality iron and ironing board and ample washing lines provided. Alternatively an outstanding outsourced laundry service offered to guests. Excellent: Well-equipped laundry in excellent order. Spotlessly clean with generous provision of top quality, modern equipment, together with clear instructions. Sufficient, strong practical drying lines. Good quality iron and ironing board provided. Alternatively a very good outsourced laundry service is offered to guests.	'1-5	GC	
			Very Good: Provision of good quality laundry and equipment, perhaps not new – some signs of use. Equipment may not be of highest specification or the most modern available, but all should be in very good condition and working order. Sufficient drying lines provided for guest use. Good: Standard domestic equipment in sufficient quantity for convenient use. Clean and organised laundry facility in good order and well maintained. Modest length of drying lines for guest use. Acceptable: Acceptable basic equipment, either professional or domestic. Modest length of drying lines available for guest use. Unacceptable: Very old, inadequate equipment in unsuitable premises needing refurbishment. No drying lines available.			
General	Laundry/Drying Room	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC	
General	Laundry/Drying Room	All machines must provide visual indication that they are finished with their wash or spin cycles to alert users. The usage of controls with operational lighting is sufficient.		UA	с	
General	Laundry/Drying Room	All machines must provide audible indication that they are finished with their spin or wash cycles to alert users. The usage of a single high pitch tone is sufficient.		UA	v	
General	Laundry/Drying Room	Controls are within an applicable reach range at a height of between 80cm - 120cm from floor level, and at a maximum distance of 45cm for side access. It is preferable that establishment laundries are equipped with front-loading machines.		UA	м	
General	Recreational	Quality	Outstanding: Extensive and varied provision of fit for purpose recreational and leisure facilities, path indoors and outdoors. All facilities and equipment in outstanding order. Examples of possible recreational facilities or activities include board games, music, television, satellite television, radio, excursions or trips, braai facilities, videos, snooker or pool tables, table tennis, volleyball, swimming pool, darts, competitions, book exchanges, themed parties or evenings, etc. Excellent: Provision of fit for purpose recreational and leisure facilities, both indoors and outdoors. All facilities and equipment in excellent order. Examples of possible recreational facilities or activities include board games, music, television, satellite television, radio, excursions or trips, braai facilities, videos, snooker or pool tables, table tennis, volleyball, swimming pool, darts, competitions, book exchanges, themed parties or evenings, etc. Very Good: Wide selection of facilities of very good quality. May specialise in one major type of activity to a very high standard. Good: Several activities catered for with good standard of equipment, all in sound condition, or may provide one major form of activity to a high standard. Acceptable: Basic availability of recreational facilities of moderate standard. Equipment aging, but sound.	'1-5	GC	
General	Recreational	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC	
General	Recreational	All televisions to have working remote controls.		UA	С	
General	Recreational	Captioning/sub-titling services on televisions are activated where network/television service provider offer such facilities.		UA	с	
General	Recreational	All televisions and electronic recreation systems are fitted with suitable induction loops. Housekeeping and maintenance procedures to ensure that all		UA	с	
General	Recreational	electronic communication equipment is kept in good working order.		UA	v	
General	Recreational	All televisions to have working remote controls.		UA	v	
General	Recreational	Housekeeping and maintenance to ensure that obstructions in the path-of-travel are reduced to a minimum, and that elements installed for visual accessibility usage are maintained and kept in good working order.		UA	м	
General	Recreational	Housekeeping to ensure that there is clear space of 90cm between all fittings, fixtures, equipment, walls, etc.		UA	м	
General	Responsible business practices	Ingredients bought in bulk where possible in order to decrease packaging used and subsequent waste.		'1-5	GC	
General	Responsible business practices	Water efficient dishwashers and laundry equipment is installed (if applicable).		'1-5	GC	
General	Responsible business practices	Dishwashing and laundry detergents are biodegradable.		'1-5	GC	
General	Responsible business practices	Green waste is composted.		'1-5	GC	
General	Responsible business practices	Guests are informed by staff as well as through signage and/or information packs of any environmental initiatives that may be implemented at the property.		'1-5	GC	
General	Responsible business practices	All paper products (forms, menus, letterheads, photocopy paper, etc.) are made from recycled paper.		'1-5	GC	
General	Responsible business practices	A printer cartridge recycling programme is in place and proof of receipts of used cartridges is available.		'1-5	GC	
General	Responsible business practices	A paper recycling program in place.		'1-5	GC	
General	Responsible business practices	Cleaning products are biodegradable.	No exclusion on an end long lower Identified	'1-5	GC	
General	Responsible business practices	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC	
Additional Facilities / Services Additional Facilities / Services	Specific Features Specific Features	Swimming pool available. Braai area/s is provided for guests.		'1-5 '1-5	GC GC	
Additional Facilities / Services	Specific Features	Luggage storage for early arrivals or late departures is provided		'1-5	GC	
Additional Facilities / Services Additional Facilities / Services	Specific Features Specific Features	Customer feedback cards or another system is utilised. Wireless internet access is available to guests.		'1-5 '1-5	GC GC	
Additional Facilities / Services Additional Facilities / Services	Specific Features Specific Features	or Wired internet access is available to guests. Establishment offers tour booking services.		'1-5 '1-5	GC	
Additional Facilities / Services	Specific Features	Establishment provides a shuttle service.	Ne moletenance and condition lower identified	'1-5	GC	
Additional Facilities / Services	Specific Features	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC	



OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
	Category Entry	Solf extering accommodation styles for Evolutive Lise include	A self-catering property is your home away from home. It usually offers guests a sole occupancy unit consisting of one or more bedrooms and self contained public areas e.g. kitchen, dining area		
Category Definition	Requirements	Apartments - Unit/s within a multi complex dwelling and Villas – Free standing residential dwellings.	and lounge	'1-5	MER
Category Definition	Category Entry Requirements	The host / representative must be contactable 24 hours a day, 7 days per week.		'1-5	MER
Category Definition	Category Entry Requirements	Bathroom facilities may or may not be en-suite and/ or private.		'1-5	MER
		The reception entrance as well as individual unit entrances should be clearly identifiable and the doorway illuminated			
Building Exterior	Appearance of Building/s	when it is dark. Excellent levels of lighting for safety and comfort in all public areas, including sufficient light on		'1-5	MER
Dullation Fotonian	A	stairwavs and landings at night. Acceptable appearance/maintenance/condition. Minor		'1	MER
Building Exterior	Appearance or Building/s	maintenance issues may be present i.e. natural weathering to building exterior. Good appearance/maintenance/condition. Minor		1	IVIER
Building Exterior	Appearance of Building/s	maintenance issues may be present i.e. natural weathering to building exterior.		'2	MER
Building Exterior	Appearance of Building/s	Very good appearance/maintenance/condition. No obvious maintenance issues.		'3	MER
Building Exterior	Appearance of Building/s	Excellent appearance/maintenance/condition. No maintenance issues. The establishment has an attractive and		'4	MER
_		inviting impression. Outstanding appearance/maintenance/condition. No			
Building Exterior	Appearance of Building/s	maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.		'5	MER
Building Exterior	Grounds and Gardens	Seasonal changes, environmental concerns, water availability		'1-5	MER
Building Exterior	Grounds and Gardens	and water usage must be taken into account. Grounds and gardens well maintained, kept tidy and safe.		'1	MER
Building Exterior	Grounds and Gardens	Basic but functional garden furniture provided in all garden		'1	MER
Building Exterior	Grounds and Gardens	areas for guests' use. Grounds and gardens well maintained, kept tidy and safe.		'2	MER
Building Exterior	Grounds and Gardens	Adequate and functional garden furniture provided in garden area for guests' use.		'2	MER
Building Exterior	Grounds and Gardens	Grounds and gardens attractively maintained, kept tidy and		'3	MER
Building Exterior	Grounds and Gardens	Good quality and functional garden furniture provided in garden area for guests' use.		'3	MER
Building Exterior	Grounds and Gardens	Grounds and gardens well maintained and excellent appearance all year round in respect of seasonality.		'4	MER
Building Exterior	Grounds and Gardens	Well finished and excellent quality garden furniture provided in garden areas for guests' use.		'4	MER
Building Exterior	Grounds and Gardens	Grounds and gardens in pristine condition with attention to detail, including landscaping, driveways and architectural		'5	MER
		features, e.g. gazebo, pergola, summerhouse etc.			
Building Exterior	Grounds and Gardens	Well finished and outstanding quality garden furniture provided in all garden areas for guests' use.		'5	MER
Building Exterior	Grounds and Gardens	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.		UA	MCV
Building Exterior	Grounds and Gardens	their way. Grounds and garden pathways kept clear of obstacles / obstructions.		UA	MV
Building Exterior	Grounds and Gardens	obstructions. Fixed, level, matt and slip resistant ground and floor surfaces.		UA	MV
Building Exterior	Grounds and Gardens	Canopy structures should not protrude into any pedestrian		UA	v
-		walkways, and should not be lower than 2.1m. Where steps are present en-route to facilities, a route with no			
Building Exterior	Grounds and Gardens	steps to be provided Textured surfaces, such as roughened finishes, on all ramps,		UA	MV
Building Exterior Building Exterior	Grounds and Gardens Grounds and Gardens	stairways and main circulation paths. Route surface firm and even - the surface should be hard with		UA	MV
Building Exterior		no gravel or cobble type finishes. Provision of all on-site and/ or designated parking areas to		UA .	1010
Building Exterior	Parking, Driveways and Signage	needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'1-5	MER
Building Exterior	Parking, Driveways and Signage	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.		'1-2	MER
Building Exterior	Parking, Driveways and 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.		'3	MER
Building Exterior	Parking, Driveways and 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.		'4	MER
Building Exterior	Parking, Driveways and 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		'5	MER
Building Exterior	Parking, Driveways and Signage	signage. Valet service available 18 hours where the guest can have their vehicle parked at check in/out by dedicated staff.		'5	MER
	Parking, Driveways and	Clear signage. Signage should incorporate symbols and			
Building Exterior	Signage	pictograms. Signage is an essential for way for guests to find their way.		UA	MCV
Building Exterior	Parking, Driveways and Signage	Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Building Exterior	Parking, Driveways and Signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be		UA	м
Building Exterior	Parking, Driveways and Signage	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)	UA	м
Pullillan Fire-1	Parking, Driveways and	Entrance route surface should be firm and even and slip- resistant, no gravel or cobble type finishes. Incorporate			
Building Exterior	Signage	resistant, no gravel or coopie type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.		UA	MV
Building Exterior	Safety and Security	Appropriate, fit for purpose safety and security measures throughout the establishment at all times.		'1-5	MER
Building Exterior	Safety and Security	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a		'1-5	MER
Building Exterior	Safety and Security	day, 7 days a week. Emergency information & procedures clearly displayed in	(Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)	'1-5	MER
Building Exterior	Safety and Security	English and in pictograms where possible. Guests to have secure access into facility / establishment.		'1-5	MER
Building Exterior	Safety and Security	Emergency evacuation procedures provided. (Written and/or	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
		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			
Building Exterior	Safety and Security	an area of refuge must conform to local by-laws where applicable.		'1-5	MER
Building Exterior	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.		'1-5	MER
Building Exterior	Safety and Security	At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be		UA	MCV
Building Exterior	Safety and Security	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 SAC communication sent from quest.		UA	с
		be able to respond to SMS communication sent from guests whilst accommodated. Where two wav-communication systems are			<u> </u>
Building Exterior	Safety and Security	Where two way-communication systems are employed for security and safety purposes, there should be an additional manned cellphone number provided 24/7.	Where such systems make provision for communication devices, these devices should be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.	UA	с
Building Exterior	Safety and Security	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.		UA	MCV
Building Exterior	Safety and Security	an enuovers. 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.		UA	cv
Bedrooms	Unit Entrance, Safety and Security	procedures are developed and provide in written format. Printed information on assistance and evacuation procedures, in the event of an emergency, must be advertised in every UNIT. Emergency procedure notices must be clearly displayed	This procedure must be written in English and displayed in pictograms.	'1-5	MER
		behind the main entrance door. Facilities to keep guests' valuables safe inside the room with			
	Unit Entrance, Safety	additional safe facilities (e.g. large items) made available upon request, given the size of the establishment, the quality Star		'1-5	MER
Bedrooms	and Security Unit Entrance, Safety	Grading of the establishment and the profile of the client. Means of securing bedroom doors from the inside and outside	i.e. deadlock or key card lock	'1-2	MER



Quality in Tourism			•••• V = Visual Limitation for UA		
	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED Unit Entrance, Safety	DESCRIPTION Means of securing bedroom doors from the inside and outside		10.5	
Bedrooms	and Security	of the bedroom. Secondary security device to be provided where bedrooms have direct external access.		'3-5	MER
Bedrooms	Unit Entrance, Safety and Security	Safety deposit facility available on request.		1-2	MER
Bedrooms	Unit Entrance, Safety and Security	Safe Required in each unit.		3	MER
Bedrooms	Unit Entrance, Safety	Electronic safe required in each unit.		4-5	MER
	and Security Unit Entrance, Safety	Size of opening leaf of all doors should be, when measured in			
Bedrooms	and Security	the 90-degree open position, at least 76cm wide.	All Bedrooms	UA	м
Bedrooms	Unit Entrance, Safety	Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a	Designated Mobility Accessible Redrooms	UA	м
beuroonis	and Security	guest not being able to enter the room.			
Bedrooms	Unit Entrance, Safety and Security	Door-handles should be located at a height below 120cm.	Designated Mobility Accessible Bedrooms	UA	м
Dadroome	Furniture	A bedside table or shelf should be provided and be located	This way silkes to as fall is and flature with a had bandhand as a fee standing table. All slavents are latest without taken balas, brankang, seeds, at	14.5	MED
Bedrooms	Furniture	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.	'1-5	MER
		Acceptable quality and condition in the standard of furniture,			
Bedrooms	Furniture	furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks,		'1	MER
		etc. Good quality and condition in the standard of furniture,			
Bedrooms	Furniture	furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks,		'2	MER
		etc. Very good quality and condition in the standard of furniture,			
Bedrooms	Furniture	furnishings, flooring, fittings and décor. This means that all		'3	MER
		elements are intact without tears, holes, breakages, cracks, etc.			
Dadroome	Furniture	Excellent quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all		'4	MED
Bedrooms	Furniture	elements are intact without tears, holes, breakages, cracks,		-4	MER
		Outstanding quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all			
Bedrooms	Furniture	elements are intact without tears, holes, breakages, cracks,		'5	MER
		etc. Designated Mobility Accessible Bedrooms: Minimum size of			
Bedrooms	Furniture	access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.		UA	м
Bedrooms	Electronic Appliances	Sub-titles available on television on services where available.		UA	с
Bedrooms	Electronic Appliances	Televisions to have working remote controls.		UA	м
Bedrooms	Electronic Appliances	Bedside radio/ clock alarm within easy reach from the bed.		UA	м
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Remote controls for air-conditioning system.		UA	м
Bedrooms	Electronic Appliances	Hair dryer available on request		1-3	MER
Bedrooms	Electronic Appliances	1 Hair dryer available per unit.		4-5	MER
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Bedside radio/ clock alarm within easy reach from the bed.		UA	м
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Induction		UA	с
		loop extensions or ear-phones linked to the television. Designated Communication Accessible Bedrooms: Remote			
Bedrooms	Electronic Appliances	controls for air-conditioning system.		UA	м
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Bedside		UA	с
		radio/ clock alarm within easy reach from the bed.			
Bedrooms	Wardrobes, Shelves and Luggage Storage	Number of hangers is appropriate to the level of star grading being applied for and the market being catered for.		'1-5	MER
Bedrooms	Wardrobes, Shelves and	Provision of a fit-for-purpose clothes hanging space.		'1-2	MER
	Luggage Storage Wardrobes, Shelves and	A minimum of 2 drawers or shelves appropriate and fit for			
Bedrooms	Luggage Storage	purpose, per room.		'1-2	MER
Bedrooms	Wardrobes, Shelves and	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional		'3	MER
	Luggage Storage	pillows, blankets, etc. Luggage rack to be provided			
Bedrooms	Wardrobes, Shelves and Luggage Storage	Minimum of one drawer or shelf per guest		'3	MER
Bedrooms		Excellent/Outstanding level of drawer or shelf space per guest		'4-5	MER
Bearoons	Luggage Storage	(minimum 2 drawers or enclosed shelves per guest).		4-5	WER
Bedrooms	Wardrobes, Shelves and	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional		'4-5	MER
	Luggage Storage	pillows, blankets, etc.			
Bedrooms	Wardrobes, Shelves and Luggage Storage	Fit for purpose luggage stand to be provided per room. Additional luggage stands for more than one guest on request.		'4-5	MER
Padroome		Cupboard door handles height between 80cm- 120cm with		UA	м
Bedrooms	Luggage Storage	handles that are easy to grasp.		UA	IVI
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Cupboard hanging rail height located at 140cm height above the floor level.		UA	м
	Wardrobes, Shelves and	Designated Mobility Accessible Bedrooms: Wardrobe / draw			
Bedrooms	Luggage Storage	handles to be easy to grip with limited twisting required.		UA	м
Bedrooms	Curtains and Window	Window dressings must be large enough to draw easily and completely across the width and height of the window - with		'1-5	MER
	Coverings Curtains and Window	or without lining. All ground floor bedrooms must provide additional privacy			
Bedrooms	Coverings	without restricting the natural light.		'1-5	MER
Bedrooms	Curtains and Window Coverings	Acceptable quality window dressings must be provided		'1	MER
Bedrooms	Curtains and Window Coverings	Good quality window dressings must be provided.		'2	MER
Bedrooms	Curtains and Window	Very good quality window dressings must be provided.		'3	MER
Bedrooms	Coverings Curtains and Window	Excellent quality window dressings must be provided.		'4	MER
	Coverings Curtains and Window				
Bedrooms	Coverings Curtains and Window	Window coverings must provide full block out.		'4-5	MER
Bedrooms	Coverings	Outstanding quality window dressings must be provided.		'5	MER
Bedrooms	Curtains and Window Coverings	Designated Mobility Accessible Bedrooms: Curtains fitted with pull-rods / closing cords.		UA	м
	Flooring Collins Charles	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A			
Bedrooms	Flooring, Ceiling, Skirting and Cornices	reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the		'1-5	MER
	Flooring Colling State	profile of the guest.		-	<u> </u>
Bedrooms	and Cornices	An are of an acceptable quality and condition throughout.		'1	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	All are of a good quality and condition throughout.		'2	MER
Bedrooms	Flooring, Ceiling, Skirting	All are of a very good quality and condition throughout.		'3	MER
Bedrooms	and Cornices Flooring, Ceiling, Skirting			'4	MER
	and Cornices Flooring, Ceiling, Skirting	An are of an excellent quarty and condition throughout.			
Bedrooms	and Cornices Flooring, Ceiling, Skirting	All are of an outstanding quality and condition throughout.		'5	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	Fixed, level slip-resistant floor surfaces used.		UA	MV
Bedrooms	Bedding and Linen	Purpose designed mattress protectors and pillow protectors are required to be fitted to all beds.		'1-5	MER
B _1		All bedding must be the appropriate size, free of stains, holes			
Bedrooms	Bedding and Linen	and fraying. This includes sheets, pillowcases, blankets, bedspreads /quilts /duvet / mattresses on all beds.		'1-5	MER
Bedrooms	Bedding and Linen	All linen must be of an acceptable quality and be clean.		'1	MER
Bedrooms	Bedding and Linen	Two sheets, one pillow per sleeping position with pillow case, a blanket and a bedspread OR one sheet and duvet with duvet		'1	MER
		cover per bed.			
Bedrooms	Bedding and Linen	Spare bedding and one extra pillow to be available on request.		'1	MER
Bedrooms	Bedding and Linen	All linen must be of a good quality and clean. Two sheets, one blanket and a bedspread OR one/two sheets		'2	MER
Bedrooms	Bedding and Linen	and duvet with cover per bed.		'2	MER
Bedrooms	Bedding and Linen	One good quality pillow per sleeping position on the bed. One good quality spare pillow in the bedroom.		'2	MER
Bedrooms Bedrooms	Bedding and Linen Bedding and Linen	Spare bedding and pillows to be available on request. All linen must be of a very good quality and clean.		'2 '3	MER
Bedrooms	Bedding and Linen	Two sheets, one blanket and a bedspread OR one/two sheets		'3	MER
Bedrooms	Bedding and Linen	and duvet with cover per bed. Two very good quality pillows per sleeping position, with		'3	MER
		spare pillows available on request.			
Bedrooms	Bedding and Linen	Spare bedding and extra pillow to be available on request. All linen must be of an excellent quality and be well		'3	MER
Bedrooms	Bedding and Linen	laundered.		'4	MER
Bedrooms	Bedding and Linen	Two sheets, one blanket and a bedspread OR two sheets and duvet with a cover per bed.		'4	MER
· · · · · · · · · · · · · · · · · · ·					+



		•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
DEFINITION Bedrooms	ASSESSED Bedding and Linen	DESCRIPTION Control Two excellent quality pillows per sleeping position with an additional pillow and blanket in the room. Special requirement pillows should be available on request. A larger than normal pillow must be provided at each sleeping Image: Control of the state of	'4	MER
Bedrooms	Bedding and Linen Bedding and Linen	oosition. All linen must be of an outstanding quality and be immaculately laundered.	'5	MER
Bedrooms		Two sheets and duvet with duvet cover per bed. Two outstanding quality pillows per sleeping position with an additional pillow and blanket in the room. Special cover sheeping based on the available are shown at	'5	MER
Bedrooms	Bedding and Linen	requirement pillows should be available on request. A larger than normal pillow must be provided at each sleeping oosition.	5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Where bunk beds are provided, a purpose designed, safe, effective ladder must be fitted.	'1-5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	An acceptable form of headboard.	1-2	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	An acceptable form of headboard firmly secured.	3-5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	There should be access to both sides of beds for double occupancy.	'1-5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Minimum dimensions for a standard single bed: L188cm x W92cm. Sofa beds / sleeper couches are not acceptable as permanent bed spaces. However, movable sofa beds / sleeper couches are acceptable as additional, temporary sleeping mechanism for children under 12 years.	1-4	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Minimum dimensions for a standard single bed: L188cm x W92cm. Sofa beds / sleeper couches are not acceptable	5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Minimum dimensions for a standard double bed: L188cm x W137cm.	'1-3	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Good quality mattress required.	'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Bed bases must be of good quality.	'1-2	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Very good quality mattresses required.	'3	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Bed bases must be of very good quality.	'3	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Minimum bed dimensions: Queen L188cm x W152cm. Sofa beds / sleeper couches are not acceptable as permanent bed spaces. However, movable sofa beds / sleeper couches are acceptable as additional, temporary sleeping mechanism for children under 12 years.	1-3	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Minimum bed dimensions: Queen L200cm x W152cm. Sofa beds / sleeper couches are not acceptable	4-5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 92cm.	'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Excellent/Outstanding quality mattresses.	'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	If using a sleeper couch it must be upholstered. Sleeper couch to be visually attractive and of excellent/outstanding quality.	'4-5	MER
Bedrooms	Form of Bedding (Beds,	Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level). An alternative system	UA	MCV
	Bases and Mattresses) Form of Bedding (Beds,	may be employed e.g., vibrating wrist-bands, issued beepers, cellohone technology etc., Designated Mobility Accessible Bedrooms: Size of firm bed		
Bedrooms	Bases and Mattresses) Form of Bedding (Beds,	must be 45cm to 50cm in height and a minimum of 92cm in width. Designated Mobility Accessible Bedrooms: Unobstructed	UA	м
Bedrooms	Bases and Mattresses)	space to turn adjacent to bed. (At least 120cm width on one side of the bed) Adequate ventilation in the room. Heating and cooling	UA	м
Bedrooms	Temperature Control and Ventilation	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.	'1-5	MER
Bedrooms	Temperature Control and Ventilation	All Bedrooms: Height of environmental controls to enable users to comfortably reach them at a 110cm - 120cm in height	UA	м
Bedrooms	Temperature Control and Ventilation	Remote controls for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.	UA	м
Bedrooms	Lighting, Power and Switches Lighting, Power and	All rooms should have light switches located on the inside of each doorway or equivalent. One bedside light per sleeping position. In a twin room, one	'1-5 '1-3	MER
Bedrooms	Switches Lighting, Power and Switches	light between two beds is acceptable. Acceptable/Good quality lighting for the room	'1-2	MER
Bedrooms	Lighting, Power and Switches	Very good quality lighting for the room Very good quality, working light fittings without any	'3	MER
Bedrooms	Lighting, Power and Switches	maintenance issues (i.e. no cracks, damaged or poor fitting lights). One bedside light per sleeping position with switches	'3	MER
Bedrooms	Lighting, Power and Switches Lighting, Power and	conveniently placed within reach of the guests sleeping position.	'4-5	MER
Bedrooms	Switches Lighting, Power and	Two bedside lights in a twin bedded room. Excellent/Outstanding quality lighting for the room	'4-5 '4-5	MER
Bedrooms	Switches Lighting, Power and Switches	Excellent/Outstanding quality, working light fittings without any maintenance issues. (i.e. no cracks, damaged or poor	'4-5	MER
Bedrooms	Lighting, Power and Switches	fitting lights). Bedroom lighting must be even and well lit.	UA	v
Bedrooms	Lighting, Power and Switches Mirror and Mirror	Height of light switches and controls should be 80cm – 120cm.	UA	м
Bedrooms	Lighting Mirror and Mirror	A full length mirror with direct lighting in the bedroom. An additional well lit mirror at the dressing table or vanity	'1-5	MER
Bedrooms	Lighting Mirror and Mirror	area is also required in close proximity to a plug point. Mirror area well lit to assist guests with minimum lighting	'3-5	
Bedrooms	Lighting Mirror and Mirror	level of 200 lux. Lights positioned so as not to create glare on surfaces.	UA	v
Bedrooms	Lighting Mirror and Mirror Lighting	Lights positioned so as not to create glare on surfaces. Must have a portable vanity mirror available on request.	UA	v
Bedrooms	Accessories	Fire extinguisher or fire blanket located between 80cm and 120cm above floor level in each bedroom of the unit	UA	м
Bedrooms	Accessories	Bedroom accessories have bold labels for easy identification, with labels in large print. Staff assistance available to guests to assist in locating and	UA	v
Bedrooms	Accessories	using bedroom accessories. Flashing lights and vibrating pads linked to alarm. All emergency evacuation systems are linked to flashing	UA	MV CV
		emergency lights in the bedroom and vibrating alarm pads olaced under oillows. Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door		
Bedrooms	Accessories	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.	UA	МС
Bedrooms	Accessories	Local Tourism Information and Entertainment Guide to be made available. Information on surrounding restaurants and take-away menus	1-5	MER
Bedrooms	Accessories Spaciousness and Overal	to be made available. All bedrooms with sufficient space to allow guests freedom of provident space to allow guests provident space t	1-5	MER
	Impression Spaciousness and Overal	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		
Bedrooms	Spaciousness and Overal Spaciousness and Overal	for ease of movement and relaxation. Bedrooms must have a well-planned layout to ensure the	'3	MER
Bedrooms	Impression	room is quite spacious, allowing ease of movement, comfort and relaxation. ater space would be expected where temporary beds or sofa	'4 '4	MER
Bedrooms	Impression Spaciousness and Overal	beds are used.	'4 '5	MER
Bedrooms		movement, comfort, dining and relaxation. Greater space would be expected where temporary beds or	'5	MER
Bedrooms	Impression Spaciousness and Overal Impression	sofa beds are used. Floor space clear of any obstacles which may cause injury to guests with functional visual limitations	UA	MV



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA;

OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION STAR GRA	ADING	MER / GC
DEFINITION	ASSESSED Spaciousness and Overall	DESCRIPTION Designated Mobility Accessible Bedrooms: Unobstructed			
Bedrooms	Impression	access widths between walls, features, furniture and fittings should be a minimum of 90cm. Bathroom can be internal or external to unit. Dependent on	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.		М
Bathrooms	Type of Bathroom	location.	If bathrooms are located external to the unit, one bathroom per every 6 guests is acceptable. 11-2	:	MER
Bathrooms	Type of Bathroom	A self-contained bathroom in the unit	'3		MER
Bathrooms	Type of Bathroom	PRIVATE BATHROOM. In multiple bedroom units, there must be 2 bathrooms of which 1 bathroom must be private and en- suite. Of the two bathrooms 1 needs to contain a bath and the other a shower.	'4-5	i	MER
Bathrooms	Flooring and Ceiling	An impervious surface must be provided to all walls, floors and ceilings.	1.5		MER
Bathrooms	Flooring and Ceiling	No coat hooks or other projections that extend more than 3cm from the wall or doors.	It is important to ensure that no harmful obstructions project from the walls.		v
Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface. Wooden floors, tiles or close	AU		MV
Bathrooms	Flooring and Ceiling	pile carpet no higher than 13mm. Flooring to have no design obstructions.	AU		MV
Bathrooms	Fixtures and Fittings	All basin, bath and shower taps to be in working order with sufficient hot and cold water supply.	1-5		MER
Bathrooms	Fixtures and Fittings	Baths and showers providing a strong and easily adjustable flow of water.	'1-5		MER
Bathrooms	Fixtures and Fittings	Towel rails sufficient for the number of guests in the unit.	'15		MER
Bathrooms	Fixtures and Fittings	A mirror must be situated above or adjacent to the hand basin.	1.5		MER
Bathrooms	Fixtures and Fittings	Sufficient open vanity space for maximum number of guests.	'1-5	j.	MER
Bathrooms	Fixtures and Fittings	Window treatment to ensure privacy. Internal lock or bolt on bathroom doors except where open	· · · · · · · · · · · · · · · · · · ·		MER
Bathrooms	Fixtures and Fittings	plan bathrooms exist. In this instance, the toilet must be lockable.	'1-5		MER
Bathrooms	Fixtures and Fittings	Bathrooms to include WC (toilet), hand basin and a bath or a shower (shower over bath is also acceptable).	1.3	1	MER
Bathrooms	Fixtures and Fittings	Shower (shower over beth is also acceptable). Shower curtains are acceptable. Must be free of stains, tears, holes and mould.	'1-3	,	MER
		All bathrooms to have a separate shower or shower over bath		\rightarrow	
Bathrooms	Fixtures and Fittings	but the shower must have a screen or a high quality shower curtain which must be changed after each guest's stay.	If establishments only have a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation.	_	MER
Bathrooms	Fixtures and Fittings	Vanity space should be of sufficient size to accommodate guest amenities according to the sleeping capacity.	4		MER
Bathrooms	Fixtures and Fittings	All bathrooms to have a separate shower and a bath. The shower must have a screen. (shower curtains not acceptable)	If the establishment only has a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation 5		MER
Bathrooms	Fixtures and Fittings	Vanity space should be of sufficient size to accommodate guest amenities according to the sleeping capacity.	5		MER
Bathrooms	Fixtures and Fittings	All bathrooms must have a door from the bedroom if not open-plan	4-5		MER
Bathrooms	Fixtures and Fittings	Excellent maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discolouration).	4-5		MER
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	A minimum of two separate hooks for clothes. Flashing light linked to alarm.	'4-5 All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom. UA		MER CV
Bathrooms	Fixtures and Fittings	Bathroom instructions must be provided in large print. Emergency pull cord linked to monitoring alarm / system	UA		V
Bathrooms	Fixtures and Fittings	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone	AU		MCV
Bathrooms	Fixtures and Fittings	communication etc. Use of colour contrasting surfaces.	AU		V
Bathrooms Bathrooms	Fixtures and Fittings Fixtures and Fittings	Hot pipes must be well insulated. The access door should be fitted with an emergency release	AU A		V MV
Bathrooms	Fixtures and Fittings	lock. No coat hooks or other projections that extend more than	It is important to ensure that no harmful obstructions project from the walls.		v
Bathrooms	Fixtures and Fittings	3cm from the wall or doors. Audio and visual emergency warning and evacuation systems.	AU		CV
Bathrooms	Hand Basin and Toilet	All Bathrooms should have a vanity space.	1-5		MER
Bathrooms	Areas Hand Basin and Toilet	All bathrooms equipped with: A WC (toilet) with seat and lid.	· · · · · · · · · · · · · · · · · · ·		MER
Bathrooms	Areas Hand Basin and Toilet	All bathrooms equipped with: A we (tone) with seat and no.	15		MER
	Areas Hand Basin and Toilet	cleaning service. All bathrooms equipped with: A well-lit mirror situated above			
Bathrooms	Areas Hand Basin and Toilet	or adjacent to the hand basin.	11-5		MER
Bathrooms	Areas Hand Basin and Toilet	All bathrooms equipped with: A lidded disposal bin. Bathroom equipped with double ply toilet paper and holder	1-5		MER
Bathrooms	Areas	plus a minimum of 1 spare toilet roll. Towels must be free of stains or discolouration, fraying or	1.5		MER
Bathrooms	Towelling	holes. Bath mat should be provided. An acceptable quality clean, absorbent hand and bath towel	1-5	\rightarrow	MER
Bathrooms	Towelling	should be provided per person.	<u>'1</u>	\square	MER
Bathrooms	Towelling	A good quality clean, absorbent hand and bath towel per person.	2		MER
Bathrooms	Towelling	A very good quality, clean, absorbent hand and bath towel per person.	3		MER
Bathrooms	Towelling	An excellent quality clean, absorbent face cloth, hand towel and a bath sheet provided per person. A towelling bath mat to be provided	'4		MER
Bathrooms	Towelling	An outstanding quality clean, absorbent face cloth, hand towel bath sheet and bath robe provided per person. Bath robe changed when required. A towelling bath mat to be provided.	'5		MER
Bathrooms	Lighting and Ventilation			;	MER
Bathrooms	Lighting and Ventilation	Acceptable lighting coverage and ventilation across all areas	····	\rightarrow	MER
Bathrooms	Lighting and Ventilation	of the bathroom. Good lighting coverage and ventilation across all areas of the	· · · · · · · · · · · · · · · · · · ·	\rightarrow	MER
Bathrooms	Lighting and Ventilation	bathroom. Very good lighting coverage and ventilation across all areas of	2° '3	\rightarrow	MER
Bathrooms	Lighting and Ventilation	the bathroom. Excellent lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be provided at all washbasins.	· · · · · · · · · · · · · · · · · · ·	+	MER
Bathrooms	Lighting and Ventilation	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be	5	+	MER
Bathrooms	Lighting and Ventilation	provided at all washbasins. All areas in bathroom must be well and evenly lit.	AU A		v
Bathrooms	Accessories	All bathrooms equipped with: Sealed soap and/or liquid soap	1-5		MER
Bathrooms	Accessories	All bathrooms equipped with: Hook for clothes. All bathrooms equipped with: Toilet paper and holder plus	115		MER
Bathrooms Bathrooms	Accessories Accessories	spare toilet paper. All bathrooms equipped with: A lidded disposal bin.	11-5 11-5		MER
Bathrooms	Accessories	Comprehensive personal amenities pack including tissues, shampoo, conditioner and body lotion as well as a selection of other items such as bath foam, shower cap and cotton buds,			MER
Bathrooms	Accessories	etc. Bathroom toiletries/accessories need to have bold labels for			

		other items such as bath foam, shower cap and cotton buds,		
		Bathroom toiletries/accessories need to have bold labels for		
Bathrooms	Accessories	easy identification.	UA	v
Public Areas	Decoration	Functional décor.	'1-2	MER
Public Areas	Decoration	Good overall impression. Decoration is simple and effective	'3	MER
Public Areas	Decoration	Excellent interior design and overall impression.	'4	MER
Public Areas	Decoration	Some use of objects of interest and artwork	'4	MER
Public Areas	Decoration	Outstanding interior design and overall impression.	'5	MER
	Becondition	Professional finish to all aspects of decoration.	2	
Public Areas	Decoration	Interesting architectural features, objects of interests,	'5	MER
- upite / it cas	Decordaon	artwork, objects d'art	5	
Public Areas	Decoration	End of corridor highlighted by colour, tone or light contrast	UA	v
		between walls and floor coverings.	-	_
		Public areas should have clearly demarcated areas providing		
Public Areas	Decoration	information for guests to navigate. This should consist of	UA	v
		textured and demarcated areas that should be incorporated		
		Into the interior décor of oublic areas.		-
Public Areas	Furnishings and Fixtures	Adequate seating for both internal lounge area as well as	'1-5	MER
		external patio area, where applicable.		
Public Areas	Furnishings and Fixtures	Acceptable appearance, maintenance and condition.	'1	MER
Public Areas	Furnishings and Fixtures	Good appearance, maintenance and condition.	'2	MER
Public Areas	Furnishings and Fixtures	Very good appearance, maintenance and condition.	'3	MER
Public Areas	Furnishings and Fixtures	Excellent appearance, maintenance and condition.	'4	MER
Public Areas	Furnishings and Fixtures	Outstanding appearance, maintenance and condition.	'5	MER
Fublic Aleas	÷		5	WILK
Public Areas	Furnishings and Fixtures	Background music should be appropriate or kept at a low level.	UA	с
Public Areas	Furnishings and Fixtures	Voice amplification option linked to public telephone in the	UA	c
Fublic Aleas	rurnisnings and Fixtures	loby.	UA	C
Public Areas	Furnishings and Fixtures	Where televisions are provided subtitles must be shown.	UA	с
Public Areas	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests.	UA	MV
Public Areas	Furnishings and Fixtures	At least 10% of chairs should have a seat height of 50cm. (no	UA	м
		lower than 48cm and no higher than 52cm)		



Num Num <th>Quality in Tourism</th> <th></th> <th></th> <th>••• C = Communication Limitation for UA; ••• V = Visual Limitation for UA</th> <th></th> <th></th>	Quality in Tourism			••• C = Communication Limitation for UA; ••• V = Visual Limitation for UA		
And And </td <td>ASSESSMENT AREA / CATEGORY DEFINITION</td> <td></td> <td></td> <td>ADDITIONAL INFORMATION FOR CONSIDERATION</td> <td>STAR GRADING</td> <td>MER / GC</td>	ASSESSMENT AREA / CATEGORY DEFINITION			ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
<table-row><table-row><table-row></table-row></table-row></table-row> <table-row><table-row></table-row></table-row>			All relevant emergency information and escape route maps		114	v
And and any and any		Turnishings and fixtures	Braille mapping.		04	
And And <td>Public Areas</td> <td>Furnishings and Fixtures</td> <td>pictograms.</td> <td></td> <td>UA</td> <td>с</td>	Public Areas	Furnishings and Fixtures	pictograms.		UA	с
Math	Public Areas	Furnishings and Fixtures			UA	v
Ansate Ansate<	Public Areas	Furnishings and Fixtures			UA	м
American Ame			Where revolving doors, turnstiles or other barriers have been			
And and any	Public Areas	Furnishings and Fixtures	should be installed.		UA	м
And	Public Areas	Furnishings and Fixtures			UA	м
A A A A <t< td=""><td></td><td>Flooring and Colling</td><td></td><td></td><td></td><td></td></t<>		Flooring and Colling				
A Mode No. No. Max A. No. Max	Public Areas		reasonable effort is made to minimise noise levels taking into		'1-5	MER
Area		Flooring and Ceiling.	profile of the guest.			
A. M. and M. A		Skirting and Cornices	End of corridors highlighted by colour, tone or light contrast.			
And And And And and and and and and and and and and a	Public Areas		Fixed, slip-resistant floor surface.		UA	MV
Note	Public Areas				'1-5	MER
MathemMath		Cooling & ventilation				
Ander Angel	Public Areas				'1-5	MER
Added <th< td=""><td>Public Areas</td><td>_</td><td>for. Directional and informational signage related to physical and</td><td></td><td>114</td><td>MV</td></th<>	Public Areas	_	for. Directional and informational signage related to physical and		114	MV
Note of the section						
<table-row><table-row><table-row>weakMathematical Mathematical StateMathematical Mathe</br></br></br></table-row></table-row></table-row>		Cooling & Ventilation			UA	
space <th< td=""><td>Public Areas</td><td>Ramps</td><td>Gradients en-route to facilities must not steeper than 1:12.</td><td></td><td>UA</td><td>м</td></th<>	Public Areas	Ramps	Gradients en-route to facilities must not steeper than 1:12.		UA	м
Name	Public Areas	Ramps	There should be a landing at the top of ramps with minimum		UA	м
NameNotePerturbation of the sector o	Public Areas	Ramps	Unobstructed width of not less than 90cm (to allow for easy		UA	м
Norm	Public Areas	Ramps	Ramps should have a strong textured surface that is easily		UA	MV
NYNOMENYNON			Ramps should have handrails on both sides at a height of		-	
<table-row><table-row></table-row><table-row></table-row></table-row>	Public Areas	Ramps	Fixed, slip-resistant floor surface.			
NAMEMain Mathematicant Mathemat	Public Areas	Systems	Well lit 24 hours.		'1-5	MER
Name Name </td <td>Public Areas</td> <td>Steps and Stairway</td> <td>Clear, directional signage to bedrooms and reception (where</td> <td></td> <td>'1-5</td> <td>MER</td>	Public Areas	Steps and Stairway	Clear, directional signage to bedrooms and reception (where		'1-5	MER
<table-row><table-row></table-row><table-row></table-row></table-row> <table-row><table-row></table-row></table-row>	Public Areas	Steps and Stairway	All emergency information and signage to be clearly displayed		'1-5	MER
NAMOMSime <td>Public Areas</td> <td>Steps and Stairway</td> <td>Protected soffits to underside of the stairs below the height of</td> <td></td> <td>UA</td> <td>v</td>	Public Areas	Steps and Stairway	Protected soffits to underside of the stairs below the height of		UA	v
No. No. <td>Public Areas</td> <td>Steps and Stairway</td> <td></td> <td></td> <td>UA</td> <td>MV</td>	Public Areas	Steps and Stairway			UA	MV
VariableMax MathematicantMark MathematicantMax <td></td> <td></td> <td>Desire lines and main circulation path should have strongly</td> <td></td> <td></td> <td></td>			Desire lines and main circulation path should have strongly			
<table-row><table-row><table-row>Name<td>Public Areas</td><td></td><td>facilities should, ideally, have differently textured floor</td><td></td><td>UA</td><td>v</td></table-row></table-row></table-row>	Public Areas		facilities should, ideally, have differently textured floor		UA	v
NumberNumberAnd the set of the s	Public Areas	Steps and Stairway			114	м
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<table-row><table-row><table-row></table-row></table-row><table-row><table-row></table-row></table-row></table-row> <table-row></table-row>	Public Areas	Systems				
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<table-row><table-row><table-row>Name<</table-row></table-row></table-row>	Public Areas		door swings etc.).		UA	м
Normal Normal Market Mar	Public Areas		influenced by the guest expectation given the nature and style		'1-5	MER
And Normal Normal Normal 			A lift is required when there is a guest bedroom that is more			-
<table-row><table-row><table-row><table-row><table-row><table-row><table-row><table-row><table-row><table-row><table-row><table-row></table-row><table-row><table-row><table-row><table-row><table-container></table-container></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row></table-row>	Public Areas	Elevators / Lifts			1-5	MER
Ansatz and Ansat	Public Areas	Elevators / Lifts		Any area where accessible bedrooms and facilities are not located on the ground floor.	UA	м
And see	Public Areas	Elevators / Lifts			UA	v
Anota in a second	Public Areas		Fixed slip-resistant floor surface.			
Answer Network is an expression and an antipart of a star base of a star bastar base of a star bastar bastar base of a star base of			150cm.		-	
Ans. Result Result <td>Public Areas</td> <td>Elevators / Lifts</td> <td></td> <td></td> <td>UA</td> <td>м</td>	Public Areas	Elevators / Lifts			UA	м
Nome Nome Nome Nome Nome Nome Name Same <	Dublic Areas	Flouetore (118te	working order. Such equipment must have both audible and			
Add matrix Main add matrix	Public Areas	Elevators / Lints	device, and some form of text-interface communication		UA	IVIV
basia / uni Nume Nume Nume Second / Units Nume Second / Units Second / Units <td>Public Areas</td> <td>Elevators / Lifts</td> <td>Minimum requirement for internal size of lift car is 120cm x</td> <td></td> <td>UA</td> <td>м</td>	Public Areas	Elevators / Lifts	Minimum requirement for internal size of lift car is 120cm x		UA	м
Index to the second s			Height of internal and external controls including emergency			
Name Name Specific States and state and state and states and sta	10010111000					
NameN	Dublic Toilets	Mobility Designated	adequately ventilated. The following minimum facilities		'1 E	MED
Nair Denk Nair Denk <t< td=""><td>Public Tollets</td><td>Toilets</td><td>with lid, covered light (no exposed light bulbs or wires),</td><td></td><td>1-5</td><td>WER</td></t<>	Public Tollets	Toilets	with lid, covered light (no exposed light bulbs or wires),		1-5	WER
Main Const Main of an operation of a constraint of a c		Mobility Designated				
National (a) <td>Public Toilets</td> <td>Toilets</td> <td>provided in child friendly establishments.</td> <td></td> <td>'3-4</td> <td>MER</td>	Public Toilets	Toilets	provided in child friendly establishments.		'3-4	MER
Name Name </td <td>Public Toilets</td> <td></td> <td>refinements such as individual hand towels, high-quality</td> <td></td> <td>'3-4</td> <td>MER</td>	Public Toilets		refinements such as individual hand towels, high-quality		'3-4	MER
Note or equipped in the second seco	Public Toilets		No coat hooks or other projections that extend more than		UA	v
Nation Nation Nation Nation NationNoteNoteNoteNoteAble Torley Nation NationNote 	Public Toilets	Mobility Designated	Fixed slip-resistant floor surface. Wooden floors, tiles or close			MV
Initia Noting legiting legiting Noting leg	Public Toilets	Mobility Designated				
main of pairs mass and main and many strategy of pairs mass and main and ma			Flashing light linked to alarm. [All emergency evacuation			
Name Name <th< td=""><td>Public Toilets</td><td>Toilets</td><td></td><td></td><td>UA</td><td>CV</td></th<>	Public Toilets	Toilets			UA	CV
Particular Subject and Sub	Public Toilets				UA	v
Name beside result of eq.powder eq.	Public Toilote					MOV
haling being			provided e.g. vibrating wrist-bands, beepers, cellphone		UA	IVICV
Analysis	Public Toilets				UA	v
Noting Version Modility Version Teaces for soluble fitted with an emergency wergency werge	Public Toilets	Mobility Designated	Hot pipes must be well insulated.		UA	v
Dates Dates <th< td=""><td>Public Toilets</td><td>Mobility Designated</td><td></td><td></td><td>UA</td><td>MV</td></th<>	Public Toilets	Mobility Designated			UA	MV
Indext Indext <thindext< <="" td=""><td>Public Toilets</td><td>Mobility Designated</td><td>No coat hooks or other projections that extend more than</td><td></td><td>UA</td><td>v</td></thindext<>	Public Toilets	Mobility Designated	No coat hooks or other projections that extend more than		UA	v
Totles Totles Control Control <thc< td=""><td>Public Toilets</td><td>Mobility Designated</td><td></td><td></td><td></td><td>CV</td></thc<>	Public Toilets	Mobility Designated				CV
Totlets Totlets Totlets Bathroom tolletrie/accessories need to have bold labels for easy detunfication. Unit Mather Bathroom tolletrie/accessories need to have bold labels for easy detunfication. Unit Mather Bathroom tolletrie/accessories need to have bold labels for easy detunfication. Unit Mather Bathroom tolletrie/accessories need to have bold labels for easy detunfication. Unit Mather easy detunfication. Bathroom tolletrie/accessories need to have bold labels for easy detunfication. Unit Mather easy detunfication. Unit	Public Toilets	Mobility Designated				
Tollets eavy identification. Interfactor		Mobility Designated	Bathroom toiletries/accessories need to have bold labels for			
unk Kitchensrovisionrofod, and should be appropriate to the nature and specific cating usher and free blanket) and emergency lighting.nextunk KitchensAll designated mobility accessible bedroms mus have and combines with heroxisons laid out nere. combines with heroxisons laid out nere.IndexNameunk KitchensDecorationKitchen konsels be provided in other typical units, that combines with heroxisons laid out nere.IndexIndexunk KitchensFurnishings & Fitting a covered wast disposable in to be provided, with liner. control extra des consels be notwide of deter typical units, that control extra deter consels.IndexIndexunk KitchensFurnishings & Fitting a covered wast disposable in to be provided, with liner. consels with dispose consels of covered wast disposable not be provided, with liner. consels with dispose covered wast disposable not be provided, with liner. consels with dispose covered wast disposable not be provided, with liner. consels with dispose covered wast disposable not be provided, with liner. consels with dispose covered wast disposed with adjanted with dispose covered wast disposed with dispose covered wast disposed with adjanted wi		Toilets				· ·
Index Return with a return w	Unit Kitchens	Provision	of food, and should be appropriate to the nature and style of		'1-5	MER
Unit Kitchen Provision kitchen, where such is provided in other typical units, that complexions laid out there. UNA M Unit Kitchen Perovision kitchen, wilks, floors and ceilings to be finished with impervisons surfaces. Decor appropriate to the nature and surfaces. Decore appropriate to the nature appropriate to protect appropriate to the natere appropriat					-	
Init Richen complies with the provisions laid out here. complies with the provisions laid out her	Unit Kitchens	Provision			114	M
Unit Kitchens Decoration imperious surfaces. Decor appropriate to the nature and site of the establishment. '1-5 MER Unit Kitchens Furnishings & Fittings A covered waste disposal bin to be provided, with liner. 1-1-5 MER Unit Kitchens Furnishings & Fittings A covered waste disposal bin to be provided, with liner. 1-1-5 MER Unit Kitchens A covered waste disposal bin to be provided, with liner. A covered waste disposal bin to be provided, with liner. 1-1-5 MER Unit Kitchens A covered waste disposal bin to be provided, with liner. A covered waste disposal bin to be provided, with liner. 1-1-5 MER Unit Kitchens A covered waste disposal bin to be provided, with liner. A covered waste disposal bin to be provided, with liner. 1-1-5 MER Unit Kitchens Fursishings & Fitting A dequates trops disposed waster. 1-1-5 MER Unit Kitchens Fursishings & Fitting A covered waster. 1-1-5 MER Unit Kitchens Fursishings & Fitting Hoan ord ord unning waster. 1-1-5 MER Unit Kitchens Fursishings & Fitting Hoan ord ord unning waster. 1-1-5 MER Unit Kitchens Fursishings & Fitting Index waster. 1-1-5 MER Unit Kitchens Fursishings & Fitting	Cont Nitchells		complies with the provisions laid out here.		UA	171
Unit Kitchens Furnishings & Fittings A covered waste disposal bin to be provided, with liner. '1-5 MER Unit Kitchens Furnishings & Fittings An opening window or effective air extration. '1-5 MER Unit Kitchens Furnishings & Fittings An opening window or effective air extration. '1-5 MER Unit Kitchens Furnishings & Fittings Adequate store cockery, cutlery, kitchen and cleaning equipment as well as guest's supplies. '1-5 MER Unit Kitchens Furnishings & Fittings Ka least one hygienic and durable work surface. '1-5 MER Unit Kitchens Furnishings & Fittings Hot and cold running water at a sink equipped with a draining board and plug. '1-5 MER Unit Kitchens Furnishings & Fittings Kitchen work surfaces should be free of sharp or abrasive elements and bologur. contrasted with adjacent elements '1-5 MER Unit Kitchens Furnishings & Fittings The water supply and drain pipes under kitchen sinks should '1-5 MER Unit Kitchens Furnishings & Fittings Network surfaces should be free of sharp or abrasive be insultated or otherwise configured to protect against '1-5 MER Unit Kitchens Furnishings & Fittititings The water supply and drain pipes	Unit Kitchens	Decoration	impervious surfaces. Decor appropriate to the nature and		'1-5	MER
Number Adequate storage space for cockery, suttery, kitchen and cleaning equipment as well as guest' supples. 1-5 MER Unit Kitchens Furnishings & Fittings At least one houghing is and pluge. 1-5 MER Unit Kitchens Furnishings & Fittings Hot and cold running water at a sink equipped with a draining bord and plug. 1-5 MER Unit Kitchens Furnishings & Fittings Kitchen work surfaces should be free of sharp or abraise elements. 1-5 MER Unit Kitchens Furnishings & Fittings Kitchen work surfaces should be free of sharp or abraise elements. 1-5 MER Unit Kitchens Furnishings & Fittings Net estate pluge under kitchen sinks should be free of sharp or abraise elements. 1-5 MER Unit Kitchens Furnishings & Fittings The water supply and drain pipes under kitchen sinks should 1-5 MER Unit Kitchens Furnishings & Fittings The water supply and drain pipes under kitchen sinks should 1-5 MER	Unit Kitchens		A covered waste disposal bin to be provided, with liner.			
Unit Kitchens Least og uppendage settings Least og uppendage settings <thleast og="" settings<="" th="" uppendage=""> Least og uppe</thleast>	Unit Kitchens Unit Kitchens		Adequate storage space for crockery, cutlery, kitchen and			
Unit Kitchens Furnishings & Fittings Hoad cold running water at a sink equipped with a draining board and plug. Internet Internet Unit Kitchens Furnishings & Fittings Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements. Internet Luit Unit Kitchens Furnishings & Fittings Fittings Fittings Fittings Unit Kitchens Furnishings & Fittings Fittings Fittings Fittings	Unit Kitchens Unit Kitchens		cleaning equipment as well as guests' supplies. At least one hygienic and durable work surface.			
Unit Kitchens Furnishings & Fittings Kitchen work surfaces should be free of sharp or abrasive elements. Ult Ult Unit Kitchens Furnishings & Fittings Te water supply and drain pipes under kitchen sinks should be insulated or otherwise configured to protect against Furnishings & Fittings Te water supply and drain pipes under kitchen sinks should be insulated or otherwise configured to protect against Ult Vit	Unit Kitchens		Hot and cold running water at a sink equipped with a draining			
Unit Kitchens Furnishings & Fittings is insulated or otherwise configured to protect against UA V	Unit Kitchens	Furnishings & Fittings	Kitchen work surfaces should be free of sharp or abrasive		UA	v
Unit Kitchens Furnishings & Fittings be insulated or otherwise configured to protect against UA V		0				·
	Unit Kitchens	Furnishings & Fittings	be insulated or otherwise configured to protect against		UA	v
			contact and be free of sharp or abrasive surfaces.			



Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADI	NG MER/GC
	10020020	Kitchen appliances, including ovens, ranges and cook-tops,			
Unit Kitchens	Furnishings & Fittings	should be insulated or otherwise configured to prevent burns, abrasions, or electrical shock, and should be equipped with a safety switch to de-activate appliance controls.		UA	v
Unit Kitchens	Furnishings & Fittings	Kitchen elements should incorporate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on cabinets.		UA	v
Unit Kitchens	Furnishings & Fittings	Designated Mobility Accessible Unit Kitchens: There should be space in front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit forward and lateral approach by a person using a wheelchair		UA	м
Unit Kitchens	Furnishings & Fittings	or scooter. Designated Mobility Accessible Unit Kitchens: Kitchen work surfaces should be located on an accessible route with clear floor space for a forward approach. It should incorporate knee	The height of work surfaces or counter tops should be 80cm above the floor. They should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.	UA	м
Unit Kitchens	Furnishings & Fittings	and toe space. Designated Mobility Accessible Unit Kitchens: Kitchen sinks should be located on an accessible route with an adjacent clear floor space for forward approach. The kitchen sink	The height of the rim or the counter top (whichever is higher) should be 80cm above the floor and incorporate faucets and other controls.	UA	м
Unit Kitchens	Furnishings & Fittings	should incorporate clear knee and toe space. Designated Mobility Accessible Unit Kitchens: Refrigerators/ freezers should be configured with at least 50% of the freezer space a maximum 120cm above the floor and incorporate		UA	м
Unit Kitchens	Crockery & Utensils	clear floor space in-front. Braai tongs and other accessories where braai facilities are provided		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Storage containers for multiple purposes Knives - bread knife, paring knife, meat knife		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Serving spoons		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Potato peeler Egg lifter		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Fish slice (large egg lifter) Grater		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Spatula Slotted spoon		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Wooden spoons or equivalent		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Whisk Hygienic chopping board		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Colander Cutlery box or drawer divider		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Good quality stainless steel cutlery. Numbers of each crockery/glass/cutlery item according to the		'1-5	MER
Unit Kitchens	Crockery & Utensils	maximum number of occupants.		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Ladle Jug		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Roasting tray Sugar bowl		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Mixing bowls x 3 sizes		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Salad bowl Salad servers		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Saucepans: 1 large, 1 medium and 1 small with a handle OR 3 Pots: 1 large 1 medium, 1 small with 2 handles		'1-5	MER
Unit Kitchens	Crockery & Utensils	Frying pans x 2 sizes		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Teapot Condiment set		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Table cloths and placemats Oven gloves		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Ironing Board / Laundry Service Tea towels		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Washing up brush or sponge		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Broom Bucket with mop		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Cleaning agents / dishwasher tablets / liquid / powder for the dishwasher (if applicable)		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Cloths Dustpan and brush		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Kettle (can be gas)		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Toaster Iron		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Cooking Equipment	2 plate stove Microwave oven		'1-5 '1-5	MER
Unit Kitchens	Cooking Equipment Cooking Equipment	A refrigerator with a freezer compartment with ice tray		'3-4	MER
Unit Kitchens Unit Kitchens	Cooking Equipment Cooking Equipment	Oven or convection microwave. Three to four plate hob.		'4	MER
Unit Kitchens Unit Kitchens	Cooking Equipment Cooking Equipment	Built-in oven with a stove. Extractor Fan		'5 '5	MER
Unit Kitchens Unit Kitchens	Cooking Equipment	A four plate hob		'5 '5	MER
Unit Kitchens	Cooking Equipment Cooking Equipment	A dishwasher with appropriate operating instructions. Blender		'5	MER
Unit Kitchens Unit Kitchens	Cooking Equipment	Coffee machine Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.		'5 UA	V
Unit Kitchens	Cooking Equipment	Kitchen appliances, including ovens, ranges and cook-tops, should be insulated or otherwise configured to prevent burns, abrasions, or electrical shock, and should be equipped with a safety switch to de-activate appliance controls.		UA	v
Unit Kitchens	Cooking Equipment	Kitchen elements should coproprate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on		UA	v
Unit Kitchens	Cooking Equipment	cabinets. Designated Mobility Accessible Unit Kitchens: There should be space in-front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit		UA	м
Unit Kitchens	Cooking Equipment	forward and lateral approach by a person using a wheelchair or scooter. Designated Mobility Accessible Unit Kitchens: Kitchen work surfaces should be located on an accessible route with clear	The height of work surfaces or counter top should be 80cm above the floor. It should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.	UA	м
Unit Kitchens	Cooking Equipment	floor space for a forward approach. It should incorporate knee and toe space. Designated Mobility Accessible Unit Kitchens: Ranges and cook-tops should incorporate controls that are located to	от стана стана По стана с	UA	м
		avoid reaching across the burners. Designated Mobility Accessible Unit Kitchens: Ovens should			
Unit Kitchens	Cooking Equipment	have controls located on the front panels, mounted no higher than 120cm.		UA	м
Unit Kitchens Unit Kitchens	Lighting	Direct lighting in all work areas.		'1-5 '1-5	MER
Unit Kitchens Lounge, Dining Room & Patio	Lighting Decoration	Energy-saving initiatives to be respected. Functional décor but limited co-ordination.		'1-5	MER
Lounge, Dining Room & Patio	Decoration	Good overall impression. Decoration is simple and effective.		'3	MER
Lounge, Dining Room & Patio Lounge, Dining Room & Patio	Decoration Decoration	Very good interior design and overall impression. Some use of objects of interest and artwork.		'4 '4	MER
Lounge, Dining Room & Patio	Decoration	Outstanding interior design and overall impression. Professional finish to all aspects of decoration.		'5	MER
Lounge, Dining Room & Patio	Decoration	Interesting architectural features, objects of interest, artwork,		'5	MER
Lounge, Dining Room & Patio	Decoration	and objects d'art. End of corridor highlighted by colour, tone or light contrast		UA	v
Lounge, Dining Room & Patio	Furnishing and Fixtures	between walls and floor coverings. Adequate seating for both internal lounge area as well as external patio area, where applicable. Appropriate window		'1-5	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	treatment to ensure privacy. Good quality outdoor settings which can accommodate all permanent sleeping positions, to be provided on a patio.		'1-5	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	Acceptable appearance, maintenance and condition.		'1	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	Good appearance, maintenance and condition.		'2	MER
				'2	
Lounge, Dining Room & Patio	-	Very Good appearance, maintenance and condition		3	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	Excellent appearance, maintenance and condition	Plastic furniture is not acceptable at 4 star level.	'4	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures Furnishing and Fixtures	Outstanding appearance, maintenance and condition. Provision of handles on doors which should be located between 80cm and 120cm, this handle must be at least 12cm	Plastic furniture is not acceptable at 5 star level. Full Dining Facilities should be provided.	'5 UA	MER
		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.			
Lounge, Dining Room & Patio	Furnishing and Fixtures	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		UA	v
Lounge, Dining Room & Patio	Furnishing and Fixtures	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		UA IIA	м
Lounge, Dining Room & Patio	Furnishing and Fixtures	turnstiles which these form part of the entry into the facility.		UA	IVI
Lounge, Dining Room & Patio	Furnishing and Fixtures	Clear unobstructed access between furniture and fittings no less than 90cm in width.		UA	м



Quality in Tourism			*** V = Visual Limitation for UA	1	
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Lounge, Dining Room & Patio	Flooring and Ceiling, Skirting and Cornices	All areas are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or		'1-5	MER
Loungo Dining Room & Datio	Flooring and Ceiling,	rugs		UA	v
Lounge, Dining Room & Patio	Skirting and Cornices Flooring and Ceiling,	End of corridors highlighted by colour, tone or light contrast.			MV
Lounge, Dining Room & Patio	Skirting and Cornices	Fixed, slip-resistant floor surface. Appropriate, fit for purpose temperature control and		UA	IVIV
Lounge, Dining Room & Patio	Temperature Control	ventilation given the level of the star grading being applied for.	TO ADD: additional points for having televisions in every room, every bedrooms, all rooms, most of the rooms.	'1-5	MER
Lounge, Dining Room & Patio	Entertainment Facilities	Where televisions are not provided in the units, there should be easy access to a lounge which has comfortable seating and a functional remote controlled colour television with a minimum of 9 channels to be provided		'1-2	MER
Lounge, Dining Room & Patio	Entertainment Facilities	A functional remote controlled, colour television with multi- channels and excellent picture quality (minimum 9 channels) to be provided in the Unit. E.g. DSTV/TOPTV etc. Appropriate	May be LED, LCD or PLASMA. Appropriate and fit for purpose.	'3	MER
Lounge, Dining Room & Patio	Entertainment Facilities	and fit for purpose. A remote controlled Flat Panel, High Definition LCD/LED/PLASMA colour television and an outstanding choice		'4-5	MER
		of channels. DVD/CD player.			
Lounge, Dining Room & Patio		Sub-titles available on television on services where available.		UA UA	с
	Entertainment Facilities	Televisions to have working remote controls. Induction loop extensions or ear-phones linked to the		UA	С
Lounge, Dining Room & Patio	Welcome, Friendliness &	television.			
General Services & Service	Attitude	Personalised service and attention to detail is expected.		'1-5	MER
General Services & Service	Attitude	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.		UA	MCV
General Services & Service	Welcome, Friendliness & Attitude	On arrival, the guest is offered an orientation tour.		UA	MCV
General Services & Service	Welcome, Friendliness & Attitude	Guests should be offered an emergency remote to be used to summon assistance when required. The use of vibrating arm- bands, beepers and cellphone communication technology is acceptable.		UA	cv
General Services & Service		On arrival, guests are offered an audio-description package, providing information on facilities, movement through the	e.g. a guest should be able to pull menu information, services and other courtesy information typically found by guests in the room manual.	UA	v
	Attitude	hotel and the ilk. It must also provide detailed information on services			
General Services & Service	Attitude	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.		UA	м
General Services & Service	Appearance of Staff	Staff appearance to be professional and neat at all times.		'1-5	MER
General Services & Service General Services & Service	Appearance of Staff Reception / Meet and	Staff are to wear name badges at all times All guests should be met on arrival and provided with	Meet and greet may be provided at the unit or at an administration centre.	'1-5 '1-5	MER
General Services & Service	Greet Reception / Meet and	registration and check in procedures. Hours of operation for reception are to be displayed in a		'1-5	MER
General Services & Service	Greet Reception / Meet and Greet	prominent position indicating contact information. 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 upon	This should include: Full details of cancellation policy and in house rules, e.g.: Smoking or pets to be on hand. An honest description of all amenities, facilities and services offered. All of the above should be communicated before or at the time of reservation. All requests, correspondence, enquiries and complaints should be handled in a friendly and efficient manner.	'1-5	MER
General Services & Service	Reception / Meet and Greet	request. Usage of non-reflective glass partitions. As guests with functional hearing/ communication limitations typically rely on sign language and lip reading to communicate, a reflective panel or mirror behind reception staff can make		UA	с
General Services & Service	Reception / Meet and	communication difficult. Reception, and other public areas, must be provided with		UA	CV
General Services & Service	Greet Reception / Meet and	appropriate signage. Entrance should be adequately illuminated with a minimum		UA	v
General Services & Service	Greet Reception / Meet and	lighting level of 200 lux. Clear glass panels and doors should be clearly marked.		UA	v
	Greet Reception / Meet and			UA	MV
General Services & Service	Greet Reception / Meet and	Level threshold across the main entrance door.			
General Services & Service	Greet Reception / Meet and	Door mats should be firmly fixed or located. Any canopy structure should not protrude in a pedestrian		UA	MV
General Services & Service	Greet Reception / Meet and	route. Reception areas should not have high glass surfaces and		UA	v
General Services & Service	Greet Reception / Meet and	backgrounds should be simple in design.		UA	MCV
General Services & Service	Greet Reception / Meet and	Fixed, slip-resistant floor surface. Threshold at the main entrance not to exceed 1.3cm		UA	MV
General Services & Service	Greet	difference in level. Doors should have a clear opening width of 90cm to allow a		UA	MV
General Services & Service	Reception / Meet and Greet	variety of different sizes and types of mobility aids to access the toilet/ bathroom.		UA	м
General Services & Service	Reception / Meet and	Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the		UA	м
	Greet Reception / Meet and	door swing. Size of unobstructed clear space in-front of check-in counter			
General Services & Service	Greet	or reception desk at least 90cm x 140cm. Prompt thorough reservation and check-in system, including		UA	м
General Services & Service	Efficiency	guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times etc.		'1-5	MER
General Services & Service	Reservation, Check In & Efficiency	Orientation provided / offered to guest.		'1-5	MER
General Services & Service	Reservation, Check In & Efficiency	Guests briefed on emergency and evacuation procedures.		'1-5	MER
General Services & Service	Reservation, Check In & Efficiency	All relevant emergency information and escape route maps available in large print and Braille mapping should be		UA	v
General Services & Service	Reservation, Check In &	available in rooms. Reception to have a pen and pad available for easier		UA	с
General Services & Service		communication with guests. Audio-Description packages, as described above, should be		UA	v
	Efficiency Reservation, Check In &	offered to all guests. SMS facilitated communication through cellular technology			
General Services & Service	Efficiency	employed at switchboard/ reception/ reservations.		UA	с
General Services & Service	Reservation, Check In & Efficiency	At check-in, guests are given the option of being received at a separate counter, or ideally in a break-away room.		UA	MCV
General Services & Service	Reservation, Check In & Efficiency	Awareness training on the range of human limitation(s) should be provided. This may include issues such as understanding way-finding and orientation mechanisms		UA	мсу
		employed by persons with functional visual limitations, transcription techniques, disability etiquette etc.			
General Services & Service	Reservation, Check In & Efficiency	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.		UA	MCV
General Services & Service		During reservation and check-in, staff should ask the guest		UA	MCV
General Services & Service	Efficiency Laundry Services	whether additional services are required. Laundry facility or service available. Where laundry facility is provided on cite, drying facilities		'1	MER
General Services & Service	Laundry Services	Where laundry facility is provided on site, drying facilities must be provided.		'2-3	MER
General Services & Service	Laundry Services	A high quality washing machine and tumble dryer required in each unit. DISCLAIMER: In the event of no such facility being available in the unit, a full laundry service to be provided for free		'4-5	MER
General Services & Service	Check-Out Efficiency	Bill/Invoice to be correct with all details and clearly presented and explained.		'1-5	MER
General Services & Service	Check-Out Efficiency	Communication assistance provided with check-out procedure.		UA	CV
General Services & Service	Check-Out Efficiency	Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities and		UA	MCV
General Services & Service	Check-Out Efficiency	services. Assistance provided with reading of bills and other check-out		UA	v
General Services & Service	Check-Out Efficiency	procedure, with signature template. Portage assistance and check-out procedure conducted at		UA	м
		dropped counter or separate station. Means of communication with staff 24 hours a day in the			
General Services & Service	Communication Facilities	event of an emergency must be provided and advertised in the unit.		'1-5	MER
General Services & Service	Communication Facilities	Voice amplifier options on public telephones.		UA	с
General Services & Service	Communication Facilities	Telephones to be fitted with a raised pip on button number 5, this allows the guest with a functional visual limitation to		UA	v
General Services & Service	Communication Facilities	orientate themselves on the keypad. At least one workstation with counter-height at least 80cm		UA	м
General Services & Service	Communication Facilities	At least one public telephone in the facility, at a level		UA	м
General Services & Service	Marketing & Information	accessible for wheelchair users or a seated guest. Clear communication regarding what the establishment has to offer should be made available whether by advertisement,	These include: Detailed prices for: accommodation, meals, refreshments, any additional services, service charges, surcharges and levies. All prices should include VAT. Full details of cancellation policy and in-house rules, e.g. smoking or pets to be on hand. An honest description of all amenities, facilities and services offered. All of this should be communicated before, or at the time of	'1-5	MER
	Provision	brochure, web-sites, word of mouth or other means to all guests or prospective guests upon request. Establishment to inform the guests on / prior to arrival of	reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.	'1-5	MER
Housekeeping Services		cleaning service routine. This may be agreed upon with the guest depending on the duration of stay.			IVIER
Housekeeping Services	Bedrooms & Bathrooms	Cleaning of the unit available daily.		4-5	MER



Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
Housekeeping Services	Bedrooms & Bathrooms	House-keeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
Housekeeping Services	Bedrooms & Bathrooms	House-keeping 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		UA	v
Housekeeping Services	Bedrooms & Bathrooms	same place. House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility interference.		UA	м
Housekeeping Services	Public Areas	mobility limitations. House-keeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	MV
			Areas to be considered include building structure, lighting, building signage, building architectural features, roofing, wall finishes, guttering, down pipes, doors, windows and impact of security features.		
			Outstanding: Modern buildings or good preservation of historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention grabbing architectural features.		
Building Exterior	Appearance of Building/s	Quality	Excellent: New buildings – 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.	'1-5	GC
			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.		
			Good: External features such as windows, drains, etc. are functional. No obvious structural defects or damage. "Plain" architectural features are acceptable.		
			Acceptable: Paintwork well applied and clean. Signage still easily readable.		
Building Exterior	Appearance of Building/s	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Areas to be considered include building structure, lighting, building signage, building architectural features, roofing, wall finishes, guttering, down pipes, doors, windows & impact of security features.		
			Outstanding: Evidence of a systematic programme of maintenance – well tended formal gardens or an attractive "natural" environment. Tidy & well-lit pathways. Well-maintained driveway & entrance. No disorder or rubbish & no evidence of litter. Provision of outstanding quality garden furniture & architectural features appropriate to the nature of the establishment. Outstanding quality quality outdoor garden furniture & fractures made of weather resistant material which includes cushions, lounger cushions, sun umbrellas, tables & chairs, fontains, water features, outdoor prods. Outstanding quality of the swimming pool, recreational sport additional facilities, watering system, back of house areas: refuse bins, washing & drying facilities.		
Building Exterior	Grounds / Gardens / Internal Roads / Driveways	Quality	Excellent: Excellent standards of maintenance. Pleasant & tidy appearance throughout the year. No clutter or disorder. Excellent External lighting. Very attractive design features & excellent quality of all garden furniture & features which includes cushions, lounger cushions, sun umbrellas, tables & chairs, fountains, water features, outdoor ponds. Excellent quality of the swimming pool, recreational sport additional facilities, watering system, back of house areas: refuse bins, washing & drying facilities.	'1-5	GC
			Very Good: Very neat & well maintained gardens with a quality design & layout of features. Some appropriate features. Attractive & very good quality of all garden furniture & features, which includes cushions, lounger cushions sun umbrellas, tables & chairs, fountains, water features, outdoor ponds. Very Good quality of the swimming pool, recreational sport additional facilities, watering system, back of house areas: refuse bins, washing & drying facilities.		
			Good: No overgrown, tangled areas. Immediate surrounds kept tidy & well maintained. a pleasing effect with interesting design. Good external lighting. Clear access. Good quality of all garden		Ì
	Grounds / Gardens /		furniture & features which includes cushions, lounger cushions, sun umbrellas, tables & chairs, fountains, water features, outdoor ponds. Good quality of the swimming pool, recreational sport		+
Building Exterior	Internal Roads / Driveways Grounds / Gardens /	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Building Exterior	Internal Roads / Driveways	Where applicable, signage should incorporate symbols and pictograms.		UA	с
Building Exterior	Grounds / Gardens / Internal Roads / Driveways	Familiarisation tour of the grounds & garden to be provided by a staff member on arrival.		UA	v
Building Exterior	Grounds / Gardens / Internal Roads /	Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15)		UA	м
Building Exterior	Driveways Grounds / Gardens / Internal Roads / Driveways	There should be a landing at the top of ramps if there is a door to the entrance:		UA	м
Building Exterior	Grounds / Gardens / Internal Roads /	90cm x 120cm landing clear of the door swing		UA	м
Building Exterior	Driveways Parking/Driveways/Parki ng Signage/ Points of	Sufficient covered off street parking bays in a secure environment close to accommodation.		'1-5	GC
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	or sufficient uncovered parking in close proximity to accommodation		'1-5	GC
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	Sufficient security / convenient lighting to be provided.		'1-5	GC
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	Remote controlled or manned security points are available.		'1-5	GC
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of Entry	Sealed roadways/driveways free of potholes		'1-5	GC
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of Entry	or hard / compacted surface free of potholes		'1-5	GC
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of Entry	Clear property signage		'1-5	GC
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of Entry	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of	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		UA	с
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	all guests. There should be clear instructions for entry for people who cannot communicate by voice.		UA	с
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people		UA	v
Building Exterior	Entry Parking/Driveways/Parki	with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior. Setting down point at the entrance with a maximum of 1:50		UA	M
Building Exterior	ng Signage/ Points of Entry Parking/Driveways/Parki	gradient. If setting down point is a maximum of 1:50 and under cover		UA	M
Building Exterior Building Exterior	ng Signage/ Points of Entry Parking/Driveways/Parki	should be clearly indicated. Number of designated 3500mm wide parking bays. For every		UA	M
Building Exterior Building Exterior	ng Signage/ Points of Entry Parking/Driveways/Parki ng Signage/ Points of	25 bays at least 1 should be 3500mm in width. Distance from designated parking bays to entrance: 30m		UA	м
Building Exterior Building Exterior	ng Signage/ Points of Entry Parking/Driveways/Parki ng Signage/ Points of	Gradient en-route to entrance from street or designated		UA	м
- 2000 EACE IUI	ng Signage/ Points of Entry	parking bay: No steeper than1:12 (optimum 1:15)	Outstanding: Any 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.		
			Excellent: Any 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.		
Building Exterior	Safety and Security	Quality	Very Good: Any 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.	'1-5	GC
			Good: Good security measures, (for example. Alarm systems, burglar bars, where applicable on all doors and windows). Good lighting to ensure a secure environment. Acceptable: Acceptable safety measures in place, e.g. lockable doors and burglar bars (where applicable) only on main doors.		
		Well positioned video surveillance, monitoring external and	Hesepatation receptation and processing on processing and an angune and (much expined on for many address)		<u> </u>
Building Exterior	Safety and Security	internal areas of the establishment can be used at the	This may include items such as security beams, sensor lights, panic buttons, safety features on doors and windows etc.	'1-5	GC
Building Exterior	Safety and Security	possessions. CCTV CAMERA in working order		1-5	GC
Building Exterior Building Exterior	Safety and Security Safety and Security	Telephones in working order Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
		An area of refuge or holding area has been provided for use	Major maintenance and condition issues identified Major maintenance and condition issues identified		
Building Exterior	Safety and Security	by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable. Upon arrival provide familiarisation tours on all emergency		UA	с
Building Exterior	Safety and Security	exits and provide key emergency information to guests - Orally, Braille and Large Print.		UA	v



Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGO DEFINITION	DRY SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
			Outstanding: Outstanding quality of architraves, shelving, wiring, 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.		
			Excellent: Excellent quality of architraves, shelving, wiring, wall coverings/paintwork. Room décor of excellent quality and well co-ordinated. Attention to detail, thoughtful co-ordination of patterns, colours and textures.		
Bedrooms	Decoration	Quality	Very Good: Very good quality of architraves, shelving, wiring, wall coverings/paintwork. Room décor can be minimal but attractive and enhance the bedroom atmosphere.	'1-5	GC
			Good: Good quality of architraves, shelving, wiring, 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.		
			Acceptable: Acceptable quality décor. Basic application of architraves, shelving, wiring, paint or wallpaper. Plain and simple style.		
Bedrooms	Decoration	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified	15	
			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. 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.		
			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		
Bedrooms	Furniture	Quality	similar standard. Good: Good quality range of materials and construction in sound and usable nature. Basic furniture styles and surfaces well maintained.	'1-5	GC
			Acceptable: Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable. Unacceptable Furniture of a low quality material, poor		
			construction, damaged, marked or scratched. Uncoordinated styles. Stained or worn upholstery. No maintenance and condition issues identified		
Bedrooms	Furniture	Maintenance and Condition Flashing light doorbell, to facilitate all services delivered at the	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bedrooms Bedrooms	Furniture Furniture	room Flashing light linked to the room telephone		UA UA	c c
Bedrooms	Furniture	Access width between furniture and fittings to be un- obstructed for at least 90cm wide All furniture with rounded edges and corners.		UA UA	v v
Bedrooms	Furniture	Where applicable, mats and rugs need to be firmly fixed to avoid slipping		UA	v
Bedrooms	Furniture	Door, cupboard and draw handles must be easy to see and grab hold of, and in clearly contrasting colours to doors.		UA	v
Bedrooms Bedrooms	Furniture Furniture	Bright flashing light linked to room doorbell Telephones to be fitted with a bright flashing light		UA UA	v v
Bedrooms	Furniture	At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	м
Bedrooms	Furniture	Clear opening width of doors - The doors must be 76cm wide Easy grip door handles and ease of operation of locking		UA UA	M
Bedrooms	Furniture	mechanism Size of unobstructed space in-front of doors 90cm x 150cm.		UA	м
Bedrooms	Furniture	Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture	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.	UA	м
Bedrooms	Furniture	and fittings. Size of access space of 80cm x 120cm to all furniture and fittings - access space provides easy reach.		UA	м
Bedrooms Bedrooms	Furniture Furniture	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.	UA UA	M
Bedrooms Bedrooms	Furniture Furniture	Bedside light controls within easy access of the bed Desk and tables to have a clear space of 76cm below the work surface.	If there are no easily accessible controls, a person with a functional mobility or physical limitation consumes enormous energy switching lights on and off.	UA	M
Bedrooms	Furniture	Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.		'1-5	GC
Bedrooms	Electronic Appliances	Television - High Definition, remote controlled televisions provided in all of the bedroom(s) of the unit and Unit lounge.		'1-5	GC
Bedrooms	Electronic Appliances	or Television - High Definition television provided in most of the rooms and Unit lounge		'1-5	GC
			Outstanding Spacious, well-designed, convenient premises. Well-equipped. Decorated to an outstanding standard. Ample, comfortable seating and appropriate furniture for eating. May be themed. Wide choice of food available at all times. Outstanding choice of drinks/beers/wines. Facilities for families/children (where applicable). Excellent As above, however menu selection may be slightly less comprehensive. Very Good Large, comfortable and convenient premises with welcoming atmosphere – may not be in excellent condition but having a pleasant ambience and all in		
Bedrooms	Electronic Appliances	Radio/clock/alarm in working order and provided to all bedrooms	sound order. Very good standard of catering. Good Pleasant premises in good decorative order with adequate space and seating. Good range of choice in food and drink. Clean and welcoming. Open at all usual meal times.	'1-5	GC
			Acceptable: Acceptable levels of comfort, design and décor. Limited range of choice in food and drink. Unacceptable Very limited facilities. Run-down, in need of thorough spring clean or refurbishment. Dilanidated huilding, ageing fittings, Cramped, uncomfortable. Very restricted service. Poor quality catering.		
Bedrooms Bedrooms	Electronic Appliances	1 Hair Dryer per unit in working order Hair Dryer - hair dryer in working order available on request		4-5 1-3	GC
Bedrooms	Electronic Appliances	Hair Dryer - Hair Dryer located in a convenient place near a mirror		1-5	GC
Bedrooms Bedrooms	Electronic Appliances Electronic Appliances	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		UA UA	C C
Bedrooms	Electronic Appliances	flashing light. Braille, large print and audio format instructions for use of		UA UA	c v
Bedrooms	Wardrobe/Hanging	electronic equipment i.e. setting the alarm clock. Wardrobe/purpose built hanging space provided in all		'1-5	GC
Padrooms	Space/ Clothes Hangers Wardrobe/Hanging	bedrooms of the unit or wardrobe/purpose built hanging space provided most of		'1-5	GC
Bedrooms	Space/ Clothes Hangers Wardrobe/Hanging	the bedrooms of the unit		1-5	60
Bedrooms	Space/ Clothes Hangers	Sufficient number of hangers provided per guest appropriate to the level of star grading being applied for.		'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Trouser / skirt hangers provided		'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Clothes hangers of good quality		'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Padded hangers provided		'1-5	GC
Bedrooms	Wardrobe/Hanging	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
	Space/ Clothes Hangers Wardrobe/Hanging	Brightly coloured door / drawer handles in contrast with the	Major maintenance and condition issues identified		
Bedrooms	Space/ Clothes Hangers	door/drawer in order to be easily identified and grabbed.	Putrished in Hiskert sually full well liked sustains is working order. As blinds as shutters of the biskert sually and is working order. Outstanding sually, sustain assessed as Well liked sustains.	UA	v
			Outstanding Highest quality full well-lined curtains in working order. Or blinds or shutters of the highest quality and in working order. Outstanding quality curtain accessories. Well lined curtains to provide block-out. Outstanding quality rods, rails, recesses and pelmets.		
			Excellent: Excellent quality of materials. Full curtains or blinds effective in keeping out light/provide block-out. Excellent quality curtain accessories. Excellent quality rods, rails, recesses and pelmets.		
Bedrooms	Curtains and Window Coverings	Quality	Very Good: Curtains or blinds in very good condition. Very Good quality rods, rails, recesses and pelmets.	'1-5	GC
			Good: Curtains or blinds in good working condition. Good quality rods, rails, recesses and pelmets.		
			Acceptable: Acceptable quality blinds or curtains. Acceptable quality rods, rails, recesses and pelmets. Unacceptable: Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust. Damaged or worn rods, rails, recesses and pelmets.		
Bedrooms	Curtains and Window	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Bedrooms	Coverings Curtains and Window	No complicated patterned materials for curtains.	Major maintenance and condition issues identified	UA	v
Bedrooms	Coverings Curtains and Window Coverings	Curtains fitted with pull-rods / closing cords		UA	м
	- renngd		Outstanding: Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality.		
			Excellent: Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality.		
Bedrooms	Flooring, Ceiling, Skirting	Quality	Very Good: Very good quality flooring and ceilings using very good materials – natural or manmade. Skirting and cornices of very good quality. Good: Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality.	'1-5	GC
	and Cornices		Good: Good quaity mooring and ceilings using good materials – natural or manmade. Skirting and cornices or good quaity. Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	3	
			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		
I.			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.		
			No maintenance and condition issues identified		1
Bedrooms		Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bedrooms Bedrooms	Flooring, Ceiling, Skirting and Cornices	Maintenance and Condition 90cm wide unimpeded circulation space around and between beds and furniture. No complicated patterned materials for carpets, curtains,	Minor maintenance and condition issues identified	'1-5 UA	GC V V



ASSESSMENT AREA / CATEGORY			•••• V = Visual Limitation for UA		
		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GO
DEFINITION	ASSESSED	DESCRIPTION	Outstanding: Luxurious and exclusive quality linen of pristine condition co-ordinated with bedroom décor and other soft furnishings. Excellent supply and variety of pillows and cushions. Spare		
			blankets and pillows provided in the unit. Sufficient supply of bedding per guest (depending on weather conditions) All bedding well fitted. Mattress and pillow protectors fitted to all beds.		
			Excellent: Highest quality well laundered linen. Good supply and variety of pillows and cushions. Excellent quality duvet (season dependent) well co-ordinated with bedroom décor and other soft		
			furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds.		
Bedrooms	Bedding and Linen	Quality	Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds.	'1-5	GC
			Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds.		
			Acceptable: Linen of an acceptable quality.		
			Unacceptable: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded.		
Bedrooms	Bedding and Linen	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
	-		Major maintenance and condition issues identified		
Bedrooms	Bedding and Linen	No complicated patterned materials for bedspreads.	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	AU	V
			offering comfort.		
			Excellent: Queen sized beds. Excellent quality mattresses and bed bases. Matching excellent quality ensemble. Excellent quality of headboards offering comfort.		
Bedrooms	Form of Bedding	Quality	Very Good: Very good quality bed frames and mattresses. Headboards may be a simple wooden board or continental pillows provided.	'1-5	GC
			Good: Standard good domestic quality bed frames with headboards which may be a simple wooden board or continental pillow provided .		
			Acceptable: Acceptable quality mattresses. Bunk beds with safety barrier and ladder. Headboards may be a simple wooden board or large pillows provided.		
			Unscentable Maine chine, e paning, damage or unor No maintenance and condition issues identified		
Bedrooms	Form of Bedding	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bedrooms	Form of Bedding	90cm wide unimpeded circulation space around and between beds and furniture.		UA	v
		Unobstructed space of 120cm x 150cm to turn adjacent to			
Bedrooms	Form of Bedding	bed, at least 120cm width on one side of the bed to allow for the different ways that people with functional mobility and		UA	М
Bedrooms	Form of Bedding	ohvsical limitations transfer. Bed with firm mattress at 45 - 50cm in height		UA	м
Bedrooms	Form of Bedding	At least one room available with an electronic bed that can be		UA	м
		control-adjusted.	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. Electronic heating and cooling system in outstanding working condition, has a silent operation and is remote controlled.		
			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.		
Bedrooms	Temperature Control	Quality	Very Good: Effective heating and or cooling provided in rooms (with individual control) with good natural ventilation.	'1-5	GC
			Good: Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.		
			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.		
			No maintenance and condition issues identified	<u> </u>	
Bedrooms	Temperature Control	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bedrooms	Temperature Control	Conveniently positioned or remote controlled air-conditioning		UA	м
		in room.	Outstanding: Luxurious and exclusive quality linen of pristine condition co-ordinated with bedroom décor and other soft furnishings. Excellent supply and variety of pillows and cushions. Spare		
			blankets and pillows provided in the unit. Sufficient supply of bedding per guest (depending on weather conditions) All bedding well fitted. Mattress and pillow protectors fitted to all beds.		
			Excellent: Highest quality well laundered linen. Good supply and variety of pillows and cushions. Excellent quality duvet (season dependent) well co-ordinated with bedroom décor and other soft		
			furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds.		
Bedrooms	Lighting/Power/Switche	s Quality	Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to	'1-5	GC
			all beds.		
			Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds.		
			Acceptable: Linen of an acceptable quality.		
			Unacceptable: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded.		
Bedrooms	Lighting/Power/Switche	s Effective light distribution in bedroom area		'1-5	GC
Bedrooms	Lighting/Power/Switche	Bed lamps provided to each sleeping position and convenient		'1-5	GC
Bedrooms		for reading s Effective lighting at mirror		'1-5	GC
Bedrooms	Lighting/Power/Switche	s Convenient light switch locations		'1-5	GC
Bedrooms	Lighting/Power/Switche	s Spare and convenient power points provided in each room		'1-5	GC
Bedrooms	Lighting/Power/Switche	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
		Power sockets located between 80cm - 100cm above floor	Major maintenance and condition issues identified		
Bedrooms	Lighting/Power/Switche	surface. Close to headboard.		UA	v
Bedrooms	Lighting/Power/Switche	s 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.)	UA	v
Bedrooms	Lighting/Power/Switche	S Power switches and light switches with rocker switches that are on/ off detectable.		UA	v
Bedrooms	Lighting/Power/Switche	Power-switches to have a light located next to them for easier		UA	v
		location.			
Bedrooms	Lighting/Power/Switche	s 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.	UA	м
Bedrooms	Lighting/Power/Switche	surface. Close to headboard.		UA	м
Bedrooms	Lighting/Power/Switche	s Bedside lamps to have easily accessible switches i.e. 20cm away maximum		UA	м
Bedrooms	Mirror	Mirror (H 600mm x W 450mm) - measurement taken from within the frame		'1-5	GC
Bedrooms	Mirror	or Mirror (450mm x 350mm or larger)		'1-5	GC
Bedrooms	Mirror Mirror	or Mirror (less than 450mm x 350mm) Conveniently located		'1-5 '1-5	GC GC
Bedrooms				'1-5	GC
	Mirror	Full length mirror in unit	No maintenance and condition issues identified		GC
Bedrooms Bedrooms Bedrooms	Mirror Mirror	Full length mirror in unit Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	
Bedrooms	Mirror	Maintenance and Condition			
Bedrooms Bedrooms Bedrooms	Mirror Mirror	Maintenance and Condition Full length mirror suitable for both sitting and standing guests.	Minor maintenance and condition issues identified	UA	м
Bedrooms	Mirror	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified 		
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Bathrooms Hand Basin and Toile Basin controls with visual and embossed indicators to indicate Areas hot and cold taps or direction on mixers.	UA	UA	v
Bathrooms Hand Basin and Toilet Areas Basin and shower lever action mixers with balanced water supply. This allows reliable temperature control over the	UA	UA	v
Bathrooms Hand Basin and Toilet Hot nines must be well insulated	UA	UA	м
Areas Areas Areas Transmission and Toilet and the seat Areas Are	UA		м
Areas Final Areas Bathrooms Hand Basin and Toilet Trap covered with heat resistant lagging if composition is heat	UA		M
Areas conducting. Wash-hand basin with a mixer its easier for persons with			
Bathrooms Hand Basin and Toilet functional mobility and physical limitations to use taps if they Areas are lever action rather than knobs which have to gripped and	UA	UA	м
turned. Or Wash-hand basin with lever action taps its easier for			
Bathrooms Hand Basin and Toilet persons with functional mobility and physical limitations to Areas use taps if they are lever action rather than knobs which have	UA	UA	м
Image: Construction to gripped and turned. Bathrooms Hand Basin and Toilet Wash-hand basin mirror provided and located between 7.5cm	1		м
Areas and 15cm above the basin.	UA	UA	
Bathrooms Areas between 90°cm.	UA UA		м



ASSESSMENT AREA / CATEGORY DEFINITION					-
	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	6 M
			Outstanding A well-planned room with furniture conveniently placed. Ease of access to cupboards, wardrobes, drawers, etc. A dressing table with chair in the main bedroom. Spacious enough to relax. Sufficient luggage storage space.		
			Excellent: A well-planned room with furniture conveniently placed. Ease of access to cupboards, wardrobes, drawers, etc. A dressing table with chair in the main bedroom. Sufficient luggage		
			storage space.		
throoms	Towelling	Quality	Very Good: Reasonably spacious room. Good access to all furniture and facilities. No areas of restricted access or obstruction.	'1-5	
			Good: Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas e.g. narrow access along sides of a double bed.		
			Acceptable: Limited floor space. There may be some slightly restricted areas e.g. narrow access along sides of a double bed. Little room for luggage. Some audible level of noise and sounds from adjoining rooms, corridor or lifts but not overly disturbing.		
			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		
athrooms	Towelling	Additional towel for beach or pool.	public rooms or other areas.	'1-5	_
athrooms	Towelling	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	
	-	Towel rails to be a height between 90 and 100cm from the	Major maintenance and condition issues identified		
throoms	Towelling	ground.	Outstanding: Outstanding quality floor and wall coverings. Outstanding quality design and grouting, free from marks and damage.	UA	
			Excellent: Excellent quality professionally fitted floor and wall coverings.		
			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		
athrooms	Lighting and Ventilation	Quality	quality floor covering or tiles.	'1-5	
			Good: Good quality bathroom floor and wall coverings not necessarily recent.		
			Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		
			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		
athrooms	Lighting and Ventilation	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	
throoms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.	Major maintenance and condition issues identified	UA	+
nrooms	Lighting and ventilation	All areas in bathroom must be well and evening lit.	Outstanding: Extra-large and spacious shower with separate bath and washbasin. Outstanding quality and finishes, solid coordinated fittings of innovative design. Always hot water. Attention to		
			aesthetics of fixtures and finishes.		
			Excellent: Large shower or shower over bath. High quality, solid, well-made fittings in excellent order and matching style. Attractive and solid shower screen. Good sized washbasin. Easy to use with responsive controls.		
			Very Good: Very good quality fittings throughout, but not necessarily new. Bathroom may have a shower or a bath. All fixtures and fittings in good condition. Matching and co-ordinated styles.		
it Kitchens	Decoration	Quality	Good: Standard range of bathroom fittings. Bathroom may have a shower or a bath. Shower screen or good quality curtain.	'1-5	
			Acceptable: Fixtures and fittings of acceptable quality and fully functional.		
			Unacceptable: Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Very small shower with insufficient water supply. 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,		
nit Kitchens	Decoration	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	
it Kitchens	Decoration	Interior décor with tonal contrast between the critical	Major maintenance and condition issues identified	UA	+
		surfaces.	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.		
			Excellent: Range of towels including bath sheet or towel, hand towel and face cloth per guest as well as a bath mat. Changed frequently or at guest's request.		
it Kitchens	Furnishings and Fittings	Quality	Very Good: Very good quality bath and hand towels provided per guest.	'1-5	
			Good: Good quality bath and hand towels provided per guest.		
			Acceptable: Acceptable quality towel provided per guest.		
nit Kitchens	Furnishings and Fittings	Double sink with plugs	Ulasecontablo: Voorthin emall eestebu old feavior como holoe etainod fadod Lou aberbaaru	'1-5	
nit Kitchens	Furnishings and Fittings	Mixer taps fitted at kitchen sink/s		'1-5	
nit Kitchens	Furnishings and Fittings	Dishwasher provided		'1-5	
nit Kitchens	Furnishings and Fittings	Extractor fan provided		'1-5	
nit Kitchens	Furnishings and Fittings	Sufficient counter space available for meal preparation		'1-5	
nit Kitchens	Furnishings and Fittings	Sufficient cupboard and shelf space (at least $1m^2$ of space).		'1-5	
nit Kitchens	Furnishings and Fittings	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	
nit Kitchens	Furnishings and Fittings	Interior décor with tonal contrast between the critical	Major maintenance and condition issues identified	UA	
		surfaces.			
			Outstanding: Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas. Either windows that open or effectively working extractors.		
			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.		
it Kitchens	Lighting	Quality	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.	'1-5	
it Kitchens	Lighting	Quality	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. Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors.	'1-5	
iit Kitchens	Lighting	Quality		'1-5	
lit Kitchens	Lighting	Quality	Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors.	'1-5	
			Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors. Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors. Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working. No maintenance and condition issues identified		
	Lighting	Quality Maintenance and Condition	Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors. Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors. Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working.	'1-5 '1-5	
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it Kitchens	Lighting	Maintenance and Condition	Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors. Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors. Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working. No maintenance and condition issues identified Minor maintenance and condition issues identified Malor maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.	'1-5	
it Kitchens			Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors. Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors. Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working. No maintenance and condition issues identified Minor maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.		
ilt Kitchens	Lighting Electrical and Cooking	Maintenance and Condition	Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors. Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors. Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working. No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish. Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	'1-5	
ilt Kitchens	Lighting Electrical and Cooking	Maintenance and Condition	Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors. Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors. Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working. No maintenance and condition issues identified Minor maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish. Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination. Unacceptable: Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Evidence of neglect. Unprofessional plantwork and workmanship. Low-grade	'1-5	
ilt Kitchens ilt Kitchens	Lighting Electrical and Cooking Equipment Electrical and Cooking	Maintenance and Condition	Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors. Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors. Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working. No maintenance and condition issues identified Minor maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish. Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	'1-5	
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ASSESSMENT AREA / CATEGORY DEFINITION			•••• V = Visual Limitation for UA		
	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
			Outstanding: Outstanding standard of illumination – especially in important working areas. All fittings of outstanding quality in excellent order.		
			Excellent: As above, however excellent standard.		
Init Loungo / Dining Room / Pati	o Decoration	Quality	Very Good: More light sources than necessary, some strategically placed lights. Very good quality fittings.	'1-5	60
Jnit Lounge / Dining Room / Pati	oDecoration	Quality	Good: More than just adequate lighting, preferably with lights in at least some important working areas. Ageing fittings in good order.	1-5	GC
			Acceptable: Minimal lighting – centre light only, possibly of low wattage. Restricted natural light. Working areas not well lit and cast into shadow.		
			Unarcentable: Dark elonmy. Low wattage. Old dilanidated fittings of chean quality. Little natural light Lights in inangropriate places		
Jnit Lounge / Dining Room / Pati	o Decoration	Maintenance and Condition	Mor maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Shirt Lounge / Dining Room / Path	Decoration		Major maintenance and condition issues identified	1-5	90
			Outstanding Extensive range of electrical equipment with emphasis on automation. Recent model, outstanding quality equipment with up to date technology. All in outstanding working order. Operation manuals close at hand for all equipment.		
			Excellent: Excellent range of equipment, possibly of mixed ages and quality. Sound but all in excellent working order. Alternatively a small range of new excellent quality equipment.		
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	Quality	Very Good: Mixture of old and new equipment, some showing evidence of use over time. Alternatively very good range of older equipment. All equipment in good working order.	'1-5	GC
			Good: Minimum range of good equipment.		
			Acceptable: Acceptable quality equipment provided.		
			Unacceptable: Old fashioned, outdated in unacceptable condition.		
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	Offer choice of seating away from the noise to provide		UA	с
	_	suitable environment Pathways between tables and chairs to be un-obstructed and			v
Jnit Lounge / Dining Room / Pati		at least 90cm wide Furniture should have rounded edges for guests with		UA	
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	functional visual limitations		UA	v
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	v
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	Doors must be able to open fully against adjacent wall		UA	v
Jnit Lounge / Dining Room / Pati	o Euroishings and Eixtures	The wider leaf of double doors of unequal widths must all be located on the same side throughout the length of any		UA	v
Shirt Lounge / Dhining Room / Path	o ruminings and rixtures	passageway.			
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	A selection of chairs to be with and without arm-rests		UA	v
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	Tableware to contrast with the table surface or tablecloth.	Tableware should contrast with the table surface in order for guests with varying degrees of functional visual limitation to be able to clearly differentiate between elements.	UA	v
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	Interior décor with tonal contrast between the critical		UA	v
Jnit Lounge / Dining Room / Pati	_	surfaces. Labels available in Braille		UA	v
counge / Dining Room / Pati	- i strastings and rixtures	Labels available in Braille Size of opening leaf of all doors (the clear opening must be		UA	· ·
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	measured with door in 90-degree open position) must		UA	м
		measure at least 90cm to enable a mobility aid user to gain access		<u> </u>	
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	or 85cm		UA	м
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	or 75cm		UA	м
		Provision of handles on doors which should be located		+	1
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	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		UA	м
		open and close doors]. Clear un-obstructed access between furniture and fittings no			
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	less than 120cm in width. [This ensures that a guest using a		UA	м
		mobility aid (e.g. wheelchair) can pass through without obstruction].			
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	or 100cm in width		UA	м
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	or 90cm in width		UA	м
Init Lounge / Dining Room / Pati	o Furnishings and Fixtures	Tables to be 80cm high with at least 76cm clear space below.	This ensures that a seated user may pass through without obstruction	UA	м
	-			-	
Jnit Lounge / Dining Room / Pati	o Furnishings and Fixtures	A selection of chairs to be with and without arm-rests	Dutetanding Wilds range of litebas and dising applyment of hish quality. Eins phine or nothing, creekee with good accessories. Outstanding standard of souling notic carceveles, fing disher, No.	UA	м
			Outstanding: Wide range of kitchen and dining equipment of high quality. Fine china or pottery, crockery with good accessories. Outstanding standard of cooking pots, casseroles, flan dishes. No aluminium pots. All of matching or co-ordinated design. Thoughtful provision of "extras". Condiment set. Some high specification "professional" utensils.		
			Excellent: As above, however limited 'extras' but above acceptable inventory requirements. Just one set of crockery as opposed to two.		
Jnit Lounge / Dining Room / Pati	Flooring, Ceiling, Skirting	Quality	Very Good: Substantial range of very good quality equipment, which may not be new – may show some slight signs of wear and tear. Very good crockery in excellent order. Mixed range of utensils of varying styles but all very good quality. No aluminium pots.	'1-5	GC
	and Cornices		Good: Middle-range pots, pans, crockery in good order. Perhaps some higher quality items that show signs of good use, but still in sound condition. No aluminium pots.		
			Acceptable: Mixture of styles and quality, mostly middle to low standard, showing evidence of considerable use. No aluminium pots.		
			Unacceptable: Low quality, cheap domestic, mass-produced crockery and utensils, showing wear and tear. Well-used Pyrex plates with discolouration from long use. Utensils jumbled, ill assorted,		
Jnit Lounge / Dining Room / Pati	Flooring, Ceiling, Skirting	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
•••••			Major maintenance and condition issues identified		
Jnit Lounge / Dining Room / Pati	and Cornices	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	v
			Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.		
			Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.		
Init Lounge / Diping Room / Dati	o Lighting	Quality	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	'1-5	66
Jnit Lounge / Dining Room / Pati	o Lighting	Quality	Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.	1-5	GC
			Accentable: Accentable quality but not necessarily new Tired style. Pacie application of décor, Little design input or co-ordination		
			Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.		
			Unarcentable: Very old faded damaned wall covering. Evidence of damn/water nenetration. Grubby marks: Evidence of neglect. Unsightly paintwork or exposed wiring. No maintenance and condition issues identified	+	1
Jnit Lounge / Dining Room / Pati	o Lighting	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Jnit Lounge / Dining Room / Pati	oLighting	Mirror lighting shall conform to a minimum lighting level of 200 lux		UA	v
		200 MA	Outstanding: Outstanding degree of comfort and luxury. Luxurious furnishings, all in pristine condition. Patio furniture also adds an element of luxurious comfort. Full Dining Facility, Chairs and	1	
			tables indoors and out to accommodate number of guests per sleeping position.	1	1
			Excellent: Excellent degree of comfort and luxury. Excellent quality in excellent condition. High quality patio furniture in excellent condition. Full Dining Facility, Chairs and tables indoors and out,		
			to accommodate number of guests per sleeping position.		
Jnit Lounge / Dining Room / Pati	o Temperature Control	Quality		'1-5	GC
Jnit Lounge / Dining Room / Pati	o Temperature Control	Quality	to accommodate number of guests per sleeping position. Very Good: Very good quality furniture but not necessarily new. Comfortable easy seating. All in very good condition, but may have "lived-in" feel. Chairs and tables to accommodate number of guests per sleeping position.		GC
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Jnit Lounge / Dining Room / Pati Jnit Lounge / Dining Room / Pati	O Temperature Control Temperature Control Temperature Control Temperature Control Entertainment Facilities in Unit Entertainment Facilities Entertainment Facilities	Maintenance and Condition Conveniently positioned or remote controlled air-conditioning in room. LCD / LED or other HD Television provided Larger/Wide screen Flat Panel TV in all the rooms and the unit (Larger than 32 inches) DSTV / Top TV provided - more than 12 channels or DSTV / Top TV provided - up to 12 channels TV conveniently located Remote controls provided and in working order DVD player available on request	to accommodate number of guests per sleeping position. Very Good: Very good quality furniture but not necessarily new. Comfortable easy seating. All in very good condition, but may have "lived-in" feel. Chairs and tables to accommodate number of guests per sleeping position. Good: Good quality of manufacture but showing some wear and tear. May be older style but sound. New furniture of good quality. Comfortable but with no degree of luxury. Chairs and tables to accommodate number of guests per sleeping position. Acceptable: Acceptable mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Chairs and tables to accommodate number of guests per sleeping position. Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms/legs. Stained or grubby upholstery. Dated, jaded, unattractive. No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified Maior maintenance and condition issues identified Commodate number of guests per sleeping position. Commodate number of guests per sleepi	1.5 UA 1.5 1.5 1.5 1.5 1.5 1.5 1.5 1.5	GC M GC GC GC GC GC GC GC GC
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Jnit Lounge / Dining Room / Pati Jnit Lounge / Dining Room / Pati	O Temperature Control Temperature Facilities In Unit Tentertainment Facilities In Unit Tentertainment Facilities In Unit Tentertainment Facilities In Unit Entertainment Facilities	Maintenance and Condition Conveniently positioned or remote controlled air-conditioning in room. LCD / LED or other HD Television provided Larger/Wide screen Flat Panel TV in all the rooms and the unit (Larger than 32 inches) DSTV / Top TV provided - more than 12 channels or DSTV / Top TV provided - up to 12 channels TV conveniently located Remote controls provided and in working order DVD player available on request CD player	to accommodate number of guests per sleeping position. Very Good: Very good quality furniture but not necessarily new. Comfortable easy seating. All in very good condition, but may have "lived-in" feel. Chairs and tables to accommodate number of guests per sleeping position. Good: Good quality of manufacture but showing some wear and tear. May be older style but sound. New furniture of good quality. Comfortable but with no degree of luxury. Chairs and tables to accommodate number of guests per sleeping position. Acceptable: Acceptable mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Chairs and tables to accommodate number of guests per sleeping position. Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms/legs. Stained or grubby upholstery. Dated, jaded, unattractive. No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified Maior maintenance and condition issues identified Commodate number of guests per sleeping position. Commodate number of guests per sleepi	11-5 UA 11-5 11-5 11-5 11-5 11-5 11-5 11-5 11-	GC
Jnit Lounge / Dining Room / Pati Jnit Lounge / Dining Room / Pati	O Temperature Control Temperature Facilities In Unit Tentertainment Facilities In Unit Tentertainment Facilities In Unit Tentertainment Facilities In Unit Entertainment Facilities	Maintenance and Condition Conveniently positioned or remote controlled air-conditioning in room. LCD / LED or other HD Television provided Larger/Wide screen Flat Panel TV in all the rooms and the unit (Larger than 32 inches) DSTV / Top TV provided - more than 12 channels or DSTV / Top TV provided - up to 12 channels TV conveniently located Remote controls provided and in working order DVD player available on request CD player	to accommodate number of guests per sleeping position. Very Good: Very good quality furniture but not necessarily new. Comfortable easy seating. All in very good condition, but may have "lived-in" feel. Chairs and tables to accommodate number of guests per sleeping position. Good: Good quality of manufacture but showing some wear and tear. May be older style but sound. New furniture of good quality. Comfortable but with no degree of luxury. Chairs and tables to accommodate number of guests per sleeping position. Acceptable: Acceptable mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Chairs and tables to accommodate number of guests per sleeping position. Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms/legs. Stained or grubby upholstery. Dated, jaded, unattractive. No maintenance and condition issues identified Maior maintenance and condition issues identified Maior maintenance and condition issues identified Maior maintenance and condition issues identified Dustanding fastidious attention to hygiene. All surfaces gleaming. Gean and fresh smell. High level of efficiency. Excellent: Excellent standard of cleanliness. Very Good: Very good standard of cleanliness. Surfaces all clean. Floor cleaned and free from dirt and dust.	11-5 UA 11-5 11-5 11-5 11-5 11-5 11-5 11-5 11-	GC GC
Jnit Lounge / Dining Room / Pati Jnit Lounge / Dining Room / Pati	o Temperature Control o Temperature Control o Temperature Control o Entertainment Facilities in Unit o Entertainment Facilities in Unit Entertainment Facilities o In Unit	Maintenance and Condition Conveniently positioned or remote controlled air-conditioning in room. LCD / LED or other HD Television provided Larger/Wide screen Flat Panel TV in all the rooms and the unit (Larger than 32 inches) DSTV / Top TV provided - more than 12 channels or DSTV / Top TV provided - up to 12 channels TV conveniently located Remote controls provided and in working order DVD player available on request CD player	to accommodate number of guests per sleeping position. Very Good: Very good quality furniture but not necessarily new. Comfortable easy seating. All in very good condition, but may have "lived-in" feel. Chairs and tables to accommodate number of guests per sleeping position. Good: Good guadity of manufacture but showing some wear and tear. May be older style but sound. New furniture of good quality. Comfortable but with no degree of luxury. Chairs and tables to accommodate number of guests per sleeping position. Acceptable: Acceptable mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Chairs and tables to accommodate number of guests per sleeping position. Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms/legs. Stained or grubby upholstery. Dated, jaded, unattractive. No maintenance and condition issues identified Major maintenance and condition issues identified Major maintenance and condition issues identified Control of specifies and condition issues identified Control of cleanlines. Control of cleanlines. Control of cleanlines. Control of cleanlines. Control clean and free from dirt and dust. Control clean and of cleanlines. Control clean and well maintained.	11-5 UA 11-5 11-5 11-5 11-5 11-5 11-5 11-5 11-	232 320 320 320 320 320 320 320 320 320



Quality in Tourism ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	V = Visual Limitation for UA ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / CC
DEFINITION Unit Lounge / Dining Room / Patic	ASSESSED Entertainment Facilities	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	'1-5	GC GC
	IN UNIT		No maintenance and condition issues identified		
Unit Lounge / Dining Room / Patio	in Unit	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
			Outstanding: Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality with additional architectural features.		
			Excellent: Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail		
			Very Good: Very good quality flooring and cellings using very good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features.		
Public Areas	Decoration	Quality	Good: Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality with additional architectural features. Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	'1-5	GC
			Acceptable: Acceptable quality materials used. From and simple design, basic appearance, clean and near. 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 worr-through older ones. Wooden floors that have aged – now in new coart of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging cellings and evidence of water seepage. Stained paintwork, old and amateurishly done.		
			No maintenance and condition issues identified		
Public Areas	Decoration	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas	Decoration	Interior décor with tonal contrast between the critical surfaces.		UA	v
			Outstanding: Outstanding standard of illumination throughout giving sufficient light for all appropriate purposes but also designed for good effect – showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order.		
			Excellent: Excellent standard of illumination giving sufficient light for all appropriate purposes but also designed for effect. All lights and shades of high quality manufacture and in excellent order.		
Public Areas	Furnishings and Fixtures	Quality	Very Good: More light sources than necessary, some strategically placed lights. Very good quality fittings.	'1-5	GC
			Good: More than minimal lighting. Good quality fittings in sound condition. Main light plus one or two small occasional lamps. No extra lights for effect.		
			Acceptable: Enough light for practical use, but nothing more. No occasional lamps.		
			Unacceptable: Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No wobbly connections, burnt shades, filmsy bases that fall over, etc.		
Public Areas	Furnishings and Fixtures	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Public Areas	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV	Major maintenance and condition issues identified	UA	с
Public Areas	Furnishings and Fixtures	listening devices should be made available. Pathways between furniture and fittings to be un-obstructed and at least 90cm wide		UA	v
Public Areas	Furnishings and Fixtures	Furniture should have rounded edges to prevent injury to guests.		UA	v
Public Areas	Furnishings and Fixtures			UA	v
Public Areas	Furnishings and Fixtures	Doors must be able to open fully against adjacent wall.		UA	v
		The wider leaf of double doors must all be located on the same side throughout the length of corridor. (There should be			
Public Areas	Furnishings and Fixtures	a clear understanding of which is the opening section of the double doors and all doors should be orientated in one		UA	v
Public Areas	Furnishings and Fixtures	direction to avoid confusion) The size of opening leaf on all doors en-route should be at		UA	м
	_	least 76cm measured when the door is open at 90-degrees. A selection of chairs to be with and without arm-rests, with			
Public Areas	Furnishings and Fixtures	seats at 45cm to 50cm.	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	UA	м
			location of room. Electronic heating and cooling system in outstanding working condition, has a silent operation and is remote controlled. Windows open and close and balcony doors are easily accessible.		
			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.		
Public Areas	Flooring, Ceiling, Skirting	Quality	Windows open and close easily and balcony doors are easily accessible.	'1-5	GC
rubic Areas	and Cornices	Quality	Very Good: Effective heating and or cooling provided in rooms (with individual control) with good natural ventilation.	1-5	60
			Good: Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation. 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		
			Acceptable: Free scanding appliance due to maintain a reasonably comortable temperature in the room. Doors and windows are property search when closed to maintain a reasonably comortable temperature in the room. Doors and windows are property search when closed to maintain a reasonably comortable temperature in the room. Doors and windows are property search when closed to maintain a reasonably comortable temperature in the room. Doors and windows are property search when closed to maintain a reasonably comortable temperature in the room. Doors and windows are property search when closed to maintain a reasonably comortable temperature in the room. Doors and windows are property search when closed to maintain a reasonably comortable temperature in the room.		
	Flooring, Ceiling, Skirting	Maintenance and Condition	No maintenance and condition issues identified		
Public Areas	and Cornices	Fixed, level, matt and slip resistant surfaced floor finishes. Any	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas	Flooring, Ceiling, Skirting and Cornices	surface, which is not fixed or is extremely smooth or slippery or even very rough, can be a hazard to guests with functional		UA	v
Public Areas	Flooring, Ceiling, Skirting	visual limitations. Differentiation by colour, tone or light contrast between walls		UA	v
	and Cornices	and floor finishes.	Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.		
			Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.		
Public Areas	Lighting	Quality	Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	'1-5	GC
			Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.		
			Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.		
			Unaccentable: View old faded damaned wall covering. Evidence of damn or water penetration. Grubby marks: Unsightly paintwork or exposed wiring. General peniert No maintenance and condition issues identified		
Public Areas	Lighting	Maintenance and Condition Lighting should be positioned to minimise glare and with a	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas	Lighting	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.	UA	v
			Outstanding Luxurious furniture ofoutstanding intrinsic quality. Extra design elements and features throughout. Excellent: Excellent degree of comfort and luxury. Attractive, co-ordinated extras. Decorative, occasional pieces in main room or rooms and corridors.		
			Very Good: Very good quality furniture with comfortable easy seating.		
Public Areas	Atmosphere and Ambience	Quality	Good: Good quality range of materials and construction in sound condition. Basic furniture styles and surfaces well maintained.	'1-5	GC
			Acceptable: Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable.		
			Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Tired, jaded and unattractive.		
Public Areas	Escalators / Lifts / Stairwells / Ramps	Gradient not steeper than 1:12. (1:15 is optimum gradient)	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.	UA	v
Public Areas	Escalators / Lifts / Stairwells / Ramps	Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the		UA	v
Public Areas	Escalators / Lifts /	ramp. 10cm high kerb or tapping rail on the open side of the ramp.		UA	v
Public Areas	Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps	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.)	UA	v
Public Areas	Escalators / Lifts /	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must be no steeper than 1:12		UA	м
	Stairwells / Ramps Escalators / Lifts /	(Optimum gradient 1:15) There should be a landing at the top of ramps with minimum			
Public Areas	Stairwells / Ramps Escalators / Lifts /	dimensions: 90cm x 120cm Unobstructed width of not less than (to allow for easy access		UA UA	M
	Stairwells / Ramps Escalators / Lifts /	for mobility aids): 90cm Contrasting colour at top, bottom and landings of steps.	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	UA	v
Public Areas	Stairwells / Ramps Escalators / Lifts /	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	this case the lowest mark is applied.		
Public Areas	Stairwells / Ramps Escalators / Lifts /	needs to be identified. Square closed risers to all stairs. Each step needs to have a		UA	v
Public Areas	Stairwells / Ramps Escalators / Lifts /	solid edge. Uniform height levels between landings on staircases. There		UA	
	Stairwells / Ramps	should be an equal number of steps on each flight of stairs.		UA	v
Public Areas		the section of the sector if any broke sides of the statement with 20 and		UA	v
Public Areas Public Areas	Escalators / Lifts / Stairwells / Ramps	extensions before and beyond the end of the stair.			
Public Areas Public Areas	Escalators / Lifts / Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps	extensions before and beyond the end of the stair. Unobstructed width of not less than 90cm (to facilitate access for guests using mobility aids)		UA	м
Public Areas	Escalators / Lifts / Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps	extensions before and beyond the end of the stair. Unobstructed width of not less than 90cm (to facilitate access		UA UA	м
Public Areas Public Areas	Escalators / Lifts / Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps Escalators / Lifts /	extensions before and beyond the end of the stair. 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.)			
Public Areas Public Areas Public Areas	Escalators / Lifts / Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps	extensions before and beyond the end of the stair. 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.) 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.		UA	м
Public Areas Public Areas Public Areas Public Areas	Escalators / Lifts / Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps	extensions before and beyond the end of the stair. 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.) 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.		UA	M C C C
Public Areas Public Areas Public Areas Public Areas Public Areas Public Areas	Escalators / Lifts / Stairwells / Ramps Escalators / Lifts /	extensions before and beyond the end of the stair. 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.) 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	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.	UA UA UA	M C C



OF SOLTH AFRICA Quality in Tourism			•••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED Escalators / Lifts /	DESCRIPTION Lifts with automatic door enunciator. The voice provides		STAR GRADING	WIER / GC
Public Areas	Stairwells / Ramps	information to the guest as to when the lift arrives at the floor when alighting.		UA	v
	Escalators / Lifts /	150 lux minimum internal lighting level. Minimum lighting			
Public Areas	Stairwells / Ramps	level, which allows a clear indication to guests with functional visual limitations, of controls and assistive devices.		UA	v
Public Areas	Escalators / Lifts /	Handrail provided on all sides of the lift car. Handrails provide the guest with a functional visual limitation with stabilization		UA	v
	Stairwells / Ramps	to hold on to whilst the lift is in motion.		UA	-
Dublis Asses	Escalators / Lifts /	Emergency phone or intercom colour contrasted with Braille and tactile buttons and text. All emergency controls should			V
Public Areas	Stairwells / Ramps	strongly contrast with the background. Emergency buttons needs to have rough surfaces in order for guests to distinguish		UA	v
		them from the o Size of unobstructed approach space not less than 110cm x			-
Public Areas	Escalators / Lifts / Stairwells / Ramps	150cm (persons making use of mobility aids should have clear, unobstructed space in order to negotiate entrance and exit		UA	м
	Escalators / Lifts /	from the elevator).			
Public Areas	Stairwells / Ramps	Clear opening width of the door should not be less than 76cm.		UA	М
Public Areas	Escalators / Lifts / Stairwells / Ramps	Lift with automatic doors which measure not less than 90cm when doors are in open position		UA	м
Public Areas	Escalators / Lifts / Stairwells / Ramps	Internal size of lift car of 120cm x 160cm		UA	м
Public Areas	Escalators / Lifts / Stairwells / Ramps	Handrail provided on all sides of the lift car located between 90cm and 100cm.		UA	м
			Outstanding: Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality with additional architectural features.		
			Excellent: Excellent quality flooring and cellings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail		
	Welcome, Ambience an	d	Very Good: Very good quality flooring and cellings using very good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features.		
General Services and Service	Personal Touches	Quality	Good: Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality with additional architectural features.	'1-5	GC
			Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		
			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		
			several unmatched styles or newer carpets laid on top or damaged or worn-through older ones. wooden hoors 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 cellings and evidence of water seepage. Stained paintwork, old and amateurishly done.		
General Services and Service	Welcome, Ambience an	^d On arrival the guest is offered a full orientation tour.		UA	MC
General Services and Service	Personal Touches Welcome, Ambience an	d Large text copies of all check in information and information		UA	V
General Services and Service	Personal Touches	provided in the bedroom.	Outstanding: Outstanding standard of efficient lighting in room. Controllable dimmer lighting, especially for reading, etc. 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.		
			Excellent: Provision of efficient lighting within the room of light. Excellent quality fittings, lamps bases, etc. Power points are well positioned and adhere to international requirements.		
			Very Good: Very good efficient room light. Very good blend of natural or electric light during day. Power points are fairly distributed through-out.		
General Services and Service	Reservation, Check-in and General Efficiency	Quality	Good: Room lighting meets minimum energy efficient requirement. Good supply of natural light during the day. Power points are available.	'1-5	GC
			Acceptable: Minimum energy efficient light in room. Restricted natural light. No bare globes or cracked or damaged fittings. Power points are available.		
			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. No wobbly connections, burnt shades, flimsy bases that could fall over, etc.		
General Services and Service	Reservation, Check-in	Reception operating hours: Extensive: 13 hours		'1-5	GC
General Services and Service	and General Efficiency Reservation, Check-in	or Accommodating: 8 to 12 hours		'1-5	GC
General Services and Service	and General Efficiency Reservation, Check-in	or Limited: less than 8 hours a day		'1-5	GC
	and General Efficiency Reservation, Check-in	,			
General Services and Service	and General Efficiency Reservation, Check-in	Resident host (lives on the same property or adjacent) After hours access (night bell / designated direct phone-line to		'1-5	GC
General Services and Service	and General Efficiency Reservation, Check-in	general manager).		'1-5	GC
General Services and Service	and General Efficiency	Reception counter fitted with inductive loops.		UA	с
General Services and Service	Reservation, Check-in and General Efficiency	A chart with basic signs to be kept at reception.		UA	с
General Services and Service	Reservation, Check-in and General Efficiency	A staff member that has basic knowledge of sign language and		UA	с
		lip reading should be available at reception. There should be access to sign language interpreter/ lip-			
General Services and Service	Reservation, Check-in and General Efficiency	speaker practitioner and Deaf/ Blind interpreter, to facilitate communication at different levels.		UA	с
General Services and Service	Reservation, Check-in	A written information and emergency pack is provided in the		UA	с
General Services and Service	and General Efficiency Reservation, Check-in	room. Approach to the entrance free of projecting obstructions or		UA	v
General Services and Service	and General Efficiency Reservation, Check-in	features. Entrance route surface firm, even and slip resistant.		UA	v
General Services and Service	and General Efficiency Reservation, Check-in			UA	v
	and General Efficiency Reservation, Check-in	Doors should always be fully closed or held open. Contrasting colour and texture floor surface space on the			
General Services and Service	and General Efficiency Reservation, Check-in	inside and outside of entrance door.		UA	V
General Services and Service	and General Efficiency	Door closers should incorporate a delay mechanism.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Door furniture should incorporate a horizontal pull/ lever action handle.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Directional and information signage in large format.		UA	v
General Services and Service	Reservation, Check-in	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting		UA	v
	and General Efficiency Reservation, Check-in	colours and textures and free from all obstacles. All furniture to be 80cm high with solid sides up to 20cm			+
General Services and Service	and General Efficiency	above floor surface.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Adequate lighting positioned to illuminate the faces of the reception staff and desktop without creating glare.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Low ambient noise levels.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Braille, large print and audio information on establishment and surroundings.		UA	v
	Reservation, Check-in	Provision for pull handles on main entrance door, this should measure at least 12cm in length and be easy to grasp at a			
General Services and Service	and General Efficiency	height of 80cm to 120cm from the floor. Handle must be of a		UA	м
	Reservation, Check-in	D'-shaped type. Hours of attendance should be a minimum of 12 hour			-
General Services and Service	and General Efficiency	attendance at the door to provide assistance for those who need it.		UA	м
General Services and Service	Reservation, Check-in and General Efficiency	Length of 80cm high and 120cm wide check-in counter or reception desk.		UA	м
General Services and Service	Reservation, Check-in	Seating has been provided with a seat height between 45cm and 50cm from the floor.		UA	м
Concert for the sector	and General Efficiency Reservation, Check-in	Website provides sufficient pre-booking information on all			
General Services and Service	and General Efficiency	services and facilities catering towards guests with functional mobility/ physical limitations.		UA	м
General Services and Service	Reservation, Check-in and General Efficiency	Seating has been provided with a seat height between 45cm and 50cm from the floor.		UA	м
			Outstanding: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout		1

		mobility/ physical limitations.			
General Services and Service	Reservation, Check-in	Seating has been provided with a seat height between 45cm		UA	м
	and General Efficiency	and 50cm from the floor.			
		Outstanding: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout the property.			
			Excellent: Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms.		
General Services and Service	Appearance of Staff	Quality	Very Good: Comfortable, relaxed feel. Some busy music in background but not intrusive. Co-ordinated décor, finishing, etc.	'1-5	GC
General Services and Service	Appearance of Starr	Quanty	Good: Comfortable, relaxed feel.	1-5	60
			Acceptable: Acceptable levels of comfort.		
			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.		
General Services and Service	Laundry Service	Laundry facility in each unit to consist of Washing machine, ironing facilities or iron and ironing board in unit		1-5	GC
General Services and Service	Laundry Service	or Laundry facility on site or laundry serviceavailable on request.		1-5	GC
General Services and Service	Laundry Service	or laundry facility / service off-site in close proximity	Please note that should laundry services on be available off-site, this service must be offered free of charge to guests.	'1-5	GC
General Services and Service	Laundry Service	Full laundry / dry cleaning service (5 days a week)		'1-5	GC
General Services and Service	Laundry Service	or Limited laundry / dry cleaning service (minimum 3 days)		'1-5	GC
General Services and Service	Laundry Service	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
		<u> </u>	Major maintenance and condition issues identified		I



DEFINITION	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		CTAD CDADING	
	ASSESSED	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	IVIER / GC
			Outstanding: Personal welcome from owner or representative. Guests offered a substantial beverage tray with biscuits / snacks. Fresh flowers. Friendly welcoming letter. Accessories pack.		
			Excellent: Cheerful demeanour and attitude by reception staff or meet and greet officer. Guests shown or directed to unit and given necessary information. Beverage tray provided. Flowers		
General Services and Service	Public Area Service	Quality	Very Good: Where no personal welcome, a tea / drinks tray with welcoming letter. Phone call or visit at some time after arrival to check all is well. Flowers.	'1-5	GC
			Good: Tray with tea / drink making facilities with short note inviting guest to contact owner or representative at any time during visit. Guest may collect key from caretaker/representative nearby.		
			Acceptable: Acceptable behaviour in carrying out required duties.		
			Unacceptable: No welcome to speak of. Key in door or sent in advance without personal letter. Neither representative nor owner ever met.		
			Reception staffed refers to the ability to have a staff member check in / out without using a night / duty bell. Staff may be performing multiple duties in the same location i.e. restaurant /		
			reception adjacent. Or where 'meet and greet' is provided, keys and appropriate information has to be left in designated area.		
			Outstanding: Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation, for a minimum of 18 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.		
			Excellent: Reservations dealt with very effectively. Ability to make a prompt and effective reservation during the day and up to 21:00. 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 and sometimes anticipated.		
General Services and Service	Meal Service	Quality	Conducted very effectively and information on range of key racinities provided. An guests needs are met in a quick and effective manner and sometimes anticipated. Very Good: Reservations dealt with promptly. Ability to make a prompt and effective reservation during day and up to 21:00. All necessary information taken and provided. Efficient check-in. Always given full information about facilities. Good responses to any requests.	'1-5	GC
			Good: Reservations dealt with fairly well. All necessary information taken and provided. When registered, key is given and guest is directed to room. All requests dealt with pleasantly.		
			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.		
			The nature of the establishment will be taken into account as formality may vary significantly.		
			Outstanding Extremely well-appointed staff appearance. Neat and tidy pieced uniforms in pristine condition. Staff well-presented and trained in required etiquette. All staff wearing name badges.		
			Excellent: Clean, neat, appropriate dress. A generally smart, well-groomed appearance. All staff wearing name badges.		
General Services and Service	Check-out Efficiency	Quality	Very Good: Approaching excellent, but lacking the final touch. Perhaps some clothing items inappropriate for a professional environment. All clothing clean.	'1-5	GC
			Good: A noticeable attempt to be smart. No stains, tears, etc. but dressed for comfort rather than smartness. Acceptable Clothes starting to look lived in, but basically clean and neat.		
			Unacceptable: Clothing dirty, stained, frayed, holed. Dirty shoes. Hands and fingernails grubby. Hair unwashed and out of control. Unshaven. Personal hygiene lacking.		
			Outstanding: Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner.		
			Excellent: Brilliant, willing staff. Helpful and attentive. Shows willingness to assist with requests; may have to go away to find out required information.		
General Society and Cambra	Tourist Information	Quality	Very Good: Staff always present and respond helpfully when asked. Willing, though could possibly benefit from further training.	ia e	
General Services and Service	Tourist Information	Quality	Good: Staff are pleasant and helpful	'1-5	GC
			Acceptable: Acceptable behaviour in carrying out required duties.		
General Services and Service	Tourist Information	Assistance with information about accessible tourism products	Unaccantable-Surlu or rude behaviour. Clear indifference to quests. Irritation at being asked for anything	UA	MCV
		and bookings provided by hotel/lodge staff. Clear and plain format and presentation of brochures and		+	1
General Services and Service	Tourist Information	websites, to provide clear and articulate information that will minimize the need to be explained by telephone or other		UA	с
General Services and Service	Conference Facilities	media. Conference Function Area (100 or more)		'1-5	GC
General Services and Service	Conference Facilities Conference Facilities	or Conference /Function Rooms (40 or more)		'1-5	GC
General Services and Service General Services and Service	Conference Facilities	or Meeting Rooms (up to 40) Secretarial Services provided		'1-5 '1-5	GC GC
General Services and Service	Conference Facilities	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
		Good even lighting, and/ or accent lighting to focus speakers	Major maintenance and condition issues identified		
General Services and Service General Services and Service	Conference Facilities Conference Facilities	and lip-readers. Adequate lighting positioned to minimise glare		UA UA	C V
		Provision for a pull handle on all doors. [The handle must be			
General Services and Service	Conference Facilities	at least 12cm in length and be easy to grasp so that guests may easily open and close doors].		UA	м
General Services and Service	Conference Facilities	80cm high tables with 90cm clear space below to enable users of mobility aids with leg space under the table without		UA	м
		obstruction.	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.		
			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.		
Housekeeping Services	Bedrooms	Quality		'1-5	GC
			Very Good: Well-motivated staff. Evidence of aspiring to excellent standard. Very good knowledge of food and wine.		
			Good: Friendly staff, efficient service. Good knowledge of food and wine. Requests dealt with pleasantly.		
			Acceptable: Acceptable service levels. Neutral attitude by staff who are able to assist to a degree.		
			Hanssontables inafficient slaves and en and wine - Hoffendle and incomenciete automs and elesses sumlind for each meal - Leek of Incodedea of food and wine - Hoffendle and unkeleful		
Housekeeping Services	Bedrooms	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
		Housekeeping staff to ensure all room accessories and			v
Housekeeping Services	Bedrooms	equipment are within easy reach. Care to ensure everything			
Housekeeping Services		remains in the same place.		UA	v
	Bedrooms	Housekeeping staffs to ensure all room accessories and			м
	Bedrooms	Housekeeping staffs to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.		UA	
Housekeeping Services	Bedrooms Bedrooms	Housekeeping staffs to ensure all room accessories and equipment are within easy reach for guests with functional			
		Housekeeping staffs 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	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 execctations. Guests also asked if they would like to be kept up to date with any future specials or special events. Positive last impression.	UA	м
		Housekeeping staffs 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	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.	UA	м
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Housekeeping Services Housekeeping Services Housekeeping Services Housekeeping Services Housekeeping Services	Bedrooms Bedrooms Guest Bathrooms Guest Bathrooms Guest Bathrooms Unit Lounge / Dining	Housekeeping staffs 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. Quality House-keeping 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 for guests with functional visual limitations. Care to ensure everything remains in the same place. House-keeping staff to ensure all bathroom accessories and equipment is within easy reach for guests with functional mobility and physical limitations.	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. 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. Very Good: Prompt attention and billed correct. Attempt at excellence. Cheerful demeanour. Good: Bill correct. Staff professional, friendly and efficient towards departing guests. Acceptable: Bill correct. Staff are efficient. It excentable. Bill wrong and ungentioned. Staff have no idea and are unwilling to arcist the works. Eucle manner, Leng weit. Etaff unable to manner of normation forms of normation. Outstanding: Information pack / tourist information in units, reception or lounge. Information covers immediate and surrounding area as well as specific accommodation information. Books, papphlets 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. Effective use of technology. A concilerge services is also available. Excellent: information Pack / tourist information provided at reception and in Units. 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. Very Good: As above with a very good range of tourist information.	UA UA '1-5 UA UA UA	GC V
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			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
			Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell.		
			Excellent: Generally excellent standard, surfaces gleaming. Clean, fresh smell.		
			Very Good: Very good level of cleanliness. Surfaces and floors clean.		
Additional Self-Catering Establishment Facilities	Restaurant and Bar Area	Quality	Good: Good level of cleanliness. Surfaces and floors clean.	'1-5	GC
			Acceptable: Acceptable level of cleanliness. Surfaces and floors clean.		
			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.		
Additional Self-Catering Establishment Facilities	Restaurant and Bar Area	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified		<u> </u>
Additional Self-Catering Establishment Facilities	Restaurant and Bar Area	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	MCV
			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.		
			Excellent: Excellent level of cleanliness. Generally a very good level of vacuum cleaning and dusting. Everything tidy and well arranged.		
Additional Self-Catering	On-Site Convenience	Quality	Very Good: Very good level of cleanliness. Easy seating area may have "lived-in" feel with some books, magazines, etc. on tables.	'1-5	GC
Establishment Facilities	Store	Quanty	Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.	1-5	60
			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.		
			Unacceptable: Generally neglected housekeeping. Carpets badly vacuum cleaned. All surfaces dirty or dusty. Cobwebs, dead insects. Dead or wilting plants. Ashtrays not emptied. Newspapers, how maintenance and condition issues identified		
Additional Self-Catering Establishment Facilities	On-Site Convenience Store	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC
Additional Self-Catering	Additional Recreational	Swimming pool provided	Major maintenance and condition issues identified	'1 E	60
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational			'1-5	GC
Establishment Facilities	Facilities	Heated swimming pool for all year round swimming		'1-5	GC
Establishment Facilities	Additional Recreational Facilities	Spa facilities		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	or Jacuzzi and / or sauna		'1-5	GC
Additional Self-Catering	Additional Recreational	Organised entertainment programmes		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	Comprehensive recreation / games room		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational				
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	or limited games and recreation room.		'1-5	GC
Establishment Facilities	Facilities	Massages / therapies provided in-house		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Comprehensive gym		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	or Gym (minimum three pieces of gym equipment		'1-5	GC
Additional Self-Catering	Additional Recreational	Tennis court/s or other game courts or fields.		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	-		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	Comprehensive children's playground (at least 5 activities)			
Establishment Facilities	Facilities	Golf course facilities		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	or Mini-golf, putt-putt, driving range.		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Trampolines		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Landscaped gardens		'1-5	GC
Additional Self-Catering	Additional Recreational	Secure luggage storage		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	Wireless Internet access in units		'1-5	GC
Establishment Facilities	Facilities		No maintenance and condition issues identified	15	
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Maintenance and Condition	Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC
Responsible environmental and	Water Management	Water efficient dishwashers installed.	Wajor maintenance and condition issues identified	'1-5	GC
business practices Responsible environmental and	Water Management	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.	'1-5	GC
business practices	water wanagement	'No towel change' option for guests. Guests need to be	Shower neads and taps which are ritted with defators of specific water-saving rittings. The typical now-rate of a water-saving shower nead is less than 10 littles per initiate.	1-5	90
Responsible environmental and	Water Management	informed on how to opt for this service i.e. to hang towels up		'1-5	GC
business practices		if no change is required by housekeeping, or leave on the floor if a change is required.			\square
Responsible environmental and business practices	Water Management	'No linen change' option for guests. Guests need to be informed on how to opt for this service.		'1-5	GC
Responsible environmental and	Water Management	Re-use of grey water for garden watering. Grey water from		'1-5	GC
business practices		laundry, showers and hand basins can be treated and re-used.			
Responsible environmental and business practices	Water Management	Garden watering to be done either early morning or late afternoon to minimise evaporation.		'1-5	GC
Responsible environmental and business practices	Water Management	In dry regions garden landscaping should be designed to reduce water requirements.		'1-5	GC
Responsible environmental and business practices	Water Management	Reduced flush or twin flush cisterns in all or most toilets.		'1-5	GC
Responsible environmental and	Water Management	green toilet options e.g. composting toilets, biomass digesters		1-5	GC
business practices Responsible environmental and	Waste Management	etc. Dish washing and laundry detergent is biodegradable.		'1-5	GC
business practices Responsible environmental and	_				
business practices	Waste Management	Green waste is composted All paper products (forms, menus, table cloths / serviettes,		'1-5	GC
Responsible environmental and business practices	Waste Management	letterheads, photo-copy paper) are made from recycled		'1-5	GC
Responsible environmental and	Waste Management	paper. Property has a recycling programme e.g. plastic, paper, glass,		'1-5	GC
business practices		cans, printer cartridges etc.		1.5	
Responsible environmental and business practices	Energy Management	TVs, Stereo, DVD Players and other electrical appliances switched off (not left on Stand-by mode) between guest visits.		'1-5	GC
Responsible environmental and	Energy Management	Energy-saving light sensors (automatically turn off lights in public areas such as hotel/lodge corridors, gym, games room		'1-5	GC
business practices		etc.)		2-2	
Responsible environmental and	Energy Management	Light saving sources in all appropriate places – especially for		'1-5	GC
business practices Responsible environmental and		shaving, make-up, contact lenses, reading, etc			
business practices	Energy Management	Energy saving light bulbs are used for lighting fixtures.		'1-5	GC
Responsible environmental and business practices	Energy Management	Solar power/ heating initiatives.		'1-5	GC
Responsible environmental and	audurus a st	Besides on the-job training, the property has a skills development plan for each employee and ensures that it is			
business practices	Business Practices	kept up to date and compliant with legislation pertaining to		'1-5	GC
Responsible environmental and	Business Practices	the operation of the business. Property supports local community initiative/s		'1-5	GC
business practices Responsible environmental and	Business Practices	Property supports local producers and buys in bulk where		'1-5	GC
business practices	Submos Flactices	possible.		1-3	30

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TOURISM GRADING COUND OF SOUTH AFRICA Quality in Tourism	CIL		*** C = Communication Limitation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS			
DEFINITION	ASSESSED	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
Category Definition	Category Defintion		A self-catering property is your home away from home. It usually offers guests a sole occupancy unit consisting of one or more bedrooms and self contained public areas e.g. kitchen, dining area	'1-5	MER
		formal reception Area and Lifestyle Resorts – Multi self- contained accommodation with onsite facilities and amenities.	and lounge		
Category Definition	Category Entry Requirements	The host / representative must be contactable 24 hours a day, 7 days per week.		'1-5	MER
Category Definition	Category Entry	Bathroom facilities may or may not be en-suite and/ or		'1-5	MER
	Requirements	private. The reception entrance as well as individual unit entrances			-
Building Exterior	Appearance of Buildings	should be clearly identifiable and the doorway illuminated when it is dark. Excellent levels of lighting for safety and comfort in all public areas, including sufficient light on		'1-5	MER
Duilding Futerior	Annoning of Duildings	stairways and landings at night. Acceptable appearance/maintenance/condition. Minor		11	MED
Building Exterior		maintenance issues may be present i.e. natural weathering to building exterior. Good appearance/maintenance/condition. Minor		'1	MER
Building Exterior		maintenance issues may be present i.e. natural weathering to building exterior. Very good appearance/maintenance/condition. No obvious		'2	MER
Building Exterior	Appearance of Buildings	maintenance issues. Excellent appearance/maintenance/condition. No		'3	MER
Building Exterior	Appearance of Buildings	maintenance issues. The establishment has an attractive and inviting impression. Outstanding appearance/maintenance/condition. No		'4	MER
Building Exterior	Appearance of Buildings	maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.		'5	MER
Building Exterior	Grounds and Gardens	Seasonal changes, environmental concerns, water availability and water usage must be taken into account.		'1-5	MER
Building Exterior	Grounds and Gardens	Grounds and gardens well maintained, kept tidy and safe.		'1	MER
-		Basic but functional garden furniture provided in all garden			
Building Exterior	Grounds and Gardens	areas for guests' use.		'1	MER
Building Exterior	Grounds and Gardens	Grounds and gardens well maintained, kept tidy and safe.		'2	MER
Building Exterior	Grounds and Gardens	Adequate and functional garden furniture provided in garden area for guests' use.		'2	MER
Building Exterior	Grounds and Gardens	Grounds and gardens attractively maintained, kept tidy and safe.		'3	MER
Building Exterior	Grounds and Gardens	Good quality and functional garden furniture provided in		'3	MER
-		garden area for guests' use. Grounds and gardens well maintained and excellent			
Building Exterior	Grounds and Gardens	appearance all year round in respect of seasonality.		'4	MER
Building Exterior	Grounds and Gardens	Well finished and excellent quality garden furniture provided in garden areas for guests' use. Grounds and gardens in pristine condition with attention to		'4	MER
Building Exterior	Grounds and Gardens	detail, including landscaping, driveways and architectural features, e.g. gazebo, pergola, summerhouse etc.		'5	MER
Building Exterior	Grounds and Gardens	Well finished and outstanding quality garden furniture provided in all garden areas for guests' use. Clear signage. Signage should incorporate symbols and		'5	MER
Building Exterior	Grounds and Gardens	pictograms. Signage is an essential for way for guests to find their way. Grounds and garden pathways kept clear of obstacles /		UA	MCV
Building Exterior	Grounds and Gardens	obstructions.		UA	MV
Building Exterior	Grounds and Gardens	Fixed, level, matt and slip resistant ground and floor surfaces.		UA	MV
Building Exterior	Grounds and Gardens	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.		UA	v
Building Exterior	Grounds and Gardens	Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Building Exterior	Grounds and Gardens	Textured surfaces, such as roughened finishes, on all ramps,		UA	MV
Building Exterior	Grounds and Gardens	stairways and main circulation paths. Route surface firm and even - the surface should be hard with		UA	MV
Sanang Enterior		no gravel or cobble type finishes. Provision of all on-site and/ or designated parking areas to			
Building Exterior	Parking, Driveways and Signage	conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'1-5	MER
Building Exterior	Parking, Driveways and Signage	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.		'1-2	MER
Building Exterior	Parking, Driveways and	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in very good		'3	MER
	Signage	condition, clearly defined and well lit with clear signage.			
Building Exterior	Parking, Driveways and 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.		'4	MER
Building Exterior	Parking, Driveways and 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		'5	MER
Building Exterior	Parking, Driveways and Signage	signage. Valet service available 18 hours where the guest can have their vehicle parked at check in/out by dedicated staff.		'5	MER
Building Exterior	Parking, Driveways and Signage	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find		UA	мсу
Building Exterior	Parking, Driveways and Signage	their way. Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Building Exterior	Parking, Driveways and Signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width		UA	м
Building Exterior	Parking, Driveways and Signage	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient.	(optimum gradient is 1:15)	UA	м
Building Exterior	Parking, Driveways and Signage	Entrance route surface should be firm and even and slip- resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from		UA	MV
Building Exterior	Safety and Security	entrances and parking areas to all facilities. Appropriate, fit for purpose safety and security measures throughout the establishment at all times.		'1-5	MER
Building Exterior	Safety and Security	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.		'1-5	MER
Building Exterior	Safety and Security	Emergency information & procedures clearly displayed in English and in pictograms where possible.	(Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)	'1-5	MER
Building Exterior	Safety and Security	Guests to have secure access into facility / establishment.		'1-5	MER
Building Exterior	Safety and Security	Emergency evacuation procedures provided. (Written and/or	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
ANONIS EALERION	sarcey and security	Over the second descent and a second s	The second s	7-2	I IVIE!

Building Exterior	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.		'1-5	MER
Building Exterior	Safety and Security	At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.		UA	MCV
Building Exterior	Safety and Security	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.		UA	с
Building Exterior	Safety and Security	Where two way-communication systems are employed for security and safety purposes, there should be an additional manned cellphone number provided 24/7.	Where such systems make provision for communication devices, these devices should be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.	UA	с
Building Exterior	Safety and Security	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 emolovees.		UA	MCV
Building Exterior	Safety and Security	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.		UA	MCV
Bedrooms	Unit Entrance, Safety and Security	Printed information on assistance and evacuation procedures, in the event of an emergency, must be advertised in every UNIT. Emergency procedure notices must be clearly displayed behind the main entrance door.	This procedure must be written in English and displayed in pictograms	'1-5	MER
Bedrooms	Unit Entrance, Safety and Security	Facilities to keep guests' valuables safe inside the room with additional safe facilities (e.g. large items) made available upon request, given the size of the establishment, the quality Star Grading of the establishment and the profile of the client.		'1-5	MER
Bedrooms	Unit Entrance, Safety and Security	Means of securing bedroom doors from the inside and outside of the bedroom.	i.e. deadlock or key card lock	'1-2	MER

Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers

'1-5

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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.

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Bedrooms Flooring, Ceiling, Skirting and Corrices Fixed, level slip-resistant floor surfaces used. UA Bedrooms Bedding and Linen Purpose designed mattress protectors and pillow protectors are required to be fitted to all beds. 1-4 Bedrooms Bedding and Linen All Bedding must be the appropriate size, free of stains, holes and fraying. This includes sheets, pillowcases, blankets, bedspreads /quilts /duvet / mattresses on all beds. 1-4 Bedrooms Bedding and Linen All Inen must be of an acceptable quality and bedean. Two sheets, one pillow per sleeping position with pillow case, a blanket and a bedspread RO ne sheet and duvet with duvet core per bed. 1-1 Bedrooms Bedring and Linen Bedrooms Spare bedding and Linen request. Spare bedding and one extra pillow to be available on request. 1-1 Bedrooms Bedring and Linen core per bed. Spare bedding and Linen must be of a good quality and clean. 1-1 Bedrooms Bedring and Linen request. Spare bedding and Linen must be of a good quality and clean. 1-1 Bedrooms Bedring and Linen request. Spare bedding and one extra pillow to be available on request. 1-1 Bedrooms Bedring and Linen request. Spare bedring and One (two sheets and Outper bedring and Linen must be of a good quality net clean. 1-2	'4	M	/IER
Bedrooms Flooring, Celling, Skirting and Cornices Fixed, level slip-resistant floor surfaces used. UA Bedrooms Bedding and Linen Purpose designed mattress protectors and pillow protectors are required to be fitted to all beds. 1-4 Bedrooms Bedding and Linen All bedding must be the appropriate size, free of stains, holes and fraying. This includes sheets, pillowcases, blankets, bedspreads /quilts /duvet / mattresses on all beds. 1-4 Bedrooms Bedding and Linen All linen must be of an acceptable quality and bedean. Two sheets, one pillow per sleeping position with pillow case, a blanket and a bedspread QR one sheet and duvet with duvet core per bed. 1-1 Bedrooms Bedring and Linen Bedrooms Spare bedding and Linen (Intern must be of a acceptable quality and clean. Two sheets, one pillow to be available on request. 1-1 Bedrooms Bedring and Linen (Intern must be of a good quality and clean. Two sheets, one pillow to be available on request. 1-1 Bedrooms Bedring and Linen (Intern must be of a good quality and clean. Two sheets, one pillow to be available on request. 1-2 Bedrooms Bedring and Linen (Intern must be of a good quality and clean. Two sheets, one blanket and a bedspread Q fone/two sheets and duvet with cover per bed. Bedrooms One good quality spare pillow to the bed/one good quality spare pillow to the bed/one good quality spare pillow in the bed/one. 1-2	'5	M	/IER
Bedrooms Bedring and Linen Purpose designed mattress protectors and pillow protectors are required to be fitted to all beds. 1-1- Bedrooms Bedding and Linen All bedding must be the appropriate size, free of stains, holes and fraying. This includes sheets, pillowcases, blankets, bedspreads /quilts /duvet / mattresses on all beds. 1-1- Bedrooms Bedding and Linen All linen must be of an acceptable quality and be clean. 1-1- Bedrooms Bedding and Linen All linen must be of an acceptable quality and be clean. 1-1- Bedrooms Bedding and Linen Spare bedding and over with pillow case, a blanket and a bedspread OR one sheet and duvet with duvet cover per bed. 1-1- Bedrooms Bedding and Linen Spare bedding and over with over be available on request. 1-1- Bedrooms Bedding and Linen All linen must be of a good quality and clean. 1-1- Bedrooms Bedding and Linen Spare bedding and over with over be available on request. 1-1- Bedrooms Bedding and Linen All linen must be of a good quality and clean. 1-2- Bedrooms Bedding and Linen All linen must be of a good quality over sheets, and a bedspread OR one/two sheets and duvet with over per bed. 1-2- Bedrooms Bedding and Linen One good quality pillow	UA	N	MV
Image: Constraint of the constra	'1-5	м	/IER
Bedding and Linen and fraying. This includes sheets, pillowcases, blankets, bedspreads/quilts/duvet / mattresses on all beds. 11-5 Bedrooms Bedding and Linen All linen must be of an acceptable quality and be clean. 11 Bedrooms Bedding and Linen 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. 11 Bedrooms Bedring and Linen Spare bedring and one extra pillow to be available on equest. 11 Bedrooms Bedring and Linen Spare bedring and one extra pillow to be available on equest. 12 Bedrooms Bedring and Linen Spare bedring and one extra pillow to be available on equest. 12 Bedrooms Bedring and Linen Spare bedring and one extra pillow to be available on equest. 12 Bedrooms Bedring and Linen All linen must be of a good quality and clean. 12 Bedrooms Bedring and Linen All linen must be of a good quality and clean. 12 Bedrooms Bedring and Linen Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. 12 Bedrooms Bedring and Linen Fore good quality pare pillow on the bed. One good quality pare pillow per sleeping position on the bed. One good quality pare pillow in the bedrooms.	\rightarrow		
Bedrooms Bedding and Linen All linen must be of an acceptable quality and be clean. 1 Bedrooms Bedring and Linen Two sheets, one pillow per sleening position with pillow case, a blanket and a bedspread OR one sheet and duvet with duvet cover per bed. 1 Bedrooms Bedring and Linen Spare bedring and one extra pillow to be available on request. 1 Bedrooms Bedring and Linen Spare bedring and one extra pillow to be available on request. 1 Bedrooms Bedring and Linen All linen must be of a good quality and clean. 1 Bedrooms Bedring and Linen All linen must be of a good quality and clean. 1 Bedrooms Bedring and Linen Mo sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. 1 Bedrooms Bedring and Linen Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. 1 Bedrooms Bedring and Linen Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. 1 Bedrooms Bedring and Linen Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. 1 Bedrooms Bedrom gran dulinen One good quality spare pillow on t	'1-5	M	/IER
Bedroam Two sheets, one pillow per sleeping position with pillow case, a blankt and a bedspread OR one sheet and duvet with duvet cover per bed. Provide Cover pe	'1		/IER
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Bedrooms Bedring and Linen Spare bedring and one extra pillow to be available on request. 11 Bedrooms Bedring and Linen All linen must be of a good quality and clean. 12 Bedrooms Bedring and Linen All linen must be of a good quality and clean. 12 Bedrooms Bedring and Linen Two sheets, one blanket and a bedspraced OR one/two sheets and duve with cover per bed. 12 Bedrooms Bedring and Linen One good quality proper pillow per sleeping position on the bed. One good quality spare pillow in the bedroom. 12 Bedrooms Bedring and Linen One good quality one one quest. 12 Bedrooms Bedring and Linen Spare bedring and pillow to be available on request. 12	1	M	1ER
Bedding and Linen All Inen must be of a good quality and clean. '2 Bedrooms Bedding and Linen Two sheets, one blanket and a bedspraced OR one/two sheets and duvet with cover per bed. '2 Bedrooms Bedding and Linen Two sheets, one blanket and a bedspraced OR one/two sheets and duvet with cover per bed. '2 Bedrooms Bedding and Linen One good quality politow per sleeping position on the bed. One good quality spare pillow in the bedroom. '2 Bedrooms Bedding and Linen One good quality politow per sleeping position on the bed. One good quality spare pillow in the bedroom. '2 Bedrooms Bedding and Linen Spare bedding and pillow to be available on request. '2	'1	M	/IER
Bedrooms Bedrooms Bedrooms And duvet with cover per bed. And duvet with cov	'2		1ER
Bedrooms Bedrooms Good quality spare pillow in the bedroom. 2 Bedrooms Bedrooms Spare bedrooms to be available on request. 2	'2	M	1ER
Bedding and Linen Spare bedding and pillows to be available on request. '2	'2		/IER
Second one since marked or a rely book quarky and clean.	'2 '3		1ER 1ER
Redrooms Redding and Linen Two sheets, one blanket and a bedspread OR one/two sheets	'3		/IER
Bedrooms Bedding and Linen Two very good quality pillows per sleeping position, with	'3	м	/IER
Spare pillows available on request.	'3		/IER
All linen must be of an excellent quality and be well			
Becuring and Lifein Iaundered. 4 Two sheets, one blanket and a bedspread OR two sheets and 4	'4		1ER
Bedrooms Bedding and Linen Two sheets, one blanket and a bedspread OR two sheets and duvet with a cover per bed.	'4	M	/IER



DEFINITION A Bedrooms B Bedrooms B Bedrooms B Bedrooms B Edrooms B	Bedding and Linen Bedding and Linen Bedding and Linen	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION Two excellent quality pillows per sleeping position with an additional pillow and blanket in the room. Special requirement pillows should be available on request. A larger than normal pillow must be provided at each sleeping position. All linen must be of an outstanding quality and be immaculately laundered. Two sheets and duvet with duvet cover per bed. Two sheets and duvet with duvet cover per bed.	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER
Bedrooms B Bedrooms B Bedrooms B F	Bedding and Linen Bedding and Linen Bedding and Linen	additional pillow and blanket in the room. Special requirement pillows should be available on request. A larger than normal pillow must be provided at each sleeping <u>position</u> . All linen must be of an outstanding quality and be <u>immaculately laundered</u> . Two sheets and duvet with duvet cover per bed.			
Bedrooms B Bedrooms B	Bedding and Linen	immaculately laundered. Two sheets and duvet with duvet cover per bed.		'5	
Bedrooms B				10	MER
F		Two outstanding quality pillows per sleeping position with an additional pillow and blanket in the room. Special		'5	MER
le.		requirement pillows should be available on request. A larger than normal pillow must be provided at each sleeping position.		'5	MER
	orm of Bedding (Beds, Bases and Mattresses)	Where bunk beds are provided, a purpose designed, safe, effective ladder must be fitted.		'1-5	MER
	form of Bedding (Beds, Bases and Mattresses)	An acceptable form of headboard		1-2	MER
	Form of Bedding (Beds, Bases and Mattresses)	An acceptable form of headboard firmly secured.		3-5	MER
Bedrooms Fo	Form of Bedding (Beds, Bases and Mattresses)	There should be access to both sides of beds for double occupancy.		'1-5	MER
Bedrooms Fo	orm of Bedding (Beds,	Minimum dimensions for a standard single bed: L188cm x	Sofa beds / sleeper couches are not acceptable as permanent bed spaces. However, movable sofa beds / sleeper couches are acceptable as additional, temporary sleeping mechanism for children	1-4	MER
Redrooms Fo	Bases and Mattresses) Form of Bedding (Beds,	W92cm. Minimum dimensions for a standard single bed: L188cm x	under 12 years. Sofa beds / sleeper couches are not acceptable	5	MER
B	Bases and Mattresses)	W92cm. Minimum dimensions for a standard double bed: L188cm x			
F	Bases and Mattresses) Form of Bedding (Beds,	W137cm.		'1-3	MER
Bearborns Bi	Bases and Mattresses) Form of Bedding (Beds,	Good quality mattress required.		'1-2	MER
Bearooms Ba	Bases and Mattresses)	Bed bases must be of good quality.		'1-2	MER
Bearooms Ba	Bases and Mattresses)	Very good quality mattresses required.		'3	MER
Bearooms Ba	orm of Bedding (Beds, Bases and Mattresses)	Bed bases must be of very good quality.		'3	MER
	Form of Bedding (Beds, Bases and Mattresses)	Minimum bed dimensions: Queen L188cm x W152cm.	Sofa beds / sleeper couches are not acceptable as permanent bed spaces. However, movable sofa beds / sleeper couches are acceptable as additional, temporary sleeping mechanism for children under 12 years.	1-3	MER
	Form of Bedding (Beds, Bases and Mattresses)	Minimum bed dimensions: Queen L200cm x W152cm.	Sofa beds / sleeper couches are not acceptable	4-5	MER
	Form of Bedding (Beds, Bases and Mattresses)	Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 92cm.		'4-5	MER
	Form of Bedding (Beds, Bases and Mattresses)	Minimum bed dimensions: Single L200cm x 92cm.		'4-5	MER
	Form of Bedding (Beds, Bases and Mattresses)	Excellent/Outstanding quality mattresses.		'4-5	MER
	Form of Bedding (Beds, Bases and Mattresses)	If using a sleeper couch it must be upholstered. Sleeper couch to be visually attractive and of excellent/outstanding quality.		'4-5	MER
Bedrooms	Bases and Mattresses)	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,		UA	MCV
		cellohone technology etc. Designated Mobility Accessible Bedrooms: Size of firm bed must be 45cm to 50cm in height and a minimum of 92cm in		UA	м
Redrooms Fo	orm of Bedding (Beds, Bases and Mattresses)	width. All Bedrooms: Height of environmental controls to enable users to comfortably reach them at a 110cm - 120cm in height		UA	м
		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		'1-5	MER
Bedrooms Te	emperature Control	comfort levels based on the geographical location of the establishments and for all seasons. Height of environmental controls to enable users to		UA	м
Bedrooms To	ind Ventilation	comfortably reach them below 120cm in height. Remote controls for air-conditioning or equivalent cooling		UA	м
Bedrooms	ighting, Power and	system in designated Mobility Accessible Rooms. All rooms should have light switches located on the inside of		'1-5	MER
Bedrooms	witches .ighting, Power and witches	each doorway or equivalent. One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.		'1-3	MER
Bedrooms Li	ighting, Power and witches	Acceptable/Good quality lighting for the room		'1-2	MER
Sector Se	ighting, Power and Switches	Very good quality lighting for the room Very good quality, working light fittings without any		'3	MER
	ighting, Power and Switches	maintenance issues (i.e. no cracks, damaged or poor fitting lights).		'3	MER
	ighting, Power and witches	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position.		'4-5	MER
Bedrooms Sv	ighting, Power and witches	Two bedside lights in a twin bedded room.		'4-5	MER
Si	witches	Excellent/Outstanding quality lighting for the room Excellent/Outstanding quality, working light fittings without		'4-5	MER
Si Si	ighting Power and	any maintenance issues. (i.e. no cracks, damaged or poor fitting lights).		'4-5	MER
Sedrooms Si	witches ighting, Power and	Bedroom lighting must be even and well lit.		UA	V M
Sectooms Sv	witches Mirror and Mirror	Height of light switches and controls should be 80cm – 120cm. A full length mirror with direct lighting in the bedroom.		UA '1-5	MER
Li	ighting Mirror and Mirror	An additional well lit mirror at the dressing table or vanity		'3-5	MER
Li		area is also required in close proximity to a plug point. Mirror area well lit to assist guests with minimum lighting			
Li	ighting Mirror and Mirror	level of 200 lux. Lights positioned so as not to create glare on surfaces.		UA	v
Bedrooms N	Mirror and Mirror	Lights positioned so as not to create glare on surfaces. Must have a portable vanity mirror available on request.		UA UA	v
Li	ighting Accessories	Fire extinguisher or fire blanket located between 80cm and		UA	м
Bedrooms A	Accessories	120cm above floor level in each bedroom of the unit Bedroom accessories have bold labels for easy identification, with labels in large print.		UA	v
Bedrooms A	Accessories	Staff assistance available to guests to assist in locating and using bedroom accessories.		UA	MV
Bedrooms A	Accessories	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.		UA	cv
		Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door			
Bedrooms A	Accessories	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.	UA	MC
Bedrooms	ipaciousness and Overall	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		'1-2	MER
	paciousness and Overall	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		'3	MER
	mpression spaciousness and Overall	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		'4	MER
Bedrooms Si				ļ	1
Bedrooms Si Bedrooms Si	mpression paciousness and Overall	and relaxation. ater space would be expected where temporary beds or sofa		'4	MER
Bedrooms Si Bedrooms Si Bedrooms Si Bedrooms Si	mpression paciousness and Overall mpression spaciousness and Overall	ater space would be expected where temporary beds or sofa beds are used. Bedrooms must have a well-planned layout to ensure the		'4 '5	MER
Bedrooms in Bedrooms Si Bedrooms Si Bedrooms Si Bedrooms Si	mpression spaciousness and Overall mpression spaciousness and Overall mpression spaciousness and Overall	ater 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			
Bedrooms in Bedrooms Si	mpression paciousness and Overall mpression paciousness and Overall mpression paciousness and Overall mpression	ater 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.		'5	MER



<table-row><table-row>Number of the set of the se</table-row></table-row>	Quality in Tourism			*** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
<table-row><table-row></table-row></table-row>	ASSESSMENT AREA / CATEGORY			ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
<table-row><table-row></table-row><table-row><table-row></table-row></table-row></table-row>			Bathroom can be internal or external to unit. Dependent on	If bathroome are located autoreal to the unit, one bathroom nor supply Guerte is acceptable	'1 2	MED
<form><table-row><table-row></table-row><table-row><table-row></table-row><table-row></table-row></table-row></table-row></form>			location.	n datnioonis are located external to the unit, one bathroom per every o guests is acceptable.	1-2	
<table-row><table-row><table-row><table-row><table-row><table-row></table-row></table-row></table-row></table-row></table-row></table-row>	Bathrooms	Type of Bathroom	PRIVATE BATHROOM. In multiple bedroom units, there must		3	MER
<form><table-row><table-row>weakwea</table-row></table-row></form>	Bathrooms	Type of Bathroom			'4-5	MER
No.No. of No.No.No. of No.No. of No.			other a shower.			
No.N	Bathrooms	Flooring and Ceiling	and ceilings.		'1-5	MER
NoneN	Bathrooms	Flooring and Ceiling	3cm from the wall or doors.	It is important to ensure that no harmful obstructions project from the walls.	UA	V
<table-row><table-row><table-row><table-row><table-row><table-row>AndA</table-row></table-row></table-row></table-row></table-row></table-row>	Bathrooms	Flooring and Ceiling				
<table-row><table-row></table-row><table-row>Name </table-row></table-row>	Bathrooms					MV
	Bathrooms	Fixtures and Fittings	sufficient hot and cold water supply.			
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Abas Abas <th< td=""><td>Bathrooms</td><td>Fixtures and Fittings</td><td></td><td></td><td>'1-5</td><td>MER</td></th<>	Bathrooms	Fixtures and Fittings			'1-5	MER
Name	Bathrooms	Fixtures and Fittings	Sufficient open vanity space for maximum number of guests.		'1-5	MER
Maxim Maximum Maximum Max Max Max <t< td=""><td>Bathrooms</td><td>Fixtures and Fittings</td><td></td><td></td><td>'1-5</td><td>MER</td></t<>	Bathrooms	Fixtures and Fittings			'1-5	MER
<table-row><table-row>witchNote:<</table-row></table-row>	Bathrooms	Fixtures and Fittings	plan bathrooms exist. In this instance, the toilet must be		'1-5	MER
Band Wein <	Pathrooms	Eixtures and Eittings			'1 2	MED
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Math Notional and second	Bathrooms	Fixtures and Fittings	holes and mould.		'1-3	MER
NoteNoteNoteNoteNoteReadSector	Bathrooms	Fixtures and Fittings		If establishments only have a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation.	4	MER
MontoMontoMark and any starting any starting and any starting any						
Result Allower and an antion of a state of a sta	Bathrooms	Fixtures and Fittings			4	MER
MMMNoticeInteraction (and sector (and sector))Notice						
NameNoteNo	Bathrooms	Fixtures and Fittings		If the establishment only has a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation	5	MER
NameNoteNo			Vanity space should be of sufficient size to accommodate			
<table-row><table-row></table-row></table-row>	Bathrooms	rixtures and Fittings	guest amenities according to the sleeping capacity.		5	MER
<table-row><table-row></table-row></table-row> <table-row><table-row></table-row><table-row></table-row></table-row> <table-row></table-row>	Bathrooms	Fixtures and Fittings			4-5	MER
<table-row></table-row>	Bathrooms	Fixtures and Fittings	Excellent maintenance and condition of fixtures and fittings		'4-5	MER
<table-row><table-row></table-row></table-row> <table-row></table-row>	Bathrooms Bathrooms		A minimum of two separate hooks for clothes.	All emergency evacuation systems should be linked to a flashing emergency light in the bodgeom and bathroom		MER
<table-row><table-row></table-row></table-row>	Bathrooms Bathrooms		Bathroom instructions must be provided in large print.	An emergency evacuation systems should be linked to a hashing emergency light in the bedroom and bathroom.		
MumberMumb	Bathrooms	Fixtures and Eithing			114	MOV
NameNormal Normal Normal Normal Normal Normal Normal 	Bathooms	nixtures and Fittings	provided e.g. vibrating wrist-bands, beepers, cell phone		UA	IVICV
<table-row><table-row><table-row></table-row><table-row></table-row><table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row><table-row></table-row></table-row></table-row></table-row>	Bathrooms Bathrooms		Use of colour contrasting surfaces.			
second Amound	Bathrooms		The access door should be fitted with an emergency release			
uname is a field and a fi	Bathrooms		No coat hooks or other projections that extend more than	It is important to ensure that no harmful obstructions project from the walls	UA	v
symbol symbol<						
NameNotational and the second of	Bathrooms	-				
MarkaMarkaParameterPar	Bathrooms	Areas	All Bathrooms should have a vanity space.		1-5	MER
NameN	Bathrooms	Areas			'1-5	MER
Name Nam Name Name	Bathrooms				'1-5	MER
<table-row><table-row>imageMathemMa</table-row></table-row>	Bathrooms				'1-5	MER
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anotherAnd and another another7.08.00behomAnd another another7.08.00behomMarkMark7.07.0behomMarkMark7.07.0behomMarkMark7.07.0behomMarkMark7.07.0behomMarkMark7.07.0behomMarkMark7.07.0behomMarkM	Bathrooms		Towels must be free of stains or discolouration, fraying or		'1-5	
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wind wind <th< td=""><td>Bathrooms</td><td>Towelling</td><td>person.</td><td></td><td></td><td></td></th<>	Bathrooms	Towelling	person.			
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Name Participant state Partitant Par	Bathrooms	Towelling			'4	MER
Indian Name Name Name Name Name Indian Quant Qu						
abancom	Bathrooms	Towelling	bath sheet and bath robe provided per person. Bath robe		'5	MER
Induction Serie figure general methods are alreaded as a second as a secon						
unumberNotesNotesNotesNotesNotesNotesNotesInformationReport NotesReport Notes<	Bathrooms	Lighting and Ventilation			'1-5	MER
unuma unu unu <thunu< th=""> unu unu u</thunu<>	Bathrooms	Lighting and Ventilation	bathroom.		1-2	MER
AnnuSin and an	Bathrooms	Lighting and Ventilation			3	MER
No. No. No. No. No. No. Unitary No. Anis and No.	Bathrooms	Lighting and Ventilation	Excellent lighting coverage and ventilation across all areas of		4	MER
Interval Notan and angle						
Image Image <th< td=""><td>Bathrooms</td><td>Lighting and Ventilation</td><td>across all areas of the bathroom. Direct lighting to be</td><td></td><td>5</td><td>MER</td></th<>	Bathrooms	Lighting and Ventilation	across all areas of the bathroom. Direct lighting to be		5	MER
Interval Anome	Bathrooms	Lighting and Ventilation			110	v
unima unima <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td></th<>						
Instance Second Se			provided			
barbonAccessive <t< td=""><td>Bathrooms</td><td></td><td>All bathrooms equipped with: Toilet paper and holder plus</td><td></td><td></td><td>MER</td></t<>	Bathrooms		All bathrooms equipped with: Toilet paper and holder plus			MER
Induction Second s	Bathrooms	Accessories	All bathrooms equipped with: A lidded disposal bin.		'1-5	MER
Image of the second s	Bathrooms	Accessories	shampoo, conditioner and body lotion as well as a selection of		'4-5	MFR
main of markability mathem			etc.			
Name of the stand of the sta	Bathrooms	Accessories			UA	v
black kreas block roles society is interacting and yound improved in adversed. Metal Metal </td <td>Public Areas</td> <td></td> <td>Functional décor.</td> <td></td> <td></td> <td>MER</td>	Public Areas		Functional décor.			MER
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backet	Public Areas	Decoration			'5	MER
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between was and floor overlas. between	Public Areas	Decoration	End of corridor highlighted by colour, tone or light contrast		UA	v
Control External and emparated a			Public areas should have clearly demarcated areas providing		1	<u> </u>
Indem Interferent decor of colubilizeras. Interferent decor of colubilizeras. <td>Public Areas</td> <td>Decoration</td> <td></td> <td></td> <td>UA</td> <td>v</td>	Public Areas	Decoration			UA	v
Humaning and Human attending and Human attending and Human build AreasAcceptable appearace, maintenance and condition.If and Acceptable appearace, maintenance			into the interior décor of public areas.		 	
Internation Internation <thinternation< th=""> <thinternation< th=""></thinternation<></thinternation<>	Public Areas		external patio area, where applicable.			MER
Public Areas Furnishings and Fixture Very good appearance, maintenance and condition. Sint and fixture Very good appearance, maintenance and condition. Sint and fixture Very good appearance, maintenance and condition. Sint and fixture Very good appearance, maintenance and condition. Sint and fixture Very good appearance, maintenance and condition. Mere Public Areas Furnishings and Fixture Soutiding appearance, maintenance and condition. Sixte Areas Six	Public Areas	Furnishings and Fixtures	Acceptable appearance, maintenance and condition.		'1	MER
Public Areas Funishings and Fixture Excellent appearance, maintenance and condition. Image: Constraint of the constrai	Public Areas	Furnishings and Fixtures	Good appearance, maintenance and condition.		'2	MER
Public Areas Furnishings and Fixture Background music should be appropriate or kept at a low evel. Image: Should be approprice or kept at a low or kept at a low or kept at a low	Public Areas	Furnishings and Fixtures	Very good appearance, maintenance and condition.		'3	MER
No. One One <td>Public Areas</td> <td>Furnishings and Fixtures</td> <td>Excellent appearance, maintenance and condition.</td> <td></td> <td>'4</td> <td>MER</td>	Public Areas	Furnishings and Fixtures	Excellent appearance, maintenance and condition.		'4	MER
No. One One <td>Public Areas</td> <td></td> <td></td> <td></td> <td>'5</td> <td>MER</td>	Public Areas				'5	MER
Interpret Inter Interpret In			Background music should be appropriate or kept at a low			
Public Areas Pumblic Areas A selection of chairs stoud subtities must be shown. Pumblic Areas Pumblic Areas Pumblic Areas A selection of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm) Pumblic Areas A fleast 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm) Pumblic Areas A fleast 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm) Pumblic Areas A fleast 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm) Pumblic Areas		-				
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Public Areas At least 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm) UA M Public Areas All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping. 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 UA C	Public Areas					
Public Areas Purinsings and Fixtures Iower than 48cm and no higher than 52cm OVA M Public Areas All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping. All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping. UA V Public Areas Europishings and Fixtures Emergency evacuation signage to incorporate symbols and UA C	Public Areas	Furnishings and Fixtures			UA	MV
Public Areas Publi	Public Areas	Furnishings and Fixtures	lower than 48cm and no higher than 52cm)		UA	м
Brailing and bit was production by production producting production producting production production prod	Public Areas	Furnishings and Fixtures	All relevant emergency information and escape route maps		UA	v
			Braille mapping.			
	Public Areas	Furnishings and Fixtures			UA	С



ASSESSMENT AREA / CATEGORY			*** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Public Areas	ASSESSED Furnishings and Fixtures	DESCRIPTION Public telephones to be fitted with a raised pip on button		UA	v
		number 5. The size of opening leaf on all doors en-route should be at			-
Public Areas	Furnishings and Fixtures	least 76cm measured when the door is open at 90-degrees.		UA	м
Public Areas	Eurnishings and Eixtures	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access		UA	м
rubiic Areas	Furnishings and fixtures	should be installed.		56	
Public Areas	Furnishings and Fixtures	Height of emergency equipment, switches and controls located between 80cm and 120cm.		UA	м
	flaaring and Calling	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A			
Public Areas	Flooring and Ceiling, Skirting and Cornices	reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the		'1-5	MER
		profile of the guest.			
Public Areas	Flooring and Ceiling, Skirting and Cornices	End of corridors highlighted by colour, tone or light contrast.		UA	v
Public Areas	Flooring and Ceiling, Skirting and Cornices	Fixed, slip-resistant floor surface.		UA	MV
		Appropriate, fit for purpose levels of lighting appropriately			
Public Areas	Lighting, Heating / Cooling & Ventilation	positioned for safety and comfort in all public areas, including		'1-5	MER
		sufficient light on stairways and landings at night. Appropriate, fit for purpose temperature control and			
Public Areas	Lighting, Heating / Cooling & Ventilation	ventilation given the level of the star grading being applied		'1-5	MER
Public Areas	Lighting, Heating /	for. Directional and informational signage related to physical and		110	MV
Public Areas	Cooling & Ventilation Lighting, Heating /	environmental access must be well lit. Lighting must be even and effective, with minimum lighting		UA	
Public Areas	Cooling & Ventilation	levels of 200 lux.		UA	v
Public Areas	Ramps	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12.		UA	м
		(optimum gradient 1:15) There should be a landing at the top of ramps with minimum			
Public Areas	Ramps	dimensions: 90cm x 90cm.		UA	м
Public Areas	Ramps	Unobstructed width of not less than 90cm (to allow for easy access for mobility aids).		UA	м
Public Areas	Ramps	Ramps should have a strong textured surface that is easily differentiable from surrounding surfaces.		UA	MV
Public Areas	Ramps	Ramps should have handrails on both sides at a height of		UA	м
Public Areas	Ramps	between 85-95cm. Fixed, slip-resistant floor surface.		UA	MV
Public Areas	Steps and Stairway Systems	Corridors and stairs in good repair and free from obstruction. Well lit 24 hours.		'1-5	MER
Public Areas	Steps and Stairway	Clear, directional signage to bedrooms and reception (where		'1-5	MER
Public Areas	Systems Steps and Stairway	needed). All emergency information and signage to be clearly displayed		'1-5	MER
	Systems Steps and Stairway	in public areas. Protected soffits to underside of the stairs below the height of			
Public Areas	Systems	210cm.		UA	v
Public Areas	Steps and Stairway Systems	Fixed slip-resistant floor surface.		UA	MV
	Steps and Stairway	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or			
Public Areas	Steps and Stairway Systems	facilities should, ideally, have differently textured floor		UA	v
Duk V. A.	Steps and Stairway	surfaces.			
Public Areas	Systems	Unobstructed width of not less than 90cm.		UA	м
Public Areas	Steps and Stairway Systems	Stairs fitted handrails at a height of 85-95cm.		UA	м
Public Areas	Steps and Stairway Systems	Stairs fitted non-slip treads.		UA	MV
Public Areas	Steps and Stairway	Provision for unobstructed landing of 90cm x 90cm (clear of		UA	м
	Systems Spaciousness and Overal	door swings etc.). The number of units and variety of facilities offered will be			
Public Areas	Impression	influenced by the guest expectation given the nature and style of the establishment.		'1-5	MER
Public Areas	Elevators / Lifts	Elevator Optional		'1	MER
Public Areas	Elevators / Lifts	A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor		1-5	MER
		i.e. on the third floor. Lifts should be located: En-route to accessible bedrooms or			
Public Areas	Elevators / Lifts	other facilities	Any area where accessible bedrooms and facilities are not located on the ground floor.	UA	м
Public Areas	Elevators / Lifts	Braille or raised text on external and internal controls including emergency equipment.		UA	v
Public Areas	Elevators / Lifts	Fixed slip-resistant floor surface. Size of unobstructed approach space not less than 120cm x		UA	MV
Public Areas	Elevators / Lifts	150cm.		UA	м
Public Areas	Elevators / Lifts	Clear opening width of the door should not be less than 80cm.		UA	м
		Emergency assistance equipment must be available and in working order. Such equipment must have both audible and			
Public Areas	Elevators / Lifts	working order. Such equipment must have both audible and visual means of summoning assistance, i.e. a telephonic		UA	MV
		device, and some form of text-interface communication system.			
Public Areas	Elevators / Lifts	Minimum requirement for internal size of lift car is 120cm x 140cm.		UA	м
Public Areas	Elevators / Lifts	Hucm. Height of internal and external controls including emergency		UA	м
Tublic Areas	Lievators / Lines	controls should be 90cm - 120cm.		00	
	Mobility Designated	All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities			
Public Toilets	Toilets	provided: washbasin with soap, hand drying facilities, seat with lid, covered light (no exposed light bulbs or wires),		'1-5	MER
		mirror, hook on door, lidded sanitary bin and bag for ladies.			
Public Toilets	Mobility Designated	Nappy changing facilities must be		'3-4	MER
	Toilets Mobility Designated	provided in child friendly establishments. Spacious, luxurious and numerous toilet facilities and with			
Public Toilets	Toilets	refinements such as individual hand towels, high-quality toiletries and accessories.		'3-4	MER
Public Toilets	Mobility Designated	No coat hooks or other projections that extend more than		UA	v
Public Toilets	Toilets Mobility Designated	3cm from the wall or doors. Fixed slip-resistant floor surface. Wooden floors, tiles or close		UA	MV
	Toilets Mobility Designated	pile carpet no higher than 13mm.			
Public Toilets	Toilets	Flooring to have no design obstructions.		UA	MV
Public Toilets	Mobility Designated Toilets	Flashing light linked to alarm. [All emergency evacuation systems should be linked to a flashing emergency light in the		UA	cv
	Mobility Designated	bedroom and bathroom.]			
Public Toilets	Toilets	Bathroom instructions must be provided in large print.		UA	v
	1	Emergency pull cord linked to menter the start			
Public Toilets	Mobility Designated	Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be		411	MCV
Public Toilets	Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone		UA	MCV
Public Toilets Public Toilets	Toilets Mobility Designated	(Cord must reach floor level). An alternative system may be		UA UA	MCV V
Public Toilets	Toilets Mobility Designated Toilets Mobility Designated	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone communication etc. Use of colour contrasting surfaces.		UA	
Public Toilets Public Toilets	Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone communication etc.		UA UA	v v
Public Toilets Public Toilets Public Toilets	Toilets Mobility Designated Toilets Mobility Designated Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone communication etc. Use of colour contrasting surfaces. Hot pipes must be well insulated. The access door should be fitted with an emergency release lock.		UA UA UA	V V MV
Public Toilets Public Toilets	Toilets Mobility Designated Toilets Mobility Designated Toilets Mobility Designated Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone communication etc. Use of colour contrasting surfaces. Hot pipes must be well insulated. The access door should be fitted with an emergency release		UA UA	v v
Public Toilets Public Toilets Public Toilets	Toilets Mobility Designated Toilets Mobility Designated Toilets Mobility Designated Mobility Designated	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone 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		UA UA UA	V V MV
Public Toilets Public Toilets Public Toilets Public Toilets	Toilets Mobility Designated	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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.		UA UA UA UA	V V MV V
Public Toilets Public Toilets Public Toilets Public Toilets Public Toilets Public Toilets	Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone 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. 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		UA UA UA UA UA	v v Mv v cv
Public Toilets	Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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.		AU AU AU AU AU AU	V V MV V CV V
Public Toilets Public	Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of		AU AU AU AU AU AU AU AU	V V MV V CV CV V V
Public Toilets	Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety		AU AU AU AU AU AU	V V MV V CV V
Public Toilets Public	Toilets Mobility Designated Toilets	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of		AU AU AU AU AU AU AU AU	V V MV V CV CV V V
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Public Toilets Unit Kitchens Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision Provision	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen wile; floors and cellings to be finished with		UA UA UA UA UA '1-5 UA	V V MV V CV V MER M
Public Toilets Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and eberdoms mave a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and		UA UA UA UA UA UA '1-5	V V MV V CV V V MER
Public Toilets Unit Kitchens Unit Kitchens Unit Kitchens Unit Kitchens Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fires afety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. Kitche walls, floors and cellings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment.		UA UA UA UA UA UA '1-5 UA '1-5 '1-5	V V MV V CV V MER MER MER MER
Public Toilets Unit Kitchens Unit Kitc	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings Furnishings & Fittings	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establisment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment. A covered waste disposal bin to be provided, with liner. An opening window or effective air extraction.		UA UA UA UA UA UA '1-5 '1-5 '1-5 '1-5 '1-5	V V MV V CV V MER MER MER MER MER
Public Toilets Unit Kitchens Unit Kitchens Unit Kitchens Unit Kitchens Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings	(Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. Kitchen walts, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment. A covered waste disposal bin to be provided, with liner. An opening window or effective air extraction.		UA UA UA UA UA UA '1-5 UA '1-5 '1-5	V V MV V CV V MER MER MER MER
Public Toilets Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings Furnishings & Fittings Furnishings & Fittings	 (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment. A covered waste disposal bin to be provided, with liner. An opening window or effective air extraction. Adequate storage space for corckery, cuttery, kitchen and cleaning equipment as well as guests' supplies. At least one hygienic and durable work surface. 		UA UA UA UA UA UA '1-5 '1-5 '1-5 '1-5 '1-5 '1-5	V V MV V V V MER MER MER MER MER MER MER MER MER
Public Toilets Unit Kitchens Unit Kitc	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings Furnishings & Fittings	 (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. A covered waste disposal bin to be provided, with liner. An covered waste disposal bin to be provided, with liner. An opening window or effective air extraction. Adequate storage space for corckery, cutlery, kitchen and cleaning equipment as well as guests' supplies. At est one hyglenic and durable work surface. Hot and cold running water at a sink equipped with a draining board and plug. 		UA UA UA UA UA UA '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5	V V V V V V V V MER MER
Public Toilets Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings Furnishings & Fittings Furnishings & Fittings Furnishings & Fittings	 (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment. A covered waste disposal bin to be provided, with liner. An opening window or effective air extraction. Adequate storage space for corckery, cuttery, kitchen and cleaning equipment as well as guests' supplies. At least one hygienic and durable work surface. 		UA UA UA UA UA UA UA '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5	V V VV CV V V MER MER MER MER MER MER
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Public Toilets Unit Kitchens Unit Kitc	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings Furnishings & Fittings	 (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. A covered waste disposal bin to be provided, with liner. An covered waste disposal bin to be provided, with a draining board and plug. Kitchen wolk, surfaces should be free of sharp or abrasive elements and be colour contrasted with adjraining board and plug. 		UA UA UA UA UA UA '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5	V V VV CV V V MER MER MER MER MER MER MER MER MER
Public Toilets Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings Furnishings & Fittings	 (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, celiphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All disgnated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. Kitchen walls, floors and cellings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment. A covered waste disposal bin to be provided, with liner. An opening window or effective air extraction. Ad least one hygienic and durable work surface. Hot and cold running water at a sink equipped with a draining board and plug. The water supply and drain pipes under kitchen sinks should be insulated or otherwise configured to protect against contact and be free of sharp or abrasive elements. 		UA UA UA UA UA UA '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5	V V VV CV V V MER MER MER MER MER MER MER MER V
Public Toilets Unit Kitchens	Toilets Mobility Designated Toilets Provision Provision Decoration Furnishings & Fittings Furnishings & Fittings	 (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cellphone 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. 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. A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting. All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here. A covered waste disposal bin to be provided, with liner. An covered waste disposal bin to be provided, with a draining board and plug. Kitchen wolk, surfaces should be free of sharp or abrasive elements and be colour contrasted with adjraining board and plug. 		UA UA UA UA UA UA '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5 '1-5	V V VV CV V V MER MER MER MER MER MER MER MER V



Quality in Tourism			*** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Unit Kitchens	ASSESSED Furnishings & Fittings	DESCRIPTION Kitchen elements should incorporate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on		UA	v
Unit Kitchens	Furnishings & Fittings	cabinets. Cabinets Designated Mobility Accessible Unit Kitchens: There should be space in front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit		UA	м
		forward and lateral approach by a person using a wheelchair or scooter. Designated Mobility Accessible Unit Kitchens: Kitchen work surfaces should be located on an accessible route with clear			
Unit Kitchens	Furnishings & Fittings	floor space for a forward approach. It should incorporate knee and toe space. Designated Mobility Accessible Unit Kitchens: Kitchen sinks	The height of work surfaces or counter tops should be 80cm above the floor. They should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.	UA	М
Unit Kitchens	Furnishings & Fittings	should be located on an accessible route with an adjacent clear floor space for forward approach. The kitchen sink should incorporate clear knee and toe space. Designated Mobility Accessible Unit Kitchens: Refrigerators/	The height of the rim or the counter top (whichever is higher) should be 80cm above the floor and incorporate faucets and other controls.	UA	М
Unit Kitchens	Furnishings & Fittings	freezers should be configured with at least 50% of the freezer space a maximum 120cm above the floor and incorporate clear floor space in-front. Braai tongs and other accessories where braai facilities are		UA '1-5	M
Unit Kitchens	Crockery & Utensils Crockery & Utensils	provided Storage containers for multiple purposes		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Knives - bread knife, paring knife, meat knife		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Serving spoons Potato peeler		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Egg lifter Fish slice (large egg lifter)		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Grater Spatula		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Slotted spoon Wooden spoons or equivalent		'1-5 '1-5	MER MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Whisk Hygienic chopping board		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Colander		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Cutlery box or drawer divider Good quality stainless steel cutlery.		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Numbers of each crockery/glass/cutlery item according to the maximum number of occupants.		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Ladle Jug		'1-5 '1-5	MER MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Roasting tray Sugar bowl		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Mixing bowls x 3 sizes Salad bowl		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Salad servers		'1-5	MER
Unit Kitchens	Crockery & Utensils	Saucepans One large, 1 medium and 1 small with a handle. 3 Pots 1 Small 1 Medium, 1 large with 2 handles		'1-5	MER
Unit Kitchens	Crockery & Utensils	Frying pans x 2 sizes		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Teapot Condiment set		'1-5 '1-5	MER MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Table cloths and placemats Oven gloves		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils	Ironing board / Laundry Service		'1-5	MER
Unit Kitchens	Crockery & Utensils Crockery & Utensils	Tea towels Washing up brush or sponge		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Broom Bucket with mop		'1-5 '1-5	MER
Unit Kitchens	Crockery & Utensils	Cleaning agents / dishwasher tablets/ liquid/ powder for the dishwasher		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Cloths Dustpan and brush		'1-5 '1-5	MER MER
Unit Kitchens	Crockery & Utensils	Kettle (can be gas)		'1-5	MER
Unit Kitchens Unit Kitchens	Crockery & Utensils Crockery & Utensils	Toaster Iron		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Cooking Equipment Cooking Equipment	2 plate stove Microwave oven		'1-5 '1-5	MER
Unit Kitchens Unit Kitchens	Cooking Equipment Cooking Equipment	A refrigerator with a freezer compartment with ice tray Oven or convection microwave.		'3-4 '4	MER MER
Unit Kitchens Unit Kitchens	Cooking Equipment	Three to four plate hob. Built-in oven with a stove.		'4 '5	MER
Unit Kitchens	Cooking Equipment	Extractor Fan		'5	MER
Unit Kitchens Unit Kitchens	Cooking Equipment Cooking Equipment	A four plate hob A dishwasher with appropriate operating instructions.		'5 '5	MER
Unit Kitchens Unit Kitchens	Cooking Equipment Cooking Equipment	Blender - available on request Coffee machine - available on request		'5 '5	MER
Unit Kitchens	Cooking Equipment	Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.		UA	v
Unit Kitchens	Cooking Equipment	Kitchen appliances, including ovens, ranges and cook-tops, should be insulated or otherwise configured to prevent burns, abrasions, or electrical shock, and should be equipped with a safety switch to de-activate appliance controls.		UA	v
Unit Kitchens	Cooking Equipment	Kitchen elements should incorporate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on cabinets.		UA	v
Unit Kitchens	Cooking Equipment	Designated Mobility Accessible Unit Kitchens: There should be space in-front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit forward and lateral approach by a person using a wheelchair		UA	м
Unit Kitchens	Cooking Equipment	or scooter. Designated Mobility Accessible Unit Kitchens: Kitchen work surfaces should be located on an accessible route with clear floor space for a forward approach. It should incorporate knee	The height of work surfaces or counter top should be 80cm above the floor. It should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.	UA	м
Unit Kitchens	Cooking Equipment	and toe space. Designated Mobility Accessible Unit Kitchens: Ranges and cook-tops should incorporate controls that are located to avoid reaching across the burners.		UA	м
Unit Kitchens Unit Kitchens	Cooking Equipment	Designated Mobility Accessible Unit Kitchens: Ovens should have controls located on the front panels, mounted no higher than 120cm. Direct lighting in all work areas.		UA '1-5	M
Unit Kitchens Lounge, Dining Room & Patio	Lighting Decoration	Energy-saving initiatives to be respected. Functional décor but limited co-ordination.		'1-5 '1-5 '1-2	MER
Lounge, Dining Room & Patio	Decoration	Good overall impression. Decoration is simple and effective.		'1-2	MER
Lounge, Dining Room & Patio	Decoration	Very good interior design and overall impression.		'4	MER
Lounge, Dining Room & Patio Lounge, Dining Room & Patio	Decoration Decoration	Some use of objects of interest and artwork. Outstanding interior design and overall impression.		'4 '5	MER
Lounge, Dining Room & Patio	Decoration	Professional finish to all aspects of decoration. Interesting architectural features, objects of interest, artwork,		'5	MER
		and objects d'art. End of corridor highlighted by colour, tone or light contrast		-	V
Lounge, Dining Room & Patio	Decoration Furnishing and Fixtures	between walls and floor coverings. Adequate seating for both internal lounge area as well as external patio area, where applicable. Appropriate window treatment to ensure privacy.		UA '1-5	V MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	Good quality outdoor settings which can accommodate all		'1-5	MER
	-	permanent sleeping positions, to be provided on a patio.			
Lounge, Dining Room & Patio	Furnishing and Fixtures	Acceptable appearance, maintenance and condition.		'1	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	Good appearance, maintenance and condition.		'2	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	Very Good appearance, maintenance and condition		'3	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	Excellent appearance, maintenance and condition	Plastic furniture is not acceptable at 4 star level.	'4	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures		Plastic furniture is not acceptable at 5 star level. Full Dining Facilities should be provided.	'5	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	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.		UA	v
		All relevant emergency information and escape route maps			v
Lounge, Dining Room & Patio	Furnishing and Fixtures	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.		UA	v
Lounge, Dining Room & Patio Lounge, Dining Room & Patio	Furnishing and Fixtures	available in large print and provision for Braille mapping. Emergency evacuation procedures need to take into account		UA	м
		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			
Lounge, Dining Room & Patio Lounge, Dining Room & Patio	Furnishing and Fixtures Furnishing and Fixtures	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		UA	M
Lounge, Dining Room & Patio	Furnishing and Fixtures Furnishing and Fixtures Furnishing and Fixtures	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.		UA	м
Lounge, Dining Room & Patio Lounge, Dining Room & Patio	Furnishing and Fixtures Furnishing and Fixtures	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.		UA	M



FOURISM GRADING COUND OF SOUTH AFRICA Quality in Tourism	CIL	•	••• M = Mobility Limititation for UA; ••• C = Communication Limitation for UA; ••• V = V/ssul Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
ounge, Dining Room & Patio	Flooring and Ceiling,	Fixed, slip-resistant floor surface.		UA	MV
oungo Dining Room & Datio	Skirting and Cornices	Appropriate, fit for purpose temperature control and		'1-5	MER
ounge, Dining Room & Patio	Temperature Control	ventilation given the level of the star grading being applied for.		1-5	IVIER
ounge, Dining Room & Patio	Entertainment Facilities	Where televisions are not provided in the units, there should be easy access to a lounge which has comfortable seating and a functional remote controlled colour television with a minimum of 9 channels to be provided.	TO ADD: additional points for having televisions in every room, every bedrooms, all rooms, most of the rooms.	'1-2	MER
ounge, Dining Room & Patio	Entertainment Facilities	A functional colour TV with remote control and multi- channels in the unit		'3	MER
ounge, Dining Room & Patio	Entertainment Facilities	A remote controlled flat Panel, High Definition LCD/LED/PLASMA colour television and an outstanding choice		'4-5	MER
		of channels. DVD/CD player available on request			
ounge, Dining Room & Patio	Entertainment Facilities	Sub-titles available on television on services where available.		UA	c
ounge, Dining Room & Patio	Entertainment Facilities	Televisions to have working remote controls. Induction loop extensions or ear-phones linked to the		UA	м
ounge, Dining Room & Patio	Entertainment Facilities Welcome, Friendliness &	television.		UA	C
eneral Services & Service	Attitude	Personalised service and attention to detail is expected.		'1-5	MER
eneral Services & Service	Attitude	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.		UA	MCV
eneral Services & Service	Welcome, Friendliness & Attitude	On arrival, the guest is offered an orientation tour.		UA	MCV
eneral Services & Service	Welcome, Friendliness & Attitude	Guests should be offered an emergency remote to be used to summon assistance when required. The use of vibrating arm- bands, beepers and cellphone communication technology is accentable.		UA	cv
ieneral Services & Service	Welcome, Friendliness & Attitude	On arrival, guests are offered an audio-description package, providing information on facilities, movement through the hotel and the ilk. It must also provide detailed information on services	e.g. a guest should be able to pull menu information, services and other courtesy information typically found by guests in the room manual.	UA	v
ieneral Services & Service	Welcome, Friendliness & Attitude	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.		UA	м
eneral Services & Service	Appearance of Staff	Staff appearance to be professional and neat at all times.		'1-5	MER
eneral Services & Service	Appearance of Staff Reception / Meet and	Staff are to wear name badges at all times All guests should be met on arrival and provided with	Maet and meet may be provided at the unit or at an administration source	'1-5 '1-5	MER
eneral Services & Service	Greet Reception / Meet and	registration and check in procedures. Hours of operation for reception are to be displayed in a	Meet and greet may be provided at the unit or at an administration centre.	'1-5	MER
eneral Services & Service	Greet	prominent position indicating contact information. Clear communication regarding what the establishment has to		'1-5	MER
eneral Services & Service	Reception / Meet and Greet		This should include: Full details of cancellation policy and in house rules, e.g.: Smoking or pets to be on hand. An honest description of all amenities, facilities and services offered. All of the above should be communicated before or at the time of reservation. All requests, correspondence, enquiries and complaints should be handled in a friendly and efficient manner.	'1-5	MER
eneral Services & Service	Reception / Meet and Greet	functional hearing/ communication limitations typically rely on sign language and lip reading to communicate, a reflective panel or mirror behind reception staff can make		UA	с
eneral Services & Service	Reception / Meet and Greet	communication difficult. Reception, and other public areas, must be provided with		UA	cv
eneral Services & Service	Reception / Meet and	appropriate signage. Entrance should be adequately illuminated with a minimum		UA	v
eneral Services & Service	Greet Reception / Meet and Greet	lighting level of 200 lux. Clear glass panels and doors should be clearly marked.		UA	v
eneral Services & Service	Greet Reception / Meet and Greet	Level threshold across the main entrance door.		UA	MV
eneral Services & Service	Reception / Meet and Greet	Door mats should be firmly fixed or located.		UA	MV
ieneral Services & Service	Reception / Meet and Greet	Any canopy structure should not protrude in a pedestrian route.		UA	v
eneral Services & Service	Reception / Meet and Greet	Reception areas should not have high glass surfaces and backgrounds should be simple in design.		UA	MC
eneral Services & Service	Reception / Meet and Greet	Fixed, slip-resistant floor surface.		UA	MV
eneral Services & Service	Reception / Meet and Greet	Threshold at the main entrance not to exceed 1.3cm difference in level.		UA	MV
eneral Services & Service	Reception / Meet and Greet	Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom.		UA	м
ieneral Services & Service	Reception / Meet and Greet	Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the		UA	м
General Services & Service	Reception / Meet and Greet	door swing. Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.		UA	м
	Reservation, Check In &	Prompt thorough reservation and check-in system, including guest records and requests. All information accurately			
eneral Services & Service	Efficiency	provided to guests including layout of property, available facilities, meal times etc.		'1-5	MEF
eneral Services & Service	Reservation, Check In & Efficiency	Orientation provided / offered to guest.		'1-5	MEF
eneral Services & Service	Reservation, Check In & Efficiency	Guests briefed on emergency and evacuation procedures.		'1-5	MEF
eneral Services & Service	Reservation, Check In &	All relevant emergency information and escape route maps available in large print and Braille mapping should be		UA	v
	Efficiency Reservation, Check In &	available in rooms.			с
eneral Services & Service	Efficiency Reservation, Check In &	communication with guests.		UA UA	c v
eneral Services & Service	Efficiency Reservation, Check In &	offered to all guests. SMS facilitated communication through cellular technology			
eneral Services & Service	Efficiency	employed at switchboard/ reception/ reservations.		UA	с
ieneral Services & Service	Reservation, Check In & Efficiency	At check-in, guests are given the option of being received at a separate counter, or ideally in a break-away room. Awareness training on the range of human limitation(s)		UA	MC
eneral Services & Service	Reservation, Check In & Efficiency	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.		UA	MC
eneral Services & Service	Reservation, Check In & Efficiency	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.		UA	MC
eneral Services & Service	Reservation, Check In &	During reservation and check-in, staff should ask the guest		UA	MCV
eneral Services & Service	Efficiency Laundry Services	whether additional services are required. Laundry facility or service available.		'1	MER
eneral Services & Service	Laundry Services	Where laundry facility is provided on site, drying facilities must be provided.		'2-3	MEF
ieneral Services & Service	Laundry Services	A high quality washing machine and tumble dryer is required in each unit. Alternatively, a full laundry service or a high quality communal coin		'4-5	MEF
eneral Services & Service	Check-Out Efficiency	operated facility must be available Bill/Invoice to be correct with all details and clearly presented		'1-5	MER
Seneral Services & Service	Check-Out Efficiency	and explained. Communication assistance provided with check-out		UA	CV
		procedure.		5	

General Services & Service		Communication assistance provided with check-out procedure.		UA	CV
General Services & Service		Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities and services.		UA	MCV
General Services & Service		Assistance provided with reading of bills and other check-out procedure, with signature template.		UA	v
General Services & Service		Portage assistance and check-out procedure conducted at dropped counter or separate station.		UA	м
General Services & Service		Means of communication with staff 24 hours a day in the event of an emergency must be provided and advertised in the unit.		'1-5	MER
General Services & Service	Communication Facilities	Voice amplifier options on public telephones.		UA	с
General Services & Service	Communication Facilities	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.		UA	v
General Services & Service	Communication Facilities	At least one workstation with counter-height at least 80cm from floor.		UA	м
General Services & Service		At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.		UA	м
General Services & Service	Marketing & Information	offer should be made available whether by advertisement,	These include: Detailed prices for: accommodation, meals, refreshments, any additional services, service charges, surcharges and levies. All prices should include VAT. Full details of cancellation policy and in-house rules, e.g. smoking or pets to be on hand. An honest description of all amenities, facilities and services offered. All of this should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.	'1-5	MER
General Services & Service	Store	An on-site shop / convenience store or stocking service to be available. This information to be included in the marketing / compendium information.		'1-5	MER
Housekeeping Services	Provision	Establishment to inform the guests on / prior to arrival of cleaning service routine and may be agreed upon with the guest depending on the duration of stay.		1-3	MER
Housekeeping Services	Bedrooms & Bathrooms	Cleaning of the unit available daily.		4-5	MER
Housekeeping Services		House-keeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Housekeeping Services	Bedrooms & Bathrooms	House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional		UA	v
		visual limitations. Care to ensure everything remains in the same place. House-keeping staff to ensure all room accessories and			
Housekeeping Services	Bedrooms & Bathrooms	equipment are within easy reach for guests with functional mobility limitations.		UA	М
Housekeeping Services	Public Areas	House-keeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	MV
			Areas to be considered include building structure, lighting, building signage, building architectural features. Outstanding: Modern buildings or good preservation of historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention grabbing		
			Outstanding: Modern buildings or good preservation or historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention gradbing architectural features.		
	6 D. 11 June -	A with a	Excellent: New buildings – 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.	14.5	
Building Exterior	Appearance of Buildings	Quality	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.	'1-5	GC
			Good: External features such as windows, drains, etc. are functional. No obvious structural defects or damage. "Plain" architectural features are acceptable.		
			Acceptable: Paintwork well applied and clean. Signage still easily readable.		
Building Exterior	Appearance of Buildings	Maintenance and Condition	Hereneticles Cancellis and condition issues identified No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Areas to be considered include building structure, lighting, building signage, building architectural features.		
			Outstanding: Evidence of a systematic programme of maintenance – well tended formal gardens or an attractive "natural" environment. Tidy and well-lit pathways. Well-maintained driveway and entrance. No disorder or rubbish and no evidence of litter. Provision of outstanding quality garden furniture and architectural features appropriate to the nature of the establishment.		
			Excellent: Excellent standards of maintenance. Pleasant and tidy appearance throughout the year. No clutter or disorder. Excellent External lighting. Very attractive design features and high		
Building Exterior	Grounds / Gardens /	Quality	quality garden furniture.	'1-5	GC
Building Exterior	Internal Roads	Quanty	Very Good: Very neat and well maintained gardens with a quality design and layout of features. Some appropriate features. Attractive very good quality garden furniture.	1-5	GC
			Good: No overgrown, tangled areas. Immediate surrounds kept tidy and well maintained. a pleasing effect with interesting design. Good external lighting. Clear access. Acceptable garden furniture.		
			Acceptable: Gardens and enclosed area around the establishment are kept tidy. Functional and neat garden furniture. Little attempt at interesting design.		
			Unacceptable: Neglected and overgrown appearance. Badly surfaced driveway with potholes or puddles. Rubbish and clutter visible. Disorderly appearance. Poor lighting. No maintenance and condition issues identified		
Building Exterior	Grounds / Gardens / Internal Roads	Maintenance and Condition	Non-maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Building Exterior	Grounds / Gardens / Internal Roads	Where applicable, signage should incorporate symbols and pictograms.		UA	с
Building Exterior	Grounds / Gardens / Internal Roads Grounds / Gardens /	Familiarisation tour of the grounds & garden to be provided by a staff member on arrival. Ramps en-route should have a gradient no steeper than 1:12.		UA	v
Building Exterior	Internal Roads Grounds / Gardens /	(optimum gradient 1:15) There should be a landing at the top of ramps if there is a	Where steps are present en-route to facilities, a route with no steps to be provided	UA	м
Building Exterior Building Exterior	Internal Roads Grounds / Gardens /	door to the entrance: 90cm x 120cm landing clear of the door swing		UA	M
Building Exterior	Internal Roads Parking/Driveways/Parki	Sufficient covered off street parking bays in a secure		'1-5	GC
Saluing Exterior	ng Signage/ Points of Entry Parking/Driveways/Parki	environment close to accommodation.		7-2	uL
Building Exterior	ng Signage/ Points of Entry	or sufficient uncovered parking in close proximity to accommodation		'1-5	GC
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of	Effective external security lighting between parking area and accommodation.		'1-5	GC
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	Sealed roadways/driveways free of potholes		'1-5	GC
_	Entry Parking/Driveways/Parki				
Building Exterior	ng Signage/ Points of Entry	or hard / compacted surface free of potholes		'1-5	GC
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of Entry	Clear property signage		'1-5	GC
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
	Entry Parking/Driveways/Parki	Any entry phone should have amplification of sound produced	Major maintenance and condition issues identified		
Building Exterior	ng Signage/ Points of Entry	through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests.		UA	с
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of	There should be clear instructions for entry for people who cannot communicate by voice.		UA	с
	Entry Parking/Driveways/Parki	Immediately inside the entrance door there should be a			
Building Exterior	ng Signage/ Points of Entry	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.		UA	v
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of	Setting down point at the entrance with a maximum of 1:50 gradient.		UA	м
Building Exterior	Entry Parking/Driveways/Parki	If setting down point is a maximum of 1:50 and under cover	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.	UA	м
Building Exterior	ng Signage/ Points of Entry Parking/Driveways/Parki	should be clearly indicated.	The surface of the foctway, alongside a setting down point, should be rever with the carriageway at that point, to allow convenient transfer onto and from a wheetchair.		101
Building Exterior	ng Signage/ Points of Entry	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	м
Building Exterior	Parking/Driveways/Parki ng Signage/ Points of	Distance from designated parking bays to entrance: 30m		UA	м
Building Exterior	Entry Parking/Driveways/Parki ng Signage/ Points of	Gradient en-route to entrance from street or designated		UA	м
-	Entry	parking bay: No steeper than1:12 (optimum 1:15)	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.		
			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. Pictograms to be covered where possible: (minimum: Emergency Exits, Evacuation Floor Plan). Controlled access.		
Building Exterior	Safety and Security	Quality	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. If phones and Safes: Bedroom telephone must be provided. Where not provided, a	'1-5	GC
	survey and security		nours contacts for assistance clearly communicated in English, and incorporating pictograms, where possible. If phones and safes: bedroom telephone must be provided, where not provided, a means of communication with staff in the event of an emergency must be provided and advertised in the bedroom.	£".1	
			Good: Good security measures, (for example. Alarm systems, burglar bars, where applicable on all doors and windows). Good lighting to ensure a secure environment.		
			Acceptable: Acceptable safety measures in place, e.g. lockable doors and burglar bars (where applicable) only on main doors.		
Building Exterior	Safety and Security	Well positioned video surveillance, monitoring external and internal areas of the establishment can be used at the	Unacceptable: No security measures in place. Access to establishment uncontrolled and bad lighting in all areas.	1-5	GC
Building Exterior Building Exterior	Safety and Security Safety and Security	internal areas of the establishment can be used at the discretion of the establishment. CCTV CAMERA in working order		1-5	GC
Building Exterior	Safety and Security	Proper Telephones in working order	No maintenance and condition issues identified	'1-5	GC
Building Exterior	Safety and Security	Maintenance and Condition An area of refuge or holding area has been provided for use	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Building Exterior	Safety and Security	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		UA	с
		applicable. Upon arrival provide familiarisation tours on all emergency			
Building Exterior	Safety and Security	exits and provide key emergency information to guests - Orally, Braille and Large Print.		UA	v
			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.		
			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.		
			Very Good: Very good quality wall coverings/paintwork. Room décor can be minimal but attractive and enhance the bedroom atmosphere.		
Bedrooms	Decoration	Quality	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.	'1-5	GC
			Acceptable: Acceptable quality décor. Basic application of paint or wallpaper. Plain and simple style.		
			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. No maintenance and condition issues identified		
Bedrooms	Decoration	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC



Image Image <th< th=""><th>Quality in Tourism</th><th></th><th></th><th>•••• V = Visual Limitation for UA</th><th></th><th></th></th<>	Quality in Tourism			•••• V = Visual Limitation for UA		
Partial Partial <t< td=""><td>ASSESSMENT AREA / CATEGORY DEFINITION</td><td></td><td></td><td>ADDITIONAL INFORMATION FOR CONSIDERATION</td><td>STAR GRADING</td><td>MER / GC</td></t<>	ASSESSMENT AREA / CATEGORY DEFINITION			ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
And Sum and s			DESCRIPTION	Dustanding: Outstanding well constructed and professional finishes and detail on all furniture. Comfortable seating with existing unbelstopy. All furniture should be of a high integrise value		
Base Result Result </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
Name Res Product of the second seco				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.		
Name Pain						
No. No. No. No. No. No. No. No. <td>Bedrooms</td> <td>Furniture</td> <td>Quality</td> <td></td> <td>'1-5</td> <td>GC</td>	Bedrooms	Furniture	Quality		'1-5	GC
No.				Good: Good quality range of materials and construction in sound and usable nature. Basic furniture styles and surfaces well maintained.		
Math Math Math Math Math Math Math Math Mail <				Acceptable: Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable.		
Victor Victor Victor <td></td> <td></td> <td></td> <td>Unacceptable: Furniture of a low quality material, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained or worn upholstery.</td> <td></td> <td></td>				Unacceptable: Furniture of a low quality material, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained or worn upholstery.		
Note						
Name Note Name Name </td <td>Bedrooms</td> <td>Furniture</td> <td>Maintenance and Condition</td> <td></td> <td>'1-5</td> <td>GC</td>	Bedrooms	Furniture	Maintenance and Condition		'1-5	GC
Name	Bedrooms	Furniture			UA	с
Name Note of the second	Bedrooms	Furniture	Flashing light linked to the room telephone		UA	с
Name Note	Bedrooms	Furniture			UA	v
NAME NAME </td <td>Bedrooms</td> <td>Furniture</td> <td></td> <td></td> <td></td> <td></td>	Bedrooms	Furniture				
Name Note	Bedrooms	Furniture			UA	V
Name Nam Name Name Name	Bedrooms	Furniture			UA	v
Name	Bedrooms	Furniture			UA	v
manu math math </td <td>Bedrooms</td> <td></td> <td>Telephones to be fitted with a bright flashing light</td> <td></td> <td></td> <td>V</td>	Bedrooms		Telephones to be fitted with a bright flashing light			V
Sample Sample interference of sample interference interf	Bedrooms	Furniture			UA	м
Name	Bedrooms	Furniture	Clear opening width of doors - The doors must be 76cm wide		UA	м
Sample Note Image and any second se	Bedrooms	Furniture			UA	м
And And and an analysis And and analysis And analysis <th< td=""><td></td><td></td><td></td><td></td><td>114</td><td>м</td></th<>					114	м
Name Name Non-strain (Normal Section (Normal Sectin (Norma Section (Normal Section (Normal Section (Normal Section	Beurooms	Furniture			04	101
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Addition Field Proceeding of the second of th	Bedrooms	Furniture			114	м
<table-row></table-row> <table-row> Name Name Name Name Name Name Name Name Name Name N</table-row>	Bedrooms					
index	Bedrooms	Furniture	Only main light controls accessible from bedside		UA	М
and and bestMax bestMax 	Bedrooms		Desk and tables to have a clear space of 76cm below the work	in there are no easily accessible controls, a person with a functional mounity or physical initiation consumes enormous energy switching lights on and off.		
UNION Product of any second of a se						
sind Norder Norman Sector Norder Norman Sector Norder Norman Sector	Bedrooms	rumiture	reach and conservation of energy.		1-5	GC
NormalNormal ControlNormal Contr	Bedrooms	Electronic Appliances			'1-5	GC
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<table-row><table-row>Same and set is a set</table-row></table-row>	Bedrooms	Electronic Appliances			'1-5	GC
onside imate description	Bedrooms	Electronic Appliances	Radio/clock/alarm provide and in working order. Alternative	(the emphasis is on the clock and the alarm - a radio does not have to be incorporated)	'1-5	GC
Non-the interval Production interval	Bedrooms					
Normal Mark	Bedrooms	Electronic Appliances	Hair Dryer - hair dryer in working order available on request		1-3	GC
SindS	Bedrooms	Electronic Appliances			1-5	GC
xxxxxxxXxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	Bedrooms		The provision of teletext			-
onume bit is in the second	Bedrooms					
minu More and model (More and model) (More and model) (More and model) (More and More and	Bedrooms	Electronic Appliances	flashing light.		UA	С
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memory metode metode<	Bedrooms		Trouser / skirt hangers provided		'1-5	GC
interface interface <t< td=""><td>Bedrooms</td><td></td><td>Clothes hangers of good quality</td><td></td><td>'1-5</td><td>GC</td></t<>	Bedrooms		Clothes hangers of good quality		'1-5	GC
distance		Space/ Clothes Hangers				
Name Name Names and another interstanding Wein interscore into decision is an decision intervention intervention is an intervention interventinterventintervention interventintervention interventintervention i	Bedrooms		Padded hangers provided		'1-5	GC
minima main <				No maintenance and condition issues identified		+
Index Summary and Summary	Bedrooms		Maintenance and Condition		'1-5	GC
Notice Notice Notice Notice Notice Notice Notice Indexes Additional production of the state of the s		Wardrobe/Hanging	Brightly coloured door / drawer handles in contrast with the	Trajor maintenance and condition issues identified		
Index Index <th< td=""><td>Bedrooms</td><td></td><td></td><td></td><td>UA</td><td>v</td></th<>	Bedrooms				UA	v
bescale and set of the set						
Berner Berner Schulter under unde						
Bandman Rearry and the second of				Excellent: Excellent quality of materials. Full curtains or blinds effective in keeping out light/provide block-out. Excellent quality curtain accessories.		
Image: state in the s	Bedrooms		Quality	Very Good: Curtains or blinds in very good condition.	'1-5	GC
Image: Constraint of the second of the se		B2		Good: Curtains or blinds in good working condition.		
Image: Constraint of the second of the se						
Antom Markan Ansata and another anal standing and another anal standing and another anal standing and another						
Nomina Nominant Mathematica Nominant Mathematica <td>Redrooms</td> <td>Curtains and Window</td> <td>Maintanance and Condition</td> <td>No maintenance and condition issues identified</td> <td>14 -</td> <td></td>	Redrooms	Curtains and Window	Maintanance and Condition	No maintenance and condition issues identified	14 -	
centrage initial control contecontrol conteneccentrol control contecontero control control con	bearooms	Coverings			1-5	GC
Instance	Bedrooms		No complicated patterned materials for curtains.		UA	v
Low map Low map Low map Low map Description Descripion Descripion	Bedrooms	Curtains and Window	Curtains fitted with pull-rods / closing cords		UA	м
Between services Respect services<		Coverings		Outstanding: Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality		+
bedroms Specific						
Berden Sum						
Initial control Initial control Respective composition of control system of contr				Very Good: Very good quality flooring and ceilings using very good materials - natural or manmade. Skirting and cornices of very good quality.		
Image: series Image: s	Bedrooms	Flooring, Ceiling, Skirting and Cornices	Quality	Good: Good quality flooring and ceilings using good materials - natural or manmade. Skirting and cornices of good quality.	'1-5	GC
Image: section section section section				Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.		
incl inclusion						
Informs Flooring, Celling, Skirting and Cornices Maintenance and Condition issues identified Minor maintenance and condition issues identified Minor maintenance and condition issues identified Minor maintenance and condition issues identified Information Information <thinformation< th=""> Information <thinformation< th=""> Informatinformation</thinformation<></thinformation<>				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		
ledroms Inform Softmage Maintenance and condition Maintenance and condition issus identified Sec addromices Inform Softmage Revised unimpeded circulation space around and betwee Inform Anitemance and condition issus identified Inform Anitemance and condition is		_				──┤
Main Main <th< td=""><td>Bedrooms</td><td>Flooring, Ceiling, Skirting and Cornices</td><td>Maintenance and Condition</td><td>Minor maintenance and condition issues identified</td><td>'1-5</td><td>GC</td></th<>	Bedrooms	Flooring, Ceiling, Skirting and Cornices	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC
decroams and corrices beds and furniture. OUA V stedrooms fooding, celling, skiiiin and Corrices fooding, celling, skiiiin and Corrices fooding, celling, skiiiii and Corrices fooding, celling, skiiii and Corrices fooding, celling, skiiii fooding, skiiii skiiii for carrises, skiiii skiiii for carrises, skiiii skiiii skiiii fooding, skiiii skiiiii skiiiii skiiii skiiiii skiiii skiiiii skiiii skiiii skiiii skiiiii skiiii skiiiiii skiiiiiiii	Dadrooms			Major maintenance and condition issues identified		+
electronins and cornices wallpaper etc. or sectronins and cornices wallpaper etc. or or sectronins and cornices wallpaper etc. outstanding: Luxurious and seclusive quality linen of pristing condition constraited with bedroning per guest (depending on weather conditions) All beding well fitted. Mattress and pillow protectors fitted to all beds. section: Line of a very good quality and well laundered linen. Good supply and variety of pillows and cushins. Excellent quality duvet (season dependent) well co-ordinated with bedroom décor and other soft furnishings. Mattress and pillow protectors fitted to all beds. Pri-5 Pri-	Bedrooms	and Cornices	beds and furniture.			
Address Bedding and Linen blankers and pillows provided in the unit. Sufficient supply of bedding per guest (depending on weather conditions) All bedding well fitted. Mattress and pillow protectors fitted to all beds. Aug.	Bedrooms				UA	v
Bedding and Linen Quality Quality Excellent: Highest quality well laundered linen. Good supply and variety of pillows and cushions. Excellent quality duvet (season dependent) well co-ordinated with bedroom décor and other soft furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds. 1.5 6C Bedrooms Bedring and Linen Quality Quality well laundered linen. Good supply and variety of pillows and cushions. Excellent quality duvet (season dependent) well co-ordinated with bedroom décor and other soft furnishings. Mattress and pillow protectors fitted to all beds. 1.5 6C Sedrooms Redding and Linen Maintenance and Condition issues identified No maintenance and condition issues identified 1.5 6C		and connices				
Bedding and Linen Quality Quality furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds. Yery Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds. Yery Good: All bed linen of a very good quality and well laundered, but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds. Yery Good: All bed linen of a very good quality and well laundered, but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds. Yery Good: All bed linen of a very good quality and well laundered, but not necessarily best quality. Yery Good: Sheets well laundered but not necessarily best quality. Yery Good: Sheets well laundered but not necessarily best quality. Yery Good: Sheets well laundered but not necessarily best quality. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted to all beds. Yery Good: Sheets well and protectors fitted		and comices		provinces and price was provided in the drift, sufficient suppry of bedding per guest (depending on weather conditions) All bedding wen nited. Mattress and pillow protectors fitted to all beds.	1	1
Bedding and Linen Quality Quality Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds. 1-5 6 C Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds. 1 1-5 6 C Acceptable: Linen of an acceptable quality. Unacceptable: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. 1		and connes				
sectrooms Quality all beds. Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds. Acceptable: Linen of an acceptable quality. unacceptable: Linen of an acceptable quality. Unacceptable: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. Image: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
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dedrooms Bedding and Linen Maintenance and Condition issues identified No maintenance and condition issues identified 1-5 GC	Bedrooms		Quality	furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds. Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds.	'1-5	GC
Bedrooms Bedring and Linen Maintenance and Condition Minor maintenance and condition issues identified Minor maintenance and condition issues identified '1-5 GC	Bedrooms		Quality	furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds. Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds. Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds.	'1-5	GC
Bedding and Linen Maintenance and Condition Minor maintenance and condition issues identified '1-5 GC Major maintenance and condition issues identified Major maintenance and condition issues identified '1-5 GC	Bedrooms		Quality	furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds. Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds. Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds.	'1-5	GC
Major maintenance and condition issues identified	Bedrooms		Quality	furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds. Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds. Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds. Acceptable: Linen of an acceptable quality. Unacceptable: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded.	'1-5	GC
	Bedrooms Bedrooms	Bedding and Linen		furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds. Very Good: All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds. Good: Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds. Acceptable: Linen of an acceptable quality. Unacceptable: Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded. No maintenance and condition issues identified		



TOURISM GRADING COUNCIL or south Appaca Quality in Tourism			<pre>*** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
The second	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADIN	G MER / G
DEFINITION	ASSESSED	DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION 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.	STAR GRADIN	G MER / G
			Excellent: Queen sized beds. Excellent quality mattresses and bed bases. Matching excellent quality ensemble. Excellent quality of headboards offering comfort.		
edrooms	Form of Bedding	Quality	Very Good: Very good quality bed frames and mattresses. Headboards may be a simple wooden board or continental pillows provided.	'1-5	GC
			Good: Standard good domestic quality bed frames with headboards which may be a simple wooden board or continental pillow provided.		
			Acceptable: Acceptable quality mattresses. Bunk beds with safety barrier and ladder. Headboards may be a simple wooden board or large pillows provided.		
edrooms	Form of Bedding	Maintenance and Condition	Insecontable Malor data/ chaine dataman Insecontable Ins	'1-5	GC
edrooms	Form of Bedding	90cm wide unimpeded circulation space around and between beds and furniture.		UA	v
Bedrooms	Form of Bedding	Unobstructed space of 120cm x 150cm to turn adjacent to bed, at least 120cm width on one side of the bed to allow for		UA	м
De das sus s	Form of Dodding	the different ways that people with functional mobility and physical limitations transfer.			м
Bedrooms Bedrooms	Form of Bedding Form of Bedding	Bed with firm mattress at 45 - 50cm in height At least one room available with an electronic bed that can be		UA UA	M
		control-adjusted.	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. Electronic heating and cooling system in outstanding working condition, has a silent operation and is remote controlled.		
			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.		
Bedrooms	Temperature Control	Quality	Very Good: Effective heating and or cooling provided in rooms (with individual control) with good natural ventilation.	'1-5	GC
			Good: Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.		
			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.		
Bedrooms	Temperature Control	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
		Maintenance and Condition Conveniently positioned or remote controlled air-conditioning	Major maintenance and condition issues identified		_
Bedrooms	Temperature Control	in room.	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	UA	м
			and in excellent order. Power points are conveniently located and adhere to international requirements.		
			Excellent: Excellent quality fittings, lamps bases, etc. more than just centre and bedside lamps. Power points are well positioned and adhere to international requirements.		
Bedrooms	Lighting/Power/Switches	Quality	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.	'1-5	GC
Lign			Good: Room lighting meets minimum requirement (centre light and bedside lamps). Good supply of natural light during the day. Power points are available.		
			Acceptable: Minimum light in room. Restricted natural light. No bare globes or cracked or damaged fittings. Power points are available.		
			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,		
Bedrooms	Lighting/Power/Switches	Effective light distribution in bedroom area	erzekad/dzmzaad fittiaac ac liahte that zeo nat waekian. Wahhhu cannoctione. Aincu hacoe that could fall avoe	'1-5	GC
sedrooms	Lighting/Power/Switches	Bed lamps provided to each sleeping position and convenient		'1-5	GC
Bedrooms		for reading Effective lighting at mirror		'1-5	GC
Bedrooms	Lighting/Power/Switches	s Convenient light switch locations		'1-5	GC
Bedrooms	Lighting/Power/Switches	s Spare and convenient power points provided in each room		'1-5	GC
Bedrooms	Lighting/Power/Switches	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Bedrooms	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor	Major maintenance and condition issues identified	UA	v
Bedrooms	Lighting/Power/Switches	surface. Close to headboard.	2 (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.)	UA	v
Bedrooms	Lighting/Power/Switches	Power switches and light switches with rocker switches that		UA	v
Bedrooms	Lighting/Power/Switches	are on/ off detectable. Power-switches to have a light located payt to them for easier		UA	v
Bedrooms		I location. S 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.	UA	м
Bedrooms	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor		UA	м
Bedrooms	Lighting/Power/Switches	surface. Close to headboard. Bedside lamps to have easily accessible switches i.e. 20cm		UA	м
Bedrooms	Mirror	away maximum Mirror (H 600mm x W 450mm) - measurement taken from		'1-5	GC
Bedrooms	Mirror	within the frame or Mirror (450mm x 350mm or larger)		'1-5	GC
Bedrooms Bedrooms	Mirror Mirror	or Mirror (less than 450mm x 350mm) Conveniently located		'1-5 '1-5	GC GC
Bedrooms Bedrooms	Mirror	Full length mirror in unit Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5 '1-5	GC
Bedrooms	Mirror	Full length mirror suitable for both sitting and standing guests	Major maintenance and condition issues identified	UA	м
Bedrooms	Mirror	Bottom of the mirror not more than 40cm from the floor.	Outstanding: A well-planned room with furniture conveniently placed. Ease of access to cupboards, wardrobes, drawers, etc. A dressing table with chair in the main bedroom. Spacious enough to	UA	M
			relax. Sufficient luggage storage space. Excellent: A well-planned room with furniture conveniently placed. Ease of access to cupboards, wardrobes, drawers, etc. A dressing table with chair in the main bedroom. Sufficient luggage		
			storage space. Very Good: Reasonably spacious room. Good access to all furniture and facilities. No areas of restricted access or obstruction.		
Bedrooms	Spaciousness and Overal Impression	l Quality	Good: Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas e.g. narrow access along sides of a double bed.	'1-5	GC
			Acceptable: Limited floor space. There may be some slightly restricted areas e.g. narrow access along sides of a double bed. Little room for luggage. Some audible level of noise and sounds from adjoining rooms, corridor or lifts but not overly disturbing.		
			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.		
Bedrooms		I 90cm wide unimpeded circulation space around and between		UA	v
edrooms	Impression Spaciousness and Overal	beds and furniture. I Windows to be 80cm from floor level (for safety purposes)		UA	м
Bedrooms		Unobstructed access widths of 90cm between walls, features, I furniture and fittings - It is essential that the room be free of		UA	м
	Impression	any obstructions which might cause a guest to be unable to access certain provisions within the room e.g. switches			
Bedrooms	Spaciousness and Overal Impression	I Size of access space of 90cm x 110cm to all furniture and fittings In multiple bedroom units; at least 1 en-suite bathroom		UA	м
Bathrooms	Type of Bathroom	In multiple bedroom units; at least 1 en-suite bathroom provided to main bedroom in all units		'1-5	GC

Bathrooms Ty	Type of Bathroom	In multiple bedroom units; at least 1 en-suite bathroom		'1-5	GC
bathoonis	Type of bathloom	provided to main bedroom in all units		1.5	00
Bathrooms	Type of Bathroom	In multiple bedroom units; at least 1 en-suite bathroom		'1-5	GC
butinoonis	Type of butilition	provided to main bedroom in most units		1.5	00
Bathrooms	Type of Bathroom	In multiple bedroom units, at least 1 private bathroom in all		'1-5	GC
butinoonis	Type of butilition	units		1.5	00
Bathrooms	Type of Bathroom	In multiple bedroom units, at least 1 private bathroom in		'1-5	GC
	Type of butilitionin	most units		15	
Bathrooms	Type of Bathroom	or shared bathroom to bedrooms in unit / apartment / chalet		'1-5	GC
Bathrooms	Type of Bathroom	or mixture of different types of bathrooms		'1-5	GC
Bathrooms	Type of Bathroom	or communal bathrooms only		'1-5	GC
Bathrooms	Type of Bathroom	Spacious layout >4 sq metres		'1-5	GC
Bathrooms	Type of Bathroom	or >2 sq m		'1-5	GC
Bathrooms	Type of Bathroom	or < 2 sq m		'1-5	GC
Bathrooms	Flooring, Ceiling and Walls	Quality	Outstanding: Outstanding quality floor and wall coverings. Excellent: Excellent quality professionally fitted floor and wall coverings. 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. Good: Good quality bathroom floor and wall coverings not necessarily recent. Acceptable: Acceptable: Acceptable: Quality materials used. Plain and simple design. Basic appearance, clean and neat. 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	'1-5	GC
Bathrooms	Flooring, Ceiling and Walls	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bathrooms	Flooring, Ceiling and Walls	Colour contrast between fittings, fixtures, wall and floor		UA	v
	Wdll5	finishes assisting in their location.			



DEFINITION

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Conveniently located

200 lux

Maintenance and Condition

Mirror lighting shall conform to a minimum lighting level of

200 lux Mirror provided at wash-hand basin and located between

7.5cm and 15cm above the basin. Mirror lighting shall conform to a minimum lighting level of

Hand basin sufficient size minimum 300mm x 200mm

ench/shelf space provided adjacent to hand ba

or Bench/shelf space provided adjacent to hand basin less

Basin controls with visual and embossed indicators to indica

hot and cold taps or direction on mixers. Basin and shower lever action mixers with balanced water

supply. This allows reliable temperature control over the

Trap covered with heat resistant lagging if composition is hea

vanhand basin with a mixer its easier for persons with

functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and

turned. Or Wash-hand basin with lever action taps its easier

or hand basin less than 300mm x 200mm

Toilet brush provided with covered holder

or Toilet brush provided with uncovered holder

Paper holder or dispenser conveniently located

300mm x 200mm clear space

Sanitary bags provided

ater supply.

Maintenance and Condition

Hot pipes must be well insulated

Toilet paper holder within 26cm of the seat.

than 300mm x 200mm clear space

*** V = Visual Limitation for UA ASSESSMENT AREA / CATEGORY SECTION TO BE GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS ADDITIONAL INFORMATION FOR CONSIDERATION STAR GRADING MER / GC ASSESSED DESCRIPTION Outstanding: Extra-large and spacious shower with separate bath and washbasin. Outstanding quality and finishes, solid coordinated fittings of innovative design. Always hot water. Attention to esthetics of fixtures and finishes. Excellent: Large shower or shower over bath. High quality, solid, well-made fittings in excellent order and matching style. Attractive and solid shower screen. Good sized washbasin. Easy to use with responsive controls Very Good: Very good quality fittings throughout, but not necessarily new. Bathroom may have a shower or a bath. All fixtures and fittings in good condition. Matching and co-ordinated styles. Fixtures and Fittings '1-5 GC Quality od: Standard range of bathroom fittings. Bathroom may have a shower or a bath. Shower screen or good quality curtain Acceptable: Fixtures and fittings of acceptable quality and fully functional. Unacceptable: Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Very small shower with insufficient water supply. Stained or mouldy grouting or sealant and che 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, mage, etc. Spa bath provided in r '1-5 '1-5 ures and Fittings ain en-suite bathroom of the unit GC No unsightly plumbing fixtures Bathroom heating Fixtures and Fittings Fixtures and Fittings GC GC Fixtures and Fittings Heated towel rails provided 1-5 GC Fixtures and Fittings Adequate clothes hooks (minimum 2) '1-5 GC No maintenance and condition issues identified Fixtures and Fittings Maintenance and Condition Minor maintenance and condition issues identified '1-5 GC lajor maintenance and condition issues identified Cell phone sms messages used to provide alerts to guests the possibility of an incoming call or someone at the door, as well xtures and Fittings UA as emergency and evacuation warnings. Signs and other printed instructions provided in large print Fixtures and Fittings UA and Braille. Bath and shower lever action mixers with balanced water ixtures and Fittings UA supply. (reliable temperature control over the water supply) Bath and shower controls with visual and embossed indicator to indicate hot and cold taps or directions on mixers. UA ixtures and Fittings Where provided the shower spray head should be located Fixtures and Fittings UA 210cm above the floor surface. Size of unobstructed floor space of 120cm x 150cm. Colour contrast between fittings, fixtures, wall and floor UA Fixtures and Fittings Fixtures and Fittings UA finishes to assist in their location. Clear opening width of doors - there must be 76cm measured ixtures and Fittings UA with the door in the 90 degree position. Fixtures and Fittings Size of unobstructed space of 90cm x 150cm in-front of doors UA ovision for a pull-handle on the inside of the door, 30cm Fixtures and Fittings UA wava 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 UA ixtures and Fittings surface of the sliding door and provide at least 6cm clear finger space. Clear floor space of 180cm x 180cm provided within the Fixtures and Fittings throom or toilet, clear of other items to be position UA ied in the bathroom e.g. stools, sanitary disposal bins etc. Remote emergency alarm call system in room UA Fixtures and Fittings 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. Fixtures and Fittings Access space of 80cm at the side of the bath 30cm broad seat at the end of the bath, this is to enable the UA guest to have support of a suitable width to take a seated position at the height of the bath when transferring from the Fixtures and Fittings UA wheelchair or mobility aid onto the bath - before getting into the bath. T-shaped grab-bar opposite transfer space. Fixtures and Fittings UA Removable bath seat. 40cm x 40cm fold-down shower seat provided at a height between 45cm and 50cm. The centreline of the shower seat ixtures and Fittings UA ixtures and Fittings UA must be set at 48cm from the adjacent wall opposite the <u>rransfer space.</u> /ertical and cranked grab-bars on either side of the showe Fixtures and Fittings seat - 60cm long vertical grab-bar and tranked grab-bar set at 80cm to lowest distance from the floor. Lever action shower mixer and hand shower on adjustable UA ixtures and Fittings UA rail. Fixtures and Fittings A 15cm maximum step with run-off which negates threshold. UA Mirror (H 600mm x W 450mm) - measurement taken from Mirror '1-5 GC within the frame or Mirror (450mm x 350mm or larger) or Mirror (less than 450mm x 350mm)

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Bathrooms	Hand Basin and Toilet	persons with functional mobility and physical limitations to		UA	м
Bathoonis	Areas	use taps if they are lever action rather than knobs which have		UA	ivi
		to gripped and turned.			
Bathrooms	Hand Basin and Toilet	Wash-hand basin mirror provided and located between 7.5cm		UA	м
Batilioonis	Areas	and 15cm above the basin.		0A	
Bathrooms	Hand Basin and Toilet	Towel rail set adjacent to wash-hand basin at a height of		UA	м
Batilioonis	Areas	between 90cm and 100cm.		0A	IVI
			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.		
			Excellent: Range of towels including bath sheet or towel, hand towel and face cloth per guest as well as a bath mat. Changed frequently or at guest's request.		
Bathrooms	Towelling	Quality	Very Good: Very good quality bath and hand towels provided per guest.	'1-5	GC
			Good: Good quality bath and hand towels provided per guest.		
			Acceptable: Acceptable quality towel provided per guest.		
			Unaccontable: View thin small search and fraving some holes stained folded Low absorbancy		
Bathrooms	Towelling	Additional towel for beach or pool.		'1-5	GC
			No maintenance and condition issues identified		
Bathrooms	Towelling	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified		
Bathrooms	Towelling	Towel rails to be a height between 90 and 100cm from the ground.		UA	м



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

Quality in Tourism			••• V = Visual limitation for UA		
ASSESSMENT AREA / CATEGO DEFINITION	DRY SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION		STAR GRADING	MER / GC
		DESCRIPTION	Outstanding: Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas. Either windows that open or effectively working extractors.		
			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.		
Bathrooms	Lighting and Ventilation	Quality	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.	'1-5	GC
			Good: Well positioned light with good quality light fittings. Either windows that open or effectively working extractors.		
			Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors.		
			Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working.		
Bathrooms	Lighting and Ventilation	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Bathoonis			Major maintenance and condition issues identified	1-5	
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		UA	v
			Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.		
			Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.		
			Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.		
Unit Kitchens	Decoration	Quality	Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.	'1-5	GC
			Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.		
			Unacceptable: Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Evidence of neglect. Unprofessional paintwork and workmanship. Low-grade materials, poor standard of workmanship. Very noticeable cooking marks / splashes. Unsightly wiring / exposed pipes. Signs of seepageand damp and lifting of tiles/wall covering.		
			No maintenance and condition issues identified		
Unit Kitchens	Decoration	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Unit Kitchens	Decoration	Interior décor with tonal contrast between the critical surfaces.		UA	v
			Outstanding: Outstanding quality fittings and fixtures, professionally installed and with high functional and decorative element. May be period related in accordance with the architectural style of the unit.		
			Excellent: Excellent quality fittings and fixtures, professionally installed and with high functional and decorative element. May be period related in accordance with the architectural style of the		
			unit.		
Unit Kitchens	Furnishings and Fittings	Quality	Very Good: Very good quality kitchen fittings. Everything in good working order, however signs of use and slight discolouration. Traditional fittings in very good condition.	'1-5	GC
			Good: Good range fittings. May be competent DIY assembly. Possibly former high standard fittings that have deteriorated through long use, but still acceptably sound. Traditional fittings in concerning be order		
			reasonable order.		
			Acceptable: Acceptable quality fittings, May find some evidence of unprofessional fittings; doors badly hung; drawers do not slide smoothly etc.		
Unit Kitchens	Furnishings and Fittings	Double sink with plugs	Unassantables landaasunta tabla siza. Pisttarad and insansunalant. Permand and unaamfastable launut. Phana availits materials, much usar and taar	'1-5	GC
Unit Kitchens	Furnishings and Fittings	Mixer taps fitted at kitchen sink/s		'1-5	GC
Unit Kitchens	Furnishings and Fittings			'1-5	GC
Unit Kitchens	Furnishings and Fittings			'1-5	GC
Unit Kitchens	Furnishings and Fittings			'1-5	GC
Unit Kitchens	Furnishings and Fittings	Sufficient cupboard and shelf space (at least 1m ² of space).		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Sumelent cupboard and shell space (at least 111 of space).	No maintenance and condition issues identified	1-5	00
Unit Kitchens	Furnishings and Fittings	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Unit Kitchens	Furnishings and Fittings	Interior décor with tonal contrast between the critical surfaces.		UA	v
			Outstanding: Outstanding standard of illumination – especially in important working areas. All fittings of outstanding quality in excellent order.		
			Excellent: As above, however excellent standard.		
Unit Kitchens	Lighting	Quality	Very Good: More light sources than necessary, some strategically placed lights. Very good quality fittings.	'1-5	GC
			Good: More than just adequate lighting, preferably with lights in at least some important working areas. Ageing fittings in good order.		
			Acceptable: Minimal lighting - centre light only, possibly of low wattage. Restricted natural light. Working areas not well lit and cast into shadow.		
			Unaccentable: Dark, aloomu. Low wattane. Old. dilanidated fittings of chean quality. Little natural light. Lights in inanosconsiate places No maintenance and condition issues identified		
Unit Kitchens	Lighting	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified Outstanding: Extensive range of electrical equipment with emphasis on automation. Recent model, outstanding quality equipment with up to date technology. All in outstanding working order.		
			Operation manuals close at hand for all equipment.		
			Excellent: Excellent range of equipment, possibly of mixed ages and quality. Sound but all in excellent working order. Alternatively a small range of new excellent quality equipment.		
Unit Kitchens	Electrical and Cooking Equipment	Quality	Very Good: Mixture of old and new equipment, some showing evidence of use over time. Alternatively very good range of older equipment. All equipment in good working order.	'1-5	GC
	Equipment		Good: Minimum range of good equipment.		
			Acceptable: Acceptable quality equipment provided.		
			Unacceptable: Old fashioned, outdated in unacceptable condition.		
Unit Kitchens	Electrical and Cooking Equipment	Electric mixer		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Blender		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Juice extractor		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Coffee machine		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Conveniently located refrigerator (200 litres or larger) with two or more ice trays		'1-5	GC
Unit Kitchens	Electrical and Cooking	or conveniently located refrigerator 140 - 199 litres with one or more ice trays		'1-5	GC
Unit Kitchens	Equipment Electrical and Cooking	Electric frying pan		'1-5	GC
Unit Kitchens	Equipment Electrical and Cooking	Baking utensils		'1-5	GC
	Equipment Electrical and Cooking	-	No maintenance and condition issues identified		
Unit Kitchens	Equipment	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
			Outstanding: Wide range of kitchen and dining equipment of high quality. Fine china or pottery, crockery with good accessories. Outstanding standard of cooking pots, casseroles, flan dishes. No aluminium pots. All of matching or co-ordinated design. Thoughtful provision of "extras". Condiment set. Some high specification "professional" utensils.		
			Excellent: As above, however limited 'extras' but above acceptable inventory requirements. Just one set of crockery as opposed to two.		
			Very Good: Substantial range of very good quality equipment, which may not be new – may show some slight signs of wear and tear. Very good crockery in excellent order. Mixed range of		
Unit Kitchens	Crockery and Utensils	Quality	utensils of varying styles but all very good quality. No aluminium pots.	'1-5	GC
			Good: Middle-range pots, pans, crockery in good order. Perhaps some higher quality items that show signs of good use, but still in sound condition. No aluminium pots.		
			Acceptable: Mixture of styles and quality, mostly middle to low standard, showing evidence of considerable use. No aluminium pots.		
			Unacceptable: Low quality, cheap domestic, mass-produced crockery and utensils, showing wear and tear. Well-used Pyrex plates with discolouration from long use. Utensils jumbled, ill assorted,		
Linit Vitebook	Creation	Maintonance and Condition	No maintenance and condition issues identified	14 5	~~~
Unit Kitchens	Crockery and Utensils	Maintenance and Condition	builde also processore of locion and offic second board and the discorded No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Unit Kitchens	Crockery and Utensils	Maintenance and Condition	builder the processing of biological officiency of and out / and found	'1-5	GC
Unit Kitchens	Crockery and Utensils	Maintenance and Condition	Index the secretaries of below and the secret band and fee discorded. No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.	'1-5	GC
Unit Kitchens Unit Lounge / Dining Room / I		Maintenance and Condition	builder the processing of biological officiency of a discorded No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.	'1-5	GC GC
			builde the sensences of boline and off-concerd band and for disconded. No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.		
			Image: All concernent after account of the add and for a discounted No maintenance and condition issues identified Minor maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish. Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.		
			Invalue the sensence of balancest office sensed that dead for a discorded No maintenance and condition issues identified Minor maintenance and condition issues identified Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish. Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.		



TOURISM GRADING COUND OF SOUTH AFRICA Quality in Tourism	ШL		UNE-ONDERSIA ACCESSIONITY; •••• M = Mobility limititation for UA; •••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION		STAR GRADING	MER / GC
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Quality	Outstanding: Outstanding degree of comfort and luxury. Luxurious furnishings, all in pristine condition. Patio furniture also adds an element of luxurious comfort. Full Dining Facility, Chairs and tables indoors and out to accommodate number of guests per sleeping position. Excellent: Excellent degree of comfort and luxury. Excellent quality in excellent condition. High quality patio furniture in excellent condition. Full Dining Facility, Chairs and tables indoors and out, to accommodate number of guests per sleeping position. Very Good: Very good quality furniture but not necessarily new. Comfortable easy seating. All in very good condition, but may have "lived-in" feel. Chairs and tables to accommodate number of guests per sleeping position.	'1-5	GC
			Good: Good quality of manufacture but showing some wear and tear. May be older style but sound. New furniture of good quality. Comfortable but with no degree of luxury. Chairs and tables to accommodate number of guests per sleeping position. Acceptable: Acceptable mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Chairs and tables to accommodate number of guests per sleeping position. Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms/legs. Stained or grubby upholstery. Dated, jaded, unattractive.		
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Offer choice of seating away from the noise to provide suitable environment		UA	с
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Pathways between tables and chairs to be un-obstructed and at least 90cm wide		UA	v
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Furniture should have rounded edges for guests with functional visual limitations		UA	v
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	v
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Doors must be able to open fully against adjacent wall		UA	v
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	The wider leaf of double doors of unequal widths must all be located on the same side throughout the length of any passageway.		UA	v
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests		UA	v
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Tableware to contrast with the table surface or tablecloth.	Tableware should contrast with the table surface in order for guests with varying degrees of functional visual limitation to be able to clearly differentiate between elements.	UA	v
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Interior décor with tonal contrast between the critical		UA	v
Unit Lounge / Dining Room / Patio	-	surfaces. Labels available in Braille		UA	v
Unit Lounge / Dining Room / Patio		Size of opening leaf of all doors (the clear opening must be measured with door in 90-degree open position) must measure at least 90cm to enable a mobility aid user to gain		UA	м
		access			<u> </u>
Unit Lounge / Dining Room / Patio	_	or 85cm		UA	м
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 75cm Provision of handles on doors which should be located		UA	м
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	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].		UA	м
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Clear un-obstructed access between furniture and fittings no less than 120cm in width. [This ensures that a guest using a mobility aid (e.g. wheelchair) can pass through without obstruction].		UA	м
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 100cm in width		UA	м
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 90cm in width		UA	м
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Tables to be 80cm high with at least 76cm clear space below.	This ensures that a seated user may pass through without obstruction	UA	м
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests		UA	м
Unit Lounge / Dining Room / Patio		Quairy	Outstanding: Outstanding quality flooring and cellings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality with additional architectural features. Excellent: Excellent quality flooring and cellings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail. Very Good: Very good quality flooring and cellings using very good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features. Good: Good quality flooring and cellings using good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features. Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat. 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 cellings and evidence of water seepages. Stained paintwork, old and amateurishly done.	'1-5	GC
Unit Lounge / Dining Room / Patio	Flooring, Ceiling, Skirting and Cornices	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
Unit Lounge / Dining Room / Patio	Flooring, Ceiling, Skirting	Fixed, level, matt and slip-resistant surfaced floor finishes.	Major maintenance and condition issues identified	UA	v
Unit Lounge / Dining Room / Patio	and Cornices	Quality	Outstanding: Outstanding standard of illumination throughout giving sufficient light for all appropriate purposes but also designed for good effect – showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. Excellent: Excellent standard of illumination giving sufficient light for all appropriate purposes but also designed for effect. All lights and shades of high quality manufacture and in excellent order. Very Good: More light sources than necessary, some strategically placed lights. Very good quality fittings. Good: More than minimal lighting. Good quality fittings in sound condition. Main light plus one or two small occasional lamps. No extra lights for effect. Acceptable: Enough light for practical use, but nothing more. No occasional lamps. Unacceptable: Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No wobbly connections, burnt shades, filmsy bases that fall over, etc. No maintenance and condition issues identified	'1-5	GC
Unit Lounge / Dining Room / Patio	Lighting	Maintenance and Condition	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Unit Lounge / Dining Room / Patio	Lighting	Mirror lighting shall conform to a minimum lighting level of 200 lux		UA	v
Unit Lounge / Dining Room / Patio	Temperature Control	Quality	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. Electronic heating and cooling system in outstanding working condition, has a silent operation and is remote controlled. Windows open and close and balcony doors are easily accessible. 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. Very Good: Effective heating and or cooling provided in rooms (with individual control) with good natural ventilation. Good: Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation. 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.	'1-5	GC
Unit Lounge / Dining Room / Patio	Temperature Control	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Unit Lounge / Dining Room / Patio	Temperature Control	Conveniently positioned or remote controlled air-conditioning		UA	м

			Major maintenance and condition issues identified	L	
Unit Lounge / Dining Room / Pa	io Temperature Control	Conveniently positioned or remote controlled air-conditioning in room.		UA	м
Unit Lounge / Dining Room / Pa	io Entertainment Facilities in Unit	LCD / LED or other HD Television provided	Per comments above	'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	Larger/Wide screen Flat Panel TV in all the rooms or the unit (Larger than 32 inches)		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities in Unit	DSTV / Top TV provided - more than 12 channels		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	or DSTV / Top TV provided - up to 12 channels		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	TV conveniently located		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	Remote controls provided and in working order		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	DVD player available on request		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	CD player		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	Radio		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	Selection of DVDs / CDs		'1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities	Wifi available free of use or at an additional charge		1-5	GC
Unit Lounge / Dining Room / Pa	io Entertainment Facilities in Unit	I-pod docking station with adaptors		'1-5	GC
Unit Lounge / Dining Room / Pa	Entertainment Facilities	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas	Decoration	Quality	Outstanding: Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish. Very Good: Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout. Good: Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship. Acceptable: Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	'1-5	GC



Public Areas

Escalators / Lifts / Stairwells / Ramps

Uniform height levels between landings on staircases. There should be an equal number of steps on each flight of stairs.

FOURISM GRADING COUNCIL of South Applica Quality in Tourism			•••• M = Mobility Limitation for UA; •••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA			
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC	
Public Areas	Decoration	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC	
Public Areas	Decoration	Interior décor with tonal contrast between the critical	Major maintenance and condition issues identified	UA	v	
Public Areas	Furnishings and Fixtures	surfaces. Quality	Outstanding: Luxurious furniture ofoutstanding intrinsic quality. Extra design elements and features throughout. Excellent: Excellent degree of comfort and luxury. Attractive, co-ordinated extras. Decorative, occasional pieces in main room or rooms and corridors. Very Good: Very good quality furniture with comfortable easy seating. Good: Good quality range of materials and construction in sound condition. Basic furniture styles and surfaces well maintained. Acceptable: Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable.	'1-5	GC	
			Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Tired, Jaded and unattractive. No maintenance and condition issues identified			
Public Areas	-	Maintenance and Condition Where televisions are provided, induction loops and/ or TV	Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC	
Public Areas	Furnishings and Fixtures	listening devices should be made available.		UA	С	
Public Areas	Furnishings and Fixtures	and at least 90cm wide Furniture should have rounded edges to prevent injury to		UA	v	
Public Areas	Furnishings and Fixtures	guests.		UA	V	
Public Areas	Furnishings and Fixtures	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	V	
Public Areas	Furnishings and Fixtures	Doors must be able to open fully against adjacent wall.		UA	v	
Public Areas	Furnishings and Fixtures	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)		UA	v	
Public Areas	Furnishings and Fixtures	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.		UA	м	
Public Areas	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	м	
Public Areas	Flooring, Ceiling, Skirting and Cornices	Quality	Outstanding: Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality with additional architectural features. Excellent: Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail. 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. Good: Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features. Acceptable: Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat. 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 worr-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 amateurishy done.	'1-5	GC	
Public Areas	Flooring, Ceiling, Skirting and Cornices	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC	
Public Areas	Flooring, Ceiling, Skirting and Cornices	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 unreal limit for the state of t		UA	v	
Public Areas	Flooring, Ceiling, Skirting and Cornices	visual limitations. Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	v	
Public Areas	Lighting	Quality	Outstanding: Outstanding standard of efficient lighting in room. Controllable dimmer lighting, especially for reading, etc. 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. Excellent: Provision of efficient lighting within the room of light. Excellent quality fittings, lamps bases, etc. Power points are well positioned and adhere to international requirements. Very Good: Very good efficient room light. Very good blend of natural or electric light during day. Power points are fairly distributed through-out. Good: Room lighting meets minimum energy efficient requirement. Good supply of natural light during the day. Power points are available. Acceptable: Minimum energy efficient light in room. Restricted natural light. No bare globes or cracked or damaged fittings. Power points are available. 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/amaged fittings or light that are not working. No wobbly connections, burnt shades, filmsy bases that could fail over, etc.	'1-5	GC	
Public Areas	Lighting	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC	
		Lighting should be positioned to minimise glare and with a	Major maintenance and condition issues identified			
Public Areas	Lighting Atmosphere and Ambience	minimum lighting level of 200 lux. Quality	Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion. Outstanding Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout the property. Excellent: Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms. Very Good: Comfortable, relaxed feel. Some busy music in background but not intrusive. Co-ordinated décor, finishing, etc. Good: Comfortable, relaxed feel. Acceptable: Acceptable levels of comfort. 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.	'1-5	GC	
Public Areas	Escalators / Lifts / Stairwells / Ramps	Gradient not steeper than 1:12. (1:15 is optimum gradient)	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.	UA	v	
Public Areas	Escalators / Lifts / Stairwells / Ramps	Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the ramp.		UA	v	
Public Areas	Escalators / Lifts / Stairwells / Ramps	10cm high kerb or tapping rail on the open side of the ramp.		UA	v	
Public Areas	Escalators / Lifts / Stairwells / Ramps	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.)	UA	v	
Public Areas	Escalators / Lifts / Stairwells / Ramps	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must be no steeper than 1:12 (Optimum gradient 1:15)		UA	м	
Public Areas	Escalators / Lifts /	(Optimum gradient 1:15) There should be a landing at the top of ramps with minimum dimensions: 00m x 120m		UA	м	
Public Areas	Stairwells / Ramps Escalators / Lifts /	dimensions: 90cm x 120cm Unobstructed width of not less than (to allow for easy access		UA	M	
Public Areas	Stairwells / Ramps Escalators / Lifts / Stairwells / Ramps	for mobility aids): 90cm Contrasting colour at top, bottom and landings of steps. Guests with functional visual limitations need to have the start of the step identified.	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.	UA	v	
Public Areas	Escalators / Lifts / Stairwells / Ramps	Tonal contrast on all nosing. Each step in the flight of steps needs to be identified.		UA	v	
Public Areas	Escalators / Lifts / Stairwells / Ramps Escalators / Lifts /	Square closed risers to all stairs. Each step needs to have a solid edge. Uniform height levels between landings on staircases. There		UA UA	v	

Public Areas	Escalators / Lifts /	Continuous handrail on both sides of the staircase with 30cm		UA	v
Public Areas	Stairwells / Ramps	extensions before and beyond the end of the stair.		UA	v
Public Areas	Escalators / Lifts /	Unobstructed width of not less than 90cm (to facilitate access		UA	м
Fublic Areas	Stairwells / Ramps	for guests using mobility aids)		UA	IVI
Public Areas	Escalators / Lifts /	Provision for unobstructed landing of 90cm x 120cm (clear of		UA	м
Fublic Aleas	Stairwells / Ramps	door swings etc.)		UA	IVI
	Escalators / Lifts /	Emergency telephones should have amplified volumes and			
Public Areas	Stairwells / Ramps	ringers, to facilitate communication with guests who have		UA	с
		functional communication limitations.			
Public Areas	Escalators / Lifts /	Flashing lights should be linked to alarms and emergency		UA	C
Tublic Areas	Stairwells / Ramps	buttons.		UA	c
Public Areas	Escalators / Lifts /	A visual display to show that help is coming should be		UA	C
Tublic Alcus	Stairwells / Ramps	available within the elevator.		04	c
	Escalators / Lifts /	Clearly demarcated tactile and colour contrasted waiting area	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.	UA	v
	Stairwells / Ramps	at lift.	in the area number of elevators of increases when now been built at uncreated integration, and they may each be assessed at a uncreative or quality and condition.	UA	
	Escalators / Lifts /	Colour contrasting door clear opening width not less than			
Public Areas	Stairwells / Ramps	76cm (Doors need to be easily identified by guests with		UA	v
		functional visual limitations).			
	Escalators / Lifts /	Lifts with automatic door enunciator. The voice provides			
Public Areas	Stairwells / Ramps	information to the guest as to when the lift arrives at the floor		UA	v
		when alighting.			
		150 lux minimum internal lighting level. Minimum lighting		I	
Public Areas	Escalators / Lifts /	level, which allows a clear indication to guests with functional		UA	v
	Stairwells / Ramps	visual limitations, of controls and assistive devices.			
					<u> </u>
	Escalators / Lifts /	Handrail provided on all sides of the lift car. Handrails provide			
Public Areas	Stairwells / Ramps	the guest with a functional visual limitation with stabilization		UA	v
		to hold on to whilst the lift is in motion.			+
		Emergency phone or intercom colour contrasted with Braille			
Dublis Asses	Escalators / Lifts /	and tactile buttons and text. All emergency controls should			
Public Areas	Stairwells / Ramps	strongly contrast with the background. Emergency buttons		UA	v
		needs to have rough surfaces in order for guests to distinguish			
		them from the o			
	Escalators / Lifts /	Size of unobstructed approach space not less than 110cm x			
Public Areas		150cm (persons making use of mobility aids should have clear		UA	м
	Stairwells / Ramps	unobstructed space in order to negotiate entrance and exit			
L		from the elevator).	<u></u>		

UA

v



General Services and Service

Appearance of Staff

Quality

KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; •••• M = Mobility Limitiation for UA;

TOURISM GRADING COUNCIL OF SOUTH APPEC Quality in Tourism			*** M = Mobility Limitation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	i MER/G
Public Areas	Escalators / Lifts / Stairwells / Ramps	Clear opening width of the door should not be less than 76cm.		UA	м
Public Areas	Escalators / Lifts /	Lift with automatic doors which measure not less than 90cm		UA	м
	Stairwells / Ramps Escalators / Lifts /	when doors are in open position			
Public Areas	Stairwells / Ramps	Internal size of lift car of 120cm x 160cm		UA	М
Public Areas	Escalators / Lifts / Stairwells / Ramps	Handrail provided on all sides of the lift car located between 90cm and 100cm.		UA	м
			Outstanding: Personal welcome from owner or representative. Guests offered a substantial beverage tray with biscuits / snacks. Fresh flowers. Friendly welcoming letter. Accessories pack. Excellent: Cheerful demeanour and attitude by reception staff or meet and greet officer. Guests shown or directed to unit and given necessary information. Beverage tray provided. Flowers. Very Good: Where no personal welcome, a tea / drinks tray with welcoming letter. Phone call or visit at some time after arrival to check all is well. Flowers.		
General Services and Service	Welcome, Ambience and Personal Touches	d Quality	Good: Tray with tea / drink making facilities with short note inviting guest to contact owner or representative at any time during visit. Guest may collect key from caretaker/representative nearby. Acceptable: Acceptable behaviour in carrying out required duties. Unacceptable: No welcome to speak of. Key in door or sent in advance without personal letter. Neither representative nor owner ever met.	'1-5	GC
General Services and Service	Welcome, Ambience and Personal Touches	^d On arrival the guest is offered a full orientation tour.		UA	MC
General Services and Service	Welcome, Ambience and	d Large text copies of all check in information and information		UA	v
General Services and Service	Personal Touches Reservation, Check-in and General Efficiency	Quality	Reception staffed refers to the ability to have a staff member check in / out without using a night / duty bell. Staff may be performing multiple duties in the same location i.e. restaurant / reception adjacent. Or where 'meet and greet' is provided, keys and appropriate information has to be left in designated area. Outstanding: Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation, for a minimum of 18 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. Excellent: Reservations dealt with very effectively. Ability to make a prompt and effective reservation during the day and up to 21:00. 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 and sometimes anticipated.	'1-5	GC
General Services and Service	Reservation, Check-in	Reception operating hours: Extensive: 13 hours	Very Good: Reservations dealt with promptly. Ability to make a prompt and effective reservation during day and up to 21:00. All necessary information taken and provided. Efficient check-in. Always given full information about facilities. Good responses to any requests. Good: Reservations dealt with fairly well. All necessary information taken and provided. When registered, key is given and guest is directed to room. All requests dealt with pleasantly. 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.	'1-5	GC
General Services and Service	and General Efficiency Reservation, Check-in	Reception operating nours: Extensive: 13 nours			
General Services and Service	and General Efficiency	or Accommodating: 8 to 12 hours		'1-5	GC
General Services and Service	Reservation, Check-in	or Limited: less than 8 hours a day		'1-5	GC
General Services and Service	and General Efficiency Reservation, Check-in	Posident best (lives on the same property or adjacent)		'1-5	GC
General Services and Service	and General Efficiency Reservation, Check-in	Resident host (lives on the same property or adjacent) After hours access (night bell / designated direct phone-line to		1-5	60
General Services and Service	and General Efficiency	general manager).		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	Reception counter fitted with inductive loops.		UA	с
General Services and Service	Reservation, Check-in	A chart with basic signs to be kept at reception.		UA	с
General Services and Service	and General Efficiency Reservation, Check-in and General Efficiency	A staff member that has basic knowledge of sign language and lip reading should be available at reception.		UA	с
General Services and Service	Reservation, Check-in and General Efficiency	There should be access to sign language interpreter/ lip- speaker practitioner and Deaf/ Blind interpreter, to facilitate communication at different levels.		UA	с
General Services and Service	Reservation, Check-in	A written information and emergency pack is provided in the	Lets match to mer's for consistency.	UA	с
	and General Efficiency Reservation, Check-in	room. Approach to the entrance free of projecting obstructions or			
General Services and Service	and General Efficiency	features.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Entrance route surface firm, even and slip resistant.		UA	v
General Services and Service	Reservation, Check-in	Doors should always be fully closed or held open.		UA	v
	and General Efficiency Reservation, Check-in	Contrasting colour and texture floor surface space on the			
General Services and Service	and General Efficiency	inside and outside of entrance door.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Door closers should incorporate a delay mechanism.		UA	V
General Services and Service	Reservation, Check-in and General Efficiency	Door furniture should incorporate a horizontal pull/ lever action handle.		UA	v
General Services and Service	Reservation, Check-in	action handle. Directional and information signage in large format.		UA	v
General Services and Service	and General Efficiency Reservation, Check-in and General Efficiency	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	colours and textures and free from all obstacles. All furniture to be 80cm high with solid sides up to 20cm above floor surface.		UA	v
General Services and Service	Reservation, Check-in and General Efficiency	Adequate lighting positioned to illuminate the faces of the reception staff and desktop without creating glare.		UA	v
General Services and Service	Reservation, Check-in	Low ambient noise levels.		UA	v
General Services and Service	and General Efficiency Reservation, Check-in and General Efficiency	Braille, large print and audio information on establishment and surroundings.		UA	V
General Services and Service	Reservation, Check-in and General Efficiency	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 10'-shaped type.		UA	м
General Services and Service	Reservation, Check-in and General Efficiency	Hours of attendance should be a minimum of 12 hour attendance at the door to provide assistance for those who need it.		UA	м
General Services and Service	Reservation, Check-in	Length of 80cm high and 120cm wide check-in counter or		UA	м
	and General Efficiency Reservation, Check-in	reception desk. Seating has been provided with a seat height between 45cm			м
General Services and Service	and General Efficiency	and 50cm from the floor. Website provides sufficient pre-booking information on all		UA	IVI
General Services and Service	Reservation, Check-in and General Efficiency	services and facilities catering towards guests with functional mobility/physical limitations.		UA	м
General Services and Service	Reservation, Check-in and General Efficiency	Seating has been provided with a seat height between 45cm and 50cm from the floor.	The nature of the establishment will be taken into account as formality may vary significantly.	UA	м
			Outstanding: Extremely well-appointed staff appearance. Neat and tidy pieced uniforms in pristine condition. Staff well-presented and trained in required etiquette. All staff wearing name badges.		

Acceptable: Clothes starting to look lived in, but basically clean and neat. Laundry facility in each unit to consist of Washing machine,

'1-5 GC

'1-5

GC

General Services and Service	Laundry Service	Laundry facility in each unit to consist of Washing machine, tumble drier, ironing facilities or iron and ironing board in unit		'1-5	GC
General Services and Service	Laundry Service	or Laundry facility on site or laundry service available on request.		'1-5	GC
General Services and Service	Laundry Service	or laudry facility / service off-site in close proximity	Please note that should laundry services on be available off-site, this service must be offered free of charge to guests.	'1-5	GC
General Services and Service	Laundry Service	Full laundry / dry cleaning service (5 days a week)		'1-5	GC
General Services and Service	Laundry Service	or Limited laundry / dry cleaning service (minimum 3 days)		'1-5	GC
General Services and Service	Laundry Service	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
			Major maintenance and condition issues identified		
			Outstanding: Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Excellent: Brilliant, willing staff. Helpful and attentive. Shows willingness to assist with requests; may have to go away to find out required information.		
General Services and Service	Public Area Service	a Service Quality	Very Good: Staff always present and respond helpfully when asked. Willing, though could possibly benefit from further training. Good: Staff are pleasant and helpful. Acceptable: Acceptable behaviour in carrying out required duties.	'1-5	GC
General Services and Service	Meal Service	Quality	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. 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. Very Good: Well-motivated staff. Evidence of aspiring to excellent standard. Very good knowledge of food and wine. Good: Friendly staff, efficient service. Good knowledge of food and wine. Requests dealt with pleasantly. Acceptable: Acceptable service levels. Neutral attitude by staff who are able to assist to a degree.	'1-5	GC

xcellent: Clean, neat, appropriate dress. A generally smart, well-groomed appearance. All staff wearing name badges.

ood: A noticeable attempt to be smart. No stains, tears, etc. but dressed for comfort rather than smartness.

nt, but lacking the final touch. Perhaps some clothing items inappropriate for a professional environment. All clothing clean.



TOURISM GRADING COUN OF SOUTH AFRICA	CIL		UA=Universial Accessionity; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA;		
Quality in Tourism	1		•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
			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.		
			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.		
General Services and Service	Check-out Efficiency	Quality	Very Good: Prompt attention and billed correct. Attempt at excellence. Cheerful demeanour.	'1-5	GC
			Good: Bill correct. Staff professional, friendly and efficient towards departing guests.		
			Acceptable: Bill correct. Staff are efficient.		
			Unscentable: Bill wrong and upprolation. Staff has no idea and are upwilling to assist the quote. Such manager Long wait. Staff upable to granze come forms of naumont. Outstanding: Information pack / tourist information in units, 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. Effective use of technology. A		
			concierge services is also available.		
			Excellent: Information Pack / tourist information provided at reception and in Units. Staff have excellent knowledge of local attractions and can provide it if asked. Staff are willing to assist with		
General Services and Service	Tourist Information	Quality	bookings of activities if requested. A concierge services is also available.	'1-5	GC
			Very Good: As above with a very good range of tourist information.		
			Good: Good variety of pamphlets available on surrounding area. Staff able to assist to a degree.		
			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.		
			Hannenskelig. Ha information or out of data information. Etalf unable to assist		
General Services and Service	Tourist Information	Assistance with information about accessible tourism products and bookings provided by hotel/lodge staff.	5	UA	MCV
		Clear and plain format and presentation of brochures and websites, to provide clear and articulate information that will			
General Services and Service	Tourist Information	minimize the need to be explained by telephone or other		UA	с
General Services and Service	Conference Facilities	media. Conference Function Area (100 or more)		'1-5	GC
General Services and Service General Services and Service	Conference Facilities Conference Facilities	or Conference /Function Rooms (40 or more) or Meeting Rooms (up to 40)		'1-5 '1-5	GC
General Services and Service	Conference Facilities	Secretarial Services provided	No maintenance and condition issues identified	'1-5	GC
General Services and Service	Conference Facilities	Maintenance and Condition	Minor maintenance and condition issues identified	'1-5	GC
General Services and Service	Conference Facilities	Good even lighting, and/ or accent lighting to focus speakers	Major maintenance and condition issues identified	UA	с
General Services and Service	Conference Facilities	and lip-readers. Adequate lighting positioned to minimise glare		UA	v
General Services and Service	Conference Facilities	Provision for a pull handle on all doors. [The handle must be at least 12cm in length and be easy to grasp so that guests		UA	м
General Services and Service	conterence racinties	may easily open and close doors].		04	101
General Services and Service	Conference Facilities	80cm high tables with 90cm clear space below to enable users of mobility aids with leg space under the table without		UA	м
		obstruction.	Outstanding: Very high standard of thorough cleanliness and attention to detail. Well-made beds. Gleaming surfaces.		
			Excellent: Very high standard of cleanliness.		
Housekeeping Services	Bedrooms	Quality	Very Good: Very good standard of cleanliness.	'1-5	GC
Housekeeping Services	Bedrooms	Quality	Good: All surfaces free from dirt and polished.	1-2	GC
			Acceptable: Clean and well maintained area.		
			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		
		Housekeeping staff to be aware of possible requirements of a	iecuse. Smaare ar maeler auidaat - Dlawa huibe ar heakaa aauiamaat aracaat		
Housekeeping Services	Bedrooms	guest with a functional visual limitation.		UA	v
Housekeeping Services	Bedrooms	Housekeeping staff to ensure all room accessories and equipment are within easy reach. Care to ensure everything		UA	v
industries services	5000000	remains in the same place.			
Housekeeping Services	Bedrooms	Housekeeping staffs to ensure all room accessories and equipment are within easy reach for guests with functional		UA	м
Here have been deep	De des ses	mobility limitations. Housekeeping staff to ensure all that space of 90cm between			м
Housekeeping Services	Bedrooms	furniture, meets UA requirements.		UA	IVI
			Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell.		
			Excellent: Generally excellent standard, surfaces gleaming. Clean, fresh smell.		
descelar of a star	C	B aralla	Very Good: Very good level of cleanliness. Surfaces and floors clean.		
Housekeeping Services	Guest Bathrooms	Quality	Good: Good level of cleanliness. Surfaces and floors clean.	'1-5	GC
			Acceptable: Acceptable level of cleanliness. Surfaces and floors clean.		
			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.		
			טומעבעומטופי נטא אנחומסיט טו וויטאבארפטווק. טויד מוע מעא טו מו אנחמנים: גטווקינפורו פורדעאבים צווויוני טוויד, עעא מחע המוא טו וויטטר, ווי גטרופים: רוסטרוא מיטערע טופי אנחופט, אופויץ.		
Housekeeping Services	Guest Bathrooms	House-keeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
		House-keeping staff to ensure all bathroom accessories and			
Housekeeping Services	Guest Bathrooms	equipment is within easy reach for guests with functional visual limitations. Care to ensure everything remains in the		UA	v
		same place. House-keeping staff to ensure all bathroom accessories and			
Housekeeping Services	Guest Bathrooms	equipment is within easy reach for guests with functional mobility and physical limitations.		UA	м
		mobility and physical limitations.	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.		
			Excellent: Excellent level of cleanliness. Generally a very good level of vacuum cleaning and dusting. Everything tidy and well arranged.		
Housekeeping Services	Unit Lounge / Dining	Quality	Very Good: Very good level of cleanliness. Easy seating area may have "lived-in" feel with some books, magazines, etc. on tables.	'1-5	GC
	Room / Patio		Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.		30
			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.		
			Unacceptable: Generally neglected housekeeping. Carpets badly vacuum cleaned. All surfaces dirty or dusty. Cobwebs, dead insects. Dead or wilting plants. Ashtrays not emptied. Newspapers,		
			Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean and fresh smell. High level of efficiency.		
			Excellent: Excellent standard of cleanliness.		
	Toilets in public areas of		Very Good: Very good standard of cleanliness. Surfaces all clean. Floor cleaned and free from dirt and dust.		
Housekeeping Services	the self-catering establishment	Quality	Good: Good standard of cleanliness. Surfaces all clean and well maintained.	'1-5	GC
1			Acceptable: Acceptable standard of cleanliness. Clean and well maintained.		
1			Antochune, Actylune sonnen un Lienniness, Lien an wen nontanieu.		1

			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.		
Housekeeping Services	Toilets in public areas of the self-catering establishment	Cleaning service provided 5 - 7 days a week		'1-5	GC
Housekeeping Services	Toilets in public areas of the self-catering establishment	or Cleaning service provided 3 - 5 days a week		'1-5	GC
Additional Self-Catering Establishment Facilities	Restaurant and Bar Area	Quality	Outstanding: Spacious, well-designed, convenient premises. Well-equipped. Decorated to an outstanding standard. Ample, comfortable seating and appropriate furniture for eating. May be themed. Wide choice of food available at all times. Outstanding choice of drinks/beers/wines. Facilities for families/children (where applicable). Excellent: As above, however menu selection may be slightly less comprehensive. Very Good: Large, comfortable and convenient premises with welcoming atmosphere – may not be in excellent condition but having a pleasant ambience and all in sound order. Very good standard of catering. Good: Pleasant premises in good decorative order with adequate space and seating. Good range of choice in food and drink. Clean and welcoming. Open at all usual meal times. Acceptable: Acceptable levels of comfort, design and décor. Limited range of choice in food and drink. Unacceptable: Very limited facilities. Run-down, in need of thorough spring clean or refurbishment. Dilapidated building, ageing fittings. Cramped, uncomfortable. Very restricted service. Poor	'1-5	GC
Additional Self-Catering Establishment Facilities	Restaurant and Bar Area	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Additional Self-Catering Establishment Facilities		Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	MCV
Additional Self-Catering Establishment Facilities	On-Site Convenience Store	Quality	Outstanding: Attractively built, clean, tidy, in outstanding state of decorative order. Well-signed posted. Organised, shelves well stocked with groceries and camping equipment etc. Conveniently situated. Purpose-built, or converted to a high standard. Clear price displays. Appropriate stock for market/location. Excellent: Clean and welcoming atmosphere. Very well stocked and organised. A wide variety of products required at self-catering establishments i.e. groceries, meat and acceptable toiletries etc. Very Good: Well-built and conveniently organised; perhaps a little weathered. No gaps in stock on shelves. Possibly lacking range found in excellent standard. Very good standard of take-away foods available – possibly menu not as extensive as in excellent standard. Good: Agood supply of consumer goods. Some stock may be limited, but generally well positioned. Acceptable: Acceptable supply of stock. Arrangement of store acceptable and stock is accessible. The store would benefit from further organisation. Unacceptable: Very disorganised, cluttered, untidy, dusty. Meagre quantity of stock. Dilapidated premises badly in need of refurbishment. No prices, out of date stock, poor hygiene, unacceptable	'1-5	GC

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.



Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Additional Self-Catering Establishment Facilities	On-Site Convenience Store	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5	GC
Additional Self-Catering	Additional Recreational	Swimming pool provided		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	Heated swimming pool for all year round swimming		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational				GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	Spa facilities		'1-5	
Establishment Facilities	Facilities	or Jacuzzi and / or sauna		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Organised entertainment programmes		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Comprehensive recreation / games room		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	or limited games and recreation room.		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Massages / therapies provided in-house		'1-5	GC
Additional Self-Catering	Additional Recreational	Comprehensive gym		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	or Gym (minimum three pieces of gym equipment		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational				
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	Tennis court/s or other game courts or fields.		'1-5	GC
Establishment Facilities	Facilities	Comprehensive children's playground (at least 5 activities)		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Golf course facilities		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	or Mini-golf, putt-putt, driving range.		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Trampolines		'1-5	GC
Additional Self-Catering	Additional Recreational	Landscaped gardens		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational	Secure luggage storage at reception and in units		'1-5	GC
Establishment Facilities Additional Self-Catering	Facilities Additional Recreational				
Establishment Facilities	Facilities	Wireless Internet access in units	No maintenance and condition issues identified	'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Maintenance and Condition	Non-maintenance and condition issues identified Miaor maintenance and condition issues identified	'1-5	GC
Responsible environmental and business practices	Water Management	Water efficient dishwashers installed.		'1-5	GC
Responsible environmental and business practices	Water Management	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.	'1-5	GC
Responsible environmental and business practices	Water Management	'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.		'1-5	GC
Responsible environmental and business practices	Water Management	'No linen change' option for guests. Guests need to be informed on how to opt for this service.		'1-5	GC
Responsible environmental and business practices	Water Management	Re-use of grey water for garden watering. Grey water from laundry, showers and hand basins can be treated and re-used.		'1-5	GC
Responsible environmental and	Water Management	Garden watering to be done either early morning or late		'1-5	GC
business practices Responsible environmental and	Water Management	afternoon to minimise evaporation. In dry regions garden landscaping should be designed to		'1-5	GC
business practices Responsible environmental and	-	reduce water requirements.			
business practices	Water Management	Reduced flush or twin flush cisterns in all or most toilets.		'1-5	GC
Responsible environmental and business practices	Water Management	Green toilet options e.g. composting toilets, biomass digesters etc.		1-5	GC
Responsible environmental and business practices	Waste Management	Dish washing and laundry detergent is biodegradable.		'1-5	GC
Responsible environmental and business practices	Waste Management	Green waste is composted		'1-5	GC
Responsible environmental and business practices	Waste Management	All paper products (forms, menus, table clothes/ serviettes, letterheads, photo-copy paper) are made from recycled		'1-5	GC
Responsible environmental and business practices	Waste Management	paper. Property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges etc.		'1-5	GC
Responsible environmental and business practices	Energy Management	TVs, Stereo, DVD Players and other electrical appliances switched off (not left on Stand-by mode) between guest visits.		'1-5	GC
Responsible environmental and business practices	Energy Management	Energy-saving light sensors (automatically turn off lights in public areas such as hotel/lodge corridors, gym, games room etc.)		'1-5	GC
Responsible environmental and business practices	Energy Management	Light saving sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc		'1-5	GC
Responsible environmental and business practices	Energy Management	Energy saving light bulbs are used for lighting fixtures.		'1-5	GC
Responsible environmental and	Energy Management	Solar power/ heating initiatives.		'1-5	GC
business practices		Besides on the-job training, the property has a skills			
Responsible environmental and business practices	Business Practices	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.		'1-5	GC
Responsible environmental and business practices	Business Practices	Property supports local community initiative/s		'1-5	GC
business practices Responsible environmental and	Business Practices	Property supports local producers and buys in bulk where		'1-5	GC
business practices		possible.			



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Quality in Tourism			•••• V = Communication Limitation for UA; •••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Category Definition Requirements	Category Definition	A Caravan and Camping Park is a facility that provides space for guests who provide their own accommodation, such as a tent, a motor home and/or a caravan, together with ablution and toilet facilities.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Only establishments that cater for transient guests will qualify for grading.	If, however, day-visitors and/or permanent or semi-permanent guests are accommodated, facilities for such guests should be distinctly separate to those provided for the public travelling for recreational purposes. Transient guests include the general public who travel for recreational purposes including those who may stay for extended periods. Transient guests exclude permanent or recreational purposes.	'1-5	MER
Category Definition Requirements	Category Entry Requirements	The owner or representative must be contactable 24 hours per day, 7 days per week.	semi-permanent occupants (such as construction workers, retirees, etc.)	'1-5	MER
Category Definition Requirements	Category Entry Requirements	There should be an appropriate meet and greet service or Reception area	Separate communal male and female facilities: an ablution facility dedicated to men only with a separate section dedicated to ladies only.); or may be private (an ablution facility allocated to a	'1-5	MER
Category Definition Requirements	Category Entry Requirements	Bathroom facilities may be separate communal male and female facilities or family bathrooms.	separate communiance and temae tachities, an abututin facility deucated to men only with a separate section deucated to facility that can be used by each family one family at a time, and which are lockable from inside.	'1-5	MER
Category Definition Requirements	Category Entry Requirements	There must be no discrimination to accepting guests based on their race, citizenship, nationality, gender, sexual orientation, religion, ethnicity, physical or mental condition.	However, management has the right to refuse access in the interest of other users of the caravan and camping park.	'1-5	MER
Category Definition Requirements	Category Entry Requirements	Establishments should be open every day of the year, unless closed for refurbishment, or unless it offers only seasonal or unclosed eccempendation		'1-5	MER
Category Definition Requirements	Category Entry Requirements	weekend accommodation. The highest standard of courtesy must be shown to guests at all times. Staff should be presentable, helpful and attend to		'1-5	MER
Category Definition Requirements	Category Entry Requirements	guest needs as their highest priority. Guest complaints and problems should be dealt with courteously and promptly.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Appropriate services and facilities should be available on all days that the establishment is open unless clearly advertised		'1-5	MER
Category Definition Requirements	Category Entry Requirements	otherwise. All enquiries, requests, reservations, correspondence and complaints must be handled promptly and courteously		'1-5	MER
Category Definition Requirements	Category Entry	It must be made clear to all visitors what is included and excluded in all quoted prices.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	The property's pricing structure should be available on request and all prices must include VAT.		'1-5	MER
Category Definition Requirements	Category Entry	Full details of the establishment's cancellation policy must be made clear to guests at the time of booking		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Details of any unique in-house policies (e.g. pet policies) must be communicated to guests at the time of booking.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	The amenities, facilities and services provided by the establishment must be described fairly and truthfully to all visitors and prospective visitors, whether by advertisement, brochure, web site, verbal communication or other means.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Should amenities, facilities and/or services not provided by the establishment be advertised or promoted in the establishment's marketing material, this must be clearly stipulated and the distance between the establishment and these amenities, facilities and/or services clearly indicated.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Full details of the number of sites, including the maximum number caravans, tents, motor homes, vehicles and/or people per site must be provided on request.	In addition, information on the maximum number of sites available and people that can be accommodated at the establishment must be provided on request.	'1-5	MER
Category Definition Requirements	Category Entry Requirements	Domestic rules should be communicated to guests clearly and concisely either prior to or on guest arrival.		'1-5	MER
Building and Grounds Exterior	Appearance of Buildings	and neat property identification signage.		'1-5	MER
Building and Grounds Exterior	Appearance of Buildings	site plans should be provided to guide guests around the park.		'1-5	MER
Building and Grounds Exterior	Appearance of Buildings	Acceptable general appearance, maintenance and condition. Minor maintenance issues may be present such as natural weathering to building exteriors.		'1	MER
Building and Grounds Exterior	Appearance of Buildings	Good general appearance, maintenance and condition. Minor		'2	MER
Building and Grounds Exterior	Appearance of Buildings	Very good general appearance, maintenance and condition		'3	MER
Building and Grounds Exterior	Appearance of Buildings	Paintwork, windows, drains, guttering, etc should be in a good state of repair, though not necessarily new.		'3	MER
Building and Grounds Exterior	Appearance of Buildings	There should be no obvious structural defects or visible damage. Excellent general appearance, maintenance and condition,		'3	MER
Building and Grounds Exterior	Appearance of Buildings	with no apparent maintenance issues at all.		'4 '4	MER
Building and Grounds Exterior Building and Grounds Exterior	Appearance of Buildings Appearance of Buildings	Outstanding general appearance, maintenance and condition		'4	MER
Building and Grounds Exterior	Appearance of Buildings	with no apparent maintenance issues at all. The establishment should create an attractive and inviting impression that creates a sense of luxury.		'5	MER
Building and Grounds Exterior	Grounds and Gardens	Seasonal changes, environmental concerns, water availability and water usage must be taken into account.		'1-5	MER
Building and Grounds Exterior	Grounds and Gardens	The exterior of all buildings must be well maintained and be in a sound and clean condition.		'1-5	MER
Building and Grounds Exterior	Grounds and Gardens	All grounds and gardens under the control of the operator must be neat, well maintained and appropriate.		'1-5	MER
Building and Grounds Exterior	Grounds and Gardens	Grounds and gardens well maintained, kept tidy and safe. Basic but functional garden furniture should be provided in all		'1	MER
Building and Grounds Exterior Building and Grounds Exterior	Grounds and Gardens Grounds and Gardens	garden areas for guest use. Grounds and gardens well maintained, kept tidy and safe.		'1 '2	MER
Building and Grounds Exterior	Grounds and Gardens	Adequate and functional garden furniture should be provided		'2	MER
Building and Grounds Exterior	Grounds and Gardens	in all garden areas for guest use. Grounds and gardens attractively maintained, kept tidy and safe.		'3	MER
Building and Grounds Exterior	Grounds and Gardens	Good quality and functional garden furniture is provided in all garden areas for guest use.		'3	MER
Building and Grounds Exterior	Grounds and Gardens	Grounds and gardens are in excellent condition with attention to detail, including landscaping, driveways and appropriate garden architectural features.		'4-5	MER
Building and Grounds Exterior	Grounds and Gardens	Well-finished and good quality garden furniture is provided in all garden and recreational areas for guest use.		'4-5	MER
Building and Grounds Exterior	Grounds and Gardens	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.		UA	MCV
Building and Grounds Exterior	Grounds and Gardens	Grounds and garden pathways kept clear of obstacles / obstructions.		UA	MV
Building and Grounds Exterior	Grounds and Gardens	Fixed, level, matt and slip resistant ground and floor surfaces. Canopy structures should not protrude into any pedestrian		UA	MV
Building and Grounds Exterior	Grounds and Gardens	walkways, and should not be lower than 2.1m. Where steps are present en-route to facilities, a route with no		UA	v
Building and Grounds Exterior	Grounds and Gardens	steps to be provided Textured surfaces, such as roughened finishes, on all ramps,		UA	MV
Building and Grounds Exterior Building and Grounds Exterior	Grounds and Gardens Grounds and Gardens	stairways and main circulation paths. Route surface firm and even - the surface should be hard with		UA	V M
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	no gravel or cobble type finishes. Where possible and appropriate, service roads should be weather proof (i.e. remain firm under all weather conditions), well constructed and allow free accert to all iter.		'1-5	MER
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	well constructed and allow free access to all sites. Adequate signage needs to be clearly visible, both on and off the property ensuring guests are correctly guided to the annorarize entrances at all times.		'1-5	MER
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	appropriate entrances at all times. Where traffic-calming measures are installed on internal service roads these should not cause damage to towing wahiles and cravane whom travelling at tracefild toget		'1-5	MER
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	vehicles and caravans when travelling at specified speeds. Traffic calming measures should be adequately sign posted and marked.		'1-5	MER
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find		UA	мсу
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	their way. Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be	1 bay of 3500 mm wide for every 25 bays.	UA	м
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	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)	UA	м
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	Entrance route surface should be firm and even and slip- resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from		UA	м
Building and Grounds Exterior	Exterior Lighting	entrances and parking areas to all facilities. Within the park, paths should be adequately lit (if appropriate) and where necessary directional signage and/or site plans should be provided to guide guests around the park.	Consideration should be given to a park owner's conservation policy to avoid inappropriate light pollution through the use of screened, timed, movement sensitive or down lighting of parks and roads.	'1-5	MER
Building and Grounds Exterior	Exterior Lighting	site plans should be provided to guide guests around the park. Entrances to all facilities, ablutions, bathrooms, and public and communal areas must be well lit at night dependent on location and nature of park.		'1-5	MER
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Quality in Tourism			••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Building and Grounds Exterior	ASSESSED Exterior Lighting	DESCRIPTION All internal roads, and especially paths to ablution facilities,		'4-5	MER
	Exterior Eighting	should be well lit. Surrounding areas and entrances to and from the ablutions,		4.5	
Building and Grounds Exterior	Exterior Lighting	games room, play grounds and communal areas must be		'4-5	MER
		appropriately illuminated at night. Low-level lighting must be used along all paths and roads, and			
Building and Grounds Exterior	Exterior Lighting	low energy light bulbs should be used where appropriate.		'4-5	MER
Puilding and Crounds Exterior	Futorios Lighting	Consideration must be given to whether lighting is		'4-5	MER
Building and Grounds Exterior	Exterior Lighting	appropriate to the environment, while being sufficient to satisfy s guests' sense of security and safety		4-5	WIER
Building and Grounds Exterior	Exterior Lighting	Alternative lighting such as gas or kerosene lighting may be considered appropriate in certain circumstances.		'4-5	MER
Building and Grounds Exterior	Safety and Security	Appropriate, fit for purpose safety and security measures throughout the establishment at all times.		'1-5	MER
		Management Representative / the most senior representative			
Building and Grounds Exterior	Safety and Security	on-site responsible for safety and security on call 24 hours a day, 7 days a week.		'1-5	MER
Building and Grounds Exterior	Safety and Security	Emergency information & procedures clearly displayed in English and in pictograms where possible.	(Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)	'1-5	MER
Building and Grounds Exterior	Safety and Security	Guests to have secure access into facility / establishment.		'1-5	MER
Building and Grounds Exterior	Safety and Security	Emergency evacuation procedures provided. (Written and/or	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
	Salety and Security	Orally and/or Audio) An area of refuge or holding area has been provided for use		1-5	WER
Building and Grounds Exterior	Safety and Security	by guests in case of emergency evacuation and egress. Such		'1-5	MER
		an area of refuge must conform to local by-laws where applicable.			
Building and Grounds Exterior	Safety and Security	Upon arrival provide familiarisation tours on all emergency		'1-5	MER
		exits and provide key emergency information to guests.			
		At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so			
Building and Grounds Exterior	Safety and Security	that in the event of an emergency, special procedures can be		UA	MCV
		taken to locate and evacuate these guests.			
Building and Grounds Exterior	Safety and Security	On request, places of accommodation should be able to provide a system for logging cell phone numbers of guests and		UA	с
building and croands exterior	Surcey and Security	be able to respond to SMS communication sent from guests whilst accommodated.		04	-
		Where two way-communication systems are			
Building and Grounds Exterior	Safety and Security	employed for security and safety purposes, there should be an additional manned cellphone number provided	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.	UA	cv
		24/7.	communication.		
		There must be a record of guests with a functional physical or			
Building and Grounds Exterior	Safety and Security	mobility limitation, or visual limitation or auditory limitation kept at a secure place, away from the public, but accessible to		UA	м
		all employees.			
Dullation and Converte Categories	6-6-1	Emergency evacuation procedures taking into account the needs of guests with functional auditory, visual and mobility			
Building and Grounds Exterior	Safety and Security	limitations. It is essential that emergency evacuation		UA	MCV
Bathrooms and Ablutions	Type of Bathroom	procedures are developed and provide in written format. Bathrooms can be communal, private or family facilities.		'1-5	MER
		Separate bathroom facilities should be provided for male and			
Bathrooms and Ablutions	Type of Bathroom	female guests unless private or family facilities are offered.		'1-5	MER
Bathrooms and Ablutions	Type of Bathroom	Where appropriate privacy should be provided between individual washing, shower, bath and toilet areas.		'1-5	MER
Bathrooms and Ablutions	Type of Bathroom	All ablutions should have sufficient space to allow freedom of		'1-5	MER
	Type of butilioon	movement for guests and access to all fittings.			
Bathrooms and Ablutions	Type of Bathroom	Clean, running cold and hot water is to be available at all times, unless otherwise advertised.		'1-5	MER
		All toilets, washbasins, showers, baths and other plumbing must be in good working order and free from trapping			
Bathrooms and Ablutions	Type of Bathroom	surfaces such as porcelain cracks and chips, and broken toilet		'1-5	MER
		seats. There should be a reasonable number of male and female			
Bathrooms and Ablutions	Type of Bathroom	ablution facilities (shower or bath, toilet and washbasin) for	As a guideline it is recommended that there is at least 1 male and 1 female shower or bath, toilet and washbasin for every 8 six-person sites in the park.	'1-5	MER
		the maximum number of guests the park can accommodate. Bathrooms to include toilet, hand basin and bath or shower			
Bathrooms and Ablutions	Type of Bathroom	cubicles suitable for the amount of guests in park. A shower		'2	MER
		over bath tub is also acceptable. All bathrooms should have sufficient vanity space at hand			
Bathrooms and Ablutions	Type of Bathroom	wash basins, as well as separate shower or bath cubicles. A		'3	MER
Bathrooms and Ablutions	Type of Bathroom	shower over bath tub is also acceptable. Any private or family bathrooms in the facility should be of a 5		'4-5	MER
Bathrooms and Ablutions		star standard. All bathrooms should have ample vanity space at hand wash		'4-5	MER
	Type of Bathroom	basins. Bathrooms must have a toilet, hand basin, a separate bath		-	
Bathrooms and Ablutions	Type of Bathroom	cubicle as well as separate shower cubicle.		'4-5	MER
Bathrooms and Ablutions	Type of Bathroom	If establishments incorporate family bathrooms within the facility, showers, baths and hand basins may be open plan.		'4-5	MER
		facility, showers, baths and hand basins may be open plan. Sufficient vanity space should be provided within the			
Bathrooms and Ablutions	Type of Bathroom	bathroom.		'4-5	MER
Bathrooms and Ablutions	Type of Bathroom	No coat hooks or other projections that extend more than 3cm from the wall or doors.	It is important to ensure that no harmful obstructions project from the walls.	UA	v
Bathrooms and Ablutions	Type of Bathroom	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Bathrooms and Ablutions Bathrooms and Ablutions	Type of Bathroom Type of Bathroom	Flooring to have no design obstructions. Flashing light linked to alarm.		UA UA	V CV
Bathrooms and Ablutions Bathrooms and Ablutions	Type of Bathroom Type of Bathroom	Bathroom instructions must be provided in large print.		UA	V
Dathrooms and Allustons	Turne of Pathway	Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be			MOL
Bathrooms and Ablutions	Type of Bathroom	provided e.g. vibrating wrist-bands, beepers, cell phone		UA	MCV
Bathrooms and Ablutions	Type of Bathroom	communication etc. Use of colour contrasting surfaces.		UA	V
Bathrooms and Ablutions Bathrooms and Ablutions	Type of Bathroom Type of Bathroom	Hot pipes must be well insulated. The access door should be fitted with an emergency release		UA	V MV
		lock. All basin, bath and shower taps must be in good working			
Bathrooms and Ablutions	Fixtures and Fittings	order with sufficient hot and cold water supply.		'1-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	Bath and shower taps should provide a strong and easily adjustable flow of water.		'1-5	MER
		There should be sufficient towel rails or clothes hooks for the			
Bathrooms and Ablutions	Fixtures and Fittings	number of guests using the facility. Actual shelf to put vanity case, 2 hooks for clothes, stool to sit on - all in shower cubicle.		'1-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	Sufficient open vanity or shelving space at washbasins should		'1-5	MER
Such coms and Adjutions	rittings	be provided.		1-2	WER
Bathrooms and Ablutions	Fixtures and Fittings	All bathrooms must be equipped with internal locks or bolt on bathroom doors except where open plan bathrooms exist. In		'1-5	MER
	0.	this instance, the toilet must be lockable or screened.			
Bathrooms and Ablutions	Fixtures and Fittings	All bathrooms must be equipped with non-slip surfaces or mats for use in showers.		'1-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	All water taps at washbasins, baths and showers are to be of		'1-3	MER
Bathrooms and Ablutions	Fixtures and Fittings	good quality. Shower roses to be of good quality.		'1-3	MER
				1	1 T

Bathrooms and Ablutions	Fixtures and Fittings	Shower roses to be of good quality.	'1-3	MER
Bathrooms and Ablutions	Fixtures and Fittings	All bathroom fixtures and furnishings of good quality and functional. Porcelain fittings (washbasins, toilets and urinals) are to be in good condition with minimal cracks visible.	'1-3	MER
Bathrooms and Ablutions	Fixtures and Fittings	All bathroom fixtures and furnishings are to be of high quality materials and attractive design.	'4-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	Porcelain fittings (washbasins, toilets and urinals) should be of excellent to outstanding quality and condition with no cracks visible.	'4-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	High quality vanity surfaces at washbasins, preferably marble or granite, to be provided. Excellent quality and condition tiled or post-form surfaces are also acceptable.	'4-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	All water taps at washbasins, baths and showers are to be of outstanding quality with no leaks or dripping faucets.	'4-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	Shower roses should be of outstanding quality, and should incorporate water saving features with no leaks or drips.	'4-5	MER
Bathrooms and Ablutions	Fixtures and Fittings	All plumbing below basins must be suitably screened, and water pipes to washbasins, baths and showers should not be visible.	'4-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Privacy must be provided between individual bath and shower cubicles.	'1-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	All communal bath/shower units or cubicles must be lockable from the inside.	'1-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	All communal bath/shower units or cubicles must have clear access to and adjacent dry area in which to hang clothes, get dressed, etc.	'1-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	All clothes hooks in shower and bath cubicles must be positioned so that the clothing cannot come into contact with water from the facility.	'1-5	MER



Bathrooms and Ablutions

Bathrooms and Ablutions

Toilet Cubicles

Toilet Cubicles

Cranked grab-bar should be located 80cm above floor finish.

Horizontal grab bar located at 80cm above the floor finish.

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OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED Shower and Bath	DESCRIPTION At least one clothes hook should be conveniently placed so		STAR GRADING	WER / GC
Bathrooms and Ablutions	Cubicles and Dressing	that a towel can be hung within easy reach from the shower		'1-5	MER
Bathrooms and Ablutions	Areas Shower and Bath Cubicles and Dressing Areas	cubicle or from the bath. A fixed soap dish or stand should be provided in each bath/shower cubicle.		'1-3	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Shower curtains are acceptable but not recommended – shower screen doors are preferred. Where shower curtains are used, these must be free of stains, tears, holes and mould.		'1-3	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Sufficient clothes hanging facilities should be provided.		'1-3	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	A fixed soap dish or stand must be provided in each bath/shower cubicle.		'4	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	More than adequate clothes hanging facilities must be provided.		'4	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	There should be a stool and/or bench in each shower/bath cubicle.		'4	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	A safety grab rail should be fitted in at least 1 bath and 1 shower cubicle in both male and female bathrooms.		'4	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Good water drainage must be ensured.		'4	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas Shower and Bath	Shower or bath caddy to be fitted in each shower cubicle as well as within easy reach from bathtubs.		'4-5	MER
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	There must be a stool and/or bench in each shower/bath cubicle.		'4-5	MER
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	Shower screen doors must be used.		'4-5	MER
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	A safety grab rail must be fitted in more than 1 bath and more than 1 shower cubicle in both male and female bathrooms.		'4-5	MER
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	Spacious drying and changing facilities must be provided in each shower/bath cubicle.		'4-5	MER
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	Hot water pipes must be well insulated or screened. Where a bath is provided: Minimum requirement for access		UA	v
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	where a bath is provided: Minimum requirement for access space at the side of the bath is 80cm. Where a bath is provided: Height of the edge of the bath	The space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the mobility device to the bath without any obstacles at the side of the bath. This would enable a guest using a wheelchair or other mobility device to transfer from the device to use the bath at the same height and back again. Varying heights can make it impossible for	UA	MV
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	should be between 45cm - 50cm. Where a bath is provided: Lever action bath mixer with hand	A person with a functional physical or mobility limitation will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and cold knobs,	UA	м
Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath	shower. Roll-in shower: There should be a clear, unobstructed 120cm x	which can often result in severe burns from hot water, as the water flow cannot be properly controlled.	UA	м
Bathrooms and Ablutions Bathrooms and Ablutions	Cubicles and Dressing Areas Shower and Bath Cubicles and Dressing	120cm space in front of the shower seat. Roll-in shower: Provision should be made for a 40cm x 40cm fold-down shower seat at a height of between 45cm - 50cm		UA	м
Bathrooms and Ablutions	Areas Shower and Bath Cubicles and Dressing	above the floor. Roll-in shower: A vertical and cranked grab-bar should be installed in the correct position. The vertical grab-bar should		UA	м
Bathrooms and Ablutions	Areas Shower and Bath Cubicles and Dressing	be 60cm long and the cranked grab-bar should be set at 80cm above the floor. Roll-in shower: The width of the entrance to the roll-in		UA	м
Bathrooms and Ablutions	Areas Mirrors and Mirror	shower should be at least 80 cm. Well lit mirror/s should be situated above or adjacent to the		'1-5	MER
	Lighting Mirrors and Mirror	hand wash basins. At least one full-length mirror must be provided in each			
Bathrooms and Ablutions	Lighting Mirrors and Mirror	female ablution block.		'4-5	MER
Bathrooms and Ablutions	Lighting	All mirrors are to be attractively framed or set into the tiling.		'4-5	MER
Bathrooms and Ablutions	Mirrors and Mirror Lighting	Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of 180cm		UA	м
Bathrooms and Ablutions	Toilet Cubicles	Privacy must be provided between individual toilet facilities. All doors must be lockable from inside.		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	There should be adequate ventilation for each cubicle using an extractor fan or opening window.		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	Toilets should all have a separate seat and lid, and should be		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	in good condition. All toilet cubicles should be equipped with a lidded disposal		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	bin and/or sanitary bags. All toilet cubicles should be equipped with toilet paper and belder plue space toilet colls.		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	holder plus spare toilet rolls. All toilet cubicles should be equipped with toilet brush with		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	holder. At least one clothes hook should be fitted in each toilet		'3	MER
Bathrooms and Ablutions	Toilet Cubicles	cubicle. Single-ply toilet paper is acceptable.		'3	MER
Bathrooms and Ablutions	Toilet Cubicles	A safety grab rail should be fitted in at least 1 toilet cubicle in both male and female facilities.		'3	MER
Bathrooms and Ablutions	Toilet Cubicles	Urinals must be suitably deodorised or designed to ensure that they are odour free. Single-ply is acceptable, but two-ply toilet paper is preferred.		'3	MER
Bathrooms and Ablutions	Toilet Cubicles	Each cubicle should also contrain a toilet paper holder plus spare toilet rolls. A safety grab rail must be fitted in at least 1 toilet cubicle in		'4	MER
Bathrooms and Ablutions Bathrooms and Ablutions	Toilet Cubicles Toilet Cubicles	both male and female facilities. Two-ply toilet paper is required. Each cubicle should also contain a toilet paper holder plus spare toilet rolls.		'4 '5	MER
Bathrooms and Ablutions	Toilet Cubicles	A safety grab rail must be fitted in more than 1 toilet cubicle		'5	MER
Bathrooms and Ablutions	Toilet Cubicles	in both male and female facilities. Flooring should have no design obstructions.		UA	V
Bathrooms and Ablutions	Toilet Cubicles	All accessories and toiletries need to be within easy reach from a sitting position.		UA	м
Bathrooms and Ablutions Bathrooms and Ablutions	Toilet Cubicles Toilet Cubicles	Well illuminated toilet cubicle. Toilet seat height should be between 45cm - 50cm.		UA UA	V M
Bathrooms and Ablutions	Toilet Cubicles	80cm wide transfer space to side of toilet pan. Front edge of toilet pan to project at least 69cm from the rear		UA	М
Bathrooms and Ablutions	Toilet Cubicles	wall.		UA	м
Bathrooms and Ablutions	Toilet Cubicles	Centreline of toilet not more than 48cm from wall opposite transfer space.		UA	м
Bathrooms and Ablutions	Toilet Cubicles	Extended flush handle located on side of transfer space of cistern.		UA	м

Bacinoonis and Abidcions	Tollet Cubicles	nonzontal grab bar located at soch above the noor mish.	insings be measured to the centreline of the horizontal portion to enable the guest to use it to int and support their weight.	UA	
Bathrooms and Ablutions	Toilet Cubicles	The back rest of the toilet, when raised to an upright position, must remain upright.		UA	MV
Bathrooms and Ablutions	Toilet Cubicles	Hand basin provided in the correct configuration related to the toilet pan.		UA	м
Bathrooms and Ablutions	Toilet Cubicles	Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.		UA	м
Bathrooms and Ablutions	Hand Washing and Drying Facilities	Basic hand washing and drying facilities should be provided.		1-5	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	A very good quality, clean, absorbent, cotton hand towel should be provided, and must be replaced daily.		'3	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	Towels must be free of stains.		'3	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	Alternatively, paper towelling or a hot air hand drying facility must be provided.		'3	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	A good quality liquid soap dispenser must be provided. Alternatively wrapped hand soap must be provided daily at all wash basins.		'3	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	An excellent to outstanding quality clean, absorbent, cotton hand towel must be provided, and must be replaced daily.		'4-5	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	Towels must be free of stains.		'4-5	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	Alternatively, paper towelling or an excellent quality hot air hand drying facility must be provided.		'4-5	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	An excellent to outstanding quality liquid soap dispenser must be provided. Alternatively high quality individually wrapped hand soap should be provided daily at all wash basins.		'4-5	MER
Bathrooms and Ablutions	Hand Washing and Drying Facilities	Liquid soap dispensers and paper towelling or hot air hand drying facility must not be higher than 100cm from the floor.		UA	м
Bathrooms and Ablutions	Ventilation and Lighting	Adequate ventilation and extraction via opening window or extractor fan must be provided in all bathrooms.		'1-5	MER
Bathrooms and Ablutions	Ventilation and Lighting	There should be adequate lighting in all areas.		'1-5	MER
Bathrooms and Ablutions	Ventilation and Lighting	Energy-saving initiatives to be respected.		'1-5	MER
Bathrooms and Ablutions	Ventilation and Lighting	Light switches must be located at the entrance door to the bathroom facility.		'1-5	MER

his must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.

м

М

UA

UA



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limitation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>	
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		NG MER/G
DEFINITION	ASSESSED	DESCRIPTION There should be no uncovered or exposed globes, poor quality		
Bathrooms and Ablutions	Ventilation and Lighting	lighting, cracked or damaged fittings, or lights that are not working.	'1-5	MER
Bathrooms and Ablutions	Ventilation and Lighting	Acceptable lighting coverage and ventilation across all areas of the bathroom.	1	MER
Bathrooms and Ablutions	Ventilation and Lighting	Good lighting coverage and ventilation across all areas of the bathroom.	'2	MER
Bathrooms and Ablutions	Ventilation and Lighting	Very good lighting coverage and ventilation across all areas of the bathroom.	'3	MER
Bathrooms and Ablutions	Ventilation and Lighting	All rooms should have light switches located on the inside of each doorway or an effective automated equivalent such as	'3	MER
		motion sensor activated lighting. Light fittings are to be of excellent quality, covered and/or		
Bathrooms and Ablutions	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of	'4	MER
Bathrooms and Ablutions	Ventilation and Lighting	the bathroom.	'4	MER
Bathrooms and Ablutions	Ventilation and Lighting	Direct frontal lighting should be provided at all washbasins.	'4	MER
Bathrooms and Ablutions	Ventilation and Lighting	Outstanding quality working light fittings without any maintenance issues.	5	MER
Bathrooms and Ablutions	Ventilation and Lighting	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom.	5	MER
Bathrooms and Ablutions	Ventilation and Lighting	Direct frontal lighting should be provided at all washbasins.	'5	MER
Bathrooms and Ablutions	Ventilation and Lighting	All areas in bathroom must be well and evenly lit.	AU A	v
Bathrooms and Ablutions	Ventilation and Lighting	Height of light switches and controls should be between 80cm - 120cm.	UA	м
Bathrooms and Ablutions	Walls: Tiling and Paintwork	All walls to be reasonably painted.	'1-2	MER
Bathrooms and Ablutions	Walls: Tiling and	Tiling must be of an acceptable quality with little or no	'1-2	MER
Bathrooms and Ablutions	Paintwork Walls: Tiling and	cracked or broken tiles. All walls are to be well painted with little or no mismatch of	'3	MER
Bathrooms and Ablutions	Paintwork Walls: Tiling and	colours. Tiling must be of a good quality with little or no cracked or	3	MER
	Paintwork Walls: Tiling and	broken tiles. Excellent quality tiling covering at least 50% of the wall height	· · · · · · · · · · · · · · · · · · ·	
Bathrooms and Ablutions	Paintwork Walls: Tiling and	from the floor up.		MER
Bathrooms and Ablutions	Paintwork Walls: Tiling and	There should be no cracked or broken tiles evident. Paintwork must be of excellent quality and finish with no	'4	MER
Bathrooms and Ablutions	Paintwork	mismatch of colours.	'4	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	Walls must not be cracked or damaged.	'4	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	Outstanding quality tiling covering at least 50% of the wall height from the floor up, but preferably floor to ceiling.	'5	MER
Bathrooms and Ablutions	Walls: Tiling and	Added décor such as tile motifs or patterns to enhance the	5	MER
	Paintwork Walls: Tiling and	tiling.		
Bathrooms and Ablutions	Paintwork Walls: Tiling and	There should be no cracked or broken tiles evident. Paintwork must be of an outstanding quality and finish with	5	MER
Bathrooms and Ablutions	Paintwork Walls: Tiling and	no mismatch of colours.	5	MER
Bathrooms and Ablutions	Paintwork	Walls must not be cracked or damaged.	'5	MER
Bathrooms and Ablutions	Flooring and Ceilings	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.	'1-2	MER
Bathrooms and Ablutions	Flooring and Ceilings	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or	'3	MER
Bathrooms and Ablutions	Flooring and Ceilings	other non-slip coated surface. Ceilings, if fitted, must be well painted, free from any mildew	3	MER
Bathrooms and Ablutions	Flooring and Ceilings	or damage. No sagging panels should be visible.	3	MER
Bathrooms and Ablutions	Flooring and Ceilings	All flooring to be of an excellent quality non-slip floor tiling or floor coating.	'4	MER
Bathrooms and Ablutions	Flooring and Ceilings	There should be no cracked floor tiling visible. Ceilings must be fitted and be well painted, free from any	· · · · · · · · · · · · · · · · · · ·	MER
Bathrooms and Ablutions Bathrooms and Ablutions	Flooring and Ceilings Flooring and Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded. '4 In thatched roof facilities these ceiling criteria may be excluded. '4	MER
Bathrooms and Ablutions	Flooring and Ceilings	All flooring to be of an outstanding quality non-slip floor tiling.	in that neo roomacilities these teiling criteria may be excluded. 4	MER
Bathrooms and Ablutions	Flooring and Ceilings	There should be no mismatched tiling and tiling grout should		
Bathrooms and Ablutions	-	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.	5	MER
Detherooms and Ablutions	Flooring and Ceilings	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These		MER
Bathrooms and Ablutions	Flooring and Ceilings Flooring and Ceilings	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and		
Bathrooms and Ablutions	Flooring and Ceilings Flooring and Ceilings	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5	MER
	Flooring and Ceilings	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible. Fixed, sijo-resistant floor finish. Where carpet is used it should be firmly fixed to avoid	In thatched roof facilities these celling criteria may be excluded. '5	MER
Bathrooms and Ablutions Bathrooms and Ablutions	Flooring and Ceilings Flooring and Ceilings Flooring and Ceilings	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be visible. Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping.	In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be excluded. '5 In thatched roof facilities these ceiling criteria may be	MER MER MER V
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Bathrooms and Ablutions Bathro	Flooring and Ceilings Vindows, Doors and Frames Windows, Doors and Frames Frames Windows, Doors and Frames	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be wisible. Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping. Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces. Flooring should have no design obstructions. All bathrooms must be adequately ventilated with adequate windows opening directly into the open air. If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided. If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks. Grout or coment filling between glass bricks must be well applied. For guest privacy purposes, all windows in the bathroom (if present) should hier be tained, rosted, opaque or of other glass that ensures guest privacy. Alternatively windows should be covered with an opaque curtain, blind or shutter. All window frames and window panes must be in acceptable condition with little or no cracked window panes evident. Excessive wood rot is not acceptable in wooden doors, door and window frames, doors and door frames should have little or no wood rot noticeable. All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident. All wood window frames, doors and door frames to be well painted, with no cracked window panes evident. All wondow indow frames, doors and door frames to be well painted. All windows, doors and door frames should be well painted or varnished, with no cracked window panes evident. All putty in window frames should be in excellent condition, clean and well painted.		MER MER MER V V M M MER MER MER MER MER MER MER MER MER
Bathrooms and Ablutions	Flooring and Ceilings Windows, Doors and Frames	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. No sagging panels should be wisible. Fixed, silp-resistant floor finish. Where carpet is used it should be firmly fixed to avoid slipping. Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces. Flooring should have no design obstructions. All bathrooms must be adequately ventilated with adequate windows opening directly into the open air. If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided. If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks. Grout or cement filling between glass bricks must be well applied. For guest privacy purposes, all windows in the bathroom (if present) should either be tinted, frosted, opaque or of other glass that ensures guest privacy. Alternatively windows should be covered with an opaque curtain, blind or shutter. All window frames and window panes must be in acceptable condition with litte or no cracked window panes evident. All window frames, doors and door frames should have little or no wood rot is not acceptable in wooden doors, door and window frames, doors and door frames to be well painted, with no cracked window panes evident. All puty in window frames should be well painted or varnished, with no cracked window panes evident. All puty in window frames should be well painted or varnished, with no cracked window panes evident. All puty in window frames should be well painted or varnished, with no cracked window panes evident. All puty in window frames should be in excellent condition, clean and well painted. No wood rot should be noticeable in window frames	in thathed roof facilities these ceiling criteria may be excluded. 5 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 000 in thathed roof facilities these ceiling criteria may be excluded. 010 in thathed roof facilities these ceiling criteria may be excluded. 010 in the excluded. <td< td=""><td>MER MER MER V V V MM MER MER MER MER MER MER MER MER MER</td></td<>	MER MER MER V V V MM MER MER MER MER MER MER MER MER MER

Bathrooms and Ablutions	Windows, Doors and Frames	All putty in window frames should be in outstanding condition, clean and well painted.		'5	MER
		A service area for the disposal of caravan or camper chemical			
Bathrooms and Ablutions	Service and Disposal		II new "purpose-built" 4 and 5 Star parks must provide this facility.	'1-5	MER
	Area	existing ablution facilities.			
	Portable Chemical Toilet	Provision of a ceramic or stainless steel pan or toilet bowl			
Bathrooms and Ablutions	Service and Disposal	with a flush system and tap and hose for rinsing the portable		'1-5	MER
	Area	chemical toilet cassette should be made.			
	Portable Chemical Toilet				
Bathrooms and Ablutions	Service and Disposal	The pan or bowl must have a similar easy to clean surround.		'1-5	MER
	Area				
	Portable Chemical Toilet	The area should be enclosed or under cover, and be provided			
Bathrooms and Ablutions	Service and Disposal	with lighting.		'1-5	MER
	Area	with igniting.			
	Portable Chemical Toilet	Where private bathrooms or family bathrooms only are			
Bathrooms and Ablutions	Service and Disposal	provided, the portable chemical toilet service area must be in		'1-5	MER
	Area	a separate facility.			
	Portable Chemical Toilet	The portable chemical toilet service area should be in a			
Bathrooms and Ablutions	Service and Disposal	separate facility, preferably closed area.	a separate facility is not possible, it could be situated within the communal ablution facility, preferably in the male ablution section.	'1-3	MER
	Area				
	Portable Chemical Toilet	The portable chemical toilet service area must be in a			
Bathrooms and Ablutions	Service and Disposal	separate facility, preferably within an enclosed area.		'4-5	MER
	Area				
	Purpose Built Bathroom	All emergency warning and evacuation systems should be			
Bathrooms and Ablutions	for persons with	linked to a flashing emergency light in the bathroom.		UA	CV
	Mobility Limitations	linked to a hashing emergency light in the bathroom.			
	Purpose Built Bathroom				
Bathrooms and Ablutions	for persons with	Emergency evacuation instructions must be provided in large		UA	v
Bath oons and Abidtions	Mobility Limitations	print.		UA	, v
	wobility Limitations				
	Purpose Built Bathroom				
Bathrooms and Ablutions	for persons with	An emergency pull cord linked to a monitored alarm system		UA	MCV
	Mobility Limitations	(cord must reach floor level) must be fitted in the bathroom.			
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Bathrooms and Ablutions

athrooms and Ablutions

Bathrooms and Ablutions

KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; ••• M = Mobility Limititation for UA; ••• C = Communication Limitation for UA; ••• V = Visual Limitation for UA

RY	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION
	Purpose Built Bathroom for persons with Mobility Limitations	Surfaces (including walls, floors and counters) should be finished in contrasting colours.	
	Purpose Built Bathroom for persons with Mobility Limitations	Hot water pipes must be well insulated or screened.	
	Purpose Built Bathroom for persons with Mobility Limitations	Minimum size of unobstructed floor space is to be 80cm x 120cm.	This allows movement in the bathroom using a long cane without the guest injuring themselves by bumping into the toilet, bath/shower, etc.
	Purpose Built Bathroom for persons with Mobility Limitations	The access door should be fitted with an emergency release lock.	This is to enable the access door to open easily, should there be a need to escape in an emergency.
	Purpose Built Bathroom for persons with Mobility Limitations	No coat hooks or other projections that extend more than 3cm from the wall or doors.	
	Purpose Built Bathroom for persons with Mobility Limitations	Remote emergency call system in bathroom.	
	Purpose Built Bathroom for persons with Mobility Limitations	In the event of an emergency occurring in the bathroom, there must be a method of calling for assistance.	
	Purpose Built Bathroom for persons with Mobility Limitations	Audio and visual emergency warning and evacuation systems.	This provides guests with functional visual limitations with an enunciated call that there is an emergency situation and that they should commence with the evacuation procedures.
	Purpose Built Bathroom for persons with Mobility Limitations	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.	This enables a guest using a wheelchair or mobility aid to comfortably access bathroom.
	Purpose Built Bathroom for persons with Mobility Limitations	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.	
	Purpose Built Bathroom for persons with Mobility Limitations	Where a bath is provided: Minimum requirement for access space at the side of the bath is 80cm.	The space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the mobility device to the bath without any obstacles at the side of the bath.
	Purpose Built Bathroom for persons with Mobility Limitations	Where a bath is provided: Height of the edge of the bath should be between 45cm - 50cm.	This would enable a guest using a wheelchair or other mobility device to transfer from the device to use the bath at the same height and back again. Varying heights can make it impos guests to transfer into and out of the bath.
	Purpose Built Bathroom for persons with Mobility Limitations	Where a bath is provided: Lever action bath mixer with hand shower.	A person with a functional physical or mobility limitation will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and col which can often result in severe burns from hot water, as the water flow cannot be properly controlled.
	Purpose Built Bathroom for persons with Mobility Limitations	Roll-in Shower: There should be a clear, unobstructed 120cm x 120cm space in front of the shower seat.	

STAR GRADING MER / GC

UA

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CV

Bathrooms and Ablutions Bathrooms and Ablutions	Purpose Built Bathroom for persons with				
Bathrooms and Ablutions	Mobility Limitations	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.	This enables a guest using a wheelchair or mobility aid to comfortably access bathroom.	UA	м
Satilioons and Ablations	Purpose Built Bathroom for persons with Mobility Limitations	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Where a bath is provided: Minimum requirement for access space at the side of the bath is 80cm.	The space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the mobility device to the bath without any obstacles at the side of the bath.	UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Where a bath is provided: Height of the edge of the bath should be between 45cm - 50cm.	This would enable a guest using a wheelchair or other mobility device to transfer from the device to use the bath at the same height and back again. Varying heights can make it impossible for guests to transfer into and out of the bath.	UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Where a bath is provided: Lever action bath mixer with hand shower.	A person with a functional physical or mobility limitation will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and cold knobs, which can often result in severe burns from hot water, as the water flow cannot be properly controlled.	UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Roll-in Shower: There should be a clear, unobstructed 120cm x 120cm space in front of the shower seat.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Roll-in Shower: Provision should be made for a 40cm x 40cm fold-down shower seat at a height of between 45cm - 50cm above the floor.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Roll-in Shower: A vertical and cranked grab-bar should be installed in the correct position. The vertical grab-bar should be 60cm long and the cranked grab-bar should be set at 80cm above the floor.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Roll-in Shower: The width of the entrance to the roll-in shower should be at least 80 cm.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: 80cm wide transfer space to side of pan.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Front edge of pan to project at least 69cm from the rear wall.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Centreline of toilet not more than 48cm from wall opposite transfer space.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Extended flush handle located on side of transfer space of cistern.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Cranked grab-bar should be located 80cm above floor finish.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Horizontal grab bar located at 80cm above the floor finish.	This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.	UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: The back rest of the toilet, when raised to an upright position, must remain upright.		UA	MV
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Hand basin provided in the correct configuration related to the toilet pan.		UA	м
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.		UA	м
Bathrooms and Ablutions	Housekeeping Provision	A high degree of overall cleanliness and attention to detail should be evident.	Any assessment of cleanliness should consider the parks' physical environment. Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, lights and fittings, mirrors and all other visible areas should be assessed.	'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	Ablution facilities should remain clean for a succession of		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	users, even in busy periods. It is recommended that an ablution block attendant be on duty to facilitate continuous cleaning especially during busy periods. This is highly recommended in the case of 4 and 5		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	Star parks. Should ablution block attendants be used during busy periods, these attendants should be gender specific (a male attendant in male facilities, a female attendant in female facilities).		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	All ablutions must be thoroughly cleaned at least daily with suitable disinfecting or sanitizing chemical cleaners.		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	Tiling grout should be kept clean in all areas, at all times.		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	The ceilings above shower and bath cubicles must be kept clean at all times, with special attention being paid to ceilings above steam generating facilities.		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	Surfaces, porcelain, vanity shelves and counters, and floors		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be able to offer assistance to these guests if requested		UA	мсу
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	A scullery for dishwashing purposes and/or camp kitchen must be provided for guest use.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	Sculleries or camp kitchens should have an adequate roof, should preferably be totally enclosed and protected from the elements and must be appropriately lit.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	Each sink (single or double) must be equipped with a draining board and plug.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	Sculleries should be permanent, good quality facilities and not only be a "lean-to" added to the side of an ablution block.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	Sculleries can be communal, private, included in a camp kitchen, or combination of scullery and camp kitchen.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	The facility, its' equipment and fittings should be of the same quality standard offered in the parks' ablution or bathroom		'1-5	MER
	Type of Scullery and/or	facilities. Sculleries and camp kitchens must not be situated within		'1-5	MER
Sculleries and Camp Kitchoos	Camp Kitchen Type of Scullery and/or	ablutions or bathrooms. Sculleries and camp kitchens and laundries may be housed in			
		the same room. All sculleries and camp kitchens should have sufficient space		'1-5	MER
	Camp Kitchen	All scullenes and camp kitchens should have sufficient shace		'1-5	1
Sculleries and Camp Kitchens Sculleries and Camp Kitchens Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	to allow freedom of movement for guests and access to all fittings.			MER
Sculleries and Camp Kitchens Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen Type of Scullery and/or Camp Kitchen	to allow freedom of movement for guests and access to all fittings. Clean, running cold and hot water is to be available at all times, unless otherwise advertised.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen Type of Scullery and/or	to allow freedom of movement for guests and access to all fittings. Clean, running cold and hot water is to be available at all			



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

Quality in Tourism			•••• • • Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION All sinks, taps and mixers must be in working order with			
Sculleries and Camp Kitchens	Fixtures and Fittings	sufficient hot and cold water supply at all times, unless otherwise advertised.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	There must be a strong and easily adjustable flow of water at the sinks. An appropriate fire extinguisher (foam or powder, not water)		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	designated as suitable for kitchen fires should be located at or near the entrance to the facility.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	If situated in an enclosed indoor area, there should be an externally opening window.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	A covered waste disposal bin with liner must be provided.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	There must be sufficient sinks (single or double), with draining boards and plugs, for the typical number of guests using the facility simultaneously.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	In camp kitchens a stove (gas or electric) with at least 2 hot- plates must be provided.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	In camp kitchens a (preferably wall-mounted) hot water urn must be provided for tea or coffee making.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	In camp kitchens a refrigerator with a freezer compartment must be provided. Suitable refrigeration and freezer facilities should be made		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	available for guests travelling without this facility. A table/s with sufficient seating should be provided in all		'1-5	MER
Sculleries and Camp Kitchens Sculleries and Camp Kitchens	Fixtures and Fittings Fixtures and Fittings	camp kitchens. At least one hygienic work surface.		'1-5 '1-2	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	A sink (single or double) with plugs and a draining board must be provided.		'1-2	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	All work surfaces should be functional with minimal marks, splashing, grease or other signs of cooking.		'1-2	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	All work surfaces should be functional with minimal marks, splashing, grease or other signs of cooking.		'3	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	A sink (single or double) with plugs and a draining board, and possibly a hygienic and clean dish drying rack should be		'3	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	provided. Durable kitchen surfaces, of a high quality, showing no signs		'4-5	MER
		of wear and tear or visible marking. Double sink of exceptional to outstanding quality equipped			
Sculleries and Camp Kitchens	Fixtures and Fittings	with plugs, a draining board and dish drying rack should be provided. All water taps and mixers at sinks should be of excellent to		'4-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	outstanding quality with no leaks or dripping taps.		'4-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	All plumbing below washbasins must be suitably screened and water pipes are not to be visible either above or below sinks and counters.		'4-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Adequate ventilation and extraction via opening window or extractor fan must be provided in all sculleries and/or camp		'1-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	kitchens. There should be adequate lighting in all areas.		'1-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Energy-saving initiatives to be respected.		'1-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Light switches must be located at the entrance door to the scullery or camp kitchen facility.		'1-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not		'1-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	working. Good lighting coverage and ventilation across all areas of the scullery or camp kitchen.		'1-2	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Very good lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces.		'3	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	All sculleries or camp kitchens should have light switches located on the inside of each doorway or an effective automated equivalent such as motion sensor activated		'3	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	lighting. Light fittings are to be of excellent quality, covered and/or		'4	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	recessed. Excellent lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be		'4	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	provided at all sinks and work surfaces. Outstanding quality working light fittings without any		'5	MER
		maintenance issues. Outstanding illumination, lighting coverage and ventilation			
Sculleries and Camp Kitchens	Ventilation and Lighting	across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces.		'5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	All areas in scullery or camp kitchen must be well and evenly lit.		UA	v
Sculleries and Camp Kitchens	Ventilation and Lighting	Height of light switches and controls should be between 80cm - 120cm.		UA	м
Sculleries and Camp Kitchens	Tiling and Paintwork	All walls to be reasonably painted. Tiling must be of an acceptable quality with little or no		'1-2	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	cracked or broken tiles. All walls are to be well painted with little or no mismatch of		'1-2	MER
Sculleries and Camp Kitchens Sculleries and Camp Kitchens	Tiling and Paintwork	colours. Tiling must be of a good quality with little or no cracked or		'3	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	broken tiles. Excellent quality tiling covering at least 50% of the wall height		'4	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	from the floor up. There should be no cracked or broken tiles evident.		'4-5	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Paintwork must be of excellent quality and finish with no mismatch of colours.		'4	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Walls must not be cracked or damaged.		'4-5	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Outstanding quality tiling covering at least 50% of the wall height from the floor up, but preferably floor to ceiling.		'5	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Added décor such as tile motifs or patterns to enhance the tiling.		'5	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Paintwork must be of an outstanding quality and finish with no mismatch of colours Flooring to be fit for purpose with no visible cracks that could		'5	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	cause tripping or slipping. Flooring to be of good quality, fit for purpose but covered		'1-2	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	with good quality floor coating, floor tiling, floor paving or other non-slip coated surface. Ceilings, if fitted, must be well painted, free from any mildew		'3	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Sculleries and Camp Kitchens Sculleries and Camp Kitchens	Flooring and Ceilings Flooring and Ceilings	No sagging panels should be visible. All flooring to be of an excellent quality non-slip floor tiling or	In thatched roof facilities these ceiling criteria may be excluded.	'3-5 '4	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	floor coating. There should be no cracked floor tiling visible.		'4	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	Ceilings must be fitted and be well painted, free from any mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Sculleries and Camp Kitchens Sculleries and Camp Kitchens	Flooring and Ceilings Flooring and Ceilings	No sagging panels should be visible. All flooring to be of an outstanding quality non-slip floor tiling.	In thatched roof facilities these ceiling criteria may be excluded.	'4 '5	MER
		There should be no mismatched tiling and tiling grout should			
Sculleries and Camp Kitchens Sculleries and Camp Kitchens	Flooring and Ceilings Flooring and Ceilings	be of an outstanding finish with no visible staining. There should be no cracked floor tiling visible.		'5	MER

		be of all outstallung mish with no visible stalling.			
culleries and Camp Kitchens	Flooring and Ceilings	There should be no cracked floor tiling visible.		'5	MER
		Ceilings must be fitted are to be of outstanding quality. These			
culleries and Camp Kitchens	Flooring and Ceilings	must be well painted with an outstanding quality coating, and In t	thatched roof facilities these ceiling criteria may be excluded.	'5	MER
		be free from any mildew or damage.			
culleries and Camp Kitchens	Flooring and Ceilings	No sagging panels should be visible. In t	thatched roof facilities these ceiling criteria may be excluded.	'5	MER
culleries and Camp Kitchens	Flooring and Ceilings	Fixed, slip-resistant floor finish.		UA	v
Sculleries and Camp Kitchens	Flooring and Ceilings	Where carpet is used it should be firmly fixed to avoid		UA	v
sculeries and camp kitchens	Flooring and Cenings	slipping.		UA	v
		Where wooden floors or floor tiles are used it is important to			
culleries and Camp Kitchens	Flooring and Ceilings	ensure that users of mobility aids do not slip and injure		UA	м
cultures and camp kitchens	riboring and cerings	themselves on wet and slippery floor surfaces.		UA	141
culleries and Camp Kitchens	Flooring and Ceilings	Flooring should have no design obstructions.		UA	MV
	Windows, Doors and	All sculleries and camp kitchens must be adequately			
Sculleries and Camp Kitchens	Frames		sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.	'1-5	MER
		open air.			
Sculleries and Camp Kitchens	Windows, Doors and	If glass bricks are fitted in place of windows, these are to be		'1-5	MER
	Frames	well fitted with no broken or damaged bricks.			
Sculleries and Camp Kitchens	Windows, Doors and	Grout or cement filling between glass bricks must be well		'1-5	MER
	Frames	applied.		-	
		If deemed necessary for guest privacy purposes all windows in			
Sculleries and Camp Kitchens	Windows, Doors and	the sculleries or camp kitchens (if present) should be either		'1-5	MER
	Frames	tinted, frosted, opaque or of other glass that ensures guest			
		privacv.			
	Windows, Doors and	All window frames and window panes must be in acceptable			
Sculleries and Camp Kitchens	Frames	condition with little or no cracked window panes evident.		'1-2	MER
	Windows, Doors and	Excessive wood rot is not acceptable in wooden doors, door			
Sculleries and Camp Kitchens		and window frames.		'1-2	MER
	Frames Windows, Doors and	All doors and windows should be able to open, close and latch			
Sculleries and Camp Kitchens	Frames	easily.		'1-2	MER
	Windows, Doors and	All window frames, doors and door frames should have little			
culleries and Camp Kitchens	Frames	or no wood rot noticeable.		'3	MER
	Windows, Doors and	All wooden window frames, doors and door frames to be well			
Sculleries and Camp Kitchens	Frames	painted, with no cracked window panes evident.		'3	MER
	Windows, Doors and	All putty in window frames should be in good condition, clean			
culleries and Camp Kitchens	Frames	and well painted.		'3	MER
culleries and Camp Kitchens				'4-5	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.		'4-5	M



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; ••• M = Mobility Limititation for UA; ••• C = Communication Limitation for UA; ••• V = Visual Limitation for UA

Quality in Tourism ASSESSMENT AREA / CATEGORY	SECTION TO BE	**** V = Visual Limitation for UA GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS		
DEFINITION	ASSESSED Windows, Doors and	ADDITIONAL INFORMATION FOR CONSIDERATION All putty in window frames should be in excellent condition,	STAR GRADING	
Sculleries and Camp Kitchens	Frames	clean and well painted.	'4	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	No wood rot should be noticeable in window frames, doors or door frames.	'4-5	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	All putty in window frames should be in outstanding condition, clean and well painted.	'5	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	There must be a clear opening width of at least 76cm This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen. This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.	UA	М
Sculleries and Camp Kitchens	Windows, Doors and Frames	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line	UA	м
		of the door swing. All sculleries and camp kitchens must be thoroughly cleaned		
Sculleries and Camp Kitchens	Housekeeping provision	at least daily with suitable disinfecting or sanitizing chemical cleaners.	'1-5	MER
Sculleries and Camp Kitchens	Housekeeping provision	A high degree of overall cleanliness and attention to detail should be evident.	'1-5	MER
		Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, pipe work, lights and		
Sculleries and Camp Kitchens	Housekeeping provision	fittings, extractor fans, the interiors and exteriors of all installed machines, and all other visible areas should be	'1-5	MER
		assessed.		
Sculleries and Camp Kitchens	Housekeeping provision	Tiling grout should be kept clean in all areas, at all times.	'1-5	MER
Sculleries and Camp Kitchens	Housekeeping provision	All work surfaces to be clean with no grime or smears visible.	'1-5	MER
Sculleries and Camp Kitchens	Housekeeping provision	All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.	'1-5	MER
		Housekeeping staff should be aware of possible requirements		
Sculleries and Camp Kitchens	Housekeeping provision	of guests with functional mobility or visual limitations, and be UA able to offer assistance to these guests if requested.	UA	MCV
	Type of Laundries and	If appropriate to the market (parks catering to holidaymakers and/or long-stay travellers), and not readily available in the		
Laundries and Drying Areas	Drying Areas	surrounding area, a laundry facility should be provided for	'1-5	MER
Laundries and Drying Areas	Type of Laundries and	guest use. The laundry should be equipped and fitted with at least	'1-5	MER
Laundries and Drying Areas	Drying Areas Type of Laundries and	washing machines and/or deep hand-washing troughs. Laundry facilities may be located in the same vicinity or room	'1-5	MER
Laundries and Drying Areas	Drying Areas Type of Laundries and	as a scullerv. Laundries must not be situated within ablutions or bathrooms.	'1-5	MER
	Drying Areas Type of Laundries and	All laundries should have sufficient space to allow freedom of		
Laundries and Drying Areas	Drying Areas	movement for guests and access to all fittings.	'1-5	MER
Laundries and Drying Areas	Type of Laundries and Drying Areas	Clean, running cold and hot water should be available at all times, unless otherwise advertised.	'1-5	MER
Laundries and Drying Areas	Type of Laundries and	A broom, mop, dustpan and brush should be provided in each laundry if not situated in the same room as the scullery or	'1-5	MER
	Drying Areas Type of Laundries and	camp kitchen.	'1-5	MER
Laundries and Drying Areas	Drying Areas	A clothes drying/hanging area must be provided for guest use. This area should be hidden from general view and should be		WER
Laundries and Drying Areas	Type of Laundries and Drying Areas	enclosed, with sufficient good quality clothes hanging lines Installed.	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	All sinks, deep troughs, taps and mixers must be in working order with sufficient hot and cold water supply at all times,	'1-5	MER
		unless otherwise advertised. There must be a strong and easily adjustable flow of water at		
Laundries and Drying Areas	Fixtures and Fittings	the sinks. An appropriate fire extinguisher (foam or powder, not water)	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	designated as suitable for kitchen fires should be located at or near the entrance to the facility.	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	Washing and drying equipment may be either domestic or	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	Industrial. Coin or disk operated equipment is acceptable. Use of the second work is a located work is a second work is a sec	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	All equipment must to be in good working condition. Clear operating instructions for all equipment, with usage	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	tariffs and acceptable means of payment must be clearly displayed.	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	If situated in an enclosed indoor area, there should be an externally opening window.	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	Good quality tiled flooring, considering ease of cleaning, hygiene and guest safety must be provided in all laundry	'1-5	MER
		areas. The facility, its' equipment and fittings should be of the same		
Laundries and Drying Areas	Fixtures and Fittings	quality standard offered in the parks' ablution or bathroom facilities.	'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	At least 1 work surface suitable for clothes sorting and folding should be provided.	'1-2	MER
Laundries and Drying Areas	Fixtures and Fittings	Electrical power points and ironing boards must be provided in the laundry area.	'3	MER
Laundries and Drying Areas	Fixtures and Fittings	Durable working or clothes sorting surfaces, of a high quality, showing no signs of wear and tear or visible marking should	'4-5	MER
Loundries and Davies Areas	Fintures and Fittings	be provided. All washing and drying equipment must be clean, well	14.5	MED
Laundries and Drying Areas	Fixtures and Fittings	maintained and no rust should be visible.	'4-5	MER
Laundries and Drying Areas	Fixtures and Fittings	All water taps and mixers at wash troughs are to be of excellent to outstanding quality with no leaks or dripping taps.	'4-5	MER
Laundries and Drying Areas	Fixtures and Fittings	All plumbing below wash troughs should be suitably screened and water pipes are not to be visible.	'4-5	MER
Laundries and Drying Areas	Ventilation and Lighting	Adequate ventilation and extraction via opening window or extractor fan must be provided in all laundry facilities.	'1-5	MER
Laundries and Drying Areas	Ventilation and Lighting	There should be adequate lighting in all areas.	'1-5	MER
Laundries and Drying Areas	Ventilation and Lighting	Energy-saving initiatives to be respected.	'1-5	MER
Laundries and Drying Areas	Ventilation and Lighting	Light switches must be located at the entrance door to the	'1-5	MER
l		facility. There should be no uncovered or exposed globes, poor quality		
Laundries and Drying Areas	Ventilation and Lighting	lighting, cracked or damaged fittings, or lights that are not working,	'1-5	MER
Laundries and Drying Areas	Ventilation and Lighting	Acceptable lighting coverage and ventilation across all areas of the laundry.	'1	MER
Laundries and Drying Areas	Ventilation and Lighting	Good lighting coverage and ventilation across all areas of the laundry.	'2	MER
Laundries and Drying Areas	Ventilation and Lighting	Very good lighting coverage and ventilation across all areas of the laundry.	'3	MER
Laundries and Drying Areas	Ventilation and Lighting	All laundries should have light switches located on the inside of each doorway or an effective automated equivalent such as	'3	MER
Laundries and Drying Areas	Ventilation and Lighting	motion sensor activated lighting. Light fittings are to be of excellent quality, covered and/or	'4	MER
	Ventilation and Lighting	recessed. Excellent lighting coverage and ventilation across all areas of	'4	MER
Laundries and Drying Areas		the laundry. Outstanding quality working light fittings without any		
Laundries and Drying Areas	Ventilation and Lighting	Maintenance issues. Outstanding illumination, lighting coverage and ventilation	'5 'E	MER
Laundries and Drying Areas	Ventilation and Lighting	across all areas of the laundry.	'5	MER
Laundries and Drying Areas		All areas in laundry must be well and evenly lit. Height of light switches and controls should be between 80cm	UA	v
Laundries and Drying Areas	Ventilation and Lighting	- 120cm.	UA	м
Laundries and Drying Areas	-	All walls to be reasonably painted. Tilling must be of an acceptable quality with little or no	'1-2	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	Tiling must be of an acceptable quality with little or no cracked or broken tiles. All walls are to be well painted with little or no mismatch of	'1-2	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	colours.	'3	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	Tiling must be of a good quality with little or no cracked or broken tiles.	'3	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	If installed, tiling should be of an excellent quality covering at least 50% of the wall height from the floor up.	'4	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	There should be no cracked or broken tiles evident.	'4	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	Paintwork must be of excellent quality and finish with no	'4	MER
Laundries and Drying Areas		mismatch of colours. Walls must not be cracked or damaged.	'4	MER
		If installed, tiling should be of an outstanding quality covering		
Laundries and Drying Areas	Walls: Tiling & Paintwork	at least 50% of the wall height from the floor up, but preferably floor to ceiling.	'5	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	Added décor such as tile motifs or patterns to enhance the tiling.	'5	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	There should be no cracked or broken tiles evident.	'5	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	Paintwork must be of an outstanding quality and finish with no mismatch of colours.	'5	MER
Laundries and Drying Areas	Walls: Tiling & Paintwork	No mismatch of colours. Walls must not be cracked or damaged.	'5	MER
Laundries and Drying Areas	Flooring &Ceilings	Flooring to be fit for purpose with no visible cracks that could	'1-2	MER
Laundries and Drying Areas	Flooring & Cellinge	Cause tripping or slipping. Flooring to be of good quality, fit for purpose but covered with econd quality floor crating floor paying or	'3	MER
Laundries and Drying Areas	Flooring &Ceilings	with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.		
Laundries and Drying Areas	Flooring & Ceilings	Ceilings, if fitted, must be well painted, free from any mildew or damage.	'3	MER
Laundries and Drying Areas	Flooring & Ceilings	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.	'3	MER



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Quality in Tourism			C - Communication for UA ••• ▼ - Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION	ASSESSED	DESCRIPTION All flooring to be of an excellent quality non-slip floor tiling or			
Laundries and Drying Areas	Flooring &Ceilings	floor coating.		'4	MER
Laundries and Drying Areas	Flooring &Ceilings	There should be no cracked floor tiling visible. Ceilings must be fitted and be well painted, free from any		'4	MER
Laundries and Drying Areas	Flooring &Ceilings	mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Laundries and Drying Areas	Flooring &Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Laundries and Drying Areas	Flooring &Ceilings	All flooring to be of an outstanding quality non-slip floor tiling.		'5	MER
Laundries and Drying Areas	Flooring & Ceilings	There should be no mismatched tiling and tiling grout should		'5	MER
		be of an outstanding finish with no visible staining.		15	1450
Laundries and Drying Areas	Flooring &Ceilings	There should be no cracked floor tiling visible. Ceilings must be fitted are to be of outstanding quality. These		'5	MER
Laundries and Drying Areas	Flooring & Ceilings		In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Laundries and Drying Areas	Flooring &Ceilings	be free from any mildew or damage. No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Laundries and Drying Areas	Flooring &Ceilings	Fixed, slip-resistant floor finish.		UA	V
Laundries and Drying Areas	Flooring & Ceilings	Where carpet is used it should be firmly fixed to avoid slipping.		UA	v
		Where wooden floors or floor tiles are used it is important to			
Laundries and Drying Areas	Flooring &Ceilings	ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.		UA	м
Laundries and Drying Areas	Flooring &Ceilings	Flooring should have no design obstructions.		UA	MV
Laundries and Drying Areas	Windows, Doors and	All laundries must be adequately ventilated with adequate	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.	'1-5	MER
	Frames Windows, Doors and	windows opening directly into the open air. If glass bricks are fitted in place of windows, these are to be			
Laundries and Drying Areas	Frames	well fitted with no broken or damaged bricks.		'1-5	MER
Laundries and Drying Areas	Windows, Doors and Frames	Grout or cement filling between glass bricks must be well applied.		'1-5	MER
	Windows, Doors and	All window frames and window panes must be in acceptable			
Laundries and Drying Areas	Frames	condition with little or no cracked window panes evident.		'1-2	MER
Laundries and Drying Areas	Windows, Doors and	Excessive wood rot is not acceptable in wooden doors, door		'1-2	MER
	Frames Windows, Doors and	and window frames. All doors and windows should be able to open, close and latch			
Laundries and Drying Areas	Frames	easily.		'1-2	MER
Laundries and Drying Areas	Windows, Doors and Frames	All window frames, doors and door frames should have little or no wood rot noticeable.		'3	MER
Laundries and Drying Areas	Windows, Doors and	All wooden window frames, doors and door frames to be well		'3	MER
Level de cond De des Arres	Frames Windows, Doors and	painted, with no cracked window panes evident. All putty in window frames should be in good condition, clean		12	1450
Laundries and Drying Areas	Frames Windows, Doors and	and well painted. All window, door and door frames should be well painted or		'3	MER
Laundries and Drying Areas	Frames	varnished, with no cracked window panes evident.		'4-5	MER
Laundries and Drying Areas	Windows, Doors and	All putty in window frames should be in excellent condition,		'4	MER
Loundring and Daving Aroos	Frames Windows, Doors and	clean and well painted. No wood rot should be noticeable in window frames, doors or		'4-5	MER
Laundries and Drying Areas	Frames	door frames.		4-5	IVIER
Laundries and Drying Areas	Windows, Doors and Frames	All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.		'4-5	MER
Laundries and Drying Areas	Windows, Doors and	All putty in window frames should be in outstanding		'5	MER
	Frames Windows, Doors and	condition, clean and well painted. Size of unobstructed space in-front of doors - Minimum space			
Laundries and Drying Areas	Frames	90cm x 120cm, lack of clear unobstructed space can result in a		UA	м
Laundries and Drying Areas	Windows, Doors and	guest not being able to enter the room. Door-handles should be located at a height below 120cm.		UA	м
Launaries and Drying Areas	Frames			04	141
Laundries and Drying Areas	Housekeeping provision	All laundries must be thoroughly cleaned at least daily with suitable disinfecting or sanitising chemical cleaners.		'1-5	MER
		A high degree of overall cleanliness and attention to detail	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, pipe work, lights and fittings, extractor fans, the interiors and exteriors of all installed		
Laundries and Drying Areas	Housekeeping provision	should be evident.	machines, and all other visible areas should be assessed.	'1-5	MER
Laundries and Drying Areas	Housekeeping provision	Tiling grout should be kept clean in all areas, at all times.		'1-5	MER
Laundries and Drying Areas	Housekeeping provision	All work surfaces to be clean with no grime or smears visible.		'1-5	MER
Laundries and Drying Areas	Housekeeping provision	All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.		'1-5	MER
		Henceleoning staff should be surged of possible requirements			
Laundries and Drying Areas	Housekeeping provision	Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be		UA	MCV
		able to offer assistance to these guests if requested.			
Sites for Caravans and Camping	Size and Demarcation of	Caravan and camping sites must be provided for guest use.		'1-5	MER
Cites for Correspondent Compiles	Sites Size and Demarcation of	Caravans or tents on adjacent sites should be a reasonable		14.5	MED
Sites for Caravans and Camping	Sites	and safe distance apart.		'1-5	MER
Sites for Caravans and Camping	Sites	All caravan and camping sites should be positioned for relatively easy access to communal facilities.		'1-5	MER
Sites for Caravans and Camping	Size and Demarcation of Sites	Sites must be large enough to accommodate a caravan/motor home/tent and towing vehicle.		'1-5	MER
Sites for Caravans and Camping		There should also be sufficient space to erect a side tent if		'1-5	MER
sites for caravans and camping	Sites	necessary within the boundaries of the site. In addition there should be sufficient space for the		1-3	WEA
Sites for Caravans and Camping	Size and Demarcation of Sites	convenience of the guests around the camping vehicle and or		'1-5	MER
		tent. The minimum recommended site size for a caravan stand is	The sites need not be demarcated for 1 to 3 Star properties. It is however highly recommended that all sites are demarcated by means of plants, stones, painted lines, wooden barriers, hedges,		
Sites for Caravans and Camping	Sites	approximately 8m x 10m	etc.	'1-5	MER
Sites for Caravans and Camping	Size and Demarcation of Sites	All sites should be clearly numbered for easy identification.		'1-5	MER
Sites for Caravans and Camping	Size and Demarcation of	All sites must be level and clearly demarcated.		'4-5	MER
caravans and camping	Sites				
Sites for Caravans and Camping	Size and Demarcation of Sites	Sites are typically larger with the average recommended site size for a caravan stand being approximately 10m x 12m.		'4-5	MER
	Size and Demarcation of	There must be a reasonable number of private or secluded			
Sites for Caravans and Camping	Sites	sites available.		'4-5	MER
Sites for Caravans and Camping	Access and Overhead Clearance.	Caravan and camping sites must be accessible to and from a service road.		'1-5	MER
Sites for Caravans and Camping	Access and Overhead	There should be good overhead clearance for a variety of		'1-5	MER
	Clearance. Access and Overhead	types and makes of caravans and tents. Access to the site should be easy with motor vehicle and			
Sites for Caravans and Camping	Clearance.	caravan still hitched.		'4-5	MER
Sites for Caravans and Camping	Access and Overhead Clearance.	It should not be necessary for a caravan to be unhitched and manually pushed onto the site.	It is acceptable that the caravan or trailer be reversed onto the site by means of the tow vehicle, unhitched and then manually positioned and levelled.	'4-5	MER
	Access and Overhead	There must be no overhead branches from trees or shrubs			
Sites for Caravans and Camping	Clearance.	that are able to touch or brush against the caravan or tent.		'4-5	MER
Sites for Caravans and Camping	Access and Overhead	Sites must have shade - either trees or other means		3-5	MER
	Clearance. Access and Overhead				
Sites for Caravans and Camping	Clearance.	Clearance above the caravan or tent must be at least 2.7m.		'4-5	MER
Sites for Caravans and Camping	Surface and Drainage	All caravan and camping sites must be relatively level, even- surfaced and well drained.		'1-5	MER
Sites for Caravans and Camping	Surface and Drainage	surraced and well drained. Sites should not flood during a period of average rainfall.		'1-5	MER
		There must be no protruding roots from nearby trees on the			
Sites for Caravans and Camping	Surface and Drainage	camping area.		'1-5	MER
 		Trenches dug by campers prior to vacating the site must be		1	I T

Sites for Caravans and Camping	Surface and Drainage	There must be no protruding roots from nearby trees on the camping area.		'1-5	MER
Sites for Caravans and Camping	Surface and Drainage	Trenches dug by campers prior to vacating the site must be filled and evened out as soon as possible to avoid an inconvenience to the next guest.		'1-5	MER
Sites for Caravans and Camping	Surface and Drainage	The camping surface may be fully or partially grassed, well maintained gravel surface, brick paved or a combination of these surfaces.	Concrete camping surfaces are not recommended.	'1-5	MER
Sites for Caravans and Camping	Surface and Drainage	If the camping surface is brick paved this should be an area of at least $3m \times 5m$.	Allowance must also be made for campers to be able to insert tent pegs between the paving bricks or blocks.	'1-5	MER
Sites for Caravans and Camping	Surface and Drainage	Sites for persons with functional mobility limitations should be positioned as close as possible to an ablution facility.		UA	м
Sites for Caravans and Camping	Surface and Drainage	These designated sites should be clearly signposted and/or closed to general campers.		UA	м
Sites for Caravans and Camping	Surface and Drainage	The designated sites should preferably have a clearly defined brick paved surface covering an area of at least 3m x 5m as well as easy access to a paved and ramped path to the ablution facility.		UA	м
Sites for Caravans and Camping	Site Facilities	In those parks that accommodate caravans, each caravan site must have adequate and easily accessible electricity, unless otherwise advertised.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	There must be at least 1 power outlet per site		'1-5	MER
Sites for Caravans and Camping	Site Facilities	The distance from the site to the closest power point should be a maximum of 25m to prevent long lead cords being used.	Where there are separate sites allocated for tents only these may be excluded from this requirement.	'1-5	MER
Sites for Caravans and Camping	Site Facilities	All electrical power points on caravan and camping sites should meet SABS standards, be certified and conform to any and all legal requirements.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	Depending on the natural environment and/or setting of the park, electrical supply might not be required. Such establishments must clearly specify that no electricity is offered at sites.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	If electrical points are provided to some or all of the sites it is recommended that a maximum of 4 electrical outlets per power box be provided.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	Each electrical box must be fitted with earth leakage circuit breakers, and all wiring must be suitably enclosed inside the power box to prevent accidental contact with exposed wiring.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	All electrical power boxes must be waterproof.		'1-5	MER



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Quality in Tourism		••• C = communication Limitation for UA; ••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM FNTRY REQUIREMENTS		
	ASSESSED	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	i MER/G
Sites for Caravans and Camping S	Site Facilities	Doors or lids of electrical power boxes must be able to be securely closed with power cords installed in their socket	'1-5	MER
sites for caravaits and camping	Site Facilities	points (i.e. relief slots in the bottom of the box should accommodate these cords).	1-5	WIEN
		All power boxes must be securely mounted on a suitable post		
Sites for Caravans and Camping S	Site Facilities	An power power must be securely mounted on a suitable post at a height and location that is clearly visible to guests.	'1-5	MER
Sites for Caravans and Camping S	Site Facilities	Ideally all power outlets should be at least 1.8m from any	'1-5	MER
Sites for caravaits and camping 3	Site Facilities	water outlet.	1-5	WIEN
		Guests should not be required to use a connector cord or subscription and for more them. The index the model is and the top t		
Sites for Caravans and Camping	Site Facilities	extension cord of more than 25m in length in order to reach a power outlet, nor should it be necessary to lay a connector or	'1-5	MER
		extension cord across any access road or pedestrian pathway,		
		or suspended over or through any another camp site.	_	
		To prevent overloading of circuits and unnecessary circuit		
Sites for Caravans and Camping S	Site Facilities	tripping, and to ensure guest safety, it is essential that all electrical points at caravan and camping sites adhere to all	'1-5	MER
		recognised electrical compliance regulations and standards.		
Sites for Caravans and Camping S	Site Facilities	All electrical sockets on camping sites should be 230V single	'1-5	MER
		phase 10A - 15A or 20A outlets. Each site should have its own electrical point of not less than		
Sites for Caravans and Camping S	Site Facilities	Law in the should need to some recent day point of not reas than 10A with a separate circuit preserver and the point.	'1-5	MER
Sites for Caravans and Camping	Site Facilities	Sufficient taps with running water and adequate pressure much be applied for grunder und	'1-5	MER
Sites for Caravans and Camping	Site Facilities	must be available for guest use. These taps should be reasonably close and easily accessible to	'1-5	MER
Sites for Caravans and Camping S	Site Facilities	the caravan and camping sites.	1-5	IVIER
Sites for Caravans and Camping S	Site Facilities	An efficient drainage system should, where possible, be installed at each tap to allow for wastewater run-off.	'1-5	MER
Sites for Caravans and Camping S	Site Facilities	All water taps must be securely mounted, clearly visible and	'1-5	MER
		positioned at a comfortable height. A drainage system should, be installed at each tap to allow for		
Sites for Caravans and Camping S	Site Facilities	wastewater run-off.	'1-5	MER
Sites for Caravans and Camping	Site Facilities	There must be a high ratio of taps to the number of sites available. At least 1 tap for every 2 - 4 sites is recommended for 4-Star parks. At least 1 tap for every 2 sites is recommended for 5-Star parks.	'3-5	MER
Sites for Caravans and Camping S	Site Facilities	A drainage system must be installed at each tap to allow for	'5	MER
		wastewater run-off.		
Sites for Caravans and Camping S	Site Facilities	Sites must be provided with suitable refuse disposal facilities. The number of refuse bins provided will depend on the frequency of refuse removal and usage levels.	'1-5	MER
Sites for Caravans and Camping	Site Facilities	All bins should be emptied and cleaned at least daily.	'1-5	MER
Sites for Caravans and Camping S	Site Facilities	Refuse bins should be lined and have a lid.	'1-5	MER
		There must be a bieh ratio of refuse bins to the number of		
Sites for Caravans and Camping S	Site Facilities	intere must be a night ratio of refuse bins to the number of state and the state of the number of state and the state of t	'4-5	MER
Sites for Caravans and Camping S	Site Facilities	Refuse bins must be lined and have a lid.	'4-5	MER
		If braai facilities are provided on the site these must be kept	14.5	
	Site Facilities	clean, tidy and be safe for guest use.	'1-5	MER
Sites for Caravans and Camping	Site Facilities	All camp braais, whether fixed or portable, should be cleaned daily.	'1-5	MER
		Clearly designated "Ash Only" refuse bins should be		
Sites for Caravans and Camping	Site Facilities	strategically placed throughout the park and clearly sign posted for the disposal of braai ash by guests who braai on	'1-5	MER
		their camo sites.		
Sites for Caravans and Camping	Site Facilities	These ash bins must be regularly emptied and kept clean.	'1-5	MER
Sites for Caravans and Camping S	Site Facilities	Every site should have its own braai facility either fixed or	'4-5	MER
sector constants and compiling		portable, unless otherwise advertised. All braais, whether fixed or portable, must be in an excellent		WILK
Sites for Caravans and Camping	Site Facilities	condition, and must have braai grids that are not rusted,	'4-5	MER
		buckled or broken.		
Sites for Caravans and Camping	Site Facilities	All braais, including guest braais, whether fixed or portable, should be cleaned daily.	'4-5	MER
Sites for Caravans and Camping	Site Keeping and	A high standard of cleanliness must be evident for each site.	'1-5	MER
9	Appearance Site Keeping and		14.5	1450
	Appearance	All sites should be kept clean and litter free.	'1-5	MER
	Site Keeping and Appearance	Any sites that have been fouled by animals must be cleared immediately.	'1-5	MER
s	Site Keeping and	The grass is to be well kept throughout all the sites in the		
	Appearance	park, taking into account the park location, type and also recent weather conditions.	'1-5	MER
Sites for Caravans and Camping	Site Keeping and	The areas of sites around caravans and campers should be	'1-5	MER
F	Appearance	well maintained and kept clean at all times. End of corridor highlighted by colour, tone or light contrast		
Public Areas - Reception and Halls	Provision	between walls and floor coverings.	UA	v
		Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of		
Public Areas - Reception and Halls	Provision	Information to goess to margate. In a stoute constoned	UA	MV
		into the interior décor of public areas. UA: Background music should be appropriate or kept at a low		
Public Areas - Reception and Halls	Provision	level.	UA	С
Public Areas - Reception and Halls	Provision	Voice amplification option linked to public telephone in the lobby.	UA	с
Public Areas - Reception and Halls	Provision	Where televisions are provided subtities must be shown.	UA	с
rubic Areas - Reception and Hans - I	1104131011	minic clerations are promoted abolities into de atomic		
Public Areas - Reception and Halls	Provision	A selection of chairs to be with and without arm-rests.	UA	MV
Public Areas - Reception and Halls	Provision	At least 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm)	UA	м
		All relevant emergency information and escape route maps		
Public Areas - Reception and Halls	Provision	available in large print and provision should be made for Braille mapping.	UA	v
Public Areas - Reception and Halls	Provision	of early mapping. Emergency execution signage to incorporate symbols and	UA	MCV
Public Aleas - Reception and Halls	Provision	pictograms. Public telephones to be fitted with a raised pip on button	UA	
Public Areas - Reception and Halls	Provision	runner S.	UA	v
Dublis Assess Descention and U.U.	Burnsteller	The size of opening leaf on all doors en-route should be at		
Public Areas - Reception and Halls F		least 76cm measured when the door is open at 90-degrees.	UA	м
Public Areas - Pasantian	Provision	Where revolving doors, turnstiles or other barriers have been listalled in the establishment an alternative means of access	114	м
Public Areas - Reception and Halls F		installed in the establishment, an alternative means of access should be installed.	UA	M
Public Areas - Reception and Halls	Provision	Height of emergency equipment, switches and controls	UA	м
		located between 80cm and 120cm. Acceptable levels of lighting appropriately positioned for		
Public Areas - Reception and Halls	Provision	safety and comfort in all public areas, including sufficient light	UA	v
Dublic Areas Presst	Drouistan	on stairways and landings at night.		
Public Areas - Reception and Halls F	Provision	Acceptable temperature control and ventilation.	UA	MCV
Public Areas - Reception and Halls	Provision	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12.	UA	м
		(optimum gradient 1:15)	-	-
Public Areas - Reception and Halls	Provision	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.	UA	м
Public Areas - Reception and Halls	Provision	Unobstructed width of not less than 90cm (to allow for easy	UA	м
-		access for mobility aids). Ramps should have a strong textured surface that is easily		
Public Areas - Reception and Halls	Provision	differentiable from surrounding surfaces.	UA	v
Public Areas - Reception and Halls	Provision	Ramps should have handrails on both sides at a height of between 85-95cm.	UA	MV
Public Areas - Reception and Halls	Provision	Fixed, slip-resistant floor surface.	UA	MV
-		There should be an adequate and clearly identifiable		
Public Areas - Reception and Halls	Fixtures and Fittings	reception area or office.	'1-5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Reception furniture, desks and office equipment is to be in	'1-5	MER
-	-	good functional condition. Corridors and stairs are to be in good repair and free from		
Public Areas - Reception and Halls F	rixtures and Fittings	obstruction, and be well lit 24 hours.	'1-5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.	'1-5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	All emergency information and signage should be clearly	'1-5	MER
-	-	displayed in all public areas. All seating areas in Reception and/or halls are to be of a good		
Public Areas - Reception and Halls F	Fixtures and Fittings	size, quality and condition.	'1-2	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Any window coverings (curtains, blinds, etc.) must be in acceptable condition.	'1-2	MER
		All seating areas in Reception and/or halls are to be of a good	'3-4	MER
Public Areas - Reception and Halls	Fixtures and Eittings	size, quality and condition	5-4	IVIEK
Public Areas - Reception and Halls	Fixtures and Fittings	Sacing Joint should be a reasonable amount of reasonable		1
Public Areas - Reception and Halls F Public Areas - Reception and Halls F		Seating layout should provide a reasonable amount of space for guests to be able to easily move around.	'3-4	MER
	Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible	'3-4 '3-4	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening.		
Public Areas - Reception and Halls	Fixtures and Fittings Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible		
Public Areas - Reception and Halls F Public Areas - Reception and Halls F	Fixtures and Fittings Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening. Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed.	'3-4	MER
Public Areas - Reception and Halls F Public Areas - Reception and Halls F Public Areas - Reception and Halls F	Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening. Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed. If necessary, good quality lined curtains or good quality blinds	'3-4 '3-4	MER
Public Areas - Reception and Halls F Public Areas - Reception and Halls F	Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening. Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed.	'3-4	MER
Public Areas - Reception and Halls F Public Areas - Reception and Halls F Public Areas - Reception and Halls F Public Areas - Reception and Halls F	Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening. Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed. If necessary, good quality lined curtains or good quality blinds large enough to draw easily and completely aross the width	'3-4 '3-4 '3-4	MER MER MER
Public Areas - Reception and Halls F Public Areas - Reception and Halls F Public Areas - Reception and Halls F	Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings	seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening. Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed. If necessary, good quality lined curtains or good quality blinds large enough to draw easily and completely across the width and height of all windows should be fitted. if curtains or blinds are fitted they must be in excellent condition.	'3-4 '3-4	MER
Public Areas - Reception and Halls F Public Areas - Reception and Halls F Public Areas - Reception and Halls F Public Areas - Reception and Halls F	Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings	seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening. Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed. If necessary, good quality lined curtains or good quality blinds large enough to draw easily and completely across the width and height of all windows should be fitted. If curtains or blinds are fitted they must be in excellent	'3-4 '3-4 '3-4	MER MER MER
Public Areas - Reception and Halls F Public Areas - Reception and Halls F	Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings Fixtures and Fittings	Seating layout should provide a reasonable amount of space for guests to be able to easily move around. Halls should be made available for guests and be accessible throughout the day and evening. Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed. If necessary, good quality lined curtains or good quality blinds large enough and completely across the width and height of all windows should be fitted. If or drains or blinds are fitted they must be in excellent condition. Reception furniture, tables and desks must be in excellent	'3-4 '3-4 '3-4 '3-4	MER MER MER MER



Public Areas - Reception and Halls Cornices

KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

Quality in Tourism	••• V = Visual Limitation for JA		
ASSESSMENT AREA / CATEGORY SECTION TO BE DEFINITION ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION ASSESSED Public Areas - Reception and Halls Fixtures and Fittings	DESCRIPTION Description Seating layout should provide a sufficient amount of space for Image: Comparison of the second	'5	MER
Public Areas - Reception and Halls Fixtures and Fittings	guests to comfortably be able to move around. If curtains or blinds are fitted they must be in outstanding	'5	MER
Public Areas - Reception and Halls Fixtures and Fittings	condition. Reception furniture, tables and desks must be in outstanding	'5	MER
	condition and have outstanding finishes. Attractive wall décor and/or finishes must be used to enhance		
Public Areas - Reception and Halls Fixtures and Fittings	the facilities	'5	MER
Public Areas - Reception and Halls Fixtures and Fittings	Usage of non-reflective glass partitions.	UA	v
Public Areas - Reception and Halls Fixtures and Fittings	Reception, and other public areas, must be provided with appropriate signage.	UA	MCV
Public Areas - Reception and Halls Fixtures and Fittings	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.	UA	v
Public Areas - Reception and Halls Fixtures and Fittings	Clear glass panels and doors should be clearly marked.	UA	MCV
Public Areas - Reception and Halls Fixtures and Fittings	Level threshold across the main entrance door.	UA	MV
Public Areas - Reception and Halls Fixtures and Fittings	Door mats should be firmly fixed or located.	UA	MV
Public Areas - Reception and Halls Fixtures and Fittings	Any canopy structure should not protrude into a pedestrian	UA	v
Public Areas - Reception and Halls Fixtures and Fittings	route. No high gloss and simple backgrounds.	UA	v
Public Areas - Reception and Halls Fixtures and Fittings	Fixed, slip-resistant floor surface.	UA	MV
	Threshold at the main entrance not to exceed 1.3cm		
Public Areas - Reception and Halls Fixtures and Fittings	difference in level. Size of opening leaf of entrance door at least 76cm with the	UA	MV
Public Areas - Reception and Halls Fixtures and Fittings	door in a 90-degree open position.	UA	м
Public Areas - Reception and Halls Fixtures and Fittings	Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the	UA	м
Dublic Arcos Departies and Liells Fintures and Sittings	door swing. Size of unobstructed clear space in-front of check-in counter	110	м
Public Areas - Reception and Halls Fixtures and Fittings	or reception desk at least 90cm x 140cm.	UA	M
Public Areas - Reception and Halls Ventilation and Lighting	extractor fan must be provided in all areas.	'1-5	MER
Public Areas - Reception and Halls Ventilation and Lighting		'1-5	MER
Public Areas - Reception and Halls Ventilation and Lighting		'1-5	MER
Public Areas - Reception and Halls Ventilation and Lighting	Light switches must be located at the entrance door to the facility.	'1-5	MER
Public Areas - Reception and Halls Ventilation and Lighting	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not	'1-5	MER
	Acceptable lighting coverage and ventilation across all areas		
Public Areas - Reception and Halls Ventilation and Lighting	of the reception and/or hall.	'1	MER
Public Areas - Reception and Halls Ventilation and Lighting	reception and/or hall.	'2	MER
Public Areas - Reception and Halls Ventilation and Lighting	Very good lighting coverage and ventilation across all areas of the reception and or hall.	'3	MER
Public Areas - Reception and Halls Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or	'4	MER
Public Areas - Reception and Halls Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of	'4	MER
Public Areas - Reception and Halls Ventilation and Lighting	the reception and/or hall. Outstanding quality working light fittings without any	'5	MER
Public Areas - Reception and Halls Ventilation and Lighting	maintenance issues. Dutstanding illumination lighting coverage and ventilation	'5	MER
	across all areas or the reception and/or hall.		V
	All areas in reception and/or hall must be well and evenly lit. Height of light switches and controls should be between 80cm	UA	
Public Areas - Reception and Halls Ventilation and Lighting	- 120cm.	UA	м
Public Areas - Reception and Halls Walls: Tiling & Paintwor		'1-2	MER
Public Areas - Reception and Halls Walls: Tiling & Paintwor	Tiling, where applied, must be of an acceptable quality with c little or no cracked or broken tiles.	'1-2	MER
Public Areas - Reception and Halls Walls: Tiling & Paintwor	All walls are to be well painted with little or no mismatch of colours.	'3	MER
Public Areas - Reception and Halls Walls: Tiling & Paintwor	Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.	'3	MER
Public Areas - Reception and Halls Walls: Tiling & Paintwor	Tiling, where applied, must be of an excellent quality with no	'4-5	MER
	cracked or broken tiles. Paintwork must be of an excellent quality and finish with no		
Public Areas - Reception and Halls Walls: Tiling & Paintwor	mismatch of colours except where a décor theme exists	'4	MER
Public Areas - Reception and Halls Walls: Tiling & Paintwor	Walls must not be cracked or damaged.	'4-5	MER
Public Areas - Reception and Halls Walls: Tiling & Paintwor	Added décor such as tile motifs or patterns to enhance the tiling.	'5	MER
Dublis Arces Dependion and Holls Walls, Tilling & Deletius	Paintwork much be of an outstanding quality and finich with	15	MED
Public Areas - Reception and Halls Walls: Tiling & Paintwor	no mismatch of colours except where a décor theme exists	'5	MER
Public Areas - Reception and Halls Flooring, Ceilings and Cornices	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.	'1-2	MER
Public Areas - Reception and Halls	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or	'3	MER
Elogring Ceilings and	other non-slip coated surface.		
Public Areas - Reception and Halls Cornices	any mildew or damage.	'3	MER
Public Areas - Reception and Halls Cornices	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Public Areas - Reception and Halls Cornices	All flooring to be of an excellent quality non-slip floor tiling or floor coating.	'4	MER
Public Areas - Reception and Halls Flooring, Ceilings and Cornices	There should be no cracked floor tiling visible.	'4	MER
Public Areas - Reception and Halls Flooring, Ceilings and Cornices	Ceilings and Cornices, if fitted, must be well painted, free from In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Public Areas - Reception and Halls Flooring, Ceilings and	No sagging panels should be visible. In thatched roof facilities these celling criteria may be excluded.	'4	MER
Public Areas - Reception and Halls	All flooring to be of an outstanding quality non-slip floor tiling.	'5	MER
Elooring Ceilings and	There should be no mismatched tiling and tiling grout should		
Public Areas - Reception and Halls Cornices	be of an outstanding finish with no visible staining.	'5	MER
Public Areas - Reception and Halls Flooring, Ceilings and Cornices	There should be no cracked floor tiling visible.	'5	MER
Flooring Ceilings and	Ceilings and Cornices must be fitted are to be of outstanding		
Public Areas - Reception and Halls Cornices	quality. These must be well painted with an outstanding In thatched roof facilities these ceiling criteria may be excluded. quality coating, and be free from any mildew or damage.	'5	MER
Public Areas - Reception and Halls Flooring, Ceilings and	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Public Areas - Reception and Halls Cornices Flooring, Ceilings and Cornices		UA	MV
Elooring Ceilings and	Fixed, slip-resistant floor finish. Where carpet is used it should be firmly fixed to avoid	-	
Public Areas - Reception and Halls Cornices	slipping.	UA	MV

		·····			
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	Flooring should have no design obstructions.		UA	MV
Public Areas - Reception and Halls	Windows, Doors and Frames	All Reception areas and/or halls must be adequately ventilated with adequate windows opening directly into the open air.		'1-5	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.		'1-5	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.		'1-5	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	Grout or cement filling between glass bricks must be well applied.		'1-5	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.		'1-2	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	Excessive wood rot is not acceptable in wooden doors, door and window frames.		'1-2	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All doors and windows should be able to open, close and latch easily.		'1-2	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All window frames, doors and door frames should have little or no wood rot noticeable.		'3	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.		'3	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All putty in window frames should be in good condition, clean and well painted.		'3	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.		'4-5	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All putty in window frames should be in excellent condition, clean and well painted.		'4	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	No wood rot should be noticeable in window frames, doors or door frames.		'4-5	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	All putty in window frames should be in outstanding condition, clean and well painted.		'5	MER
Public Areas - Reception and Halls	Windows, Doors and Frames	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.	This enables a guest using a wheelchair or mobility aid to comfortably access the area.	UA	м
Public Areas - Reception and Halls	Windows, Doors and Frames	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.		UA	м

м

UA

Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.



Communal Braai Areas and Bomas Fixtures and Fittings

Of average quality, possibly ageing facility.

Signs of some damage and wear and tear is evident

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OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Public Areas - Reception and Halls		All public area toilets are to be well maintained, regularly	Public area toilets may be unisex.	'1-5	MER
-		cleaned and checked and adequately ventilated. The following facilities should be provided as a minimum: A			
Public Areas - Reception and Halls Public Areas - Reception and Halls		toilet with seat and lid The following facilities should be provided as a minimum: A		'1-5 '1-5	MER MER
Public Areas - Reception and Halls		hand basin with running water and soap The following facilities should be provided as a minimum:	Clean towel or paper towels or hot air dryer	'1-5	MER
Public Areas - Reception and Halls		Hand drying facilities The following facilities should be provided as a minimum:		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	Covered light The following facilities should be provided as a minimum:		'1-5	MER
Public Areas - Reception and Halls		Mirror above the hand basin The following facilities should be provided as a minimum:		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	Hook on cubicle door The following facilities should be provided as a minimum: A lidded disposal bin and/or sanitary bags.		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: Toilet paper and holder plus spare toilet rolls.		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: Toilet brush with holder		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in		'4-5	MER
Public Areas - Reception and Halls	Public Area Tailata	the park. Fixtures and fittings in public area toilets should be of		'4-5	MER
Fubic Areas - Reception and Hairs	Fublic Area Tollets	excellent quality. Fixed slip-resistant floor surface. Wooden floors and tiles are		4-5	WER
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor. Where a carpet or		UA	м
		carpeting is used it should be firmly fixed to avoid slipping.			
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.	This enables a guest using a wheelchair or mobility aid to comfortably access toilet or bathroom.	UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line		UA	м
	Public Toilets - Mobility	of the door swing. Door handles should be located at a height of between 80cm -			
Public Areas - Reception and Halls	Designated Toilets.	120cm, must be at least 12cm in length, and should be easy to grasp so that seated users can easily open and close doors.		UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Accessories, toiletries and toilet paper must be within easy reach from a seated position.		UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top		UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	height of 180cm. Toilet seat height should be between 45cm - 50cm.		UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	80cm wide transfer space to side of pan.		UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Front edge of pan to project at least 69cm from the rear wall.		UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Centreline of toilet not more than 48cm from wall opposite		UA	м
Public Areas - Reception and Halls	Public Toilets - Mobility	transfer space.		UA	м
Public Areas - Reception and Halls	Designated Toilets. Public Toilets - Mobility	cistern. Cranked grab-bar should be located 80cm above floor finish.		UA	м
Public Areas - Reception and Halls	Designated Toilets. Public Toilets - Mobility	Horizontal grab bar located at 80cm above the floor finish.	This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.	UA	м
Public Areas - Reception and Halls	Designated Toilets. Public Toilets - Mobility	The back rest of the toilet, when raised to an upright position,		UA	MV
	Designated Toilets. Public Toilets - Mobility	must remain upright. Hand basin provided in the correct configuration related to			м
Public Areas - Reception and Halls	Designated Toilets. Public Toilets - Mobility	the toilet pan. Basin adjacent to toilet set at 80cm height with 72cm clear		UA	
Public Areas - Reception and Halls	Designated Toilets. Public Toilets - Mobility	space beneath.		UA	м
Public Areas - Reception and Halls	Designated Toilets.	All areas in bathroom must be well and evenly lit.		UA	v
Public Areas - Reception and Halls	Housekeeping Provision	A high degree of overall cleanliness and attention to detail should be evident.	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, lights and fittings and all other visible areas should be assessed.	'1-5	MER
Public Areas - Reception and Halls	Housekeeping Provision	All public areas and halls should be thoroughly cleaned at least once a day with suitable disinfecting or sanitizing chemical cleaners.		'1-5	MER
Public Areas - Reception and Halls	Housekeeping Provision	All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.		'1-5	MER
Public Areas - Reception and Halls	Housekeeping Provision	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	MV
Public Areas - Reception and Halls	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional mobility or visual limitation.		UA	MCV
Public Areas - Reception and Halls	Housekeeping Provision	Housekeeping staff to ensure all that space between furniture meets UA requirements.		UA	MV
Communal Braai Areas and Bomas	Provision	Use of contrast highlighted by colour, tone or light contrast between walls and floor coverings in order to prevent confusion or accidents of misjudgement of length or depth		UA	v
Communal Braai Areas and Bomas	Provision	caused by all colours being the same. The area should be clearly demarcated through use of varied surface finishes and textures.		UA	v
Communal Braai Areas and Bomas		Gradient en-route to facilities gradient should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user		UA	м
Communal Braai Areas and Bomas	Provision	to enter without too much difficulty. There should be a landing at the top of ramps with minimum dimensions of 90cm x 90cm.		UA	м
Communal Braai Areas and Bomas	Provision	Ramps must have an unobstructed width of not less than 90cm to allow for easy access for mobility aid users.		UA	м
Communal Braai Areas and Bomas	Provision	Stairs should be fitted with handrails and non-slip treads.		UA	MV
Communal Braai Areas and Bomas	Provision	Any canopy structure should not protrude into a pedestrian route.		UA	v
Communal Braai Areas and Bomas	Provision	Directional and informational signage related to physical and environmental access must be well lit.		UA	MV
Communal Braai Areas and Bomas	Fixtures and Fittings	If supplied, the braai area and bomas should be clearly identifiable.	Due to their unique nature, communal braai areas and bomas should be assessed separately from general communal areas. Braai areas and bomas are naturally more rustic in appearance than other areas and this must be considered when assessing these areas.	'1-5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.		'1-5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Of average quality, possibly ageing facility.		'1	MER

Communal Braai Areas and Bomas	Fixtures and Fittings	Décor is amateurish with little design co-ordination.	'1	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Braai grids, if supplied, should be in reasonable condition.	'1-2	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	The braai facility should be cleaned daily.	'1-2	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	All seating should be of an acceptable quality and condition, and can be of a rustic wooden bench type.	'1	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	All seating should be of a good quality and condition, and can be of a rustic wooden bench type.	'2	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Good quality décor which may be ageing but should not show signs of significant wear and tear.	'2	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Décor is more practical than comfortable and aesthetic.	'2	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	All seating areas should be of a good size, quality and condition, with good layout to provide a reasonable amount of space for guests to easily move around.	'3-4	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Boma and braai areas should be made available for guest use and be accessible throughout the day and evening.	'3-4	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Braai grids should be supplied and must be in an excellent condition.	'3-4	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	The braai facility must be cleaned daily.	'3-4	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Décor and furniture makes use of high quality materials.	'3-4	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	No scratches, chips, stains, or scuff marks on all work surfaces.	'3-4	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Décor and furniture shows evidence of professional workmanship and installation.	'3-4	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	All seating areas should be of an excellent size, quality and condition, with good layout to provide a large amount of space for guests to easily move around.	'5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Boma and braai areas should be made available for guest use and be accessible throughout the day and evening.	'5	MER

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KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; •••• M & Mobility Limititation for UA; •••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA

Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / C
DEFINITION Communal Braai Areas and Bomas	ASSESSED	DESCRIPTION Décor and furnishing show strong evidence of a co-ordinated		'5	MER
communal braal Areas and bomas	Fixtures and Fittings	design plan having been applied. There should be no evidence of ageing, wear and tear and		5	WILK
Communal Braai Areas and Bomas	Fixtures and Fittings	surfaces and features should have outstanding quality		'5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	finishes. Braai grids must be supplied and must be in outstanding		'5	MER
		condition.		-	-
Communal Braai Areas and Bomas	Fixtures and Fittings	Additional braai accessories and tools such as braai tongs and forks, coal rakes, etc. should be supplied at braai facility.		'5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	The braai facility must be cleaned daily with the grids		'5	MER
Communal Braai Areas and Bomas		thoroughly cleaned and sanitized after each use. All tables and work surfaces must be in outstanding condition		'5	MER
	-	with no signs of damage. There should be a selection of chairs to be with and without			
Communal Braai Areas and Bomas	Fixtures and Fittings	armrests provided in braai and boma areas.		UA	M٧
Communal Braai Areas and Bomas	Ventilation and Lighting	The design of boma and braai areas should allow for adequate ventilation and extraction especially of braai or fire smoke.		'1-5	ME
					+
Communal Braai Areas and Bomas		There should be adequate lighting in all areas.		'1-5	ME
Communal Braai Areas and Bomas	Ventilation and Lighting	Energy-saving initiatives to be respected.		'1-5	ME
Communal Braai Areas and Bomas	Ventilation and Lighting	Light switches must be located at the entrance door to the facility.		'1-5	ME
Communal Braai Areas and Bomas	Ventilation and Lighting	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.		'1-5	MEF
Communal Braai Areas and Bomas	Ventilation and Lighting	Acceptable lighting coverage and ventilation across all areas		'1	MEF
Communal Braai Areas and Bomas		of the boma and braai facilities. Good lighting coverage and ventilation across all areas of the		'2	MEI
		boma and braai facilities. Very good lighting coverage and ventilation across all areas of			
Communal Braai Areas and Bomas		the boma and braai facilities.		'3	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	The area over the braai/s must be very well lit.		'3	MEF
Communal Braai Areas and Bomas	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or recessed.		'4	ME
Communal Braai Areas and Bomas	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of the boma and braai facilities.		'4	ME
Communal Braai Areas and Bomas	Ventilation and Lighting	The area over the braai/s must be exceptionally well lit.		'4	MER
Communal Braai Areas and Bomas		Outstanding quality working light fittings without any		'5	MEF
communal Braal Areas and Bomas	ventilation and Lighting	maintenance issues.		5	WE
Communal Braai Areas and Bomas	Ventilation and Lighting	Outstanding illumination, lighting coverage and ventilation across all areas of the boma and braai facilities.		'5	MEI
Communal Braai Areas and Bomas	Ventilation and Lighting	The area over the braai/s must be exceptionally well lit.		'5	ME
Communal Braai Areas and Bomas	Ventilation and Lighting	All areas in the boma and braai areas must be well and evenly lit.		UA	v
Communal Braai Areas and Bomas	Ventilation and Lighting	Height of light switches and controls should be between 80cm		UA	м
Communal Braai Areas and Bomas	Walls (If Applicable)	- 120cm. All walls to be reasonably maintained and clean.	It is generally found that the boma and braai areas are inevitably not walled floor to roof. Possibly the walls are only fitted to 50% of roof height and/or are only partially walled. Parallel posts	'1-2	ME
			could also serve as borders.		
Communal Braai Areas and Bomas		All walls are to be well maintained and clean. Walls should be of an excellent quality with no obvious cracks		'3	ME
Communal Braai Areas and Bomas	Walls (If Applicable)	or damage.		'4	ME
Communal Braai Areas and Bomas	Walls (If Applicable)	Added décor such as paintings, posters, planters or wall motifs should be applied.		'4	ME
Communal Braai Areas and Bomas	Walls (If Applicable)	Walls should be of an outstanding quality with no obvious cracks or damage.		'5	ME
Communal Braai Areas and Bomas	Walls (If Applicable)	Added décor such as painted motifs, planters or patterns to enhance the effect must be applied.		'5	MEF
Communal Braai Areas and Bomas	Walls (If Applicable)	Paintwork (if applied) should be of outstanding quality and		'5	MEI
Communal Braai Areas and Bomas		finish with no mismatch of colours. Flooring to be fit for purpose.		'1-2	ME
		Flooring shows considerable use with gaps between joints and			
Communal Braai Areas and Bomas	Flooring	between floor and wall.		'1-2	ME
Communal Braai Areas and Bomas	Flooring	There should be no cracks large enough cause tripping injuries or other safety problems.		'1-2	ME
Communal Braai Areas and Bomas	Flooring	High quality flooring throughout the facility.		'3	ME
Communal Braai Areas and Bomas	Flooring	Some signs of wear and tear and some small discoloration in		'3	ME
Communal Braai Areas and Bomas	Flooring	areas of high traffic are acceptable. The floor should be in a generally good condition.		'3	ME
Communal Braai Areas and Bomas		Excellent quality flooring throughout the facility.		'4	MEI
Communal Braai Areas and Bomas	Flooring	No stains, burns or marks should be evident.		'4	ME
Communal Braai Areas and Bomas	Flooring	The floor should be in a generally excellent condition and should be a well-maintained surface.		'4	MEF
Communal Braai Areas and Bomas	Flooring	Outstanding quality flooring that has been professionally lain throughout the facility.		'5	ME
Communal Braai Areas and Bomas	Flooring	No stains, burns or marks should be evident and there should		'5	MEF
Communal Braai Areas and Bomas	Flooring	be no signs of wear even in high traffic areas. The floor should be in a generally excellent condition and		'5	MEI
Communal Braai Areas and Bomas	_	should be a very well-maintained surface. Fixed slip-resistant floor surface. Wooden floors and tiles are to ansure that users of mobility aide do not slip and jointee		UA	M
section of an Areas and bomas		to ensure that users of mobility aids do not slip and injure themselves on a wet and slipperv floor.		04	
Communal Braai Areas and Bomas	Flooring	Flooring should have no design obstructions.		UA	M
Communal Braai Areas and Bomas	Roofing	If fitted, roofing can be timber slat, thatch, tiled, corrugated sheeting or any other typical structure.	Communal braai areas and bomas traditionally do not have roofing or ceilings.	'1-5	MEF
Communal Braai Areas and Bomas	Roofing	All roofing is to be in an acceptable condition and should not		'1-2	ME
Communal Braai Areas and Bomas	-	be visually unappealing. All roofing should be in a good condition and should not have		'3	ME
		any loose thatch, roof sheeting or damaged areas. All roofing should be in an excellent condition and should not			
Communal Braai Areas and Bomas	Roofing	All roofing should be in an excellent condition and should not have any loose thatch, roof sheeting or damaged areas.		'4	ME
Communal Braai Areas and Bomas	Roofing	All roofing must be in an outstanding condition and should not have any loose thatch, roof sheeting or damaged areas at all.		'5	ME
Communal Braai Areas and Bomas	Housekeeping Provision	A high degree of overall cleanliness and attention to detail should be evident.	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, lights and fittings, furniture, tables, braai areas, and all other visible areas should be assessed.	'1-5	MEI
Communal Braai Areas and Bomas	Housekeeping Provision	All public and communal areas must be cleaned at least daily		'1-5	MEI
		with suitable disinfecting or sanitising chemical cleaners All work surfaces, counters and floors should be clean with all		14 -	
Communal Braai Areas and Bomas	nousekeeping Provision	areas showing good housekeeping and maintenance.		'1-5	ME
Communal Braai Areas and Bomas	Housekeeping Provision	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	M
	1	Housekeeping staff should be aware of possible requirements		1	1

Recreational Facilities (Games Room and TV Room)	Provision	If a games room, TV Room or any other recreational facilities are present, these should be adequately equipped.	'1-5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Wi-fi should be available either free or pay for use.	4-5	MER
Recreational Facilities (Games Room and TV Room)	Provision	These facilities can be separate rooms or areas, or could be combined in a single facility.	'1-5	MER
Recreational Facilities (Games Room and TV Room)	Provision	The facilities should be conveniently located, and must be in an acceptable appearance, well maintained and good condition.	'1-5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.	'1-5	MER
Recreational Facilities (Games Room and TV Room)	Provision	All emergency information and signage should be clearly displayed in all public areas.	'1-5	MER
Recreational Facilities (Games Room and TV Room)	Provision	The condition, quantity and availability of any games equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) whether these are for complimentary guest use or for hire should be taken into account during the assessment.	'1-5	MER
Recreational Facilities (Games Room and TV Room)	Provision	All seating in recreational facilities should be of a good size, quality and condition.	'1-2	MER
Recreational Facilities (Games Room and TV Room)	Provision	Functional plastic furniture in good condition is acceptable.	'1-2	MER
Recreational Facilities (Games Room and TV Room)	Provision	A functional colour TV with remote control and access to available free-to-air channels should be provided.	'1-2	MER
Recreational Facilities (Games Room and TV Room)	Provision	All supplied equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) should be in acceptable condition.	'1-2	MER
Recreational Facilities (Games Room and TV Room)	Provision	Any electronic gaming equipment is to be in good working order and condition.	'1-2	MER
Recreational Facilities (Games Room and TV Room)	Provision	Functional décor with limited co-ordination is acceptable.	'1-2	MER
Recreational Facilities (Games Room and TV Room)	Provision	If blinds or curtains are fitted in the facilities, they must be in acceptable condition.	'1-2	MER

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Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and should be able to offer assistance to these guests if requested.

nunal Braai Areas and Bomas Housekeeping Provision



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Income and V Accomm Ventilation and Lighting Height of Light switches and controls should be between 80cm Income and V Accomm Income and V Acc	UA	V
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Noom and U Moom Tiling & Paintwork Tiling where applied, must be of an acceptable quality with ittle or no cracked or broken tiles. Ittle or no cracked or broken tiles. Ittle or no cracked or broken tiles. Recreational Facilities (Games Room and TV Room) Tiling & Paintwork Tiling where applied, must be of an acceptable quality with ittle or no cracked or broken tiles. Ittle or no cracked or broken tiles. Recreational Facilities (Games Room and TV Room) Tiling & Paintwork Tiling where applied, must be of an excellent quality with no cracked or broken tiles. Ittle or no cracked or broken tiles. Recreational Facilities (Games Room and TV Room) Tiling & Paintwork Tiling & Paintwork Tiling where applied, must be of an excellent quality with no cracked or broken tiles. Ittle or no cracked or broken tiles. Recreational Facilities (Games Room and TV Room) Tiling & Paintwork Tiling & Paintwork Tiling & Paintwork must be of an excellent quality and finish with no mismatch of colours. Ittle or no cracked or dramaged. Ittle accessed or broken tiles. Recreational Facilities (Games Room and TV Room) Tiling & Paintwork Walls must no the oracked or dramaged. Added decor such as tile must be of an outstanding quality and finish with no mismatch of colours. Ittle & Colours. Recreational Facilities (Games Room and TV Room) Rooring and Ce	'1-2	MER
Recreational Facilities (Games Recreational Facilities (Games Room and TV Room) Tillog &Paintwork Tillog &Paintwork All walls are to be well painted with little or no mismatch of colours. Image Paintwork racked or broken tiles.	'1-2	MER
Recreational Facilities (Games Recreational Facilities (Games Recreational Facilities (Games Recreational Facilities (Games Recreational Facilities (Games Room and TV Room) Tiling &Paintwork Tiling, where applied, must be of a sociell quality with no cracked or broken tiles. Tiling, where applied, must be of a sociell quality with no cracked or broken tiles. Tiling, where applied, must be of a sociell quality with no cracked or broken tiles. Tiling, where applied, must be of a sociell quality with no cracked or broken tiles. Tiling, where applied, must be of a sociell quality with no cracked or broken tiles. Tiling, where applied, must be of a sociell quality with no cracked or broken tiles. Tiling, where applied, must be of a sociell quality with no mismatch of colours. Tiling, where applied, must be of a sociell quality with no mismatch of colours. Tiling, where applied, must be of a sociell quality with no mismatch of colours. Tiling, where applied, must be of a sociell quality and finish with no mismatch of colours. Tiling, where applied, must be of a sociell quality and finish with no mismatch of colours. Tiling, where applied, must be of a sociell quality and finish with no mismatch of colours. Added doc such as tile motifs or patterns to enhance the no mismatch of colours. Floring and Celling Floring to be of flor purpose with no visible cracks that coul cause tripping or slipping. Floring to be of good quality, flor purpose but covered with good quality flor corating, floor tiling, floor paving or other non-slip cotales durface. Flooring to be of good quality, flor purpose but covered with good quality floor coaling, floor paving or other non-slip cotales durface. Flooring to be of good quality, flor purpose	'3	MER
Recreational Facilities (Games Recreational Facilities (Games Room and TV Room) Flooring and Cellings Room and TV Room Flooring to be of good quality, fli for purpose but covered with good quality floor coating, floor tiling, floor pany or other non-silic coates surface. Flooring to be of good quality floor coating, floor pany or other non-silic coates surface. Flooring to be of good quality floor coating, floor pany or other non-silic coates surface. Flooring to be of good quality floor coating, floor pany or other non-silic coate surface. Flooring to be of good qua	'3	MER
Recreational Facilities (Games Recreational Facilities (Games Recreational Facilities (Games Recreational Facilities (Games Recreational Facilities (Games Room and TV Room) Paintwork must be of excellent quality and finish with no mismatch of colours. Paintwork mismatch of colours. Paintwork Walls must not be cracked or damaged. Paintwork Mains not be cracked or damaged. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Paintwork must be of an outstanding quality	'4-5	MER
Recreational Facilities (Games Tiling & Paintwork Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such as tile motifs or patterns to enhance the fuing. Adde décor such	'4	MER
Recretional Facilities (Games Tiling & Paintwork Adde decor such as tile motifs or patterns to enhance the tiling. Recreational Facilities (Games Tiling & Paintwork Paintwork must be of an outstanding quality and finish with no mismatch of colours. Paintwork must be of an outstanding quality and finish with no mismatch of colours. Pointwork must be of an outstanding quality and finish with no mismatch of colours. Pointwork must be of an outstanding quality and finish with no mismatch of colours. Pointwork must be of an outstanding quality and finish with no mismatch of colours. Pointwork must be of an outstanding quality and finish with no mismatch of colours. Pointwork must be of finish with no mismatch of colours. Pointwork must be of an outstanding quality and finish with no mismatch of colours. Pointwork must be of finish with no mismatch of colours. Pointwork must be of an outstanding quality and finish with no mismatch of colours. Pointwork must be of finish with no mismatch of colours. Pointwork must be of finish with no mismatch of colours. Pointwork must be of finish with no mismatch of colours. Pointwork must be of pointwork with no visible cracks that could cause tripping or slipping. Pointwork must be of good quality. Finish with finish with finish with finish with finish with no mismatch of colours. Pointwork must be of good quality. Finish with good quality. Finish with good quality. Finish with good quality. Finish with good quality finish with good quality. Finish with good	'4-5	MER
Recreational Facilities (Games Tiling & Paintwork must be of an outstanding quality and finish with no mismatch of colours. Recreational Facilities (Games Flooring and Cellings Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping. Recreational Facilities (Games Flooring and Cellings Flooring to be of good quality, fit for purpose but covered with good quality floor costing, floor tiling, floor paing or slipping. Recreational Facilities (Games Flooring and Cellings Flooring to be of good quality, fit for purpose but covered with good quality floor costing, floor tiling, floor paing or slipping. Recreational Facilities (Games Flooring and Cellings Flooring to be of good quality floor costing, floor tiling, floor paing or slipping. Recreational Facilities (Games Flooring and Cellings Flooring to be of good quality floor costing, floor tiling, floor paing or other non-slip coated surface.	'5	MER
Recreational Facilities (Games Flooring and Cellings Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping. Recreational Facilities (Games Flooring and Cellings Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping. Recreational Facilities (Games Flooring and Cellings Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping. Recreational Facilities (Games Flooring and Cellings Flooring to be fit for purpose with no visible cracks that could cause tripping. Recreational Facilities (Games Flooring and Cellings Flooring to be fit for purpose with no visible cracks that could cause tripping. Recreational Facilities (Games Flooring and Cellings Flooring to be fit for purpose with no visible cracks that could cause tripping.	'5	MER
Recreational Facilities (Games Flooring and Cellings With good quality floor coating, floor paving or other non-slip coated surface. Becreational Facilities (Games Cellings if first much be well holited free from any mildew	'1-2	MER
other non-slip coated surface.	'3	MER
	'3	MER
Room and TV Room) Or damage. Recreational Facilities (Games Flooring and Cellings No sagging panels should be visible. In thatched roof facilities these celling criteria may be excluded.	'3-5	MER
Recreational Facilities (Games Flooring and Cellings All flooring to be of an excellent quality non-slip floor tiling or	'4	MER
Room and TV Room) Forming and Ceilings Forming and	'4-5	MER
Koom and IV Koom) Cellings must be fitted and be well painted, free from any mildew or damage. In thatched roof facilities these celling criteria may be excluded.	'4	MER
Recreational Facilities (Games Recreational Facilities (Games Room and V Room) All flooring and Cellings All flooring to be of an outstanding quality non-slip floor tilling.	'5	MER
Recreational Facilities (Games Flooring and Ceilings There should be no mismatched tiling and tiling grout should	'5	MER
Room and TV Room) be of an outstanding finish with no visible staining. Recentional Excellible (Camer Ceilings must be fitted are to be of outstanding quality. These		
Recreational Facilities (Games Room and TV Room) Flooring and Ceilings be free from any mildew or damage.	'5	MER
Recreational Facilities (Games Room and TV Room) Flooring and Cellings Fixed, Slp-resistant floor finish.	UA	MV
Recreational Facilities (Games Room and TV Room) Flooring and Cellings lipping.	UA	MV
Recreational Facilities (Games Room and TV Room) Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure	UA	м
Recreational Eaclifiles (Games		
Room and TV Room) Flooring and Cellings Flooring should have no design obstructions.	UA	MV
Recreational Facilities (Games Windows, Doors and All window frames and window panes must be in acceptable Room and TV Room) Frames condition with little or no cracked window panes evident.		MER
Recreational Facilities (Games Windows, Doors and Excessive wood rot is not acceptable in wooden doors, door Room and TV Room) Frames and window frames.	'1-2	MER
Recreational Facilities (Games Recreational Facilities (Games Room and TV Room) Vindows, Doors and windows should be able to open, close and latch easily.	'1-2 '1-2	MER
Recreational TV Room) Frames easily. Recreational TV Room) Frames Or no wood rot noticeable.		MER
Recreational Facilities (Games Windows, Doors and All wooden window frames, doors and door frames to be well Room and TV Room) Frames painted, with no cracked window panes evident.	'1-2	MER
Recreational Facilities (Games Windows, Doors and All putty in window frames should be in good condition, clean Room and TV Room) Frames and well painted.	'1-2 '1-2	MER
Recreational Facilities (Games Windows, Doors and All window, door and door frames should be well painted or Room and TV Room) Frames varnished, with no cracked window panes evident.	'1-2 '1-2 '3	
Recreational Facilities (Games Windows, Doors and All putty in window frames should be in excellent condition, Room and TV Room) Frames clean and well painted.	'1-2 '1-2 '3 '3	MER



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limitation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Recreational Facilities (Games	ASSESSED Windows, Doors and	DESCRIPTION No wood rot should be noticeable in window frames, doors or		'4-5	MER
Room and TV Room) Recreational Facilities (Games	Frames Windows, Doors and	door frames. All putty in window frames should be in outstanding			
Room and TV Room)	Frames	condition, clean and well painted.		'5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	If specifically set aside, all recreational facility public toilets are to be well maintained, regularly cleaned and checked and	Public area toilets may be unisex.	'1-5	MER
Recreational Facilities (Games		adequately ventilated. The following facilities should be provided as a minimum: A			
Room and TV Room)	Public Area Toilets	toilet with seat and lid		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: A hand basin with running water and soap		'1-5	MER
Recreational Facilities (Games	Public Area Toilets	The following facilities should be provided as a minimum: Hand drying facilities (clean towel or paper towels or hot air		'1-5	MER
Room and TV Room)	Tuble Area Tolices	dryer)			
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Covered light		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Mirror above the hand basin		'1-5	MER
Recreational Facilities (Games	Public Area Toilets	The following facilities should be provided as a minimum:		'1-5	MER
Room and TV Room) Recreational Facilities (Games		Covered light The following facilities should be provided as a minimum:			
Room and TV Room)	Public Area Toilets	Hook on cubicle door		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: A lidded disposal bin and/or sanitary bags		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Toilet brush with holder		'1-5	MER
Recreational Facilities (Games	Public Area Toilets	The following facilities should be provided as a minimum:		'1-5	MER
Room and TV Room) Recreational Facilities (Games		Toilet paper and holder plus spare toilet rolls A separate public toilet facility should be conveniently located		'4-5	
Room and TV Room)	Public Area Toilets	in or close to all recreational facilities.		4-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	All public area toilets are to be excellently maintained, regularly cleaned and checked and adequately ventilated.	Public area toilets may be unisex.	'4-5	MER
Recreational Facilities (Games	Dublic Acces Tollate	The following facilities should be provided as a minimum: A		14.5	
Room and TV Room) Recreational Facilities (Games	Public Area Toilets	toilet with seat and lid The following facilities should be provided as a minimum: A		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	hand basin with running water and soap		'4-5	MER
Recreational Facilities (Games	Public Area Toilets	The following facilities should be provided as a minimum: Hand drying facilities (clean towel or paper towels or hot air		'4-5	MER
Room and TV Room)		dryer)			
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Covered light		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Mirror above the hand basin		'4-5	MER
Recreational Facilities (Games	Public Area Toilets	The following facilities should be provided as a minimum:		'4-5	MER
Room and TV Room) Recreational Facilities (Games	Public Area Toilets	Covered light The following facilities should be provided as a minimum:		'4-5	MER
Room and TV Room) Recreational Facilities (Games		Hook on cubicle door The following facilities should be provided as a minimum: A			
Room and TV Room)	Public Area Toilets	lidded disposal bin and/or sanitary bags		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Toilet brush with holder		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Toilet paper and holder plus spare toilet rolls		'4-5	MER
Recreational Facilities (Games		Public toilet facilities are to be of the same standard of finish,			
Room and TV Room)	Public Area Toilets	furnishing and fittings as the main ablutions or bathrooms in the park.		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	Fixtures and fittings in public area toilets should be of		'4-5	MER
Recreational Facilities (Games	Universal Accessibility	excellent quality. At least 10% of chairs should have a seat height of 50cm.		UA	м
Room and TV Room) Recreational Facilities (Games		A selection of chairs with and without arm-rests should be			
Room and TV Room)	Universal Accessibility	provided.		UA	MV
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Televisions should have working remote controls.		UA	м
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Induction loop extensions or ear-phones should be linked to televisions.		UA	с
Recreational Facilities (Games	Universal Accessibility	Sub-titles on television services should be provided where		UA	v
Room and TV Room) Recreational Facilities (Games	Universal Accessibility	available. Remote controls for air-conditioning systems should be		UA	м
Room and TV Room)	Oniversal Accessionity	available.		04	
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	In air-conditioning units with fixed controls or switches these should be located at a height no greater than 120cm.		UA	м
Recreational Facilities (Games	Universal Accessibility	Height of light switches and controls should be between 80cm		UA	м
Room and TV Room) Recreational Facilities (Games		- 120cm. Remote emergency call system should be established in all			
Room and TV Room)	Universal Accessibility	recreational facilities.		UA	MCV
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	In the event of an emergency occurring in the facility there must be a method of calling for assistance.		UA	MCV
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Fixed, slip-resistant floor finish.		UA	MV
Recreational Facilities (Games	Universal Accessibility	Where carpet is used it should be firmly fixed to avoid		UA	MV
Room and TV Room) Recreational Facilities (Games		slipping.			
Room and TV Room)	Universal Accessibility	Flooring should have no design obstructions.		UA	MV
Recreational Facilities (Games Room and TV Room)	Universal 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.		UA	м
Recreational Facilities (Games	usta tr	The access door should be fitted with an emergency release			
Room and TV Room)	Universal Accessibility	lock.	This is to enable the access door to open easily, should there be a need to escape in an emergency.	UA	MV
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Door-handles should be located at a height below 120cm.		UA	м
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Emergency evacuation notice and door peep-hole is to be 110 cm.		UA	м
Recreational Facilities (Games	Universal Accessibility	cm. Minimum size of unobstructed floor space is to be 80cm x	This allows movement using a long cane without the guest injuring themselves by bumping into furniture, tables, etc.	UA	MV
Room and TV Room)		120cm. Gradient en-route to facilities gradient should at best be 1:15			+
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	and at worst 1:12 to enable a wheelchair or mobility aid user to enter without too much difficulty.		UA	м
		All ramps, stairways and main circulation paths should be			
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	finished with roughened or textured surfaces. Route surfaces should be firm and even with no gravel or cobble type		UA	MV
Recreational Facilities (Games		finishes.			
Room and TV Room)	Universal Accessibility	Stairs should be fitted with handrails and non-slip treads.		UA	MV
Recreational Facilities (Games Room and TV Room)	Housekeeping Provision	A high degree of overall cleanliness and attention to detail should be evident.	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, recreational equipment, electronic equipment, remote controls, lights and fittings and all other visible areas should be assessed.	'1-5	MER
Recreational Facilities (Games	Housekeeping Brouds'	All facilities should be thoroughly cleaned at least once a day		'1-5	MER
Room and TV Room)	Housekeeping Provision	with suitable disinfecting or sanitising chemical cleaners.		1-5	IVIER
Recreational Facilities (Games	Housekeeping Provision	All surfaces, counters, furniture and floors should be clean		'1-5	MER
Room and TV Room)		with all areas showing good housekeeping and maintenance.			
Recreational Facilities (Games Room and TV Room)	Housekeeping Provision	Housekeeping staff to ensure that all recreational facilities are cleared of any obstacles that may cause possible injury to a		UA	MV
		guest.			+
Recreational Facilities (Games Room and TV Room)	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional mobility or visual limitation.		UA	MV
Recreational Facilities (Games	Houeskeerin- Broots	Housekeeping staff to ensure all that space between furniture			
Room and TV Room) Swimming Pools, Children's Play	Housekeeping Provision	meets UA requirements.		UA	MV
Areas, Trampolines & Other	Provision	If provided these facilities must be in good condition with no damaged, broken or harmful condition evident.		'1-5	MER
Recreational Facilities	1			1	1

Areas, Trampolines & Other Recreational Facilities	Provision	If provided these facilities must be in good condition with no damaged, broken or harmful condition evident.		'1-5	MER
Swimming Pools, Children's Play Areas, Trampolines & Other Recreational Facilities	Provision	The facilities should be numerous and appropriate to the market.		'4-5	MER
Swimming Pools, Children's Play Areas, Trampolines & Other Recreational Facilities	Provision	All additional recreational facilities must be in excellent to outstanding condition and extremely well maintained.		'4-5	MER
Swimming Pools, Children's Play Areas, Trampolines & Other Recreational Facilities	Provision	Swimming pool areas must be exceptionally well landscaped with numerous added guest comforts available (such as: pool loungers, pool umbrellas, poolside tables and seating).		'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	If deemed necessary for the market, there should be an adequate stocked and clearly identifiable Shop, Bar, Bottle Store and/or Take Away.	To qualify for consideration as a shop for grading, goods or services for sale must be provided in an area set aside specifically for that purpose, although in some cases the reception area may also be utilised. Some or all shops in a park may be operated by out-sourced suppliers. However, it is still the responsibility of the park owner/manager to ensure that they are clean, well run and in good order. All such shops and facilities are therefore included in the assessment. A park providing only basic supplies (such as milk, bread and newspapers/magazines) will not be considered to have a shop.	'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Varied shopping experience with local flavour - varied selection of quality fresh produce, home-made meals available		4-5	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Clear directional signage (and notices where needed) should		'1-5	MER
Takeaways	and Equipment	be fitted in all appropriate areas.		19	
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	All emergency information and signage should be clearly		'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or Takeaways	and Equipment Fixtures, Fittings, Stock and Equipment	displayed in all public areas. Acceptable appearance, maintenance and condition.		'1	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Store has dated décor and fittings and only provides a small		'1	MER
Takeaways	and Equipment	range of food and drink.			
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Good appearance, maintenance and condition.		'2	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	A larger range of products is provided, although not a fully		'2	MER
Takeaways	and Equipment	comprehensive supply of goods.			
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Décor and fittings are of an acceptable quality.		'2	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Equipment (refrigerators, warming ovens, microwaves, etc.) is		'2	MER
Takeaways	and Equipment	all clean and in working order.		4	IVILK
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Very good appearance, maintenance and condition.		'3	MER



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Quality in Tourism			•••• V = Visual Limitation for UA		
ASSESSMENT AREA / CATEGORY		GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
DEFINITION Shops, Bars, Bottle Stores and/or	ASSESSED Fixtures, Fittings, Stock	DESCRIPTION A reasonable selection of stock to be provided		'3	MER
Takeaways Shops, Bars, Bottle Stores and/or	and Equipment Fixtures, Fittings, Stock	A good range and quality of take-away foods is available, if			
Takeaways	and Equipment	applicable.		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Very good décor and fittings.		'3	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Equipment (refrigerators, warming ovens, microwaves, etc.) is		'3	MER
Takeaways Shops, Bars, Bottle Stores and/or	and Equipment Fixtures, Fittings, Stock	all clean, in good condition and in working order.		'4	
Takeaways	and Equipment	Excellent appearance, maintenance and condition.		.4	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Well-built and conveniently organised shelves and stock. Product range and variety is high and well suited to market.		'4	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	A range of excellent quality take-away foods are available, if			
Takeaways	and Equipment	applicable.		'4	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Equipment (refrigerators, warming ovens, microwaves, etc.) is		'4	MER
Takeaways	and Equipment	all clean, in excellent condition and working order.			
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Outstanding appearance, maintenance and condition.		'5	MER
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Shop is conveniently situated, well-signed, organised and		'5	MER
Takeaways Shops, Bars, Bottle Stores and/or	and Equipment Fixtures, Fittings, Stock	stocked. Either purpose-built or converted to a high standard with		'5	MER
Takeaways Shops, Bars, Bottle Stores and/or	and Equipment Fixtures, Fittings, Stock	outstanding design and décor apparent. There is an excellent range of appropriate stock for the		-	
Takeaways	and Equipment	market and location, all clearly priced and available.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	A large range of outstanding quality take-away foods are available, if applicable		'5	MER
		All equipment (refrigerators, warming ovens, microwaves,			
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	etc.) is all clean, exceptionally well maintained, of an		'5	MER
		outstanding quality, and in perfect working order. Gradient en-route to facilities (internal and external).			
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Gradients en-route to facilities must not steeper than 1:12.		UA	м
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	(optimum gradient 1:15) There should be a landing at the top of ramps with minimum			<u> </u>
Takeaways	and Equipment	dimensions: 90cm x 90cm.		UA	м
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Unobstructed width of not less than 90cm (to allow for easy access for mobility aids).	To allow for easy access for mobility aids.	UA	м
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Ramps should have a strong textured surface that is easily		UA	MV
Takeaways Shops, Bars, Bottle Stores and/or	and Equipment Fixtures, Fittings, Stock	differentiable from surrounding surfaces. Ramps should have handrails on both sides at a height of		UA	MV
Takeaways Shops, Bars, Bottle Stores and/or	and Equipment Fixtures, Fittings, Stock	between 85-95cm.			
Takeaways	and Equipment	Fixed, slip-resistant floor surface.		UA	MV
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Directional and informational signage related to physical and environmental access must be well lit.		UA	MV
Shops, Bars, Bottle Stores and/or	Fixtures, Fittings, Stock	Lighting must be even and effective, with minimum lighting		UA	v
Takeaways Shops, Bars, Bottle Stores and/or	and Equipment	levels of 200 lux. Adequate ventilation and extraction via opening window or		14.5	1450
Takeaways	Ventilation and Lighting	extractor fan must be provided in all areas.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	There should be adequate lighting in all areas.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Energy-saving initiatives to be respected.		'1-5	MER
Shops, Bars, Bottle Stores and/or	Ventilation and Lighting	Light switches must be located at the entrance door to the		'1-5	MER
Takeaways	Ventilation and Lighting	facility. There should be no uncovered or exposed globes, poor quality		15	
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	lighting, cracked or damaged fittings, or lights that are not		'1-5	MER
Shops, Bars, Bottle Stores and/or	Ventilation and Lighting	working. Acceptable lighting coverage and ventilation across all areas		'1	1450
Takeaways Shops, Bars, Bottle Stores and/or	Ventilation and Lighting	of the facility. Good lighting coverage and ventilation across all areas of the		-1	MER
Takeaways	Ventilation and Lighting	facility.		'2	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Very good lighting coverage and ventilation across all areas of the facility.		'3	MER
Shops, Bars, Bottle Stores and/or	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or		'4	MER
Takeaways Shops, Bars, Bottle Stores and/or		recessed. Excellent lighting coverage and ventilation across all areas of			
Takeaways	Ventilation and Lighting	the facility.		'4	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Outstanding quality working light fittings without any maintenance issues.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Outstanding illumination, lighting coverage and ventilation across all areas of the facility.		'5	MER
Shops, Bars, Bottle Stores and/or	Ventilation and Lighting	All areas in facility must be well and evenly lit.		UA	v
Takeaways Shops, Bars, Bottle Stores and/or		Height of light switches and controls should be between 80cm			
Takeaways	Ventilation and Lighting	- 120cm.		UA	м
Shops, Bars, Bottle Stores and/or Takeaways	Walls: Tiling & Paintwork	All walls to be reasonably painted.		'1-2	MER
Shops, Bars, Bottle Stores and/or Takeaways	Walls: Tiling & Paintwork	Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.		'1-2	MER
Shops, Bars, Bottle Stores and/or	Walls: Tiling & Paintwork	All walls are to be well painted with little or no mismatch of		'3	MER
Takeaways Shops, Bars, Bottle Stores and/or	_	colours. Tiling, where applied, must be of a good quality with little or			
Takeaways	Walls: Tiling & Paintwork	no cracked or broken tiles.		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Walls: Tiling & Paintwork	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.		'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Walls: Tiling & Paintwork	Paintwork must be of excellent quality and finish with no mismatch of colours.		'4	MER
Shops, Bars, Bottle Stores and/or	Walls: Tiling & Paintwork	mismatch of colours. Walls must not be cracked or damaged.		'4-5	MER
Takeaways Shops, Bars, Bottle Stores and/or		Added décor such as tile motifs or patterns to enhance the			
Takeaways	Walls: Tiling & Paintwork	tiling.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Walls: Tiling & Paintwork	Paintwork must be of an outstanding quality and finish with no mismatch of colours.		'5	MER
Shops, Bars, Bottle Stores and/or	Flooring and Ceilings	Flooring to be fit for purpose with no visible cracks that could		'1-2	MER
Takeaways Shops, Bars, Bottle Stores and/or		cause tripping or slipping. Flooring to be of good quality, fit for purpose but covered			
Takeaways	Flooring and Ceilings	with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.		'3	MER
Shops, Bars, Bottle Stores and/or	Flooring and Ceilings	Ceilings, if fitted, must be well painted, free from any mildew	In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Takeaways Shops, Bars, Bottle Stores and/or		or damage.			
Takeaways	Flooring and Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'3-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	All flooring to be of an excellent quality non-slip floor tiling or floor coating.		'4	MER
Shops, Bars, Bottle Stores and/or	Flooring and Ceilings	There should be no cracked floor tiling visible.		'4-5	MER
Takeaways Shops, Bars, Bottle Stores and/or	Flooring and Ceilings	Ceilings must be fitted and be well painted, free from any	In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Takeaways Shops, Bars, Bottle Stores and/or		mildew or damage.	······································		
Takeaways	Flooring and Ceilings	All flooring to be of an outstanding quality non-slip floor tiling.		'5	MER
Shops, Bars, Bottle Stores and/or	1	There should be no mismatched tiling and tiling grout should		1	1

Takeaways		be free from any mildew or damage.			
Shops, Bars, Bottle Stores and/or					
Takeaways	Flooring and Ceilings	Fixed, slip-resistant floor finish.		UA	MV
Shops, Bars, Bottle Stores and/or	Flooring and Ceilings	Where carpet is used it should be firmly fixed to avoid		UA	MV
Takeaways	ribbring and centigs	slipping.			
		Where wooden floors or floor tiles are used it is important to			
Shops, Bars, Bottle Stores and/or	Flooring and Ceilings	ensure that users of mobility aids do not slip and injure		UA	м
Takeaways	ribbing and centigs	themselves on wet and slippery floor surfaces.		0,1	
Shops, Bars, Bottle Stores and/or	Flooring and Ceilings	Flooring should have no design obstructions.		UA	MV
Takeaways				-	
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All shops, take-aways, bottle stores, etc. must be adequately			
Takeaways	Frames	ventilated with adequate windows opening directly into the	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.	'1-5	MER
, 	Mile da la Recención de	open air.			
Shops, Bars, Bottle Stores and/or	Windows, Doors and	If glass bricks are fitted in place of windows, these are to be		'1-2	MER
Takeaways	Frames	well fitted with no broken or damaged bricks.			
Shops, Bars, Bottle Stores and/or	Windows, Doors and	Grout or cement filling between glass bricks must be well		'1-2	MER
Takeaways	Frames	applied.			
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All window frames and window panes must be in acceptable		'1-2	MER
Takeaways	Frames	condition with little or no cracked window panes evident.		1-2	IVIER
Shops, Bars, Bottle Stores and/or	Windows, Doors and	Excessive wood rot is not acceptable in wooden doors, door		'1-2	MER
Takeaways	Frames	and window frames.			
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All doors and windows should be able to open, close and latch		'3	MER
Takeaways	Frames	easily.		-	
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All window frames, doors and door frames should have little		'3	MER
Takeaways	Frames	or no wood rot noticeable.		-	
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All wooden window frames, doors and door frames to be well		'4	MER
Takeaways	Frames	painted, with no cracked window panes evident.			
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All putty in window frames should be in good condition, clean		'4	MER
Takeaways	Frames	and well painted.			
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All window, door and door frames should be well painted or		'5	MER
Takeaways	Frames	varnished, with no cracked window panes evident.			-
Shops, Bars, Bottle Stores and/or	Windows, Doors and	All putty in window frames should be in excellent condition,		'5	MER
Takeaways	Frames	clean and well painted.			
Shops, Bars, Bottle Stores and/or	Windows, Doors and	No wood rot should be noticeable in window frames, doors or		'5	MER
Takeaways	Frames	door frames.		1	
Shops, Bars, Bottle Stores and/or	Windows, Doors and	There must be a clear opening width of at least 76cm	This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.	UA	м
Takeaways	Frames	measured with the door in the 90-degree open position.			
Shops, Bars, Bottle Stores and/or	Public Area Toilets	If specifically set aside, all recreational facility public toilets		14.5	1450
Takeaways	Public Area Tollets	are to be well maintained, regularly cleaned and checked and	Public area toilets may be unisex.	'1-5	MER
L	1	adequately ventilated.			

MER

MER

'5

'5

There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.

Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage.

Shops, Bars, Bottle Stores and/or Takeaways

Shops, Bars, Bottle Stores and/or Takeaways

Flooring and Ceilings

looring and Ceilings



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA;

OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Shops, Bars, Bottle Stores and/or	Public Area Toilets	The following facilities should be provided as a minimum: A toilet with seat and lid		'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: A		'1-5	MER
Shops, Bars, Bottle Stores and/or	Public Area Toilets	hand basin with running water and soap The following facilities should be provided as a minimum:	Clean towel or paper towels or hot air dryer.	'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or	Public Area Toilets	Hand drying facilities The following facilities should be provided as a minimum:		'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or	Public Area Toilets	Covered light The following facilities should be provided as a minimum:		'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or	Public Area Toilets	Mirror above the hand basin The following facilities should be provided as a minimum:		'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or	Public Area Toilets	Hook on cubicle door The following facilities should be provided as a minimum: A		'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or		lidded disposal bin and/or sanitary bags The following facilities should be provided as a minimum:			
Takeaways Shops, Bars, Bottle Stores and/or	Public Area Toilets	Toilet brush with holder The following facilities should be provided as a minimum:		'1-5	MER
Takeaways Shops, Bars, Bottle Stores and/or	Public Area Toilets	Toilet paper and holder plus spare toilet rolls A separate public toilet facility should be conveniently located		'1-5	MER
Takeaways	Public Area Toilets	in or close to all recreational facilities.	Public area toilets may be unisex.	'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	All public area toilets are to be excellently maintained, regularly cleaned and checked and adequately ventilated.		'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in the park.		'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	Fixtures and fittings in public area toilets should be of excellent quality.		'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Housekeeping Provision	A high degree of overall cleanliness and attention to detail should be evident.	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, lights and fittings and all other visible areas should be assessed.	'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Housekeeping Provision	All public areas and halls should be thoroughly cleaned at least once a day with suitable disinfecting or sanitizing chemical cleaners.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Housekeeping Provision	All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Housekeeping Provision	All work surfaces to be clean with no grime or smears visible.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Housekeeping Provision	All shelving and stock items on display should be kept clean and dust free.		'1-5	MER
General Services and Service	Provision	It is recommended that park layout plans showing the location of caravan and camping sites, access roads and facilities be available and preferably also on display in strategic locations		'1-5	MER
General Services and Service	Provision	throughout the park. Full details of sites including the maximum number of caravans, tents, motor homes, vehicles and/or people per site		'1-5	MER
Provided General Services and Service		must be provided on request. Information on the maximum number of sites available and			
Provided	Provision	people that can be accommodated at the establishment must be provided on request.		'1-5	MER
General Services and Service Provided	Provision	The property's pricing structure should be available on request.		'1-5	MER
General Services and Service Provided	Provision	All prices must include VAT.		'1-5	MER
General Services and Service Provided	Provision	Guests must be notified if the price agreed at the time of booking has changed.		'1-5	MER
General Services and Service Provided	Provision	Guest complaints should be dealt with courteously and promptly.		'1-5	MER
General Services and Service Provided	Provision	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.		UA	MCV
General Services and Service Provided	Provision	Re-positioning of furniture, and other obstructions in public areas to meet guest requirements.		UA	MV
General Services and Service Provided	Appearance of Staff	Staff appearance to be professional and neat at all times.	The nature of the establishment should be taken into account as formality may vary significantly.	'1-5	MER
General Services and Service	Welcome and Reception	All guests should be met on arrival by a park representative.		'1-5	MER
Provided General Services and Service Provided	Welcome and Reception	Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure or other means to all guests or prospective guests		'1-5	MER
General Services and Service	Welcome and Reception	upon request. Available information should include full details of cancellation policies and any park specific rules (such as		'1-5	MER
Provided General Services and Service		smoking policies or pet policies). An honest description of all amenities, facilities and services			
Provided General Services and Service	Welcome and Reception Reservations and Check-	offered should be provided. A well managed booking system, whether automated or		'1-5	MER
Provided	in Reservations and Check-	manual, must be in place.		'1-5	MER
General Services and Service Provided	in	Cancellation procedures and policies must be clear.		'1-5	MER
General Services and Service Provided	in	All brochures, web sites, price lists and any other marketing material must be up to date.		'1-5	MER
General Services and Service Provided	Reservations and Check- in	Payment by all major credit cards should be accepted.		'4-5	MER
General Services and Service Provided	Reservations and Check- in	Staff assistance for caravan placement and tent erection should be offered and available.		'4-5	MER
General Services and Service Provided	Tourist Information	If appropriate to the market and area, tourist information should be available at Reception for local attractions and areas of interest.		'1-5	MER
General Services and Service Provided	Tourist Information	A comprehensive supply and display of information for local attractions and places of interest must be on display in the reception area.		'4	MER
General Services and Service Provided	Tourist Information	reception area. Staff should have a comprehensive knowledge of regional attractions and places of interest (museums, historical sites, golf courses, etc.) as well as of local history, wildlife and events.		'4-5	MER
General Services and Service Provided	Tourist Information	A comprehensive supply and display of information on local attractions and places of interest must be on display preferably in a dedicated area with additional wall maps and		'5	MER
Overall Impression	Entrance and Reception Area	posters in evidence. The park should be well sign-posted and easy to find from road access points.		'1-5	MER
Overall Impression		The park should have an attractive, clean and well-maintained entrance sign.		'1-5	MER
Overall Impression		A high level of general ambience, spaciousness and guest comfort is required in all areas of the park.		'4-5	MER
Overall Impression	Spaciousness	All sites should be of a markedly more generous size than at lower star levels, with greater ease of access and comfort.		'4-5	MER
Overall Impression	Spaciousness	There should be a sufficient proportion of sites large enough to more than adequately accommodate a large caravan, towing vehicle and 2 side tents.		'4-5	MER
Overall Impression	Spaciousness	Sites should be well laid out and some private sites should be available.		'4-5	MER
Overall Impression	Spaciousness Spaciousness	Bathrooms should be spacious and not cramped.		'1-5 '1-5	MER
Overall Impression Overall Impression	Spaciousness Spaciousness	Toilet cubicles should be spacious and not cramped. Shower and bath cubicles should be spacious and not		'1-5	MER
Overall Impression	Spaciousness	cramped. Toilet and bathroom facilities should be within a reasonable		'1-5	MER
-		distance of all sites. All bathrooms, bath, shower and toilet cubicles should be of a			
Overall Impression	Spaciousness Public and Communal	markedly more generous size than at lower star levels, with greater ease of access and comfort. There has been an effort to enhance the park with the		'4-5	MER
Overall Impression	Areas	planting of trees, shrubs, gardens, etc.		'1-5	MER

Overall Impression	Public and Communal	There has been an effort to enhance the park with the		'1-5	MER
overall impression	Areas	planting of trees, shrubs, gardens, etc.			men
Overall Impression	Public and Communal Areas	Features such as ponds, flower tubs, bird tables, seating areas are provided.		'1-5	MER
Overall Impression	Public and Communal Areas	Consideration has been given to local flora and fauna and their conservation.		'1-5	MER
Overall Impression	Public and Communal Areas	The grass is well kept throughout the park, taking into account the park location, type and also recent weather conditions.		'1-5	MER
Overall Impression	Recreational Facilities	All facilities and equipment should be in good order and operation of facilities should possibly be under supervision by park staff.		'1-5	MER
Overall Impression	Recreational Facilities	Extensive and varied provision of recreational and leisure facilities, both indoors and outdoors should be made.		'5	MER
Overall Impression	Recreational Facilities	Park should offer an appropriate range of recreation facilities that are well suited to its target markets.		'5	MER
Exterior and Grounds	Exterior appearance of buildings	Quality	Things to be considered include building structure, building signage, building architectural features. Outstanding - Modern buildings or outstanding maintenance of all building structures. Unique and attention grabbing architectural features. Outstanding quality paintwork, roofing and visible roof structures around the entire property. Excellent - Fresh well-maintained paintwork, an overall clean and "new" look. Visible outbuildings or annexes to be of a similar standard. Addition of attractive architectural features on units. Very Good - Very good quality maintenance of paint, stone or brickwork. All areas of paintwork are in sound condition. Some additional external features to enhance appearance. Good - Paintwork, windows, drains, etc. in good state of repair. "Plain" architectural features are acceptable. Acceptable - Paintwork of an acceptable quality, well applied and clean. Unacceptable - Generally neglected buildings. Obvious structural defects or damage. Flaking paint and rotting woodwork. Weathering very evident.	'1-5	GC
Exterior and Grounds	Exterior appearance of buildings	Maintenance & Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC



Bathrooms / Ablutions

athrooms / Ablutions

Bathrooms / Ablutions

Fixtures and fittings

Fixtures and fittings

Fixtures and fittings

Removable bath seat.

at a height between 45cm and 50cm.

the adjacent wall opposite the transfer space

nd cranked grab-bars or

toll-in Shower 40cm x 40cm fold-down shower seat provided

e centreline of the shower seat must be set at 48cm from

her side of the sh

 C = Communication Limitation for UA;
 V = Visual Limitation for UA MENT AREA / CATEGORY SECTION TO BE GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENT All facilities within the grounds should be evaluated in this section, including: garden features, fountains, landscaping and architectural features. Outstanding Understee or a system program of maintenance – well tended formal gardens or an attractive "natural" environment. Tidy and well designed and maintained pathways. Looking good throughout Well-maintained entrance. No disorder or rubbish and no evidence of litter. Provision of garden furniture or architectural features appropriate to the nature of the gu attracted to the establishment. Outstanding quality garden furniture made of hardwood, aluminium or iron. Excellent standards of maintenance in formal gardens. No clutter or disorder around the service areas. Steps and pathways in excellent condition. Very attractive design f architectural features. Some architectural features of the gu STAR GRADING MER / GC ADDITIONAL INFORMATION FOR CONSIDERATION DEFINITION ASSESSED DESCRIPTION Evidence of a systemat Looking good throughout the year xterior and Grounds '1-5 inds and gardens

 attracted to the estaurisminimum.
 Sector and the estaurisminimum.

 Pleasant and tidy appearance throughout the year.
 No clutter or disorder around the service areas.
 Steps and patimerys in excerning on the service areas.

 and evcellent quality garden furniture. Very Good
 Very neat and well maintained gardens with very good quality design and layout of features.

 Very attractive design features Immediate surrounds kept tidy and well maintained. Exterior and Grounds Grounds and gardens Maintenance & Condition No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified '1-5 Where applicable, signage should incorporate symbols and Exterior and Grounds Grounds and gardens UA on tour of the grounds and garden to be provid xterior and Grounds UA Frounds and gardens by a staff member on arrival. Exterior and Grounds Grounds and gardens Gradient en-route to facilities UA mps en-route should have a gradient no steeper than 1:12 Exterior and Grounds Grounds and gardens UA (optimum gradient 1:15) ere 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 Exterior and Grounds Frounds and gardens UA cludes entrance road and roads around the park. The style of road should be appropriate to the size and type of park and although it is not necessary for them to be surfaced with concrete o rmac, they should be firm and free from potholes. The range and quality of all signs, both internally and externally, including the entrance sign, will be assessed under this item. Outstanding Notifies a new production well-maintained and clearly marked driveway, internany indextenary, indextenary indexing the citation case, with the bases of the concrete, brick, gravel, or any order of the citation of the ci Parking, driveways, Exterior and Grounds Quality There i '1-5 roads and signage Parking, driveway Exterior and Grounds lo maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified '1-5 Maintenance & Condition oads and signage Any entry phone should have amplification of sound produced Parking, driveways through the relay system. Entry phones or intercoms should UA Exterior and Grounds roads and signage have a relay and inductive loop to allow communication with all guests. There should be clear instructions for entry for people who Parking, driveways Exterior and Grounds UA cannot communicate by voice. Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people oads and signage arking, driveways UA Exterior and Grounds oads and signage with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior. Setting down point at the entrance with a maximum of 1:50 Parking, driveways gradient. If setting down point is a maximum of 1:50 and under cover should be clearly indicated. Number of designated 3500mm wide parking bays. For every Exterior and Grounds 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. UA hads and signag Parking, driveway xterior and Ground UA 25 bays at least 1 should be 3500mm in width. roads and signage Parking, driveways Exterior and Grounds Distance from designated parking bays to entrance: 30m UA roads and signage Parking, driveway: Gradient en-route to entrance from street or designated Exterior and Grounds UA oads and signage arking bay: No steeper than1:12 (optimum 1:15) t applicable if electricity is not available at the park. To ensure this require ble if electricity is not available at the park. To ensure this requirement is met, consideration is given to whether lighting is appropriate to the environment, while being sufficient to ustomer's sense of safety and security. Outstanding · Well-lit pathways and roads with lights that shine at ground level. · Low level lights with shielding to prevent "upward" Lighting provided to guide guests to bathrooms at night. · Lighting outside public areas (i.e. Reception, bathrooms, sculleries, laundries and recreational hall) offers soft lighting. ure the custo ine. xterior and Grounds Exterior lighting Quality Fittings are well maintained and in outstanding condition. Excellent · Lighting on the exterior of buildings is sufficient to illuminate the '1-5 Steps and ramps are very well it at night.
 Fittings are well maintained and in outstanding condition. Excellent
 Lighting on the exterior of buildings is sufficient to illuminate the condition. Excellent
 Low level lights with shielding to prevent "upward" shine.
 Steps and ramps are suitably lit at night.
 Fittings are well maintained and in outstanding condition.
 Perhaps good number of lights and in right positions, possibly shinin at excurd level. Hut shine slibibly to blie hin places.
 Or sliebibly too blieb in places.
 Or sliebibly too blieb in places.
 Or sliebibly too bliebibly t Steps and ramps are very well lit at night. · Exterior and Grounds Exterior lighting Maintenance & Condition '1-5 xterior and Grounds '1-5 Safety and security ose in easily accessible clearly marked box/s and or sand buckets at strategic points in-between sites. Well-equipped and easily available first aid box at reception. Excellent Excellent eeling of security – guests are comfortable to leave possessions in tents / caravans, etc. Well-fenced and secure park. Park access tightly controlled, with 24 hour patrolled guarding, electric fencing and controlled access. Fire hose and or fire extinguishers (clearly marked with service record) at all ablutions. notvate and family bathrooms. Fire hose in easily The security officers are registered with SIRA (Securit' Industry Regulatory Authority) or other recognised bo Exterior and Grounds Safety and security '1-5 (Certification produced.) Guard monitoring is in place where the guard still walks the '1-5 Exterior and Grounds Safety and security site on patrols, but now he has to report to the guard house or different clocking points in the given round time. Exterior and Grounds The facility is linked to a 'Rapid Response' security firm Safety and securit '1-5 Maintenance & Condition An area of refuge or holding area has been provided for use lo maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified '1-5 xterior and Ground Safety and security by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where xterior and Grounds afety and security UA applicable. Upon arrival provide familiarisation tours on all emergency Exterior and Grounds Safety and security exits and provide key emergency information to guests -UA Orally, Braille and Large Print. or further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA athrooms / Ablutions athrooms / Ablutions Fixtures and fittings '1-5 '1-5 Quality Maintenance & Condition nce and condition issues iden Cell phone sms messages used to provide alerts to guests the Bathrooms / Ablutions Fixtures and fittings possibility of an incoming call or someone at the door, as wel UA as emergency and evacuation warnings. Signs and other printed instructions provided in large print Bathrooms / Ablutions Fixtures and fittings UA nd Braille Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply) athrooms / Ablutions Fixtures and fittings UA Bath and shower controls with visual and embossed indicator athrooms / Ablutions Fixtures and fittings UA to indicate hot and cold taps or directions on mixers Where provided the shower spray head should be located Bathrooms / Ablutions Fixtures and fittings UA 210cm above the floor surface. Size of unobstructed floor space of 120cm x 150cm ixtures and fittings UA Bathrooms / Ablutions Colour contrast between fittings, fixtures, wall and floor ixtures and fittings UA athrooms / Ablutions finishes to assist in their location. Clear opening width of doors - there must be 76cm measured Bathrooms / Ablutions Fixtures and fittings UA with the door in the 90 degree position Bathrooms / Ablutions Fixtures and fittings Size of unobstructed space of 90cm x 150cm in-front of doors UA ovision for a pull-handle on the inside of the door, 30cm ixtures and fittings UA athrooms / Ablutions away from the hinged side and vertically mounted. Where a sliding door has been used, it should be open-al with fingertip pressure. Handles should project clear of the Bathrooms / Ablutions Fixtures and fittings UA 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 tollet, clear of other items to be positioned in the bathroom e.g. stools, sanitary disposal bins etc. ixtures and fitting athrooms / Ablutions UA Fixtures and fittings Bathrooms / Ablutions Remote emergency alarm call system in room UA Bathrooms / Ablutions Fixtures and fittings 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. UA 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 his 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 osition at the height of the bath when transferring from the /heelchair or mobility aid onto the bath - before getting into Bathrooms / Ablutions ixtures and fittings UA etting into the bath the bath. 'T'-shaped grab-bar opposite transfer space. Bathrooms / Ablutions Fixtures and fittings

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Bathrooms / Ablutions	Fixtures and fittings	seat - 60cm long vertical grab-bar and cranked grab-bar set at 80cm to lowest distance from the floor.		UA	м
Bathrooms / Ablutions	Fixtures and fittings	Lever action shower mixer and hand shower on adjustable rail.		UA	м
Bathrooms / Ablutions	Fixtures and fittings	A 15cm maximum step with run-off which negates threshold.		UA	м
Bathrooms / Ablutions	Shower and bath cubicles and dressing areas	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Bathrooms / Ablutions	Shower and bath cubicles and dressing areas	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bathrooms / Ablutions	Mirror and mirror lighting	Quality	Mirrors are a feature which works hand-in-hand with lighting. Remember, mirrors play an important role in the overall look and style of a bathroom. Outstanding · Mirrors placed above the wash basins and in front of the vanity · Full-length mirror in each female ablution block. · Maist-length mirror in each family bathroom or private ablution, if appropriate. · Outstanding quality framed mirrors, mahogany, wrought iron, decorative tile etc. · The silvering backing is to be without any flaking or blemishes. · The light above the mirrors should be directed from overhead, alternatively from either side, using wall lights. · A separate vanity area with mirror, 15amp plug outlet for hairdyer and with exceptional quality comfortable seating in ladies section. Excellent · Mirrors placed above the wash basins and in front of the vanity. · Full-length mirror in each female ablution, block. · Waist-length mirror in each female ablution, block. · Waist-length mirror in each female ablution block. · Due to without any faking or bleminghes. · Liebting above on erither side of mirrors is preferred. · A separate vanity area with mirror. Taken plug and with excellent on ality comfortable	'1-5	GC
Bathrooms / Ablutions	Mirror and mirror lighting	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bathrooms / Ablutions	Toilet cubicles / facility	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Bathrooms / Ablutions	Toilet cubicles / facility	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bathrooms / Ablutions	Toilet cubicles / facility	Toilet paper holder within 26cm of the seat.		UA	м
Bathrooms / Ablutions	Hand washing and drying facility	Quality	Hygiene refers to the set of practices associated with the preservation of health and healthy living. A high standard of hygiene is vital for customer wellbeing. Outstanding · An outstanding quality clean, absorbent, hand towel is provided, and is changed daily. Towels must be free of stains. Alternatively, paper towelling, or outstanding quality that air hand drying facility is provided Outstanding quality stainless steel soap dispensers with lotion crème soap or antibacterial hand soap with a pleasant aroma. Alternatively, wrapped hand soap is supplied and replaced daily The addition of accessories such as air fresheners, hand cream so as to create a pleasing environment is supplied An outstanding quality wate bin with liner and lidded at or close to entrance inside facility. Excellent · An excellent quality clean, absorbent, hand towel is provided, and is changed daily. Towels must be free of stains. Alternatively, paper towelling, or excellent quality to ir hand drying facility is provided A paper towelling dispenser with very good quality disposable paper towelling · Excellent quality stainless steel or plastic soap with a pleasant aroma. Alternatively, many change to allow with one or creme soan or antibacterial hand soan is supplied An excellent quality stainless steel or plastic soap dispenser at aroma. Alternatively, wrapped hand drying facility is tainless steel or plastic soap is provided A paper towelling or excellent quality hot air hand not rein a not standing and the place dadily An excellent quality stainless steel or plastic soap is the place and any with a pleasant aroma. Alternatively, wrapped hand soan is supplied and readed daily An excellent quality stainless steel or plastic soap is the place and any with a pleasant aroma. Alternatively wrapped hand soan is supplied dadily An excellent quality stainless steel or plastic soap is the place and any with a pleasant aroma. Alternatively around hand soan is supplied dadily An excellent quality stainless steel or pl	'1-5	GC
Bathrooms / Ablutions	Hand washing and drying facility	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Umitation for UA; *** V = Visual Limitation for UA

OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY DEFINITION	ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bathrooms / Ablutions	Hand washing and drying facility	Towel rails to be a height between 90 and 100cm from the ground.		UA	м
Bathrooms / Ablutions	Lighting, power and switches and ventilation	Quality	Illumination in a bathroom is especially important as good lighting will guarantee men a better shaving result and woman better make-up and styling results. A well-lit bathroom is a safe bathroom. Outstanding · Lighting effective for all purposes particularly at washbasins and mirrors. · Outstanding spread of lighting in all cubicles (even when door is closed). · Outstanding quality fittings. · Recessed lights alternatively outstanding quality covered florescent light fittings. · Light switch at main entrance, and lighting at entrance to ablutions – possibly on all night without disturbing guests. · Electric extractor fan or roof extractor fan fitted. Apparatus in outstanding condition. · Exceptionally good natural light. Excellent · Excellent standard of light fittings in centre of bathroom; main light plus adequate light at washbasins and mirrors. · Possibly supplementary lights. · Light switch at main entrance, and lighting at entrance to ablutions – possibly on all night without disturbing guests. · Electric extractor fan or roof extractor fan fitted. Apparatus in custanding condition. · Exceptionally good natural light. Excellent · Light switch at main entrance, and lighting at entrance to ablutions – possibly sould light the thore entrance labattroom use · Light switch at main entrance, and lighting at entrance to ablutions - Pertans light fitting with suitable light fitting the not entrance. · Light switch at main entrance, and lighting at entrance to ablutions - Pertans light not · Pertans lig	'1-5	GC
Bathrooms / Ablutions	Lighting, power and switches and ventilation	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Various types of bathroom wall tiles are made available, with tile murals on the bathroom walls to create a focal point. A well tiled ablution will stand up to excessive usage of this high traffic	'1-5	GC
Bathrooms / Ablutions	Walls: Tiling and paintwork finish	Quality	area. Outstanding - Tiles well fitted. Grouting in outstanding condition. No marks, stains, condensation damage. Outstanding quality tiling, at least ½ floor to ceiling height, but preferably floor to ceiling. Added décor such as tile motifs or patterns to enhance the tiling. Possibly some outstanding quality photos, block mounts, framed pictures or murals fitted. - Paintwork outstanding quality and finish with no mismatch of colours. No cracked or damaged walls. Excellent Excellent quality tiling, at least ½ floor to ceiling height. Grouting in excellent condition. No marks, stains, condensation damage. Paintwork to be of excellent quality and finish with no mismatch of colours. No cracked or damaged walls. Excellent Excellent quality tiling, at least ½ floor to ceiling height. finish but not always recent – some signs of wear but all in sound condition. May be recently decorated but not with the highest quality materials, though a competent and professional job. Tile is very well done. All walls to he reasonable nameted An stains or.		GC
Bathrooms / Ablutions	Walls: Tiling and paintwork finish	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Bathroom floor tiles can set the tone for the whole space. Dynamic floor tiling can make a difference to the ablution facility. In thatched roofing facilities, ceilings are excluded. Outstanding · Outstanding quality and safe flooring, well fitted and free from stain or water damage. All flooring non-slip, and is of outstanding quality floor tiling. Floor tiling grout is of outstanding	'1-5	GC
Bathrooms / Ablutions	Flooring and ceilings	Quality	finish with no discolouring of grout visible. Ceilings fitted and are of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible. Excellent · All flooring is non-slip, and excellent quality floor tiling or floor paving. Floor tiling grout is of excellent finish with no discolouring of grout visible. Ceilings fitted and are very well painted, free from any mildew or damage, and no sagging panels are visible. Very Good · Flooring is of very good quality, fit for purpose but covered with good quality floor coating, tiles, floor tiling, floor paving or non-slip coated surface. Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. Very Good · Flooring is of very good quality, fit for purpose but covered with good quality floor coating, tiles, floor tiling, floor tiling, floor paving or non-slip coated surface. Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. May be	'1-5	GC
Bathrooms / Ablutions Bathrooms / Ablutions	Flooring and ceilings Flooring and ceilings	Maintenance and Condition Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5 UA	GC V
Bathrooms / Ablutions	Windows, window frames, doors and door frames		Window frames, doors and door frames are made of varying materials including vinyl, aluminium, composites, fiberglass, steel and wood. A window or a door is a transparent opening in a wall that allows the passage of light and, if not closed or sealed, air and sound in or out. Outstanding • All window, door and door frames are well painted with high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). • All putty of window frames is in outstanding condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window grames noticed. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors and door frames are excellently painted, with no cracked window grames noticed. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors and door frames are excellently painted, with no cracked window or door frames. • No corrosion or oxidisation noted in aluminium door and window frames. • No corrosion or oxidisation noted in aluminium door and window frames. • No corrosion or oxidisation noted in aluminium door and window frames. • No corrosion or oxidisation noted in aluminium door and window frames. • No corrosion or oxidisation noted in aluminium door and window frames. • No corrosion or oxidisation noted in aluminium door and window frames. • No corrosion or oxidisation noted in aluminium door and window frames. • Very Good • All window, door and door frames are well painted, with no cracked window panes noticed. • All window frames are well painted, with no cracked window panes noticed. • All window frames are well painted, with no cracked window panes noticed. • All window frames are well painted, with no cracked window panes noticed. • All window frames are well painted, with no cracked window panes noticed. • All window frames are well painted, with no cracked window panes noticed. • All window frames are well painted, with no cracked window frames are	'1-5	GC
Bathrooms / Ablutions	Windows, window frames, doors and door frames	Maintenance and Condition	All nutty of window frames is in verv good condition. and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidisation noted in No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Bathrooms / Ablutions	Chemical toilets and disposal area (If supplied) Chemical toilets and	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Bathrooms / Ablutions	disposal area (If supplied)	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Bathrooms / Ablutions	Housekeeping Provision	Quality	Good housekeeping practices are often simple common sense that focuses more on the human side rather than the technological side. All areas of the bathrooms, bath, shower and toilet cubicles must be kept clean and orderly and in a sanitary condition. Outstanding Exceptionally high standard of cleanliness. No dust. All surfaces polished with no smears. Floors swept to an opped more than once daily, especially in high season. All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. I grant provide the sant transmisses of the clean and the sectionally high standard of cleanliness. Cleaner on duty at all times during high season or high occupancy. Excellent Excellent Excellent I with a smears. No dust. All surfaces polished with no smears. For cleaning if necessary after hours and during high season or high occupancy. Excellent Excellent Excellent I well cleaned. No dust. All surfaces polished with no smears. Floors wept and mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. No dust. All surfaces polished with no smears. Floors wept and mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. No dust. All surfaces polished with no smears. Floors wept and mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. No dust. All surfaces polished with no smears. All porcelain excertain distinged is and disinfectant materials used. Cleaner on duty during the day if and when required. Arranements for cleaning if necessary.	'1-5	GC
Bathrooms / Ablutions Bathrooms / Ablutions	Housekeeping Provision Housekeeping Provision	Maintenance and Condition Housekeeping staff to be aware of possible requirements of a	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5 UA	GC V
Bathrooms / Ablutions				UA	м
Sculleries / Camp Kitchens	Fixtures and fittings	remains in the same place. Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Sculleries / Camp Kitchens Sculleries / Camp Kitchens	Fixtures and fittings Fixtures and fittings	Maintenance and Condition Interior décor with tonal contrast between the critical surfaces	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5 UA	GC V
Sculleries / Camp Kitchens	Lighting, power and switches and ventilation	Quality	Good lighting creates the illusion of space. Lighting can also serve to highlight certain areas in the scullery or camp kitchen. There should always be enough light to enable you to go about your tasks without having to strain your eyes, and it is important to limit glare. Outstanding · Lighting effective for all purposes particularly at washbasins and work surfaces. Outstanding lighting in all areas. Outstanding quality. Lighting sof outstanding quality. Light switch at main entrance, and lighting sof southers and camp kitchens – possibly on all night without disturbing guests. Electric extractor fan or roof extractor fan fitted. Apparatus in outstanding condition. Exceptionally good natural light terve and unally the condition of southers and work surfaces. Uight switch at main entrance to soulieres and camp kitchens – possibly on all night witchens – terve and nuality is a netrance and lighting at entrance to for of our very end nuality witchens – terve and nuality and end witchens – terve and nuality and end witchens – terve and nuality witchens discussed and end witchens – terve and nuality witchens discussed and end witchens – terve and nuality witchens discussed and end witchens – terve and nuality and terve and nuality witchens discussed and and terve and nuality witchens discussed and terve and nuality witchens discussed and terve and nuality witchens di	1 '1-5	GC
Sculleries / Camp Kitchens	Lighting, power and switches and ventilation	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Sculleries / Camp Kitchens	Walls- Tiling and paintwork finish	Quality	Various types of wall tiles are available that are durable and able to withstand high density usage. A well tiled scullery or camp kitchen will stand up to excessive usage without losing its durability. Outstanding - Outstanding quality tiling, at least % floor to ceiling height Grouting in outstanding condition Tiling at work surfaces to be outstandingly well applied with grout clean. Outstanding quality tiling, at least % floor to ceiling height but preferably floor to ceiling Possibly added décor such as tile motifs or patterns to enhance the tiling, or outstanding quality photos, block mounts, framed pictures or murals fitted. Paintwork outstanding quality and finish with no mismatch of colours. Excellent - Excellent quality tiling, at least % floor to ceiling height Tiling at work surfaces to be excellently well applied with grout clean Paintwork to be of excellent quality and finish with no mismatch of colours. Excellent of colours. Excellent quality tiling is the to a surfaces to be excellently well applied with grout clean Paintwork to be of excellent quality and finish with no mismatch of colours. Very Good May be high quality finish but not always recent – and in sound condition May be recently decorated but not with the highest quality match of colours. Good All walls are to be well anisted with filter or no mismatch of colours. Good All walls to be morfersional to Tiling is yery well done with no cracked or broken tiles to be noticed All walls are to be well anisted with filter or no mismatch of colours. Good All walls to be such as the such as the construction of colours or the such anisted with filter or no mismatch of colours. A colour All walls are to be well anisted with filter or no mismatch of colours.		GC
Sculleries / Camp Kitchens	Walls- Tiling and paintwork finish	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Sculleries / Camp Kitchens	Flooring and ceilings	Quality	Quality floor tiles can set the tone for the whole space. Hard wearing floor tiling can make a difference to long term utilization. Outstanding voltstanding quality and safe flooring, well fitted and free from stain or water damage. All flooring non-slip, and is of outstanding quality floor tiling. Floor tiling cruit is of outstanding finish with no staining of grout visible. Ceilings fitted and are of outstanding quality and safe flooring, well fitted cruits are of outstanding quality and safe flooring. There is no cracked floor tiling visible. In thatched roofing facilities, ceilings are excluded. Excellent · All flooring is non-slip, and excellent quality floor tiling or floor paving. There is no cracked floor tiling visible. Ceilings fitted and are excellently painted, free from any mildew or damage, and no sagging panels are visible. In thatched roofing facilities, ceilings are excluded. Very Good · Flooring is of very good quality, fit for purpose but covered with high grade floor costing, floor tiling, floor paving or non-slip coated surface. Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. May be recently decorated but not with the hiebest quality materials, though a competent and professional iob. Good · Flooring is fit for purpose with no visible cracks that	'1-5	GC
Sculleries / Camp Kitchens Sculleries / Camp Kitchens		Maintenance and Condition Quality	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Window frames, doors and door frames are made of varying materials including viny, aluminium, composites, fiberglass, steel and wood. Opening windows in sculleries and camp kitchens are necessary for good ventilation. Outstanding - All window, door and door frames are well painted with high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). All putty of window frames is in outstanding condition. No wood rot is noticeable in wooden window, door rand of frames. No rust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames. Excellent - All window, door and door frames are excellently painted, with no cracked window panes noticed.	'1-5 '1-5	GC GC
	frames Windows, window		All putty of window frames is in excellent condition. No wood rot is noticeable in wooden window, doors or door frames. No cust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames. Very Good All window, door and door frames are well painted, with no cracked window panes noticed. All nutty of window frames is in very cood condition. and window frames have no wood rot noticeable. No rust noted in steel window or door frames. No corrosion or oxidization noted. No rust noted in steel window or door frames. No corrosion or oxidization noted.		
Sculleries / Camp Kitchens	frames, doors and door frames Windows, window	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Sculleries / Camp Kitchens	frames, doors and door frames	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	м
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames Windows, window	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	м
Sculleries / Camp Kitchens	frames, doors and door frames Windows, window	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		UA	м
Sculleries / Camp Kitchens	frames, doors and door frames Windows, window	with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.		UA	м
Sculleries / Camp Kitchens	frames, doors and door frames Windows, window	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location. Power sockets located between 80cm - 100cm above floor		UA	v
Sculleries / Camp Kitchens	frames, doors and door frames Windows, window	Power sockets located between 80cm - 100cm above floor surface. Close to headboard. Uniform and even lighting with minimum lighting levels of 200		UA	v
Sculleries / Camp Kitchens Sculleries / Camp Kitchens	frames, doors and door frames Windows, window frames, doors and door	lux. 90cm wide unimpeded circulation space around and between	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.	UA	v
Sculleries / Camp Kitchens	Housekeeping Provision	furniture and appliances. Quality	Good housekeeping practices are often simple common sense that focuses more on the human side rather than the technological side. All areas of the sculleries and camp kitchens must be kept clean and orderly and in a sanitary condition. Outstanding Exceptionally high standard of cleanliness. No dust. All surfaces clean with no smess. Floors swept and mopped more than once daily, especially in high season. All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. All washbasins exceptionally well cleaned. High grade sanitizing and disinfectant materials used. Arrangements for cleaning if necessary after hours and during high season or high occupancy. Excellent Exceptionally high standard of clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. All washbasins exceptionally well cleaned. High grade sanitizing and disinfectant materials used. Arrangements for cleaning if necessary after hours and during high season or high occupancy. Excellent . Exceptionally high standard of clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. All washbasins exceptionally well cleaned. Thigh grade sanitizing and disinfectant materials used.		GC
Sculleries / Camp Kitchens	Housekeeping Provision	Maintenance and Condition	Arrangements for cleaning in pressure after hours and during his season. Very Good - Avery his standard of cleanings All surfaces well cleaned - All windows are clean. No maintenance and condition issues identified Minor maintenance and condition issues identified in the season.	'1-5	GC
Sculleries / Camp Kitchens		No complicated patterned materials carpets, tiles etc.		UA	v
Sculleries / Camp Kitchens	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
Sculleries / Camp Kitchens	Housekeeping Provision	Housekeeping staff to ensure all scullery / kitchen accessories and equipment is within easy reach. Care to ensure everything remains in the same place.		UA	v
Sculleries / Camp Kitchens		Housekeeping staff to ensure all scullery / kitchen accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	м
Laundries / Drying Areas Laundries / Drying Areas	Fixtures and fittings Fixtures and fittings	Quality Maintenance and Condition	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA No maintenance and condition issues identified Minor maintenance and condition issues identified Nutratedians. Linking offecting for all current experiments and during any another and condition issues identified	'1-5 '1-5	GC GC
Laundries / Drying Areas	Lighting, power and switches and ventilation.	Quality	Outstanding: - Lighting effective for all purposes particularly at wash troughs, washing and drying equipment and work surfaces Outstanding quality fittings with excellent lighting in all areas Recessed or covered lights and fittings of outstanding quality Light switch at main entrance, and lighting at entrance to laundry outstanding – possibly on all night without disturbing guests Electric extractor fan or roof extractor fan fitted. Apparatus in outstanding condition Exceptionally good natural light. Excellent: - Excellent standard of light fittings in centre of laundry; main light plus adequate light at wash troughs, washing and drying equipment and work surfaces Light switch at main entrance, and lighting at entrance to laundry excellent – possibly on all night without disturbing guests Electric extractor fan or roof extractor fan fitted. Apparatus in excellent condition Excellent natural light. Every Good: - Very good quality fitting with suitable light for general laundry use Perhaps light not evenly distributed throughout the facility, but overall very good glubt switch at main entrance, and lighting at entrance to laundry very good Verv exond ventilation and natural light. Good: - Good ouality fittings rowiding only ademate light Centre light well nositioned drouiding enduated light Light switch at main entrance. and	'1-5	GC
Laundries / Drying Areas	Lighting, power and switches and ventilation.	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC



Description Description <thdescription< th=""> <thdescription< th=""></thdescription<></thdescription<>	OF SOUTH AFRICA Quality in Tourism			•••• C = Communication Limitation for UA; •••• V = Visual Limitation for UA		
					STAR GRADING	MER / GC
Appendix (frighter)	ndries / Drving Areas	Walls: Tiling and		Various types of wall tiles are available that are durable and able to withstand high density usage. A well tiled scullery or camp kitchen will stand up to excessive usage without losing its durability. Outstanding · Tiles well fitted. Grouting in outstanding condition. · Tiling at work surfaces to be in outstanding condition with grout clean. · Outstanding quality tiling, at least ½ floor to ceiling height, but preferably floor to ceiling. · Paintwork outstanding quality and finish with no mismatch of colours. · No cracked or damaged walls. Excellent · Excellent quality tiling, at least ½ floor to ceiling height. · Tiling at work surfaces to be excellently well applied with grout clean. · Paintwork to be of excellent quality and finish with no mismatch of colours. · No preceded to the output of the high quality finish but not always recent - some signs of wear but all in sound condition. · May be recently decorated but not with the highest		GC
Subscription Numerical Subscription Data Subscription Subscripition Subscripition <	ndries / Drying Areas		Maintenance and Condition	little or no mismatch of colours. Good - All walls to be reasonably nainted. No stains or marks - Tiling where annlied is accentable with little or no cracked and broken tiles noticeable	'1-5	GC
Summer (Fright off) Range of Lattice Number of the same o	ndries / Drying Areas	Flooring and ceilings	Quality	Outstanding quality and safe flooring, well fitted and free from stain or water damage. All flooring non-slip, and is of outstanding quality floor tiling. Floor tiling grout is of outstanding finish with no staining of grout visible. Floor tiling grout is of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible. In thatched roofing facilities, ceilings are excluded. Excellent All flooring in on-slip, and excellent quality floor tiling or floor paving. There is no cracked floor tiling visible. Ceilings fitted and are very well painted with excellent quality coating, free from any mildew or damage, and no sagging panels are visible. In thatched roofing facilities, ceilings are In thatched roofing facilities, ceilings are	'1-5	GC
Rest Number Rest Number Rest Number Rest Number Num Number Number Number Num Num Number Number Number N	ndries / Drying Areas	Flooring and ceilings	Maintenance and Condition	fitted, are well painted, free from any mildew or damage, and no sageing panels are visible. • May be recently decorated but not with the highest quality materials, though a competent and No maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
model program Notice and Ministry of Ministry Ministry of Ministry of Ministry of Ministry Ministry of Ministr	ndries / Drying Areas	frames, doors and door frames	Quality	improved ventilation. Outstanding · All window, door and door frames are well painted with a high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). · All putty of window frames is in outstanding condition. · No wood rot is noticeable in wooden window, doors or door frames. · No rust noted in steel window or door frames. · No corrosion or oxidization noted in aluminium door and window frames. Excellent · All window, doors or door frames are excellently painted, with no cracked window panes noticed. · All outstanding condition. · No wood rot is noticeable in wooden window, doors or door frames. · No rust noted in steel window or door frames. · No corrosion or oxidization noted in aluminium door and window frames. Very Good · All window, doors or door frames are very well painted, with no cracked window panes noticed. · All	'1-5	GC
under leganend and and and and and and and and and a		frames, doors and door frames	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
under largerincreasionincreasionincreasionincreasionincreasionand a for any and a single extrementary under largerincreasionincreasionincreasionincreasionand a for any and a single extrementary under largerincreasionincreasionincreasionincreasionand a for any and a single extrementary under largerincreasionincreasionincreasionincreasionand a for any and a single extrementary under largerincreasionincreasionincreasionincreasionand a for any and a single extrementary under largerincreasionincreasionincreasionincreasionand a for any and a single extrementary under largerincreasionincreasionincreasionincreasionand a for any and a single extrementary under largerincreasionincreasionincreasionincreasionand a for any and any		frames, doors and door			UA	м
anistic dort primebins and strateging and	ndries / Drying Areas	frames, doors and door	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	м
under der genewie auf wie seiner		Windows, window frames, doors and door			UA	м
instantial (brighers)instantial (brighers)(brighers)(brighers)(brighers)instantial (brighers)instantial (brighers)instantial (brighers)(brighers)(brighers)instantial (brighers)instantial (brighers)instantial (brighers)(brighers)(brighers)instantial (brighers)instantial (brighers)(brighers)(brighers)(brighers)(brighers)instantial (brighers)inst	ndries / Drying Areas	frames, doors and door frames	with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear		UA	м
Landed (2) by termHum, and rankerWells, control (2) con		frames, doors and door			UA	v
Lander / yrag krast max (more what max		frames, doors and door			UA	v
Lunders / Freque Main and adjustment Main andjustment Main andjustment <	ndries / Drying Areas	frames, doors and door	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.	UA	v
Landard / Dyng AndaNo. Surger Calcular patterned name in the first sector of the index of the ind		Windows, window frames, doors and door			UA	v
Lunder, Dryg Ares Nassenger Yreize Only Coole baselesing status exists. Coole baselesing status exists. Coole baselesing status exists.		frames, doors and door	No complicated patterned materials carpets, tiles etc.		UA	v
underlay Dyng Avesnumbersnum	ndries / Drying Areas		Quality	clean and orderly and in a sanitary condition. Outstanding Exceptionally high standard of cleanliness. No dust. All surfaces clean with no smears. Floors swept and mopped more than once daily, especially in high season. All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. All equipment well cleaned. High grade sanitizing and disinfectant materials used. Arrangements for cleaning if necessary after hours and during high season or high occupancy. Excellent - Exceptionally high standard of cleanliness. No dust. All surfaces clean with no smears evident. Floors swept and mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. High grade sanitizing and disinfectant materials used. All equipment well cleaned.	'1-5	GC
Jumps with an indexempting review modestepping review modesteppin	ndries / Drying Areas	Housekeeping Provision	Maintenance and Condition		'1-5	GC
Linuties (Driving AreasHousekeeping Frontiesequipment is with neare allowLinutiesLinuties (Driving AreasHousekeeping TrovisonHousekeeping	ndries / Drying Areas	Housekeeping Provision	guest with a functional visual limitation		UA	v
Linufies / Drying Areas Moosekerging Prodicition Product of the produ	ndries / Drying Areas	Housekeeping Provision	equipment is within easy reach. Care to ensure everything		UA	v
Sites for Caravan and Camping Sites and demanzation of lets. Quality In size and computation of camp sites may be appropriate so to tax commodate different groups tites. Austation of camp sites may be appropriate so to tax commodate different groups tites. Most tamp sites are created by use of natural vegetation on as to provide as sites of endots have and use increases. Sites for Caravan and Camping Sites and demanzation of lets. Most camp sites are created by use of natural vegetation on as to provide as sites. Most camp sites are created by use of natural vegetation on as to provide as sites. Sites for Caravan and Camping Sites and demanzation of lets. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation sites wale and the create are created by use of natural vegetation to apply and wale. Most camp sites are created by use of natural vegetation apply and wale. Most camp sites are created by use of natural vegetation apply and w	ndries / Drying Areas	Housekeeping Provision	equipment is within easy reach for guests with functional		UA	м
Systes for Caravan and Camping ittes. Maintenance and Condition Monitenance and Condition Monitenance and Condition Susses identified 15 Files for Caravan and Camping Access and overhead dearance. Casality The ability to be abile to reverse a caravan, on the sites in safety. All sets 27 meters overhead dearance. All sets 10 meter forstage]. Assistance to site caravan and extented dearance. All sets 27 meters overhead dearance. All sets 10 meter forstage]. Assistance to site caravan and extented dearance on exh ist. For Site Site Site Site Site Site Site Site	s for Caravan and Camping		Quality	In size and configuration of camp sites may be appropriate so as to accommodate different group sizes. Outstanding Most sites 10 x 12 meters or larger. Some secluded or private sites available. Most campsites are screened by use of natural vegetation so as to provide a sense of campsite boundary, noise reduction, shade, and enhanced visitor experience through connection to the natural environment. Sites clearly demarcated. All sites exceptionally well and clearly numbered. Excellent All sites 10 x 12 meters or larger. Excellent is te layout – obvious thought to layout of sites. Good sized sites - suitable for typical market. Sites clearly and neatly demarcated, but suitable. Some secluded or private sites available. Very Good All sites 10 x 10 meters or larger possibly with some secluded sites available. Sites not necessarily demarcated, but suitable areas available for caravans and	'1-5	GC
Access and overhead dearance. Not all sets have easy access. Not all sets have e	s for Caravan and Camping		Maintenance and Condition		'1-5	GC
Sites for Caravan and Camping Access and overhead clearance. Maintenance and condition No maintenance and condition issues identified Major maintenance and condition issu	s for Caravan and Camping		Quality	/ entrance to site large enough (at least 10 meter frontage) so as to be able to reverse caravan onto site easily. All sites easy access from service roads. At least 2.7 meters overhead clearance on each site. Excellent Access wide enough to reach the sites in safety (at least 10 meter frontage). Assistance to site caravan and erect tent available. At least 2.7 meters overhead clearance on each site. Very Good Access reasonably wide enough to reach most sites in safety. Possible assistance to site caravan and erect tent available. At least 2.7 meters overhead clearance on each site. Good Not all sites have easy access. Some tight and narrow access to sites. Possible assistance to site caravan and erect tent available. Not all sites have easy access. Most sites have tight and narrow access to them. No assistance to site caravan and erect tent available. Not all sites have easy access.	'1-5	GC
Sites for Caravan and Camping Surface and drainage Quality camp, and the most durable surfaces are grass, asphalt, brick paved pad or cruched gravel. Bearing in mind, that any area that gets a lot of traffic will show numerous and fairly obvious consequences. Outstanding quality site surface. For us surface and level. No protruding roots or rocks on site surface. Outstanding site drainage consequences. Outstanding quality site surface. For us surface and level. No protruding roots or rocks on site surface. For use quality area thin mininal portunding roots or rocks on site surface. The provide gravel. Scale in the quality site surface. Surface and drainage ditches noted on or through the site. Excellent quality site surface. Surface and drainage ditches noted on or through the site. Surface quality site surface. Surface and advante gravel. Scale in quality site surface. Surface and advante gravel. Scale in quality site surface. Surface and advante gravel. Scale in quality site surface. Surface and advante gravel. Scale in quality site surface. Surface and advante gravel. Scale in quality site surface. Surface and condition issues identified Minor maintenance and condition issues identified Major maint	s for Caravan and Camping		Maintenance and Condition		'1-5	GC
Sites for Caravan and Camping Surface and drainage Maintenance and Condition No maintenance and condition issues identified Major maintenance and condition issues identif	s for Caravan and Camping	Surface and drainage	Quality	camp, and the most durable surfaces are grass, asphalt, brick paved pad or crushed gravel. Bearing in mind, that any area that gets a lot of traffic will show numerous and fairly obvious consequences. Outstanding · Even surface and level. No protruding roots or rocks on site surface. Outstanding site drainage. No drainage ditches noted through the site that were dug by previous campers. Outstanding quality site surface. (Full grass, asphalt, brick paved pad or crushed gravel.) Excellent · Even and level surface. • Excellent site drainage with no uneven surface that could collect water on site. No drainage ditches noted on or through the site. Very Good · Sites not quite excellent . • Surface fairly even. Minimal protruding roots or rocks on site surface. • Drainage good. • No old drainage ditches noted or or through the site. • Good quality site surface.	'1-5	GC
Sites for Caravan and Camping power points. Quality For further criteria assistance, please refer to the Grading Criteria Bookiets provided by the IGCAA 1-5 Sites for Caravan and Camping Site facilities i. Electrical power points. Maintenance and Condition No maintenance and condition issues identified Minor maintenance and conditin issues identified Minor maintenance and c				No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Sites for Caravan and Camping Power points. Maintenance and condition No maintenance and condition issues identified Minor Maintenance and condition issues identified Min		power points.				GC
Site facilities ii. Water points and drainage Wuality that can easily be turned on and off and which deliver a well-directed flow of water. Water flow from taps is consistent and pressure good. Potable water is available on request if not available from the water taps. Un-drinkable water points are clearly marked accordingly. Taps that are the metering push button type (Self-closing flow controller) are preferred, and to be of outstanding quality. Taps are securely fixed or mounted. Some form of edged guily has been constructed below the taps to constructed below to develop the taps to constructed below to develop taps are not in the way of vehicles accessing the site. Excellent taps to be of outstanding quality are undifferent tap to ta	s for Caravan and Camping		Maintenance and Condition		'1-5	GC
Phy Feedback B. Minhor	s for Caravan and Camping		Quality	that can easily be turned on and off and which deliver a well-directed flow of water. Water flow from taps is consistent and pressure good. Potable water is available on request if not available from the water taps. Un-drinkable water points are clearly marked accordingly. Taps that are the metering push button type (Self-closing flow controller) are preferred, and to be of outstanding quality. Taps are securely fixed or mounted. Some form of edged gully has been constructed below the taps to contain the water within the area and allow speedy disposal via run off / French drain. There is at least one tap for 2 or 4 sites if appropriate. Taps are not in the way of vehicles accessing the site. Excellent - Taps are in an excellent condition and deliver a well-directed flow of water. Water flow from taps is consistent and pressure good. Potable water is available on request if not available from the water taps.	'1-5	GC
Sites for Caravan and Camping points and drainage maintenance and condition issues identified major	s for Caravan and Camping	Site facilities ii. Water points and drainage	Maintenance and Condition		'1-5	GC
Sites for Caravan and Camping Sites	s for Caravan and Camping		Quality	which are emptied on a regular basis will ensure that the environment is not damaged in the process. Outstanding There is at least one refuse bin for each site. All refuse bins are covered and lined with appropriate garbage / rubbish bags. Bins have been made "Monkey Proof" if appropriate. Refuse bins are made from high quality material which resists all weather conditions. Excellent There is at least one refuse bin for 2 sites. There is a refuse bin within a short distance and easily accessible from adjacent sites. All refuse bins covered and lined with appropriate garbage / rubbish bags. The refuse bins are of a high quality strong sturdy traditional design. Bins have been made "Monkey Proof" if appropriate. No overcrowding or overuse of bins noticed. The refuse bins are over a very good	'1-5	GC
Site facilities iii Befuse	s for Caravan and Camping		Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC

			guality. Good - Refuse bins are covered and cleaned and emotied regularly. Bins may not be lined. There is a longer distance between bins than in very good or excellent parks.		
Sites for Caravan and Camping	Site facilities iii. Refuse bins.	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Sites for Caravan and Camping	On site Braai (Barbeque) Facilities. (If provided.)	Quality	Campfires and braais (Barbeques) are an important of the camping experience for many people. The technological development in braai equipment and the increased interest in the outdoors and camping have led to an extensive range of products and equipment. Outstanding - Braai facilities (if provided) are in outstanding condition and clean. The underlying surface area of the braai grid has a hard, easily cleanable surface. Braais cleaned of ash daily / after each use. The braai grid is cleaned daily / after each use. The braai, if fixed, is conveniently located does to camp sites, operational, and easily accessible. The braai, if portable, supplied or let, is conveniently located does to camp sites, operational, and easily accessible. Braais cleaned of ash daily. The braai grid is cleaned of ally after each use. The braai, if fixed, is conveniently located does to camp site, operational, and easily accessible. Braais cleaned of ash daily. The braai grid is cleaned daily after each use. The braai, if fixed, is conveniently located on the site, operational, and easily accessible. The braai, if fixed, is conveniently located does to camp site, operational, and easily accessible. The braai, if fixed, is conveniently located does to camp site, operational, and easily accessible. The braai, if fixed, is conveniently located on the site, operational, and easily accessible. The braai, if fixed, is conveniently located does to camp site, operational, and easily accessible. Wery Good - The braai, if fixed, is conveniently located on the site, operational, and easily accessible. Second - Destination and easily accessible.	'1-5	GC
Sites for Caravan and Camping	On site Braai (Barbeque) Facilities. (If provided.)	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Sites for Caravan and Camping	Site Keeping and Appearance	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Sites for Caravan and Camping	Site Keeping and Appearance	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas - Reception and Halls	Fixtures and fittings	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Public Areas - Reception and Halls	Fixtures and fittings	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas - Reception and Halls	Fixtures and fittings	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	с
Public Areas - Reception and Halls	Fixtures and fittings	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide		UA	v
Public Areas - Reception and Halls	Fixtures and fittings	Furniture should have rounded edges to prevent injury to guests.		UA	v
Public Areas - Reception and Halls	Fixtures and fittings	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	v
Public Areas - Reception and Halls	Fixtures and fittings	Doors must be able to open fully against adjacent wall.		UA	v
Public Areas - Reception and Halls	Fixtures and fittings	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	UA	v
Public Areas - Reception and Halls	Fixtures and fittings	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.		UA	м



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA

OF SOUTH AFRICA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER /
Public Areas - Reception and Halls	Fixtures and fittings	Pull handles on all doors located on access ways and passageways located at a height between 80cm and 120cm.		UA	м
Public Areas - Reception and Halls		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 cost at 45 cm to 50cm		UA	м
		seats at 45cm to 50cm.	The level of lighting should always suit the nature of the task. In addition to fluorescent overhead office lights, there must be specific lighting to illuminate the workspace. Outstanding · Exquisitely designed and appointed lighting providing high quality illumination and coverage across all areas, especially the reception counter / desk. · Outstanding quality fittings. · Recessed or covered lights and fittings of outstanding quality. · Light switch at main entrance, and lighting at entrance to reception area outstanding. · Electric extractor and / or air-		
ublic Areas - Reception and Halls	Lighting, power and switches and ventilation	Quality	conditioning fitted. Apparatus in outstanding condition. Exceptionally good natural light. Excellent - Excellent standard of light fittings in centre of reception area and at reception counter / desk. Light switch at main entrance, and lighting at entrance to reception area excellent. Electric extractor and / or air-conditioning fitted. Apparatus in excellent condition. Excellent natural light. Very Good Very good quality fitting with suitable light for general reception serve ond. Very end werthing at entrance to reception area excellent very ond were very end.	'1-5	GC
Public Areas - Reception and Halls	Lighting, power and switches and ventilation	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Public Areas - Reception and Halls	Lighting, power and switches and ventilation	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.		UA	v
Public Areas - Reception and Halls	Walls-Tiling and paintwork finish	Quality	The colour scheme of a reception area lends itself to the overall appeal with warm and neutral tones. Plants and decor will create a refreshing, relaxing and welcoming ambiance. Outstanding outstanding quality tiling quality tiling well fitted where applied. Grouting in outstanding condition. No marks, stains, condensation damage. Added décor such as tile motifs or patterns to enhance the reception area, alternatively, exceptional quality photos, block mounts, framed pictures or murals fitted. Highest calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Outstanding quality of wall coverings. Paintwork outstanding quality and finish with no mismatch of colours. Excellent tealuity tiling well fitted where applied. Grouting in excellent condition. No marks, stains, condensation damage. Excellent quality of valles of user of the coverings. Use of excellent quality of wall coverings. Paintwork to the standing quality and finish with no mismatch of colours. Excellent teality tiling well fitted where applied. Grouting in excellent condition. No marks, stains, condensation damage. Becellent quality of wall coverings. Paintwork to the standing quality and finish with no mismatch of colours. Excellent quality tiling well fitted where applied. Grouting in excellent condition. No marks, stains, condensation damage. Becellent quality of wall coverings. Use of excellent quality of wall coverings. Paintwork to be of the standing the standing team of team	'1-5	GC
Public Areas - Reception and Halls	Walls-Tiling and paintwork finish	Maintenance and Condition	excellent quality and finish with no mismatch of colours. Very Good - May be high quality finish but not always recent - some signs of wear but all in sound condition - May be recently. No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	GC
ublic Areas - Reception and Halls		Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA No maintenance and condition issues identified Minor maintenance and condition issues identified Maior maintenance and condition issues identified	'1-5 '1-5	GC
Public Areas - Reception and Halls Public Areas - Reception and Halls		Maintenance and Condition Fixed, level, matt and slip resistant surfaced floor finishes.	No maintenance and condition issues identified winton maintenance and condition issues identified water maintenance and condition issues identified 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.	UA	v
ublic Areas - Reception and Halls		Differentiation by colour, tone or light contrast between walls	Any surface, which is not fixed of is excernely smooth of suppery or even very rough, can be a nazard to guests with functional visual initiations.	UA	v
Public Areas - Reception and Halls	Windows, window	and floor finishes. Quality	Doors and windows let the indoors and outdoors flow into each other, and reception or hall doors generally come in two varieties: hinged or sliding. Entrance doors are generally made of metal or wood, and sliding doorframes are usually made from metal or vinyl, yet some are made of wood, and resemble a horizontal sliding window. Outstanding All window, door and door frames are well painted with an outstanding quality coating (no over paint brush marks on glass, walls or adjacent surfaces). All putty of window frames is in outstanding condition. No wood rot is noticeable in wooden window, doors or door frames. No rust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window	'1-5	GC
	frames Windows, window		frames. Excellent · All window, door and door frames are excellently painted. · All putty of window frames is in excellent condition. · No wood rot is noticeable in wooden window, doors or door frames. · No rust noted in steel window or door frames. · No corrosion or oxidization noted in aluminium door and window frames. Very Good · All window, door and door frames are well painted. · All putty of window frames is in very good condition. and window frames have no wood rot noticeable. · No rust noted in steel window or door		
Public Areas - Reception and Halls	frames, doors and door frames Windows, window	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
ublic Areas - Reception and Halls	frames, doors and door frames Windows, window	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	м
Public Areas - Reception and Halls Public Areas - Reception and Halls	frames, doors and door frames Windows, window frames, doors and door	Size of unobstructed space of 90cm x 150cm in-front of doors. Provision for a pull-handle on the inside of the door, 30cm		UA UA	м
	frames Windows, window	away from the hinged side and vertically mounted. Where a sliding door has been used, it should open with			
Public Areas - Reception and Halls	frames, doors and door frames Windows, window	fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.		UA	м
	frames Windows, window	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location. Power sockets located between 80cm - 100cm above floor		UA	V
	frames Windows, window	surface. Close to headboard. Uniform and even lighting with minimum lighting levels of 200	f there is a strong differentiation between the light courses it difficult for a quest with a functional visual limitation to paralus items of functions, depausing one	UA UA	v
ublic Areas - Reception and Halls ublic Areas - Reception and Halls	frames, doors and door frames Windows, window frames, doors and door	lux. 90cm wide unimpeded circulation space around and between	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.	UA	v
ublic Areas - Reception and Halls	frames Windows, window	furniture and appliances. No complicated patterned materials carpets, tiles etc.		UA	v
ublic Areas - Reception and Halls	frames Public areas WCs	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
ublic Areas - Reception and Halls	(Toilets) Public areas WCs	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
ublic Areas - Reception and Halls	(Toilets) Public areas WCs	Basin controls with visual and embossed indicators to indicate		UA	v
ublic Areas - Reception and Halls	(Toilets) Public areas WCs	hot and cold taps or direction on mixers. Basin and shower lever action mixers with balanced water	This allows reliable temperature control over the water supply.	UA	v
ublic Areas - Reception and Halls	(Toilets) Public areas WCs	supply. Hot pipes must be well insulated.		UA	v
Public Areas - Reception and Halls	(Toilets) Public areas WCs (Toilets)	Toilet paper holder within 26cm of the seat.		UA	v
ublic Areas - Reception and Halls	Public areas WCs (Toilets) Public areas WCs	Trap covered with heat resistant lagging if composition is heat conducting. Wash-hand basin with a mixer is easier for persons with functional mobility and physical limitations to use taps if they		UA UA	V M
	(Toilets) Public areas WCs	are lever action rather than knobs which have to gripped and turned. Or Wash-hand basin with lever action taps its easier for persons with functional mobility and physical limitations to			
Public Areas - Reception and Halls Public Areas - Reception and Halls	(Toilets) Public areas WCs	use taps if they are lever action rather than knobs which have to erioped and turned. Wash-hand basin mirror provided and located between 7.5cm		UA UA	м
ublic Areas - Reception and Halls	(Toilets) Public areas WCs	and 15cm above the basin. Towel rail set adjacent to wash-hand basin at a height of		UA	м
Public Areas - Reception and Halls	(Toilets) Housekeeping Provision	between 90cm and 100cm. Quality	A high degree of overall cleanliness and attention to detail including areas above and below eye level, floor, walls, ceilings, doors, seating, ledges, counters, lights and fittings, mirrors and including all visible areas. Outstanding · Exceptionally high standard of cleanliness. · No dust. All surfaces clean with no smears. · Floors vacuumed/swept and or mopped more than once daily, especially in high season. · All windows to be clean with no smudges, condensation marks or grime noticed. · No discarded items left on premises. · All equipment/desks/seating well cleaned. · High grade sanitizing and disinfectant materials used. · Arrangements for cleaning if necessary after hours and during high season or high occupancy. Exceptionally high standard of cleanliness. · No dust. All surfaces clean with no smears evident. · Floors vacuumed/swept and or mopped more than once daily, especially in high season. · All windows to be clean with no smudges, condensation marks or grime noticed. · No discarded items left on premises. · High grade sanitizing and disinfect and surfaces clean with no smears evident. · Floors vacuumed/swept and or mopped more than once daily, especially in high season. · All windows to be clean with no smudges, condensation marks or grime noticed. · No discarded items left on premises. · High grade sanitizing and	'1-5	GC
ublic Areas - Reception and Halls	Housekeeping Provision	Maintenance and Condition	disinfectant materials used · All enuinment/desks/seating well cleaned · Cleaner on duty during the day if and when required · Arrangements for cleaning if necessary after hours. No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
ublic Areas - Reception and Halls ublic Areas - Reception and Halls		Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. Housekeeping staff to ensure all furniture in public areas		UA UA	v
	Public Toilets: Mobility	remains in the same place. Basin controls with visual and embossed indicators to indicate		UA	v
ublic Areas - Reception and Halls	Designated Toilets Public Toilets: Mobility Designated Toilets	hot and cold taps or direction on mixers. Basin and shower lever action mixers with balanced water supply. This allows reliable temperature control over the water enough		UA	м
ublic Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	water supply. Hot pipes must be well insulated.		UA	v
ublic Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets Public Toilets: Mobility	Toilet paper holder within 26cm of the seat. Trap covered with heat resistant lagging if composition is heat		UA	м
Public Areas - Reception and Halls Public Areas - Reception and Halls	Designated Toilets Public Toilets: Mobility	conducting. Wash-hand basin with a mixer its easier for persons with functional mobility and physical limitations to use taps if they		UA UA	м
ublic Areas - Reception and Halls	Designated Toilets Public Toilets: Mobility Designated Toilets	are lever action rather than knobs which have to gripped and turmed. Or Wash-hand basin with lever action taps its easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have		UA	м
ublic Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	to gripped and turned. Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	м
	Public Toilets: Mobility Designated Toilets	Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.		UA	м
ommunal Braai Areas and Bomas		Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
ommunal Braai Areas and Bomas	Lighting power and	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified Adequate ventilation and extraction (if required in braai areas and bomas) with adequate lighting in all areas is to be ensured. Energy-saving initiatives are to be respected. Outstanding · Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas of bomas and braai areas and especially at braaing areas. · Outstanding quality fittings. · Recessed or covered lights and fittings of outstanding quality. · Exceptionally good natural light. · All lighting over braai area should be of the flame proof type.	'1-5	GC
DUIIAS	switches and ventilation		Excellent · Excellent standard of light fittings in centre of braai and boma areas and at braaing areas. Excellent natural light. All lighting over braai area should be of the flame proof type. Very Good · Very good quality fitting with suitable light for general use. Perhaps light not evenly distributed, but overall good light. Very good ventilation and natural light. light. All lighting over braai area should be of the flame proof type. Good · Fair quality fittings providing only adequate light. Centre light well positioned providing adequate light. - Good ventilation and natural light. Accentable · Dim centre light · Stark lighting with ageing / rustv and nossibly dirty fittings · Light not evenly discrete through braai and		
Communal Braai Areas and Bomas	Lighting, power and switches and ventilation	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified It is generally found that the boma and braai areas are inevitably not walled floor to roof, if at all. Possibly the walls are only ½ roof (if fitted) height, and or partially walled. Parallel posts can also	'1-5	GC
Communal Braai Areas and Bomas	Walls: If applicable	Quality	serve as borders. Outstanding Walls where applied is to be of outstanding quality. Added décor such as motifs or patterns to enhance the effect is noted. Paintwork if applied is of outstanding quality and finish with no mismatch of colours. No cracked or damaged walls. Highest calibre design and architectural features. Interesting architectural features. Professional workmanship throughout. Evidence of co-ordinate design. Very Good Quality materials. Attempt to co-ordinate design with additional attractive features. Setting of Quality and throughout. Evidence of co-ordinate design. Very Good May be very good quality finish but not always recent – some signs of wear but all in sound condition. May be recently decorated but not with the highest quality materials, though a competent and professional job. Use of additional decor, pictures, etc. Good - Standard "domestic" stude and unality of defore. Not necessarily recently decorated though in sound condition. Some signs of wear Accentable. Lower articles againg though a completion and though the sound condition.	'1-5	GC



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; *** M = Mobility Limititation for UA;

TOURISM GRADING COUNG OF SOUTH AFRICA Quality in Tourism	CIL		<pre>*** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / G
Communal Braai Areas and Bomas		Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Communal Braai Areas and Bomas	Flooring and roofing	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Communal Braai Areas and Bomas	Electring and reading	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
	Flooring and rooning	Use of contrast highlighted by colour, tone or light contrast		1-5	00
Communal Braai Areas and Bomas	Flooring and roofing	between walls and floor coverings in order to prevent confusion or accidents of misjudgement of length or depth caused by all colours being the same.		UA	v
ommunal Braai Areas and Bomas	Flooring and roofing	The area should be clearly demarcated through use of varied		UA	v
		surface finishes and textures. Gradient en-route to facilities gradient should at best be 1:15			-
ommunal Braai Areas and Bomas	Flooring and roofing	and at worst 1:12 to enable a wheelchair or mobility aid user to enter without too much difficulty.		UA	м
ommunal Braai Areas and Bomas	Flooring and roofing	There should be a landing at the top of ramps with minimum dimensions of 90cm x 90cm.		UA	м
ommunal Braai Areas and Bomas	Flooring and roofing	Ramps must have an unobstructed width of not less than 90cm to allow for easy access for mobility aid users.		UA	м
communal Braai Areas and Bomas	Flooring and roofing	Stairs should be fitted with handrails and non-slip treads.		UA	м
ommunal Braai Areas and Bomas	Electring and reading	Any canopy structure should not protrude into a pedestrian		UA	м
		route. Directional and informational signage related to physical and			м
Communal Braai Areas and Bomas		environmental access must be well lit. There should be a selection of chairs to be with and without		UA	
Communal Braai Areas and Bomas	Flooring and roofing	armrests provided in braai and boma areas.		UA	М
communal Braai Areas and Bomas	Flooring and roofing	All areas in the boma and braai areas must be well and evenly lit.		UA	м
Communal Braai Areas and Bomas	Housekeeping Provision	Quality	A high degree of overall cleanliness and attention to detail including areas above and below eye level, floor, walls, ceilings, doors, seating, ledges, counters, lights and fittings, mirrors and including all visible areas. Outstanding · Exceptionally high standard of cleanliness. No dust evident on work surfaces. All braai surfaces and grids clean. Floors cleaned/swept more tables/surfaces and seating well cleaned. All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. All tables/surfaces and seating well cleaned. Floors cleaned/swept more discusser. All braai surfaces and grids clean. Arrangements for cleaning if necessary after hours and during high season. All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. All braai surfaces and grids clean. All braai surfaces and grids clean. Since and grids clean. No discarded items left on premises. All braai surfaces and grids clean. All braai surfaces and grids clean. No discarded items left on premises. All braai surfaces and grids clean. A surface and grids clean. All ubles/surfaces and seating well cleaned. Floors cleaned/swept more than once daily, especially in high season. All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. All traai surfaces and grids clean. A with the standard of cleanliness. No dust evident on work surfaces. All traai surfaces and grids clean. All with view tender to work surfaces. All surfaces and grids clean. A were high standard of cleanliness. No discarded items left on premises. All traai surfaces and grids clean. A were high standard of cleanliness. No discarded items left on premises. All traai surfaces and grids clean. All with view to work surfaces. All traai surfaces and grids clean. All with view to work surfaces. All traai surfaces and grids clean. All with view to work surfaces. All traai surfaces and grids clean. All work work surfaces. All traai	'1-5	GC
Communal Braai Areas and Bomas	Housekeeping Provision	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Communal Braai Areas and Bomas	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
communal Braai Areas and Bomas	Housekeeping Provision	Housekeeping staff to ensure all laundry accessories and equipment is within easy reach. Care to ensure everything remains in the same place.		UA	v
Communal Braai Areas and Bomas	Housekeeping Provision	Housekeeping staff to ensure all laundry accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	м
tecreational Facilities and wimming Pool	Games room and TV room: Fixtures, fittings and equipment	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Recreational Facilities and Swimming Pool	Games room and TV room: Fixtures, fittings and equipment	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Recreational Facilities and Swimming Pool	Games room and TV room: Lighting, power and switches and ventilation	Quality	The level of lighting should always suit the nature of the task. In addition to fluorescent overhead lighting, there must be specific lighting to illuminate the entire area. Outstanding outstanding quality flutings. Recessed or covered lights and fittings of outstanding quality. Light switch at main entrance, and lighting at entrance to facilities. Electric extractor and / or air-conditioning fitted. Apparatus in outstanding coulds of outstanding quality fittings in centre of all areas. Electric extractor and / or air-conditioning fitted. Apparatus in outstanding coulds of outstanding quality. Excellent is tandard of light fittings in centre of all areas. Electric extractor and / or air-conditioning fitted. Apparatus in excellent condition. Excellent natural light. Very Good Very good quality fittings with suitable light for general recreational use. Perhaps light not evenly distributed throughout the facility. Good ventilation and natural light. Scool Very good ventilation and natural light. Scool Nery excellent Stark light adequate light. Core target through area –	'1-5	GC
Recreational Facilities and Swimming Pool	Games room and TV room: Lighting, power and switches and	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Recreational Facilities and Swimming Pool	ventilation Games room and TV room Walls: Tiling and paintwork finish.	Quality	The Games room or TV room's decor themes for the younger generation should border on being fun with a touch of maturity as well. The Games room or TV room's décor should go beyond just the plain and the obvious. Outstanding . Tiling where applied is well fitted. Grouting in outstanding condition. No marks, stains, condensation damage. Added décor such as tile motifs or patterns to enhance the area, alternatively, outstanding quality photos, block mounts, framed pictures or murals noted. Highest calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Outstanding quality of wall coverings. Ver Goodon the coverings. Ver Goodon the coverings of excellent quality of wall coverings. Attempt to co-ordinate design with additional attractive features. Professional workmanship throughout. Evidence of co-ordinated design. Some historical locations accepted. Paintwork to be of excellent quality finish but no mismatch of colours. Every Goodon May be yere high on utstanding function of weard but all in sound conditions. May be of excellent duality materials house house on the patheter but not always recent - some sens of weard but all in sound condition.	'1-5	GC
Recreational Facilities and Swimming Pool	Games room and TV room Walls: Tiling and paintwork finish.	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Recreational Facilities and Swimming Pool	Games room and TV room: Flooring and ceilings.	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Recreational Facilities and Swimming Pool	Games room and TV room: Flooring and	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Recreational Facilities and Swimming Pool	ceilings. Games room and TV room: Windows, window frames, doors and door frames.	Quality	The quality of the door, door frames and windows and window frames, as well as the finish is to look professional. Outstanding All window, door and door frames are well painted with high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). All putty of window frames is in outstanding condition. No wood rot is noticeable in wooden window, door and door frames are excellent to noted in aluminium door and window frames. Excellent - All window, door and window frames. Excellent - All window, door and window frames. Second or to is noticeable in wooden window, door and window frames. No corrosion or oxidization noted in aluminium door and window frames. No corrosion or oxidization noted in aluminium door and window frames is noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames is noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames is noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames. No corrosion or oxidization noted in aluminium door and window frames. No corrosion or oxidization noted in aluminium door and window frames is no wood rot noticeable. No rust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames fave no wood rot noticeable. No rust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames fave no wood rot noticeable. No rust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames fave no wood rot noticeable. No rust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames fave no wood rot noticeable. No rust noted in steel window or door frames. No corrosion or oxidization noted in aluminium door and window frames fave no wood rot noticeable. No rust noted in steel window no door frames. No corrosion or oxi	'1-5	GC
tecreational Facilities and wimming Pool	Games room and TV room: Windows, window frames, doors and door frames.	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
tecreational Facilities and wimming Pool	Swimming pools, swings and children's play area	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
tecreational Facilities and wimming Pool	Swimming pools, swings and children's play area	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
hop, Bar, Bottle Store and/or akeaway	Fixtures and fittings, stock and equipment.	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
shop, Bar, Bottle Store and/or	Fixtures and fittings,	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
'akeaway ihop, Bar, Bottle Store and/or 'akeaway	stock and equipment.	Quality	Lighting, as with any other décor choice, makes the shop, bar, bottle store or takeaway a functional facility. Outstanding vality fittings. Exquisitely designed and appointed lighting providing high quality fittings. Ughts multiply fittings. Exceptionally good factor and / or air-conditioning fitted. Apparatus in outstanding condition. Exceptionally good natural light. Very Good ventilation and natural light. Good - Very good quality fittings with aviate light for general reception use. Perhaps light not evenly distributed through outer light. Good - Gar quality fittings are valid to very deviate light. Good - Gar quality fittings are valid to very deviate light. Good - Gar quality fittings are valid to very deviate light. Good - Gar quality fittings are valid to very deviate light. Good - Gar quality fittings are valid to very deviate light. Good - Gar quality fittings are valid to very deviate light. Certable - Good ventilation and natural light. Good - Gar quality fittings with aviatable light for general reception use Perhaps light not evenly distributed throughout the facility, but overall good on antural light. Good - Gar quality fittings with aviatable light fittings are valid fittings are valid to very distributed through certable are valid as a valid through the second card are as - Light not evenly distributed through certable are as -		GC
hop, Bar, Bottle Store and/or	Lighting	Maintenance and Condition	ventuation and natural uppt. Acceptable · Stark lighting with ageing / rusty and nossiniv dirty littings · Light not evenly dispersed through reception area – some dark areas · No maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Takeaway Shop, Bar, Bottle Store and/or Takeaway	Walls-Tiling and paintwork finish	Quality	Only the finest quality and decor will complement the bar area as well as in the bottle store, shop or take away. Outstanding · Tiles well fitted where applied. Grouting in outstanding condition. Added décor such as tile motifs or exceptional high quality photos, block mounts, framed pictures or murals noted. Highest calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc. Outstanding quality of wall coverings. Paintwork outstanding quality and finish with no mismatch of colours. Excellent truey throughout. Evidence of co-ordinated design. Some historical locations accepted. Paintwork to be of excellent quality materials. Attempt to co-ordinate design with additional attractive features. Professional workmanship thigh quality finish but not always recent – some signs of wear but all in sound condition. May be recently decorated but not with the highest quality materials, though a competent and professional but. Use of wall bapeines, nictures, etc. All walls are to be well nainted with no mismatch of colours.	'1-5	GC
ihop, Bar, Bottle Store and/or Fakeaway	Walls-Tiling and paintwork finish	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified. Safety should be the main concern, and floors should be specifically constructed to ensure that they are slip resistant, fire resistant and highly hygienic. Outstanding · Outstanding quality and	'1-5	GC

Takeaway	paintwork finish	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	-1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	Flooring and ceilings	Quality	Safety should be the main concern, and floors should be specifically constructed to ensure that they are slip resistant, fire resistant and highly hygienic. Outstanding · Outstanding quality and safe flooring, well fitted and free from stain or water damage. All flooring non-slip, and is of outstanding quality floor tiling. Ceilings fitted and are of outstanding quality and well painted with a high grade coating, free from any mildew or damage, and no sagging panels visible. Ceilings fitted and are very well painted, free from any mildew or damage, and no sagging panels are visible. In thatched roofing facilities, ceilings are excluded. Very Good · Flooring is of good quality, floor paving or non-slip surface. Ceilings of very good quality, no sagging and no evidence of water leakage or seeping. Professionally fitted and painted. May be recently decorated but not with the hiehest quality though of very good quality, no sagging and no evidence of water leakage or seeping. Professionally fitted and painted. May be	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	Flooring and ceilings	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Quality	There are many different options available in doors, windows and their frames. So whether they are wooden windows or doors, steel windows and doors or aluminium windows and doors, lighting, ventilation, attractiveness as well as energy efficiency must be considered. Outstanding - All window, door and door frames are well painted with a high grade coating (no over paint brush marks on glass, walls or adjacent surfaces. All putty of window frames is in outstanding condition. No wood rot is noticeable in wooden window, doors or door frames. No corrosion or oxidization noted in aluminium door and window frames. Excellent - All window, door and door frames. No corrosion or oxidization noted in aluminium door and window frames. No corrosion or oxidization noted in aluminium door and window doors or door frames. No rust noted in steel window, doors or door frames are excellently painted. All putty of window frames is in excellent condition. No wood rot is noticeable in wooden window, doors or door frames. No rust noted in steel window or door frames. No rust noted in aluminium door and window frames are very well painted. All putty of window frames are were no wood on threable. No rust noted in frames is in excellent on order in aluminium door frames. No rust noted in aluminium door and window frames. No rust noted in steel window or door frames. No rust noted in aluminium door and window frames. No rust noted in aluminium door frames. No rust noted in steel window or door frames. No rust noted in aluminium door and window frames. No rust noted in the painted. All putty of window frames are very well painted. No rust noted in aluminium door frames. No rust noted in aluminium door frames are very well painted. No rust noted in aluminium door frames are very well painted. No rust noted in aluminium door frames are very well painted. No rust noted in aluminium door frames are very well painted. No rust noted in aluminium door frames are very well painted and we frame sing were and ording frames is in wellewindow or frame	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	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.	UA	v
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide		UA	v
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Furniture should have rounded edges to prevent injury to guests.		UA	v
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	v
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Doors must be able to open fully against adjacent wall.		UA	v
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	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		UA	v



TOURISM GRADING COUND OF SOUTH AFRICA Quality in Tourism	CIL		<pre>*** M = Mobility Limititation for UA; *** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY	SECTION TO BE	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	G MER/C
DEFINITION	ASSESSED Windows, window	DESCRIPTION Fixed, level, matt and slip resistant surfaced floor finishes. Any			
Shop, Bar, Bottle Store and/or Takeaway	frames, doors and door frames.	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.		UA	v
ihop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	v
hop, Bar, Bottle Store and/or akeaway	Windows, window frames, doors and door frames.	Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux.		UA	v
hop, Bar, Bottle Store and/or akeaway	Windows, window frames, doors and door frames.	Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.		UA	v
hop, Bar, Bottle Store and/or akeaway	Windows, window frames, doors and door frames.	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	с
hop, Bar, Bottle Store and/or akeaway	Windows, window frames, doors and door frames.	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.		UA	м
hop, Bar, Bottle Store and/or 'akeaway	Windows, window frames, doors and door frames.	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.		UA	м
hop, Bar, Bottle Store and/or akeaway	Windows, window frames, doors and door frames.	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	м
hop, Bər, Bottle Store and/or akeaway	Housekeeping Provision	Quality	A high degree of cleanliness and attention to detail including areas above and below eye level, ceilings, walls, floors, counters, shelves, windows and window displays, freezers and cold cabinets, bottled and canned stock. Outstanding - Exceptionally high standard of cleanliness No dust evident All surfaces/shelving clean Floors swept and/or mopped more than a cleaned Migh grade sanitizing and disinfectant materials used Arrangements for cleaning if necessary after hours and during high season or high occupancy. Excellent - All surfaces/shelving clean Floors swept and/or mopped more than - All windows to be clean with no smudges, condensation marks or grime noticed No dust evident All surfaces/shelving clean Floors swept and/or mopped more than - All surfaces/shelving clean Floors swept and/or mopped more than - All surfaces/shelving clean Floors swept and/or mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed No dust evident All surfaces/shelving clean Floors swept and/or mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed No dust evident No dust evident All surfaces/shelving clean Floors swept and/or mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed No dust evident After hours and during high season or high occupancy. Excellent - Cleaner on dury during the davit fand where neuriced - Arrangements for cleaning if necessary after hours and during high season A very high trandard of cleanlines Other than - Avery high standard of cleanines Cleaner on - Avery high trandard of cleanlines All surfaces/shelving cleanet - Avery high standard of cleanlines All surfaces - Avery high standard of cleanlines All surfaces - Avery high standard of cleanlines Avery high standard of cleanlines.	'1-5	GC
Shop, Bar, Bottle Store and/or Fakeaway	Housekeeping Provision	Maintenance and Condition	duty during the day if and when required. Arrangements for cleaning if necessary after hours and during high season. Very Good - A very high standard of cleanliness. All surfaces No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	v
hop, Bar, Bottle Store and/or akeaway	Housekeeping Provision			UA	v
Shop, Bar, Bottle Store and/or	Housekeeping Provision	remains in the same place. Housekeeping staff to ensure all laundry accessories and equipment is within easy reach for guests with functional		UA	м
General Services and Service	Appearance of staff	mobility and physical limitations. Quality	Staff are expected at all times to present a professional, business-like image to visitors, customers and the public. Employees are expected to present a neat and tidy appearance at all times. Outstanding Staff presents a professional or identifiable appearance for visitors, customers and the public. Clean, neat, appropriate clothing. A general smart, well-groomed appearance. appearance. Clothing fresh and well ironed. Hair noticeably clean and well groomed, with hands and fingernails clean. Excellent. Staff clean, and presents a neat and well-dressed appearance. Very Good. will dressed. A noticeable attempt to be smart. Smartness. Acceptable Tothes starting to be smart. No stains, tears, etc., but dressed for comfort rather than smartness. Acceptable Tothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled. Unacceptable. Dirty, stained, frayed, holed clothes, dirty shoes. Hand singernails grubby.	'1-5	GC
General Services and Service	Appearance of staff	Maintenance and Condition	nf control. Unshaven Smelly. No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
General Services and Service	Welcome (Meet and greet).	Quality	Statisfaction and peace of mind is experienced by guests and they will be impressed by the reception and staff the resort offers when assistance is provide as and when required directly on arrival. Outstanding · Staff in all positions displaying friendly and helpful demeanour and willingness to assist in any situation. Extra attention paid to guests at check-in. Personal welcome from owner or representative. Attempt to establish good rapport and willingness to please. Guest directed or shown to site and given necessary information if required. Excellent · Warm friendly smile. Helpful attitude. Everyone at the establish good - apport and willingness to please. Guest directed or shown to site and given necessary information if required. • Ready to help, showing interest in guest activities. Guest directed or shown to site. Vergone at the establishment shows a good rapport and show willingness to please. Cheerful demeanour or attitude. • Ready to help, showing interest in guest activities. Guest directed or shown to site. Vergone at the establishment shows a good rapport and show willingness to please. Willingness to please. to help when asked. Guest shown to site. Good · Pleasant appearance. Willingness to help when asked. Acceptable · Neutral behaviour tud doing the job. Unacceptable No welcome to speak of f. Surv and indifferent attitude. Rule use of noncene help adde for anything. Irritation at heing adde for anything. <td>'1-5</td> <td>GC</td>	'1-5	GC
General Services and Service	Welcome (Meet and greet).	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
General Services and Service	Reservation check in and efficiency	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
General Services and Service	efficiency	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
General Services and Service General Services and Service	Tourist information	Quality Maintenance and Condition	South Africa offers a huge selection of places of interest and tour options. From spectacular beaches to superb wildlife experiences, from deserts to lush river valleys. South Africa is an outdoor lover's paradise, offering an abundance of sightseeing, water sports and adventure activities. A good selection of tourism related material is imperative. Outstanding - Information packs in reception / lounge on immediate and surrounding area as well as local specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. wall mounted display (Brochure Management or similar). Personally prepared information. Staff well versed on relevant tourist information. Staff will estable to a such as the location of museums, historical sites, golf course etc. as well as of local history, wildlife and events. Excellent - Books, pamphlets on matters of local interest, leisure facilities, etc. wall mounted display (Brochure Management and Staff have a comprehensive knowledge of regional attractions, places of interest, set. wall mounted display (Brochure Management or similar) Convers and management and Staff fave a comprehensive knowledge of regional attractions, places of interest, leisure facilities, etc. wall mounted display (Brochure Management or similar) Staff well versed on relevant tourist information Convers and management and Staff fave a comprehensive knowledge of regional attractions, places of interest, leisure facilities, etc. wall mounted display (Brochure Management or similar) Owners and management and Staff fave a comprehensive knowledge of regional attractions, places of interest, set over on relevant tourist information Convers and management and Staff fave a comprehensive knowledge of regional attractions identified. Misor matters of local interest, leisure facilities es identified. Nom anitenance and condition issues identified. Misor matterest of condition issues identified. Misor matterest es identified.	'1-5	GC
General Services and Service	Tourist information	A chart with basic signs to be kept at reception.		UA	C
General Services and Service	Tourist information	A staff member that has basic knowledge of sign language and lip reading should be available at reception.		UA	с
General Services and Service	Tourist information	There should be access to sign language interpreter/ lip- speaker practitioner and Deaf/ Blind interpreter, to facilitate communication at different levels.		UA	с
Seneral Services and Service	Tourist information	A written information and emergency pack is provided to the guest upon check-in.		UA	с
Seneral Services and Service Seneral Services and Service	Tourist information Tourist information	On arrival the guest is offered a full orientation tour. Approach to the entrance free of projecting obstructions or		UA UA	c v
ieneral Services and Service	Tourist information	features. Entrance route surface firm, even and slip resistant.		UA	v
eneral Services and Service	Tourist information Tourist information	Doors should always be fully closed or held open. Contrasting colour and texture floor surface space on the		UA UA	v
ieneral Services and Service	Tourist information	inside and outside of entrance door. Door closers should incorporate a delay mechanism.		UA	v
ieneral Services and Service	Tourist information	Door furniture should incorporate a horizontal pull/ lever action handle.		UA	v
eneral Services and Service	Tourist information	Directional and information signage in large format. There should be clear, unimpeded routes provided		UA	\ \
ieneral Services and Service	Tourist information	throughout the reception area identified by contrasting colours and textures and free from all obstacles. All furniture to be 80cm high with solid sides up to 20cm		UA	v
eneral Services and Service	Tourist information	above floor surface. Adequate lighting positioned to illuminate the faces of the reception staff and desktop without creating glare.		UA	v
o Green Initiative	Re-use of grey water	Reuse of grey water for garden watering. Grey water from laundry, showers and hand basins can be treated and reused.	This not only reliably protects the environment and resources, but also saves costs.	'1-5	G
io Green Initiative	Re-use of grey water	Garden watering should be done either early morning or late afternoon to minimize evaporation.		'1-5	G
o Green Initiative	Re-use of grey water	In dry regions, garden landscaping should be purposely designed to reduce water requirements i.e. drought tolerant plants as well as limited lawn areas that will require watering. Gour clearly labelled bins cituated at a dedicated location; the		'1-5	GC
o Green Initiative	Waste management	Four clearly labelled bins situated at a dedicated location; the waste bins are for the different recyclable materials. (Cans, paper, glass, plastic.)	Waste and pollution form a serious threat to human health and the integrity of the environment. Everyone has a role to play in waste management. (Cans, paper, glass, plastic.)	'1-5	G
o Green Initiative	Waste management	Bins include some or all of the following: glass, cans and paper.	If we don't try to prevent global warming today, we might not have somewhere to stay tomorrow! Tree planting plays a major role in the broader 'carbon footprint strategy', and raises awareness	'1-5	GC
Go Green Initiative	Tree planting initiative	More than ten new trees planted over the past year.	If we don't try to prevent global warming today, we might not have somewhere to stay tomorrow! If the planting plays a major role in the broader carbon rootprint strategy, and raises awareness of environmental conservation and helps to reduce the atmospheric carbon loads and greenhouse gases released in our atmosphere.	'1-5	GC
io Green Initiative io Green Initiative	Tree planting initiative Solar power usage	More than five new trees planted over the past year. All ablutions, family bathrooms or private bathrooms making use of solar power for water heating.	Solar Energy can be utilized to offset utility-supplied energy consumption. It is a clean energy – it is one of the green energies that leaves no carbon footprint and does not contribute to global warming!	'1-5 '1-5	GC
Go Green Initiative	Solar power usage	Only one facility making use of solar power for water heating.		'1-5	GC
io Green Initiative	CFL usage	The use of CFL's (Compact Fluorescent Lamps) and LED (Light Emitting Diode fittings) throughout the park or resorts lighting.	High lighting standards are important to illuminate a workspace effectively and the general surroundings sufficiently, which makes energy efficient, and cost effective lighting imperative.	'1-5	G
Go Green Initiative	CFL usage	The use of CFL's only for all outdoor lighting.		'1-5	GC

		lighting.		
Go Green Initiative	CFL usage	The use of CFL's only for all outdoor lighting.	'1-5	GC



KEY: MER=Minimum Entry Requirement; GC=Grading Criteria; UA=Universal Accessibility; **** M = Mobility Limititation for UA; **** C = Communication Limitation for UA;

OF SOUTH APPRCA Quality in Tourism			<pre>*** C = Communication Limitation for UA; *** V = Visual Limitation for UA</pre>		
ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Category Definition	Conference Centre	A facility that provides a dedicated environment for meetings, especially small to medium sized events. Dedicated meeting and breakaway crooms are designed for maximum productivity. To minimise distractions, these rooms tend to be separated from food service facilities and high traffic areas. Meeting rooms are clustered near one another and interspersed with	Separate doing facilities must be available to accommodate conference groups on a flexible meeting schedule at the convenience of each group and to accommodate the capacity of the conference facility for lunch in no more than two groups of one hour each.	'1-5	MER
Category Definition	Conference Centre	Space for refreshment breaks must be available in close proximity of the meeting rooms.		'1-5	MER
Category Definition	Conference Centre	Tends to specialise in and accommodate small to medium sized events in terms of attendance and occupied square meterage.		°1-5	MER
Category Definition	Conference Centre	A conference centre's focus is solely on the successful logistics and operations of small to medium sized events.		'1-5	MER
Category Definition	Conference Centre	Has exclusive or preferred service providers on call.		°1-5	MER
Category Definition	Conference Centre	Specialises in accommodating conference groups providing the best possible environment and services for productive meetings		'1-5	MER
Category Definition	Conference Centre	Infrastructure is organised to keep different group functions apart and private, minimise distructions, and emphasises both convenience and productivity for delegates		'1-5	MER
Category Definition	Conference Centre	Conference rooms are positioned for convenient access to support services; such as refreshment areas, restrooms, on- site business centre, and the offices of conference services staff.		ʻ1-5	MER
Category Definition	Conference Centre	Conference rooms to be multi-functional spaces that can also accommodate receptions, banquets, and other social functions.		ʻ1-5	MER
Category Definition	Conference Centre	Furnishings and equipment to be designed for the comfort of the user and with functionality in mind		ʻ1-5	MER
Category Definition	Conference Centre	Tends to have an in-house inventory of conference technology (A/V), which allows better control of equipment quality and faster response to on-site requests		ʻ1-5	MER
Category Definition	Convention And Exhibition Centre	A purpose-built facility constructed, owned and operated by cities or government entities and in some instances by private developers or through public/private partnerships.	This is a facility whose purpose it is to host trade shows, public shows, conventions and other large functions and that combines exhibition space with a substantial number of smaller meeting and event spaces. A convention centre may be purpose built or converted. It will generally not have accommodation. Convention centres typically offer sufficient floor area to accommodate large numbers of standess. Very large venues suitable for trade shows are sometimes innown as exhibition centres. They typically have at least one auditorium and may also contain concert halls, lecture halls, meeting and conference rooms.	'1-5	MER
Category Definition	Convention And Exhibition Centre	A major investment in new and more sophisticated building design, urban infrastructure and advanced technology for telecommunications and audio visual presentations, up-scale food and beverage operations, extensive in-house services, and an emphasis on enhanced service levels.		'1-5	MER
Category Definition	Convention And Exhibition Centre	Tends to typically accommodate the largest events in terms of attendance and occupied square meterage, and the ways in which their services are organised and delivered are very different from those of hotels and resorts.		'1-5	MER
Category Definition	Convention And Exhibition Centre	Focus is solely on the logistics and operation of large scale events, hosting international, national and regional meetings, conferences, trade shows and/or consumer shows and special events ranging in size from single-day, one venue events to multi-day events drawing large attendee numbers.		'1-5	MER
Category Definition	Convention And Exhibition Centre	The management team represents the services and operating elements to support each event from sales and contracting to event management, from technical services to operations and housekeeping, from food and beverage services to building and security.	The range of in-house services offered differs from one establishment to another, but all Convention and Exhibition Centres share a common goal of successful service delivery to their clients.	'1-5	MER
Category Definition	Convention And Exhibition Centre	These centres are usually architectural statements. Inside and out, most Convention and Exhibition Centres are soaring glass and steel sculptures enclosing open, airy, and naturally it foyers/lobbies and pre-reception / registration areas.	Convention and Gabibilion Centres also contain considerable collections of art for the benefit of out-of-city attendees and total citizens. Many Convention and Exhibition Centres are recipients of architectural and community design awards for improving the look and feel of the community they occupy. More and more Convention and Exhibition Centres are designed with energy saving measures as well as the infrastructure to reduce the environmental and ecological impact of the facility and the MESE they support.	ʻ1-S	MER
Category Definition	Convention And Exhibition Centre	Typically large enough to accommodate multiple events simultaneously, sized to offer the opportunity for events to essentially "own" the building.		'1-5	MER
Category Definition	Convention And Exhibition Centre	Offers the largest variety of space options for events.	From more flexible half combinations - with high cellings for exhibits or general assisters - to small and large meeting rooms with numerous combination capabilities, to large sloped floor auditoria suitable for general assisters and technical productions, to slegant formal driving, to large open any pre-function spaces to support the most complex and extensive registration requirements and activities to the most unique special event spaces, the choices for an event are extensive	'1-5	MER
Category Definition	Convention And Exhibition Centre	Offers access to a variety of services and/or preferred service providers.		'1-5	MER
Category Definition	Events Venue	Multi-purpose facility usually designed with the purpose of hosting any type of large event, e.g. sporting events, concerts, religious and political rallies and trade fairs	A darking for sports, opticity, opticity special versity and consists of held ensisting either partly or completely surrounded by a "instance designed balox spectators to lated or all and view lide versits. These cash helding variables or contacts, or constraints and variables of the instance and variable	°1-5	MER
Category Definition	Events Venue	Wide variety of technical equipment and facilities available either internally or outsourced		ʻ1-5	MER
Category Definition	Events Venue	Food and beverage facilities to cater for large numbers of guests/spectators		'1-5	MER
Category Definition	Events Venue	Tiered seating might be available for concerts and sporting events		'1-5	MER

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Category Definition	Events Venue	Appropriate lighting might be available for concerts and sporting events		'1-5	MER
Category Definition	Events Venue	Appropriate lighting for evening events		'1-5	MER
Category Definition	Events Venue	Appropriate access / exit facilities to accommodate large numbers of spectators		'1-5	MER
Category Definition	Historical Venues	These spaces are more suitable to a special dinner, product launch or entertainment functions than meetings.	These are buildings that reflect significant historical value and represent landmarks that have been adapted to host special events. Historical venues provide special and a different atmosphere for the hosting of that special event. They will obviously vary in size and capability according to what the original purpose of the building/venue was. Professional staff and inspirational event spaces create the perfect setting for receptions, product launches, exhibitions or banquest. Some of these venues might offer accommodation depending on the original building's purpose.	'1-5	MER
Category Definition	Historical Venues	Restrooms and kitchens must be available		'1-5	MER
Category Definition	Historical Venues	Water, electricity, furniture, crockery, cutlery, glassware, napery, as well as staffing, may cost extra		'1-5	MER
Category Definition	Historical Venues	Accessibility for disabled attendees may also prove problematic, especially in older venues		'1-5	MER
Category Definition	Historical Venues	Audio visual equipment, staging, telecommunications and internet connectivity must be easily accessible/available		'1-5	MER
Category Definition	Function Venues	Usually more suitable for hosting smaller-scale functions	These are venues that provide space for a range of smaller special events. Most of these spaces are more suitable for special catering functions or entertainment events such as weddings, dinners, farevels and parties.	'1-5	MER
Category Definition	Function Venues	Accessible to audio-visual equipment, staging, catering		'1-5	MER
Category Definition	Function Venues	Often incorporating outdoor facilities, e.g. Gazebos, gardens, swimming pools, etc.		'1-5	MER
Category Definition	Function Venues	is a multi-purpose facility that can be reconfigured for different uses		'1-5	MER
Facilities	Building Exterior	The reception entrance should be clearly identifiable and the doorway & entrance clearly illuminated when it is dark.		'1-5	MER
Facilities	Building Exterior	There should be excellent levels of lighting for safety and comfort in all public areas, including sufficient light on stairways.		'1-5	MER
Facilities	Building Exterior	Acceptable appearance, maintenance and condition. Minor maintenance issues may be visible, such as natural weathering to building exterior.		'1	MER
Facilities	Building Exterior	Good appearance, maintenance and condition. Minor maintenance issues may be visible, such as natural weathering to building exterior.		'2	MER
Facilities	Building Exterior	Very good appearance, maintenance and condition. No obvious maintenance issues should be evident.		'3	MER
Facilities	Building Exterior	Excellent appearance, maintenance and condition. No maintenance issues should be evident. The venue appearance should create an attractive and inviting impression.		'4	MER
Facilities	Building Exterior	Outstanding appearance, maintenance and condition. No maintenance issues should be evident at all. The venue appearance should create a professional, attractive and inviting impression.		'5	MER
Facilities	Building Exterior	All doorways and entrances must be well and evenly lit with a minimum lighting level of 200 lux.		UA	v
Facilities	Building Exterior	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	м
Facilities	Building Exterior	Ramps must be provided in close proximity to any stairs.		UA	м
Facilities	Building Exterior	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)		UA	м
Facilities	Building Exterior	Signage should incorporate symbols and pictograms.		UA	мсу
Facilities	Building Exterior	Where there are revolving doors, turnstiles or other entrance barriers, an alternative means of access should be provided.		UA	м
Facilities	Grounds / Gardens / Internal Roads	Season changes, environmental concerns, water availability and water usage must be considered.		'1-5	MER

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Facilities	Grounds / Gardens / Internal Roads	Grounds and gardens well maintained, kept tidy and safe. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose		'1-2	MER
Facilities	Grounds / Gardens / Internal Roads	Adequate and functional garden furniture provided in garden area for guests use. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose		'3	MER
Facilities	Grounds / Gardens / Internal Roads	Grounds and gardens well maintained and excellent appearance all year round regardless of season. Excellent quality garden furniture provided.		'4	MER
Facilities	Grounds / Gardens / Internal Roads	Grounds and gardens in pristine condition with attention to detail, including landscaping, internal roads and garden features. Outstanding quality garden furniture provided.		'5	MER
Facilities	Grounds / Gardens / Internal Roads	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.		UA	мсу
Facilities	Grounds / Gardens / Internal Roads	Grounds and garden pathways kept clear of obstacles / obstructions.		UA	MV
Facilities	Grounds / Gardens / Internal Roads	Fixed, level, matt and slip resistant ground and floor surfaces.		UA	MV
Facilities	Grounds / Gardens / Internal Roads	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.		UA	v
Facilities	Grounds / Gardens / Internal Roads	Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Facilities	Grounds / Gardens / Internal Roads	Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.		UA	MV
Facilities	Grounds / Gardens / Internal Roads	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.		UA	MV
Facilities	Parking / Driveway / Signage.	Provision of all on-site and/ or designated parking areas to conform to local municipal by-baws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'1-5	MER
Facilities	Parking / Driveway / Signage.	Sufficient parking spaces should be provided to accommodate a likely number of delegates.		'1-5	MER
Facilities	Parking / Driveway / Signage.	Provision of adequate, fit for purpose, on-site and/or designated parking areas, which have to be tidy, well maintained, clearly defined and well it with clear signage.		'1-5	MER
Facilities	Parking / Driveway / Signage.	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.		UA	мсу
Facilities	Parking / Driveway / Signage.	Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Facilities	Parking / Driveway / Signage.	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width	1 bay of 3500 mm in width for every 25 bays.	UA	м
Facilities	Parking / Driveway / Signage.	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient.	(optimum gradient is 1-15)	UA	м
Facilities	Parking / Driveway / Signage.	Entrance route surface should be firm and even and slip- resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.		UA	MV
Facilities	Venue Lighting / Air- Conditioning / Power / Telephone / Audio- Visual	Appropriate lighting, air-conditioning, power and telephone connectivity. Access to basic staging and audio-visual equipment.		'1-2	MER
Facilities	Venue Lighting / Air- Conditioning / Power / Telephone / Audio- Visual	Very good lighting that can be operated independently.		'3	MER
Facilities	Venue Lighting / Air- Conditioning / Power / Telephone / Audio- Visual	Power and telephone connectivity, internet capabilities and air- conditioning that can be independently controlled.		3	MER
Facilities	Venue Lighting / Air- Conditioning / Power / Telephone / Audio- Visual	Access to more than basic staging and audio-visual equipment.		3	MER
Facilities	Venue Lighting / Air- Conditioning / Power / Telephone / Audio- Visual	Excellent lighting that can be operated independently with dimming facilities.		'4-5	MER
Facilities	Venue Lighting / Air- Conditioning / Power / Telephone / Audio- Visual	Power and telephone connectivity and internet capabilities (preferably wireless connectivity).		'4-S	MER
Facilities	Venue Lighting / Air- Conditioning / Power / Telephone / Audio-	Air-conditioning that can be independently controlled.		'4-5	MER

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NameNa	Facilities	Conditioning / Power / Telephone / Audio-	Access to any staging and audio-visual equipment.	'4	MER
NameNameNameNameNameNameName1000Name </td <td>Facilities</td> <td>Conditioning / Power / Telephone / Audio-</td> <td>Access to water and waste drainage in appropriate venue areas.</td> <td>'5</td> <td>MER</td>	Facilities	Conditioning / Power / Telephone / Audio-	Access to water and waste drainage in appropriate venue areas.	'5	MER
Mathematical standSecond structure upper que.And <td>Facilities</td> <td>Conditioning / Power / Telephone / Audio-</td> <td>Access to technologically advanced staging and audio-visual equipment with built-in sound in the venue.</td> <td>'5</td> <td>MER</td>	Facilities	Conditioning / Power / Telephone / Audio-	Access to technologically advanced staging and audio-visual equipment with built-in sound in the venue.	'5	MER
NAMENumber of the second s	Facilities	Conditioning / Power / Telephone / Audio-	Induction loop fitted for persons using hearing aids.	UA	c
And and bitNormal scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd scienceAnd 	Facilities	Conditioning / Power / Telephone / Audio-	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.	UA	с
InitialNameInclusionInitial <th< td=""><td>Facilities</td><td>Conditioning / Power / Telephone / Audio-</td><td>Clear unobstructed routes provided throughout facility.</td><td>UA</td><td>MV</td></th<>	Facilities	Conditioning / Power / Telephone / Audio-	Clear unobstructed routes provided throughout facility.	UA	MV
Initial Name Number of State Number of State Number of State Initial State State State State State Initial State State	Facilities	Conditioning / Power / Telephone / Audio-	Use of colour contrasting of décor / stationary etc.	UA	v
NAMENUMBERNUMBERNUMBERNUMBER10.1000Reserved of second second of second second of second second of second	Facilities	Conditioning / Power / Telephone / Audio-	All information in large print and Braile.	UA	v
InstanceNATION IN Each advergence, which we have100100100InstanceNameInstanceIn	Facilities	Telephone / Audio-	dimmers that allow lighting to focus on speakers and lip-	UA	v
AntonioApproxApproxApproxApproxratesserved, corrSinder, correct and and served, corrSinder, corr	Facilities	Business Centre	services. (i.e. the ability to photocopy, print, send & receive	ʻ1-5	MER
Index term Norm (LTM) Norm (L	Facilities	Business Centre	Basic business services offered by staff using administration equipment.	'1-2	MER
Link controlLink for the formula of the project is the structure <td>Facilities</td> <td>Business Centre</td> <td>clients. All equipment to be well maintained and in good</td> <td>'3</td> <td>MER</td>	Facilities	Business Centre	clients. All equipment to be well maintained and in good	'3	MER
Indian Anno Gene Back the start and generative backwards Sol Mail Indian Anno Gene Sole and So	Facilities	Business Centre	Fully equipped and staffed, fit for purpose Business Centre within the venue or within easy access to the venue.	'4	MER
Image: A constraint of the state of the s	Facilities	Business Centre	within the venue or within easy access to the venue.	'5	MER
Raties Name of the part of the functional intention to indicate the intention to the part of the functional intention to indicate the intention to the part of the functional intention to intention to intention to a standard gene intention to intention to intention to a standard gene intention to intention to intention to a standard gene or genet. Intention to intention to	Facilities	Business Centre	Voice amplifier options on public telephones.	UA	c
Mathem Mathm Mathem Mathem Mathem <td>Facilities</td> <td>Business Centre</td> <td>this allows the guest with a functional visual limitation to</td> <td>UA</td> <td>v</td>	Facilities	Business Centre	this allows the guest with a functional visual limitation to	UA	v
Name Part of the second of t	Facilities	Business Centre	Al least one workstation with counter-height at least 80cm from floor.	UA	м
Facilities Relation III, Serving Stability array to provide food for delegates or gaests. Image: 1-3 MRR Facilities Relation III, Serving Deligated array, to provide food for delegates or gaests. Image: 1-3 MRR Facilities Relation III, Serving Deligated array, to provide food for delegates or gaests. Image: 1-3 MRR Facilities Relation III, Serving Deligated array, to provide food for delegates or gaests. Image: 1-3 MRR Facilities Relation III, Serving Deligated array, to provide food for delegates or gaests. Image: 1-3 MRR Facilities Relation III, Serving Persone bain in buffets and bars. For facilities weintes, this may relation III Serving Persone bain in buffets and bars. For facilities weintes, this may relation III Serving Image: 1-3 MRR Facilities Relation III Serving Deligated array, to provide food for deligates or givests. Deligated array, to provide food food food deligates or gaests. Image: 1-3 MRR Facilities Relation III Serving Deligated array, to provide food food food deligates or gaests. Image: 1-3 MRR Facilities Relation III Serving Deligated array, to provide food food food gaested array,	Facilities	Business Centre	Al least one public telephone in the facility, at a level accessible for wheekhair users or a seated guest.	UA	м
Facilities Restauranty / Serving Areas Designated area/s to provide food for delegates or guests. 14 MRR Facilities Restauranty / Serving Areas Areas Areas 14 MRR Facilities Restauranty / Serving Areas Areas Argo built-in buffets and bars. for fenible venues, this my be mobile buffets and bars. for fenible venues, this my be mobile buffets and bars. 14 MRR Facilities Restauranty / Serving Areas Prod And Beerrage- delegates or guests. Cod And Beerrage- delegates or guests. 14. MRR Facilities Restauranty / Serving Areas Designated area/s to provide food for delegates or guests. 14. MRR Facilities Restauranty / Serving Areas Designated area/s to provide food for delegates or guests. 14. MRR Facilities Restauranty / Serving Areas Designated area/s to provide food foor 15. MRR Facilities Restauranty / Serving Areas Meru dens modified to take account of detary requirements 14. 14. 14. Facilities Restauranty / Serving Areas Meru dens modified to take account of detary requirements 14. 14. 14. F	Facilities	Restaurants / Serving	Suitable area/s to provide food for delegates or guests.	'1-3	MER
Facilities Restaurants/Service Areas Propose false: in information and area, rom reduce venue, into information and area areas Propose false: information and area areas Propose false: information areas Propose false: informant Propose false: informant Pr	Facilities	Restaurants / Serving	Designated area/s to provide food for delegates or guests.	'4	MER
Facilities Restaurants/Serving Restaurants/Serving Restaurants/Serving Serving	Facilities	Restaurants / Serving	Purpose built-in builfets and bars. For flexible venues, this may be mobile builfets and bars.	'4-5	MER
Facilities Restaurants/Serving Areas Restaurants/Serving and Beetrage- Restaurants/Serving Labels on buffet stations and on containers must be clear and an large print. Image print. <td>Facilities</td> <td>Restaurants / Serving</td> <td>Designated area/s or restaurants utilised to provide food for delegates or guests.</td> <td>'5</td> <td>MER</td>	Facilities	Restaurants / Serving	Designated area/s or restaurants utilised to provide food for delegates or guests.	'5	MER
Facilities Retainants / Serving Retainants / Servin	Facilities	Restaurants / Serving	Meru Rems modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).	°1-5	MER
Facilities Restaurants / Serving Unit Statistics in the set of the	Facilities	Restaurants / Serving	Labels on buffet stations and on containers must be clear and in large print.	UA	v
	Facilities	Restaurants / Serving	Staff assistance must be provided at buffets [e.g. to read out labels etc.].	UA	v
Facilities Peod And Beverage- Restaurants / Serving Areas	Facilities	Restaurants / Serving	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.	UA	MCV

Facilities	Dressing Room/s	A private venue that can be utilised by entertainers, artistes, models, performers, etc. for the purposes all dressing/changing or preparing for a performance.	'1-5	MER
Facilities	Dressing Room/s	A venue within close proximity of the event venue that can be adapted into a dressing room.	'1-2	MER
Facilities	Dressing Room/s	A venue within dose proximity of the event venue that can be adapted with dessing tables, make up lighting, mirrors and hanging spaces.	ʻ3-5	MER
Facilities	Dressing Room/s	Purpose built room/s within close proximity of the event venue with dressing tables, make-up lighting, mirrors, firsthening-up facilities and hanging spaces.	'3-5	MER
Facilities	Dressing Room/s	P Purpose built room/s within the event venue with dressing tables, make up lighting, mirron, showers, hanging spaces, a Dounge and a dining area.	'3-5	MER
Facilities	Dressing Room/s	Alf areas must be well and evenly fit.	UA	v
Facilities	Dressing Room/s	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.	UA	м
Facilities	Dressing Room/s	Size of unobstructed space in-front of doors - Minimum space Storn x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.	UA	м
Facilities	Dressing Room/s	Any door handles in the area should be located at a height of between 120cm and 80cm.	UA	м
Facilities	Dressing Room/s	At least one dressing table with counter-height at least 80cm from floor.	UA	м
Facilities	Hospitality / VIP Suite	A meeting room/venue that can be utilised as a private holding room.	ʻ1-2	MER
Facilities	Hospitality / VIP Suite	A private, purpose built suite.	'3	MER
Facilities	Hospitality / VIP Suite	A private, purpose-built suite which includes a private toilet.	'4	MER
Facilities	Hospitality / VIP Suite	A private, purpose-built suite which includes a private bathroom.	'5	MER
Facilities	Hospitality / VIP Suite	Alf areas must be well and evenly RL	UA	v
Facilities	Hospitality / VIP Suite	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.	UA	м
Facilities	Hospitality / VIP Suite	Sie of unobitructed space in-front of doors - Minimum space 80m s 120m, lak of clear unobitructed space can result in a guest not being able to enter the room.	UA	м
Facilities	Hospitality / VIP Suite	Any door handles in the area should be located at a height of Between 120cm and 80cm.	UA	м
Facilities	Information Points / Desks	General Tourist Information available at the Reception Desk.	'1-2	MER
Facilities	Information Points / Desks	A designated information Desk available within the venue.	'3	MER
Facilities	Information Points / Desks	A purpose built information Desk or Information Kosk within the venue, equipped with telephone and internet Connectivity.	'4-5	MER
Facilities	Information Points / Desks	All areas must be well and evenly IIL	UA	v
Facilities	Loading Bay Areas	No specific loading entrance at the back of the venue.	'1	MER
Facilities	Loading Bay Areas	Limited capacity to accommodate back entrance loading.	'2	MER
Facilities	Loading Bay Areas	Back loading entrance acceptable for most types of functions held at the venue.	'3	MER
Facilities	Loading Bay Areas	Good back entrance facilities, but may not be able to accommodate all types of user or supplier needs.	'4	MER

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Facilities L	Loading Bay Areas	A purpose-built and desicated back entrance available for equipment loading and off-loading.	'5	MER
Facilities N	Media Centre	This may be a dedicated, purpose-built centre or an existing room adapted to meet specific requirements.	'1-5	MER
Facilities N	Media Centre	All areas must be well and evenly lit.	UA	v
Facilities N	Media Centre	Induction loop fitted for persons using hearing aids.	UA	с
Facilities N	Media Centre	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.	UA	с
Facilities N	Media Centre	All information in large print and Braille.	UA	v
Facilities h	Media Centre	Size of opening leaf of all doors should be, when measured in the 50-degree open position, at least 75cm wide.	UA	м
Facilities h	Media Centre	Sie of unobstructed space in-front of doors - Minimum space. Sio on x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.	UA	м
Facilities h	Media Centre	Any door handles in the area should be located at a height of between 120cm and 80cm.	UA	м
Facilities h	Medical / First Aid Room	Suitably stocked first aid boyles should be and accessible in the event of treatment required. A prominent sign is a conscious place should indicate where the first aid box is kept and the name of the responsible person.	'1-5	MER
Facilities N	Medical / First Aid Room	Energency services telephone numbers are prominently displayed in the medical room, as well as with the Recepton, Security and Switchboard staff as appropriate.	'1-5	MER
Facilities h	Medical / First Aid Room	A number of venue staff have received first-aid training, and are able to administer basic first-aid.	'1-5	MER
Facilities N	Medical / First Aid Room	All emergency equipment to be well maintained and kept in working order.	'1-5	MER
Facilities h	Medical / First Aid Room	A purpose built medical or first-sid moon equipped with a bed, wheetchar, and blood pressure equipment.	'3	MER
Facilities h	Medical / First Aid Room	A fit for purpose medical room equipped with a gurney, bed, blodd pressure equipment, wheelchur, etc. should be available.	'4	MER
Facilities N	Medical / First Aid Room	A A ff of pruppose medical room equipped with a gurney, bed, blood pressure equipment, heart defamilitor, wheekhair, orages, etc. should be available.	'5	MER
Facilities N	Medical / First Aid Room	All areas must be well and evenly lit.	UA	v
Facilities N	Medical / First Aid Room	Size of opening feaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.	UA	м
Facilities N	Medical / First Aid Room	Size of unobatructed space in-front of doors - Minimum space. Stom x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.	UA	м
Facilities N	Medical / First Aid Room	Any door handles in the area should be located at a height of between 120cm and 80cm.	UA	м
Facilities T	Ticket Office / Ticketing Kiosk	This may be a dedicated, purpose-built booth or an existing room or upace or are adapted to meet specific event requirements.	'1-5	MER
Facilities T	Ticket Office / Ticketing Kiosk	All areas must be well and evenly lit.	UA	v
Facilities R	Ticket Office / Ticketing Kiosk	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.	UA	м
Facilities R	Ticket Office / Ticketing Kiosk	Sile of unobstructed space in-front of doors - Minimum space. Silo of Labora, lab of clear unobstructed space can result in a guest not being able to enter the room.	UA	м
Facilities T	Ticket Office / Ticketing Kiosk	Clear glass panels and doors should be clearly marked.	UA	v
Facilities T	Ticket Office / Ticketing Klosk	All ramps should have a gradient of between 1:15 and 1:12.	UA	м

Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	A specified area for coaches and buses to stop to allow delegates and guests to embark and disembark safety.	ʻ1-3	MER
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	In for purpose stopping and parking area for coaches and Biscars to allow delegates and guests to emburk and disemburk afely.	'4	MER
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	A porte-cochere or other fit for purpose stopping and parking area for coaches and buses to allow delegates and guests to embark and disembark safely.	'5	MER
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	All areas must be well and evenly lit with minimum lighting levels of 200 loss.	UA	v
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	Setting down point at the entrance should have a maximum of 1:50 gradient.	UA	м
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	Signage displaying the international symbol of accessibility at the accessibility processibility of point.	UA	мсу
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	Unobstructed width of not less than 120cm to allow for easy access for mobility also.	UA	м
Facilities	Public Areas	Functional decor.	°1-2	MER
Facilities	Public Areas	Acceptable appearance, maintenance and condition of furniture.	'1-2	MER
Facilities	Public Areas	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient lighting on starways and landings.	'1-5	MER
Facilities	Public Areas	Good overall impression. Decor is simple but effective.	.3	MER
Facilities	Public Areas	Very good appearance, maintenance and condition of furniture.	'3	MER
Facilities	Public Areas	Very good interior design and overall impression.	'4	MER
Facilities	Public Areas	Some use of objects of interest and artwork.	'4	MER
Facilities	Public Areas	Excellent appearance, maintenance and condition of furniture	'4	MER
Facilities	Public Areas	Outstanding interior design and overall impression. Professional finish to all aspects of decor.	'5	MER
Facilities	Public Areas	Instrensting architectural features, objects of interest, antwork and objects d'art.	'5	MER
Facilities	Public Areas	Outstanding appearance, maintenance and condition of furniture.	'5	MER
Facilities	Public Areas	End all consider highlighted by colour, tone or light contrast between walk and floor covering.	UA	v
Facilities	Public Areas	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of tearing and demarcated areas that should be incorporated into the interior decor of public areas.	UA	v
Facilities	Storage Space	Dedicated storage space that can safely store event materials and depaipment overnight	'1-3	MER
Facilities	Storage Space	Dedicated storage space that can safely store event materials and equipment overright. Individual locable storage should be available for storage of more valuable items.	'4-5	MER
Facilities	Toilets / Restrooms	All toilets well maintained, regularly cleaned, checked and ad equately vernitiated.	ʻ1-5	MER
Facilities	Toilets / Restrooms	Minimum facilities to be provided include: Washbasin with 0049	ʻ1-5	MER
Facilities	Toilets / Restrooms	Hand drying facilities	'1-5	MER
Facilities	Toilets / Restrooms	Seat with lid	'1-5	MER

Facilities	Toilets / Restrooms	Covered light	r	'1-5	MER
Facilities	Toilets / Restrooms	Mirror	r	'1-5	MER
Facilities	Toilets / Restrooms	Hock on door	4	'1-5	MER
Facilities	Toilets / Restrooms	Lidded samkary bin with bags		'1-5	MER
Facilities	Toilets / Restrooms	Double-ply toilet paper	r	'1-5	MER
Facilities	Toilets / Restrooms	Nappy changing facilities must be provided in child friendly establishments.	4	'4-5	MER
Facilities	Toilets / Restrooms	Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towes, high-quality toiletries and accessories.		'5	MER
Facilities	Toilets / Restrooms	No cost hooks or other projections that extend more than Exm from the wall or doors.	u	UA	v
Facilities	Toilets / Restrooms	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.	u	UA	MV
Facilities	Toilets / Restrooms	Flooring to have no design obstructions.	u	UA	MV
Facilities	Toilets / Restrooms	Fashing light linked to a latm. [All emergency evacuation systems should be linked to a fashing emergency light in the bedroom and bathroom.]	u	UA	cv
Facilities	Toilets / Restrooms	Babroom instructions must be provided in large print.	u	UA	v
Facilities	Toilets / Restrooms	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, celiphone communication etc.	u	UA	MCV
Facilities	Toilets / Restrooms	Use of colour contrasting surfaces.	u	UA	v
Facilities	Toilets / Restrooms	Hot pipes must be well insulated.	u	UA	v
Facilities	Toilets / Restrooms	The access door should be fitted with an emergency release bod.	u	UA	MV
Facilities	Toilets / Restrooms	Audio and visual emergency warning and evacuation systems.	u	UA	cv
Facilities	Toilets / Restrooms	All areas in bathroom must be well and evenly it.	u	UA	v
Facilities	Toilets / Restrooms	Bathroom toiletrieu/accessories need to have bold labels for easy identification.	u	UA	v
Services	Welcome, Friendliness & Attitude	Professional service and attention to detail is expected.	r	'1-5	MER
Services	Welcome, Friendliness & Attitude	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.	u	UA	MCV
Services	Welcome, Friendliness & Attitude	On arrival, the guest is offered an orientation tour.	u	UA	MCV
Services	Welcome, Friendliness & Attitude	Guests should be offered an emergency remote to be used to summon assistance when required. The use of voltrating arm- bands, beepers and celiphone communication technology is acceptable.	u	UA	MCV
Services	Welcome, Friendliness & Attitude	On arrival, guests are offered an audio-description package. providing information on facilities, movement through the facily and the RL it must also provide detailed information e.g. a guest should be able to pull menu information, services and other courtesy informatio services.	n typically found by guests in the room manual.	UA	v
Services	Welcome, Friendliness & Attitude	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.	u	UA	MV
Services	Appearance of Staff	All staff members should be identifiable by their uniforms. Staff alould be wearing the company issued name badges provided.	r	'1-5	MER

Services	Food and Beverage Service	All hot foods well-presented and served at correct temperature.	This applies to F&B service provided in public areas or in function, meeting, exhibition or special events venues. Overall the F&B service must match the quality and standard of the venue.	'1-5	MER
Services	Food and Beverage Service	All cold foods well-presented and served and maintained at correct temperature.		'1-5	MER
Services	Food and Beverage Service	Availability of special meals due to dietary requirements exists.		'1-5	MER
Services	Food and Beverage Service	No selection to choose from. Basic food, perhaps domestic in style but tasty.		'1	MER
Services	Food and Beverage Service	A limited selection of food to choose from. Food is appealing and tasty.		'2	MER
Services	Food and Beverage Service	A reasonable selection of food to choose from. Food is appealing and tasty.		'3	MER
Services	Food and Beverage Service	A substantial choice of hot and cold dishes of high quality and taste.		'4	MER
Services	Food and Beverage Service	A broad range of dishes of outstanding quality and presentation which meet high international standards.		'5	MER
Services	Food and Beverage Service	Staff assistance must be provided at buffets to read out labels on food.		UA	v
Services	Food and Beverage Service	Staff should be able to assist in providing orientation to guests using the clock methodology.		UA	v
Services	Cleaning	A high standard of cleanliness should be maintained throughout the venue. Cleaning staff should be on call whenever an event is running.		'1-5	MER
Services	Cleaning	"Cleaning in Progress" and "Wet Floor" signs to be used whenever necessary.		'1-5	MER
Services	Cleaning	All areas clean and well maintained.		'1	MER
Services	Cleaning	All surfaces, including floors and walls, are free from visible dirt and obviously polished.		'2	MER
Services	Cleaning	Very good standard of cleanliness throughout the venue. No dust, smears or marks are obvious.		'3	MER
Services	Cleaning	Very high standard of cleanliness throughout the venue. A permanent restroom attendant who continuously cleans the facilities		'4	MER
Services	Cleaning	Exceptional standard of cleanliness throughout the venue. A permanent restroom attendant who continuously cleans the facilities		'5	MER
Services	Sales / Event Co- ordination / Management	Prompt and thorough dealing with enquiries, bookings, correspondence and complaints. All information, including quotes, to be accurately and timeously provided to clients.		'1-5	MER
Services	Sales / Event Co- ordination / Management	All details of booking process, payment process and cancellation information are made clear to the client.		'1-5	MER
Services	Sales / Event Co- ordination / Management	The amenities, facilities and services provided by the venue are described fairly and truthfully to clients.		'1-5	MER
Services	Sales / Event Co- ordination / Management	Bill/Invoice to be correct with all details and clearly presented and explained.		'1-5	MER
Services	Sales / Event Co- ordination / Management	Mobility, communication, blind and sight impaired awareness training for managers and staff who work with delegates and guests.		UA	мсу
Services	Information Technology / Telecommunications	Limited range of basic, average quality AV equipment is available on-site or through an outsourced provider	One star properties are not required to provide IT and telecoms services	1-2	MER
Services	Information Technology / Telecommunications	Limited IT and telecoms services available.		'3	MER
Services	Information Technology / Telecommunications	Most common, frequently requested IT and telecoms services are available.		'4	MER
Services	Information Technology / Telecommunications	Qualified technicians are on site, but these may require external support for some services.		'4	MER

Services	Information Technology / Telecommunications	Advanced IT and telecoms are available, e.g. Wi-Fi, back-up broadbank link, secretarial service for minute taking, typing, professional binding of large documents, colour photocopying, etc.		4-S	MER
Services	Information Technology / Telecommunications	Venue should have highly qualified technical staff to set-up and maintain equipment and to advise clients as required. These may be employed or outsourced but must be based on- site during the event.		'5	MER
Services	Information Technology / Telecommunications	Access to power is important for individuals who rely on computer technology for communication.		UA	с
Services	Information Technology / Telecommunications	A loop system to be made available as it allows guests using digital hearing aids to tap into the spoken word.		UA	с
Services	Information Technology / Telecommunications	Facilities to be made available for delegates to make use of their own technology (e.g. Braille machines).		UA	v
Services	Safety and Security	Appropriate, fit for purpose safety and security measures throughout the establishment at all times.		ʻ1-5	MER
Services	Safety and Security	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.		'1-5	MER
Services	Safety and Security	Emergency information & procedures clearly displayed in English and in pictograms where possible.	(Minimum: Emergency Exits, Evacuation floor plan, Emergency contact numbers)	ʻ1-5	MER
Services	Safety and Security	At registration any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.		UA	MCV
Services	Safety and Security	Where two-communication systems are employed for security and safety purposes, these should provide a flashing-light mechanism that lights up once confirmation has been received that the signal has been acknowledged.	Provision should be made for such communication devices to be equipped, where possible, with keypads and visual displays to allow transfer of information and communication	UA	cv
Services	Safety and Security	Emergency evacuation procedures taking into account the needs of guests with functional auditory limitations (i.e. deaf and hearing impaired guests). It is essential that emergency evacuation procedures are developed and provide in written format.		UA	с
Services	Safety and Security	Emergency evacuation procedures taking into account the needs of guests with functional visual limitations (i.e. blind and sight impaired guests).	It is essential that emergency evacuation procedures are developed and provided in Braile and large text (large print) information for all blind and partially sighted guests.	UA	v
Services	Safety and Security	Emergency evacuation procedures taking into account the needs of guests with functional mobility and physical limitations (i.e. users of wheelchairs and mobility aids).		UA	м
Services	Safety and Security	Emergency evacuation procedures provided orally or by an audio system.		UA	v
Services	Safety and Security	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.		UA	мсу
Services	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.		UA	мсу
Services	Safety and Security	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.		UA	мсу
Services	Safety and Security	Where two way-communication systems are employed for security and safety purposes, there should be an additional manned cellphone number provided 24/7.	Where such systems make provision for communication devices, these devices should be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.	UA	мсу
Services	Technical Services (Audio visual / Lighting / Sound / Staging)	Limited range of basic, average quality AV equipment is available on-site or through an outsourced provider.		'1-2	MER
Services	Technical Services (Audio visual / Lighting / Sound / Staging)	A good range of basic, good quality AV equipment is available on-site or through an outsourced provider		'3	MER
Services	Technical Services (Audio visual / Lighting / Sound / Staging)	A wide range of excellent quality AV equipment is available on- site or through an outsourced provider		'4	MER
Services	Technical Services (Audio visual / Lighting / Sound / Staging)	Has access to a wide range of excellent quality, technologically advanced AV equipment and staging. Available on-site or through an outsourced provider.		'5	MER
Furniture, Fixtures, Fittings and Equipment	Air-Conditioning	Adequate ventilation in each room within the venue.		'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Air-Conditioning	Air-conditioning and/or acceptable air temperature control system to be in place.		'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Air-Conditioning	Each room must be able to be individually controlled to the comfort of delegates.		°1-5	MER
Furniture, Fixtures, Fittings and Equipment	Black-out Materials / Blinds / Curtaining	Window coverings must be large enough to draw easily and completely cover the window opening to allow for darkening of the venue.		'1-5	MER

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Furniture, Fixtures, Fittings and Equipment	Black-out Materials / Blinds / Curtaining	Acceptable window coverings must be provided to partially darken the venue.	'1	MER
Furniture, Fixtures, Fittings and Equipment	Black-out Materials / Blinds / Curtaining	Good quality window coverings must be provided to partially darken the venue.	'2	MER
Furniture, Fixtures, Fittings and Equipment	Black-out Materials / Blinds / Curtaining	Very good quality window coverings must be provided to partially darken the venue.	'3	MER
Furniture, Fixtures, Fittings and Equipment	Black-out Materials / Blinds / Curtaining	Excellent quality window coverings must be provided for full block out for the venue.	'4	MER
Furniture, Fixtures, Fittings and Equipment	Black-out Materials / Blinds / Curtaining	Outstanding quality window coverings must be provided for full block out for the venue.	'5	MER
Furniture, Fixtures, Fittings and Equipment	Food and Beverage Catering Equipment	Appropriate cutlery, crockery, glassware and serving equipment of acceptable quality.	ʻ1-2	MER
Furniture, Fixtures, Fittings and Equipment	Food and Beverage Catering Equipment	Good quality cutlery, crockery, glassware and serving equipment.	'3	MER
Furniture, Fixtures, Fittings and Equipment	Food and Beverage Catering Equipment	Excellent quality cutlery, crockery, glassware and well maintained chaling dishes for buffet service	'4	MER
Furniture, Fixtures, Fittings and Equipment	Food and Beverage Catering Equipment	Outstanding quality cutlery, crockery, glassware and modern chaling dishes and service platters for buffet service.	'5	MER
Furniture, Fixtures, Fittings and Equipment	Food and Beverage Catering Equipment	Labels on buffet stations and on containers must be clear and in large print.	UA	v
Furniture, Fixtures, Fittings and Equipment	Signage - Directional Display System	Orientation signs to allow visitors to orientate themselves easily within the venue.	ʻ1-5	MER
Furniture, Fixtures, Fittings and Equipment	Signage - Directional Display System	Directional and informational signage to guide visitors to reception, car park, exits, entrances, telephones, toilets and function or meeting venues.	ʻ1-5	MER
Furniture, Fixtures, Fittings and Equipment	Signage - Directional Display System	Information on emergency procedures such as emergency exits, first aid rooms, fire fighting equipment, etc.	'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Signage - Directional Display System	All signage should be waterproof, clearly visible, clearly understood, seen from a distance and preferably lit in the dark.	ʻ1-5	MER
Furniture, Fixtures, Fittings and Equipment	Signage - Directional Display System	Well lit clear directional signage which should incorporate symbols and pictograms.	UA	v
Furniture, Fixtures, Fittings and Equipment	Signage - Directional Display System	Emergency evacuation signage to be well placed, clear and visible.	UA	MCV
Furniture, Fixtures, Fittings and Equipment	Signage - Directional Display System	Directional and informational signage related to physical and environmental access must be well lit.	UA	MCV
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	A lift is required where there are venues that are more than 2 licors higher or lower than the entrance level floor.	1-5	MER
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	All lifts must be equipped with an emergency communication system in the event of the lift getting stuck.	1-5	MER
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	A lift is required where there are venues that are more than 1 loor higher or lower than the entrance level floor.	'5	MER
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	Colour contrasting door with a clear opening width of no less than 90cm.	UA	MV
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	Interior lift lighting to be at minimum of 150 lux.	UA	v
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	An emergency communication system needs to be put in place and the phone or intercom colour contrasted with Braille and tactile buttons and text.	UA	v
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	Internal size of lift car should be a minimum of 120cm x 140cm.	UA	м
Furniture, Fixtures, Fittings and Equipment	Lifts – Passenger and Freight	Internal and external controls (including emergency controls) should be at a height of between 90 – 120cm to allow shorter and seated guests to comfortably reach them.	UA	м
Furniture, Fixtures, Fittings and Equipment	Emergency Equipment – Exits / Lighting and Power / Smoke Detection / Sprinkler Systems	Emergency equipment to be installed, maintained and available in accordance with the Occupational Health and Safety Act.	ʻ1-5	MER

Furniture, Fixtures, Fittings and	Emergency Equipment – Exits / Lighting and Power / Smoke	All Emergency Exits to be clearly marked with reflective material and be easily accessible. There should be no		'1-5	MER
Equipment	Power / Smake Detection / Sprinkler Systems Emergency Equipment –	material and be easily accessible. There should be no obstruction of Emergency Exit doorways or stainwells.		1.3	MER
Furniture, Fixtures, Fittings and Equipment	Emergency Equipment – Exits / Lighting and Power / Smoke Detection / Sprinkler Systems	All equipment to be regularly inspected serviced and well maintained. Service certificates should be made available on request.		'1-5	MER
	Emergency Equipment – Exits / Lighting and Power / Smoke Detection / Sprinkler Systems	Emergency assistance equipment must have both audible and visual means of summoning assistance.		UA	cv
Furniture, Fixtures, Fittings and Equipment	Emergency Equipment – Exits / Lighting and Power / Smoke Detection / Sprinkler Systems	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.		UA	MCV
Furniture, Fixtures, Fittings and Equipment	Emergency Equipment – Exits / Lighting and Power / Smoke Detection / Sprinkler Systems	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.		UA	MCV
Furniture, Fixtures, Fittings and Equipment	Escalators and Stairwells	Escalators are installed where lifts would be impractical to move large volumes of pedestrian traffic up and down within a S building.	fairwells are sometimes installed alongside escalators.	ʻ1-S	MER
Furniture, Fixtures, Fittings and Equipment	Escalators and Stairwells	Multi-level buildings are accessed by stairs.		'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Escalators and Stairwells	Contrasting colour at top, bottom and landings of steps – delegates with functional visual limitations need to have the start of the step identified.		UA	v
Furniture, Fixtures, Fittings and Equipment	Escalators and Stairwells	Handrails to be fritted at a height of 85-95cm – the handrail to be continuous on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		UA	MV
Furniture, Fixtures, Fittings and Equipment	Escalators and Stairwells	Uniform height levels between landings on the staircase – there should be an equal number of steps on each flight of stairs as the delegate / guest with functional visual limitation will count the steps and expect each flight of stairs to be the same.		UA	v
Furniture, Fixtures, Fittings and Equipment	Flooring and Floor Loading	Flooring may vary considerably and any fit-for-purpose flooring may be appropriate – from carpeting in function venues to concrete in exhibition spaces.		'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Flooring and Floor Loading	Where applicable, floor loading capacities (in each venue) must be communicated to users and suppliers in advance of the venue space being used.		'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Flooring and Floor Loading	All floor surfaces should be use fixed and slip-resistant coverings.		UA	MV
Furniture, Fixtures, Fittings and Equipment	Flooring and Floor Loading	Floors should be level. If a difference in level is unavoidable this should not exceed a 1.3cm difference.		UA	MV
Furniture, Fixtures, Fittings and Equipment	Flooring and Floor Loading	All ramps should have a gradient of between 1:15 and 1:12.		UA	м
Furniture, Fixtures, Fittings and Equipment	Flooring and Floor Loading	Floor surface: at wheelchair areas should be level, stable, firm and slip-resistant. Carpet or carpet tile used on the floors must be securely attached, and be of a low pile type (1.3cm thick or less) with a firm pad.		UA	MV
Furniture, Fixtures, Fittings and Equipment	Furniture	Sufficient inventory of furniture in order to be able to set up a minimum of 60% of all meeting/event space simultaneously.		ʻ1-S	MER
Furniture, Fixtures, Fittings and Equipment	Furniture	Acceptable quality and condition in the standard of furniture, flooring and fittings. All elements are intact without tears, holes, breakages, cracks or other visible damage.		'1	MER
Furniture, Fixtures, Fittings and Equipment	Furniture	Good quality and condition in the standard of furniture, flooring and fittings. All elements are intact without tears, holes, breakages, cracks or other visible damage		'2	MER
Furniture, Fixtures, Fittings and Equipment	Furniture	Very Good quality and condition in the standard of furniture, flooring and fittings. All elements are intact without tears, holes, breakages, cracks or other visible damage.		'3	MER
Furniture, Fixtures, Fittings and Equipment	Furniture	Excellent quality and condition in the standard of furniture, flooring and fittings.		'4	MER
Furniture, Fixtures, Fittings and Equipment	Furniture	Outstanding quality and condition in the standard of furniture, flooring and fittings.		'5	MER
Furniture, Fixtures, Fittings and Equipment	Furniture	Background music should be appropriate or kept at a low level.		UA	c
Furniture, Fixtures, Fittings and Equipment	Furniture	Public telephones with a raised pip on button number S should be installed.		UA	v
Furniture, Fixtures, Fittings and Equipment	Furniture	Height of equipment, switches and controls located between 80cm and 120cm.		UA	м
Furniture, Fixtures, Fittings and Equipment	Lighting	Acceptable quality lighting in each venue. R	tefer to Occupational Health and Safety Act for minimum average value of maintained luminance.	'1	MER

Furniture, Fixtures, Fittings and Equipment	Lighting	Adequate lighting in each venue.		'2	MER
Furniture, Fixtures, Fittings and Equipment	Lighting	More than adequate room light in each venue, with individual dimmer controls		'3	MER
Furniture, Fixtures, Fittings and Equipment	Lighting	Good standard of lighting in all venues. Banks of lighting available, each with individual dimmer controls.		'4	MER
Furniture, Fixtures, Fittings and Equipment	Lighting	Overall excellent standard of lighting in all venues. Banks of lighting available, each with individual dimmer controls.		'5	MER
Furniture, Fixtures, Fittings and Equipment	Lighting	Lighting should be positioned to minimise glare, which can cause confusion to guests with visual limitations.		UA	v
Furniture, Fixtures, Fittings and Equipment	Lighting	A minimum lighting level of 200 lux should be maintained.		UA	v
Furniture, Fixtures, Fittings and Equipment	Partitions and Operable Walls	Sub-divisible venues should have suitable partitions and/or operable walls.		°1-5	MER
Furniture, Fixtures, Fittings and Equipment	Partitions and Operable Walls	Access to a stand-building provider for constructible partitions.		ʻ1-2	MER
Furniture, Fixtures, Fittings and Equipment	Partitions and Operable Walls	Partitions that divide the venue effectively.		'3	MER
Furniture, Fixtures, Fittings and Equipment	Partitions and Operable Walls	Partially sound and fully lightproof partitions that are easy to operate and that blend with the decor of the venue.		'4	MER
Furniture, Fixtures, Fittings and Equipment	Partitions and Operable Walls	Fully sound and lightproof partitions, that are easy to operate and that blend with the decor of the venue.		'5	MER
Furniture, Fixtures, Fittings and Equipment	Ceiling Rigging Points	Where applicable, ceiling rigging points for the suspension of overhead materials must be identified.		'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Ceiling Rigging Points	Rigging loads (the safe working load of each point) must be clearly marked and communicated to users and suppliers prior to their use of any such rigging point.		'1-5	MER
Furniture, Fixtures, Fittings and Equipment	Service and Utility Pit / Grid	Some access to power and telecommunications for specific venues.	Connectivity to Power / Telecommunications / Water / Drainage / Compressed Air	'1	MER
Furniture, Fixtures, Fittings and Equipment	Service and Utility Pit / Grid	Appropriate access to power and telecommunications for specific venues.	Connectivity to Power / Telecommunications / Water / Drainage / Compressed Air	'2	MER
Furniture, Fixtures, Fittings and Equipment	Service and Utility Pit / Grid	A grid of interconnected and accessible utility ducts (ducts with an access cover) is available in suitable quantities for specific venues.	Connectivity to Power / Telecommunications / Water / Drainage / Compressed Air	'3	MER
Furniture, Fixtures, Fittings and Equipment	Service and Utility Pit / Grid	A grid of interconnected utility ducts/boxes (not necessarily built in, or below the surface, but can be ducts with a cover) is available in suitable quantities for specific venues.	Connectivity to Power / Telecommunications / Water / Drainage / Compressed Air	'4	MER
Furniture, Fixtures, Fittings and Equipment	Service and Utility Pit / Grid	A grid of interconnected utility ducts/boxes is available in suitable quantities for specific venues.	Connectivity to Power / Telecommunications / Water / Drainage / Compressed Air	'5	MER
Facilities	Grounds / Gardens / Internal Roads	Quality	Dotstanding: Evidence of regular gardem maintenance throughout the year, whit well-tended formal gardems or an attraction [®] "natural" environment. This park wells it gardwess, Gardens took good throughout the year, while second patient given. Provision of ood quality outdoor gardem funniture made of weather resistant materials, Architectural garden factures appropriate the style of the venue. Well-maintained and clearly marked internal roads, Roads should be wide enough to accommodate coaches, buses or trucks, Roads may be tar, brick, gravel or any other fit for purpose surface. Excellent: Pleasant and tidy garden and ground appearance throughout the year, Good external lighting on pathways. Very attractive design features and high quality garden furniture. Well-	ʻ1-5	GC
Facilities	Grounds / Gardens / Internal Roads	Maintenance and Condition	No maintenance and condition issues identified Monor maintenance and condition issues identified Major maintenance and condition issues identified	ʻ1-5	GC
Facilities	Grounds / Gardens / Internal Roads	Where applicable, signage should incorporate symbols and pictograms.		UA	c
Facilities	Grounds / Gardens / Internal Roads	Familiarisation tour of the grounds & garden to be provided by a staff member on arrival.		UA	v
Facilities	Grounds / Gardens / Internal Roads	Gradient en-route to facilities:		UA	м
Facilities	Grounds / Gardens / Internal Roads	Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15)		UA	м
Facilities	Grounds / Gardens / Internal Roads	There should be a landing at the top of ramps if there is a door to the entrance:		UA	м
Facilities	Grounds / Gardens / Internal Roads	90cm x 120cm landing clear of the door swing		UA	м

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Facilities	Food and Beverage – Restaurants / Serving Areas	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	ʻ1-5	
Facilities	Food and Beverage – Restaurants / Serving Areas	Provide a warning sign for hot elements at buffet tables.		UA	
Facilities	Food and Beverage – Restaurants / Serving Areas	Food labels to be made available in large print and Braille.		UA	
Facilities	Food and Beverage – Restaurants / Serving Areas	Clear and plain language should be used on menus. Icons and symbols should be used wherever possible.		UA	
Facilities	Food and Beverage – Restaurants / Serving Areas	On request, audio descriptions of menus should be made available. 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.	UA	
Facilities	Food and Beverage – Restaurants / Serving Areas	Staff assistance must be provided at buffets to read out labels.		UA	
Facilities	Food and Beverage – Restaurants / Serving Areas	Staff should be able to assist in providing orientation to guests using the clock methodology		UA	
Facilities	Food and Beverage – Restaurants / Serving Areas	Bar counters, buffet stations, service counters and server areas must have a permanent lowered section at a height of 80cm from the floor, with at least 76cm clear space below, to enable shorter and seated guests to comfortably reach whatever is being served without any obstruction.		UA	T
		whatever is being served without any obstruction.	Outstanding: Rurpose built dressing room/s. High quality bathmom with shower within the room. Built-in dressing tables with professional make-up lighting and suitable mirrors. Lockable storage facilities within the room. Comfortable lounge furniture and driving area. Access to internet connectivity.		T
Facilities	Dressing Room/s	Quality	Excellent: Purpose built dressing room/s. Shower room within the dressing room. Built-in dressing tables with professional make-up lighting and suitable mirrors. Lockable storage facilities for artistes. Lounge and during area within the suite. Access to internet connectivity.	'1-5	
Facilities	Dressing Room/s	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	T
Facilities	Dressing Room/s	All areas must be well and evenly lit.		UA	Ī
Facilities	Dressing Room/s	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	
Facilities	Dressing Room/s	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.		UA	T
Facilities	Dressing Room/s	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	Ī
Facilities	Dressing Room/s	At least one dressing table with counter-height at least 80cm from floor.		UA	
Facilities	Hospitality / VIP Suite	Quality	Datatanding: Purpose-built VP suite within the venue which has easy access to all main function rooms within the facility. Suite to have access to a private bathroom. Built-in bar and tea/coffee making facilities to be available. Equipped with confirmating, good quality lowing furniture. Equipped with 17, music centre and air conditioning. Telecommunications and internet connections available. Excellent: Purpose-built VP suite within the venue which has easy access to all main function rooms within the facility. Suite to have access to a private bathroom. Supplied or easy access to referencess. Equipped with confirmation, good quality lowing furniture. Equipped with a TV and air conditioning. Telecommunications and internet connections available.	ʻ1-5	
Facilities	Hospitality / VIP Suite	Maintenance and Condition	More maintenance and condition issues identified Milor maintenance and condition issues identified Major maintenance and condition issues identified	°1-5	
Facilities	Hospitality / VIP Suite	A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.		UA	T
Facilities	Hospitality / VIP Suite	All areas must be well and evenly lit with minimum lighting levels of 200 kux.		UA	T
Facilities	Hospitality / VIP Suite	The wider leaf of double doors of unequal widths should all be located on the same side throughout the length of any corridor. There should be a clear understanding of which is the opening section of double doors, this should be consistent throughout the facility, and all doors should be criented.		UA	t
Facilities	Hospitality / VIP Suite	throughout the raciinty, and all doors should be oriented. Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	+
Facilities	Hospitality / VIP Suite	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.		UA	+
Facilities	Hospitality / VIP Suite	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	+
Facilities	Hospitality / VIP Suite	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	t
Facilities	Information Points / Desks	Quality	Ostabanding: A purpose built information Desk or Information Kissk within the venue, equipped with telephone and internet connectivity, Kissk / Desk to be fully staffed and operational during normal working hours and during evening evening evening evening evening must be able to make enquines on behalf of delegate or guest with preferred service provider, Self-help touch screen terminal/s available. (General touring under locations, revises and locational information Desk staff must be able to make enquines on behalf of delegate or guest with preferred service provider, Self-help touch screen terminal/s available for venue factorian, screen and coational information. Kissk within the venue, equipped with telephone and internet connectivity, Kissk / Desk to be fully staffed and operational during normal Excellent: A purpose built Information Desk or Information Kissk within the venue, equipped with telephone and internet connectivity, Kissk / Desk to be fully staffed and operational during normal	°1-5	+
Facilities	Information Points /	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	T

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Facilities	Information Points / Desks	A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.		UA	с
Facilities	Information Points / Desks	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	v
Facilities	Information Points / Desks	The wider leaf of double doors of unequal widths should all be located on the same side throughout the length of any corridor. There should be a clear understanding of which is the opening section of double doors, this should be consistent throughout the facility, and all doors should be oriented.		UA	v
Facilities	Information Points / Desks	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	м
Facilities	Information Points / Desks	Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lock of clear unobstructed space can result in a guest not being able to enter the room.		UA	м
Facilities	Information Points / Desks	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	м
Facilities	Information Points / Desks	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	м
Facilities	Loading Areas	Quality	Dubtanding: Back entrance to venues available for equipment loading and off-loading. Reasonable parking available for users and suppliers – preferably out of view and separate to public parking area. For exhibitions and special events there should be suitable access for the accommodation of large trucks. Dedicated freight elevators (not public elevators) are available when required. Roor loading accession, Bole State and Bole State and Bole State Sta	'1-5	GC
Facilities	Loading Areas	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Najor maintenance and condition issues identified	'1-5	GC
Facilities	Media Centre	Quality	Dustrating: Purpose built facility within the venue. Built-in workstations for media use, including computers. Access to power, telecommunications, wi-fi and internet connections. Easy access to all main event areas within the venue. Excellent: Purpose built facility within the venue. Built-in workstations for media use. Access to power, telecommunications and internet connections, Easy access to all main event areas within the venue.	'1-5	GC
Facilities	Media Centre	Maintenance and Condition	No maintenance and condition issues identified Monor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Facilities	Media Centre	All areas must be well and evenly lit.		UA	c
Facilities	Media Centre	Induction loop fitted for persons using hearing aids.	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.	UA	c
Facilities	Media Centre	All information in large print and Braille.		UA	v
Facilities	Media Centre	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	v
Facilities	Media Centre	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.		UA	м
Facilities	Media Centre	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	м
Facilities	Medical / First Aid Room	Quality	Dustanding: A purpose built medical room equipped with a gurner, bed, blood pressure equipment, hend defibrillator, wheekhair, oxyger, etc. with easy access to ambulance parking. The venue has a contract in place with an emergency services company that is on stand by 24/7. Excellent: A purpose built medical room equipped with a gurne, bed, blood pressure equipment, wheekhair, oxyger, etc. with easy access to ambulance parking.	'1-5	GC
			Very Good: A purpose built medical or first-aid room equipped with a bed, wheelchair, and blood pressure equipment.		
Facilities	Medical / First Aid Room	Maintenance and Condition	No maintenare and condition issues identified Minor maintenance and condition issues identified Najor maintenance and condition issues identified	'1-5	GC
Facilities	Medical / First Aid Room	All areas must be well and evenly lit.		UA	c
Facilities	Medical / First Aid Room	Induction loop fitted for persons using hearing aids.	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.	UA	с
Facilities	Medical / First Aid Room	All information in large print and Braille.		UA	v
Facilities	Medical / First Aid Room	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	v
Facilities	Medical / First Aid Room	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.		UA	м
Facilities	Medical / First Aid Room	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	м
Facilities	Ticket Office / Ticketing Kiosk	Quality	Outstanding: A purpose twiti toket office/s or both/s. Tully equipped with cash registers and safes. Safety and security measures such as pance buttors, security railings at tacking booth windows, etc. an in place. Contrast with a security comparing play safed before and during events and functions. Access to power, telecommunication and internet connectivity. Contrasts with recognised factering company to provide tacket selling envices. Excellent: Purpose built tacket booth/s. Fully equipped with cash registers and safes. Safety and security measures such as security railings at tacketing booth windows are in place. Fully staffed before and during events built lucket booth/s. Fully equipped with cash registers and safes. Safety and security measures such as security railings at tacketing booth windows are in place. Fully staffed before and during events built lucket booth/s. Fully equipped with cash registers and safes. Safety and security measures such as security railings at tacketing booth windows are in place. Fully staffed before and during events built luckets. Down, telecommunication and internet connectivity. Contract with recognised Edister place stafing services.	'1-5	GC

Facilities	Ticket Office / Ticketing Kiosk	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Facilities	Ticket Office / Ticketing Kiosk	All areas must be well and evenly lit.		UA	с
Facilities	Ticket Office / Ticketing Kiosk	Induction loop fitted for persons using hearing aids.	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.	UA	с
Facilities	Ticket Office / Ticketing Kiosk	All information in large print and Braille.		UA	v
Facilities	Ticket Office / Ticketing Kiosk	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.		UA	v
Facilities	Ticket Office / Ticketing Kiosk	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.		UA	м
Facilities	Ticket Office / Ticketing Kiosk	Any door handles in the area should be located at a height of between 120cm and 80cm		UA	м
Facilities	Ticket Office / Ticketing Kiosk	Counters must have a permanent lowered section at a height of 80cm from the floor, with at least 76cm clear space below, to enable shorter and seated guests to interact comfortably with the staff member manning the ticket office / kiosk.		UA	м
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	Quality	Dustanding: Purpose-built area suitable for more than one vehicle of any size to stop to collect or deliver delegates and guests. Easily accessible from all directions. Area to be under cover. Ample space for large vehicles to maneouver and park. Excellent: Purpose-built area suitable for more than one vehicle of any size to stop to collect or deliver delegates and guests. Easily accessible from all directions. Ample space for large vehicles to manoeuver and park.	'1-5	GC
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	Umbrellas available for delegates or guest use during inclement weather when moving to or from vehicles.		'1-5	GC
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	Maintenance and Condition	No maintenance and condition issues identified Moror maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	с
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	v
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	There is signage displaying the international symbol of accessibility at the accessible pick-up/drop-off point.		UA	м
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	A 10cm high kerb or tapping rail on the open side of a ramp for guests making use of long canes who can detect the edge of the ramp makes it unnecessary for them to hold on to the rail.		UA	м
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)		UA	м
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	Entrance route surface should be firm and even and slip- resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.		UA	м
Facilities	Public Areas	Quality	Outstanding: Superb will coverings in pristine condition. Highest calliers design and architectural features, artwork, objects d'art, etc. High quality professional finishes. Access to power, telecommunications, internet and WH-inconnections.	'1-5	GC
Facilities	Public Areas	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Najor maintenance and condition issues identified	ʻ1-S	GC
Facilities	Public Areas	Where televisions are provided, induction loops and/ or TV listening devices should be made available		UA	с
Facilities	Public Areas	Interior décor with tonal contrast between the critical surfaces.	All critical surfaces need to be demanated with contrasting colours so that guests with functional visual limitations may clearly identify the direction in which they need to move.	UA	v
Facilities	Public Areas	Pathways between furniture & fittings to be un-obstructed and at least 90cm wide		UA	v
Facilities	Public Areas	Furniture should have rounded edges to prevent injury to guests.		UA	v
Facilities	Public Areas	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	v
Facilities	Public Areas	Doors must be able to open fully against adjacent wall.		UA	v
Facilities	Public Areas	The wider leaf of double doors must all be located on the same side throughout the length of coridor. (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.)		UA	v

Facilities	Public Areas	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.		UA	v
Facilities	Public Areas	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	~
Facilities	Public Areas	Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.		UA	v
Facilities	Public Areas	Gradient not steeper than 1:12. (1:15 is optimum gradient)		UA	v
Facilities	Public Areas	Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the ramp.		UA	v
Facilities	Public Areas	10cm high kerb or tapping rail on the open side of the ramp.		UA	v
Facilities	Public Areas	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.	UA	v
Facilities	Public Areas	Contrasting colour at top, bottom and landings of steps.	Guests with functional visual limitations need to have the start of the step identified.	UA	v
Facilities	Public Areas	Tonal contrast on all nosing. Each step in the flight of steps needs to be identified.		UA	v
Facilities	Public Areas	Square closed risers to all stairs. Each step needs to have a solid edge.		UA	v
Facilities	Public Areas	Uniform height levels between landings on staircases. There should be an equal number of steps on each flight of stairs.		UA	v
Facilities	Public Areas	Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		UA	v
Facilities	Public Areas	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.		UA	м
Facilities	Public Areas	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.		UA	м
Facilities	Public Areas	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	м
Facilities	Public Areas	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must be no steeper than 1:12 (Optimum gradient 1:15)		UA	м
Facilities	Public Areas	There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm		UA	м
Facilities	Public Areas	Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm		UA	м
Facilities	Storage Space	Quality	Outstanding. A dedicated storage area that can safely store event materials and equipment overnight. Individual storage lockers available for storage of more valuable items. Storage event materials and equipment overnight. Individual storage lockers available for storage of more valuable items. Very Good: A dedicated storage area that can safely store event materials and equipment overnight. Individual storage lockers available for storage of more valuable items.	'1-5	GC
Facilities	Storage Space	Maintenance and Condition	No mäintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Facilities	Toilet / Restrooms	Quality	Outstanding: Fastidious attention to hygene and cleaniness of facilities. At surfaces are politied. Clean and frein and in this meal with automatic wait-mounted at fresherence. Teartoom trendom tren	'1-5	GC
Facilities	Toilet / Restrooms	Maintenance and Condition	No maintenance and condition issues identified Monor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Facilities	Toilet / Restrooms	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.		UA	c
Facilities	Toilet / Restrooms	Signs and other printed instructions provided in large print and Braille.		UA	v
Facilities	Toilet / Restrooms	Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply)		UA	v
Facilities	Toilet / Restrooms	Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers.		UA	v

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Facilities	Toilet / Restrooms	Where provided the shower spray head should be located 210cm above the floor surface.		UA	v
Facilities	Toilet / Restrooms	Size of unobstructed floor space of 120cm x 150cm.		UA	v
Facilities	Toilet / Restrooms	Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.		UA	v
Facilities	Toilet / Restrooms	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	м
Facilities	Toilet / Restrooms	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	м
Facilities	Toilet / Restrooms	Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.		UA	м
Facilities	Toilet / Restrooms	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.		UA	м
Facilities	Toilet / Restrooms	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.		UA	м
Facilities	Toilet / Restrooms	Remote emergency alarm call system in room		UA	м
Facilities	Toilet / Restrooms	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.	UA	м
Facilities	Toilet / Restrooms	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.		UA	м
Facilities	Toilet / Restrooms	T [*] shaped grab-bar opposite transfer space.		UA	м
Facilities	Toilet / Restrooms	Removable bath seat.		UA	м
Facilities	Toilet / Restrooms	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.		UA	м
Facilities	Toilet / Restrooms	Roll in shower: 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.		UA	м
Facilities	Toilet / Restrooms	Roll in shower: Lever action shower mixer and hand shower on adjustable rail.		UA	м
Facilities	Toilet / Restrooms	Roll in shower: A 15cm maximum step with run-off which negates threshold.		UA	м
Services	Welcome, Friendliness & Attitude	Quality	Outstanding: Staff in all position dioplay a fremdy and helpful demanour and a willingness to assist in any situation. Staff are efficient, attentive, professional and knowledgeable with a pleasant attribute. There is output to handle compliants and difficult customers. Excellent: Staff show a good rapport and a willingness to serve and please. Staff are efficient, attentive, professional and knowledgeable with a pleasant attribute. There is capacity to handle compliaints and difficult customers.	'1-5	GC
Services	Welcome, Friendliness & Attitude	Multi-lingual staff are available in publicly accessible areas, such as Reception Desks or Information Desks.		'1-5	GC
Services	Welcome, Friendliness & Attitude	On arrival the guest is offered a full orientation tour.		UA	с
Services	Welcome, Friendliness & Attitude	Large text copies of all relevant information provided.		UA	v
Services	Welcome, Friendliness & Attitude	On arrival the guest is offered a full orientation tour.		UA	м
Services	Appearance of Staff	Quality	Outstanding: Staff are professionally groomed with clean and neat hair, clean hands and naik, etc. Staff wear high quality and professional uniforms and polished shoes. Excellent: A high standard of grooming is evident and staff are dressed in a neat, clean and practical uniform. Very Good: Staff are well groomed and dressed in a practical uniforms.	'1-5	GC
Services	Food and Beverage – Quality / Service / Presentation	Quality	Outstanding: Unique, outstanding quality dates, using the test available quality ingredients. A large and outstanding warriery of menus are available to choose from. There is support attention to detail and combination of filtionus in prepared filties. Menu choices are filtedile and a to a support attention of a colours, testimations of a colours, testimations and the set of the s	'1-5	GC
Services	Food and Beverage – Quality / Service / Presentation	Chefs are present during service periods to interact with delegates and guests.		'1-5	GC
Services	Food and Beverage – Quality / Service / Presentation	Provide a warning sign for hot elements at buffet tables.		UA	с

Services	Food and Beverage – Quality / Service /	Food labels to be made available in large print and Braille.		UA	v
	Presentation				
Services	Food and Beverage – Quality / Service / Presentation	Clear and plain language should be used on menus. Icons and symbols should be used wherever possible.		UA	v
Services	Food and Beverage – Quality / Service / Presentation	On request, audio descriptions of menus should be made available. 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.	UA	v
Services	Food and Beverage – Quality / Service / Presentation	Staff assistance must be provided at buffets to read out labels.		UA	v
Services	Food and Beverage – Quality / Service / Presentation	Staff should be able to assist in providing orientation to guests using the clock methodology		UA	v
Services	Food and Beverage – Quality / Service / Presentation	Bar counters, buffet stations, service counters and server areas must have a permanent lowered section at a height of 80cm from the floor, with at least 76cm clear space below, to enable shorter and seated guests to comfortably reach whatever is being served without any obstruction.		UA	м
Services	Cleaning	Quality	Dotateding & portessional company is used on a regular basis to chenal all carpeted areas using industrial carpet cleaning systems. All carpeted areas to be well maintained and regularly assum cleaned. There is an outstanding level of cleanines of a surface stockaling floor and walk. An accessible ine of communication is available between clients and cleaning staff for any unexpected cleaning needs. One going cleaning throughout the day takes place, not only when it is specifically required. Excellent: A professional company is used on a regular basis to clean all carpeted areas using industrial carpet cleaning systems. There is a high level of cleanines of all surfaces. One going cleaning throughout the day takes place, not only when it is specifically required.	'1-5	GC
Services	Cleaning	"Cleaning in Progress" and "Wet Floor" signs to be used whenever necessary.		UA	мсу
Services	Sales / Event Co- ordination & Management	Quality	Outstanding Efficient, tnowledgeable and helpful telephone reservation service. Correct, detailed briefs are obtained in order to provide comprehensive quotations. All essential information is provided, including property and venue layout, available facilities, meal service, room tapacities, printer resprintentes, exist information about cancellation policies, pymmet resprintentes, etc. is provided at prior of sale. Table are protective and a table backing procedures are in place. Comprehensive information about cancellation pacifics, pymmet resprintents, etc. is provided at prior of sale. Table are protective and are able to accurately priorizable etime retex. All Advour working day turn around in responding to client enquires and any subsequent communications between the wenue and the client exists. Detailed function sheets that accurately reflect the client requirements are prepared. Event support is efficient and organised and delegate needs are anticipated. The venue has a web site and other related marketing material that accurately provides a visual fiel of the venue and includes all relevant information.	'1-5	GC
Services	Sales / Event Co- ordination & Management	A CD or Electronic Press Kit of marketing materials of the venue, its facilities and services is available.		'1-5	GC
Services	Sales / Event Co- ordination & Management	Mobility, communication, blind and sight impaired awareness training for managers and staff who work with delegates and guests.		UA	MCV
Services	Information Telecommunications & IT	Quality	Internet connectivity / two-way radio frequencies / statilite links / OB connectivity. Dustatarding: Comprehensive technology and communation envices are available, such as two-way radio frequencies, OB connectivity, satellite links, high-speed broad band, etc. Highly qualified, alt- mont technicals are on staff or available on alt. All services and technical staff are readily and easily accessible. There is prompt and timely delivery of services. Technical staff are able to and empowered to deal with difficult situations.	'1-5	GC
Services	Information Telecommunications & IT	Access to power is available for individuals who rely on computer technology for communication.		UA	с
Services	Information Telecommunications & IT	A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.		UA	c
Services	Information Telecommunications & IT	Facilities to be made available for guests to make use of their own technology such as Braille machines.		UA	v
Services	Information Telecommunications & IT	Desks, tables, service counters and work surfaces should be 80cm high with at least 76cm clear space below.		UA	м
Services	Safety and Security	Quality	Dotatisating: Appropriate security arrangements for the venue and events held at the venue. There is a viable security presence at all times. Access to the venue is tightly controlled and a very high level of security control registers and viables of maintained. Security after protective and a wall be anticipated feedagen events. Security staff access the venue is tightly controlled and a very high level of security control registers and viables the security indexist. Excellent: Very good security arrangements at the venue. A viable security presence at all times, but with fewer security staff. Access to the venue is well controlled and a high level of security control for gasts and viabors is maintained. Security staff have the capacity to handle security incidents.	'1-5	GC
Services	Safety and Security	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.		UA	c
Services	Safety and Security	Emergency evacuation procedures must be provided either orally or by an audio system.		UA	с
Services	Safety and Security	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone device linked to a text-interface communication system.		UA	с
Services	Safety and Security	Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.		UA	с
Services	Safety and Security	All evacuation systems should be linked to flashing emergency lights.		UA	с
Services	Safety and Security	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.		UA	с
Services	Safety and Security	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	с
Services	Safety and Security	Emergency evacuation signage should be clear and visible, and preferably illuminated.		UA	с
Services	Safety and Security	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.		UA	v

Services	Safety and Security	Emergency evacuation procedures must be provided either orally or by an audio system.		UA	v
Services	Safety and Security	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone device linked to a text-interface communication system.		UA	v
Services	Safety and Security	Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.		UA	v
Services	Safety and Security	All evacuation systems should be linked to flashing emergency lights.		UA	v
Services	Safety and Security	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	v
Services	Safety and Security	Emergency evacuation signage should be clear and visible, and preferably illuminated.		UA	v
Services	Safety and Security	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.		UA	м
Services	Safety and Security	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	м
Services	Safety and Security	Emergency evacuation signage should be clear and visible, and preferably illuminated.		UA	м
Services	Technical Services	Quality	Outstanding. The venue has immediate access to an outstanding comprehensive range of excellent quality, technologically individuated audio-visual, lighting, sound and staging equipment. All equipment supplied is well maintained and in perfect working order. Knowledgeable, efficient and effective technical assistance is available for all equipment. The range of equipment available is appropriate to the needs of the clent. All equipment supplied is well maintained and in perfect working order. Knowledgeable, efficient and effective technical assistance is available for all equipment. The range of equipment available is appropriate to the needs of the clent. All equipment supplied is well maintained and in perfect working order. Knowledgeable, efficient and effective technical assistance is available for all equipment supplied is avellable for all equipment available is appropriate to the needs of the clent. All equipment supplied is well maintained and in perfect working order. Knowledgeable, efficient and effective technical assistance is available for all equipment.	ʻ1-5	GC
Services	Technical Services	Access to power is available for individuals who rely on computer technology for communication.		UA	с
Services	Technical Services	A loop system should be made available as it allows guests using digital hearing aids to tap into the spoken word.		UA	с
Services	Technical Services	Facilities to be made available for guests to make use of their own technology such as Braille machines.		UA	v
Services	Technical Services	Well-spaced access to power at a height of 35cm - 90cm from the floor should be provided as this is important for individuals making use of electric wheelchairs.		UA	м
Services	Responsible Environmental & Business Practices	Water Management: Water efficient dishwashers are installed. Water saving fittings such as sensor operated taps or aerators are fitted to taps. Grey water from laundry and hand basins can be treated and re-used for plant watering.	Especially in dry regions, landscaping has be designed to reduce water requirements. Reduced flush or twin flush citters in toilets. Jugs of water are made available instead of bottled water. The venue has implemented effective maintenance and water saving measures to prevent watage and to conserve this resource.	'1-5	GC
Services	Responsible Environmental & Business Practices	Waste Management: Dish washing and laundry detergents are biodegradable. Green waste is composted. The venue has a recycling programme for plastic, paper, glass, cans, and electronic waste such as printer cartridges.		'1-5	GC
Services	Responsible Environmental & Business Practices	Responsible Business Practices: Besides on-the-job training the venue has a skills development plan for employees and ensures that it is kept up to-date and compliant with legislation pertaining to the operation of the business. The venue supports local community initiatives.	The venue supports local producers and buys in bulk whenever possible.	'1-5	GC
Services	Responsible Environmental & Business Practices	Energy Management: Lights are turned off in venues that are not in use or automatic sensor switches off lights. Air- conditioning is turned off in venues that are not in use.	Lights in public spaces are on at reduced levels. Energy saving light bulbs are used for lighting. Solar, wind or heat pumps heating initiatives are being utilised.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Air-Conditioning	Quality	Outstanding Thermotatically and separately controlled heating and cooling system capable of maintaining a confortable temperature of 15°C - 25°C appropriate to the size of the venue, Ar- conditioning system to be in excellent working condition and well maintained. Ar-conditioning system to be quiet and unobtrusive. Air-conditioning system can be remotely controlled. Excellent: Individually controlled heating and cooling system capable of maintaining a confortable temperature of 15°C - 25°C appropriate to the size of the venue. Ar- conditioning system to be in excellent working condition and well maintained. Air-conditioning system to be quiet and unobtrusive.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Air-Conditioning	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Black Out Materials – Blinds / Curtaining	Quality	Outstanding Excellent quality black-out blinds or curtains that are well maintained and in excellent working order and providing total black-out to venues. Blinds can be controlled remotely. Excellent: High quality black-out blinds or curtains that are well maintained and in good working order and providing neurotal black-out to venues. Blinds can be remotely or manually controlled. Very Good: Curtains or blinds of very good quality to allow for darkening of the venue. Must be well maintained and in good working order.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Black Out Materials – Blinds / Curtaining	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Food & Beverage Catering Equipment	Quality	Dotationing: Dotationing quality outlen; crockery, gainsware and modern challeng dather for buffet service. Additional table accessories such as vases, candencis, coasters, ice buckets, etc. An emphasis on style and high quality with crockery and cutleny matching and co-ordinated. Top quality lines and large doth napkins. No wear, damage, cracks or chips in glassware and crockery. Excellent: Excellent quality lines and large cloth napkins. No wear, damage, cracks or chips in glassware and crockery. Excellent: Excellent quality lines and large cloth napkins. No wear, damage, cracks or chips in glassware and crockery.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Food & Beverage Catering Equipment	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Food & Beverage Catering Equipment	Labels on buffet stations and on containers must be clear and in large print.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Food & Beverage Catering Equipment	Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.		UA	с

			Outstanding: Large venues and complexes have "You Are Here"-type signage and venue maps or touch screen signage and venue maps to guide delegates and guests around the complex and to the	1	Т
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional Display System	Quality	various emuss. Electronic signage showing name of function and/or name of host outside each occupied venue. All signage must be visible, adequate, clear and unclutered and strategically placed. Electronic signage system must be well-maintaide and in working order. Elecellert: Good, clear signage to guide delegate or guests around the complex and to the various venues. Signage showing the name of function and/or name of host outside each occupied venue. All	'1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional	Maintenance and Condition	signage must be visible, adequate, clear and unduttered and strategically placed. No maintenance and condition issues identified Minor maintenance and condition issues identified	'1-5	-
Furniture, Fittings, Fixtures &	Display System Signage / Electronic	Signage should be clear and incorporate symbols and	Major maintenance and condition issues identified		-
Equipment (FFF&E)	Information / Directional Display System	pictograms whenever possible.		UA	_
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional Display System	Signage should be clear and incorporate symbols and pictograms whenever possible.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional Display System	Signage should be clear and incorporate symbols and pictograms whenever possible.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Quality	Outstanding: Appropriate number of both paraneger and freight IIIs are available where required. The bad capacity of freight and paraneger III must be clearly displayed inside the IIIs. Communication System inside III is place in case of an emergency. Proximity to venues according to the III purpose (freight III's dose to loading areas and paraneger II's dose to venue entrances). Maintenance and service certificates should be valiable on request or displayed inside III. Its must be replarly inspected, serviced and well maintained, in accordance with monufacturer specifications and legislative requirements. Lifts should be clean and tidy at all times. Excellent: Separate passenger and freight II's are available. The load capacity of freight and passenger II's must be clearly displayed inside the II's.	'1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests who have functional communication limitations.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Flashing lights should be linked to alarms and emergency buttons.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	A visual display to show that help is coming should be available within the elevator.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Clearly demarcated tactile and colour contrasted waiting area at lift.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Colour contrasting door clear opening width not less than 76cm	Doors need to be easily identified by guests with functional visual limitations.	UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Lifts with automatic door enunciator.	The voice provides information to the guest as to when the lift arrives at the floor when alighting.	UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	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.	UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	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.	UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	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.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	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.	UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Clear opening width of the door should not be less than 76cm.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Lift with automatic doors which measure not less than 90cm when doors are in open position		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Internal size of lift car of 120cm x 160cm		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Handrail provided on all sides of the lift car located between 90cm and 100cm.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Quality	Outstanding: Emergency equipment includes fire estinguishers, fire blankets, snoke detection and sprinkler system, fire alarm including an audible warning for evacuation. Emergency equipment to be available in accordance with the Occupational Health and Safety ALE. Emergency (glithing and emergency power must be available. All emergency exists to be clearly marked, made from reflective material and easily accessible without obstructions in edidoonwayor stainwells. All equipment must be regularly inspected, serviced and well maintained. Service certificates to be available on request. Staff must be trained in emergency equipment includes fire estinguishers, fire blankets, smoke detection and sprinkler system, fire alarm including an audible warning for evacuation. Emergency equipment to be	ʻ1-S	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Maintenance and Condition	No maintenance and condition issues identified Major maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	
Furniture, Fittings, Föxtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency evacuation procedures must be provided either orally or by an audio system.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone		UA	Ī

Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.		UA	с
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	All evacuation systems should be linked to flashing emergency lights.		UA	с
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	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		UA	с
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	с
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency evacuation signage should be clear and visible, and preferably illuminated.		UA	с
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency evacuation procedures must be provided either orally or by an audio system.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, such as a telephone device linked to a text-interface communication system.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	All evacuation systems should be linked to flashing emergency lights.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency evacuation signage should be clear and visible, and preferably illuminated.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency evacuation procedures must be developed for delegates or guests who have functional limitations, including making provision to assist these guests down emergency stairs in multi-floor facilities.		UA	м
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	м
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Quality	Dotstanding: Escalators to be sublable for delegate traffic according to size of owner. Escalators must be impacted and serviced regularly in accordance with manufacturer specifications. Service certificates must be available on request; Escalators should be bering to develope the sublable or request. Standards should be brain to develope the sublable or request. Shardwish and understand is a subjective statistic in the statives. Escalators to be sublable for delegate traffic according to size of venue. Escalators must be impacted and serviced regularly in accordance with budding regulations. Statives the budding traffic according to size of venue. Escalators must be impacted and serviced regularly in accordance with budding regularly in accordance with budding regularly in accordance with budding to be well that at items. Statives the budding to be well that at items. Shared is and be bein accordance with budding regularly in accordance with budding to be well that at items. Shared is and be attracted in the statives. Take to be demarcted in an appropriate mannel and the sublable in request. Statives the to define that at items at the sublable in request. Statives the to define that at attracted in the statives. Statives that the annual factor respectifications. Service certificates at the statives at the statistic statis	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Escalators are off until started by a passenger alighting onto the escalator.		'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	The direction of the escalator is determined by whoever arrives first, whether at the bottom or at the top and the system is programmed to ensure that the direction is not reversed while a passenger is on the escalator.		'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Lighting is installed at the level of stair tread.		'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Contrasting colour at top, bottom and landings of steps.	Guests with functional visual limitations need to have the start of the step identified.	UA	м
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Tonal contrast on all nosing. Each step in the flight of steps needs to be identified.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Square closed risers to all stairs. Each step needs to have a solid edge.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Uniform height levels between landings on staircases. There should be an equal number of steps on each flight of stairs.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		UA	v
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Unobstructed width of not less than 90cm (to facilitate access for guests using mobility aids)		UA	м
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Provision for unobstructed landing of 90cm x 120cm (clear of door swings etc.)		UA	м

Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	Quality	Outstanding: High quality, practical liboring allowing for multiple use and application. Flooring to be durable and eavy to clean. Adaptable to different functions and events. Outstanding quality fitted carperts, woodent, libd or concrete flooring. Flooring to be quality in the durable and eavy to clean. Adaptable to different functions and events. Outstanding quality fitted carpets, woodent, the context of flooring to be even and in strine condition. Poor loading in various venues must be fit for the venue purpose. Floor loading capacities must be communicated to clean prior to vents. Excellent, Excellent quality fitted carpets, wooden, tilled or concrete flooring. Flooring should be even and in excellent condition. Flooring to be adaptable to different functions and events. Floor loading in various venues must be fit for the venue purpose. Floor loading capacities must be communicated to clean prior to ventis.	'1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	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.	UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	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 mobility limitations.	UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Quality	Outstanding: Furniture is of an outstanding quality, well-constructed, Ift for purpose, ergonomic in style and comfort. Upholstery should be in a pristine condition. All furniture should be of a high intrinsic value. Excellent: Furniture is of an excellent quality, well-constructed, fit for purpose, ergonomic in style and comfort. Upholstery should be in a pristine condition. All furniture should be of a high value.	'1-5	T
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Maintenance and Condition	No maintenance and condition issues identified Noticer maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Pathways between furniture & fittings to be un-obstructed and at least 90cm wide		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Furniture should have rounded edges to prevent injury to guests.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Doors must be able to open fully against adjacent wall.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	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.)		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 50-degrees.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	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.		UA	Ī
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	Ī
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Quality	Outstanding: An overall excellent standard of lighting is all venues. Different lighting types are housed in separate banks, such with involval affemmer controls. Different light sources in all appropriate venues, expectably for presentations and shows. Sufficient alternative lighting sources are available and that no additional lighting in necesary for most establishes and present effects expectable (bing) (bing) should be exceeded where the lighting upder lighting in the core lighting. If they are than a stable and the core lighting and lighting of they ausy, manufacture and in exceedent or other. Secretence Good standard of lighting in all venues. Banks of different lighting under individual controls. Provision of more sources of light than at stricture and in exceedent or other. Secretence Good standard of lighting in all venues. Banks of different lighting under individual controls. Provision of more sources of light than at stricture and in exceedent or other.	ʻ1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Maintenance and Condition	No maintenance and condition issues identified Molicor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Good even lighting and/or accent lighting to focus speakers and lip readers.		UA	
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Directional and informational signage related to physical and environmental access must be well lit.		UA	T
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	A minimum lighting level of 200 lux should be maintained, with lighting positioned to minimise glare.	Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.	UA	+
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Good even lighting and/or accent lighting to focus speakers and lip readers.		UA	+
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Partition / Openable Walls	Quality	Outstanding: Excellent quality permanent or divisional walling ensuring no audible noise from adjacent functions. Walling is suitable and appropriate for type of functions held. Excellent: Good quality walling with limited noise from adjacent venues. Very Good: Suitable walling which is either permanent or divisional. Intrusive noises are prevented from entering the venue.	'1-5	+
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Partition / Openable Walls	Maintenance and Condition	No maintenance and condition issues identified Major maintenance and condition issues identified Major maintenance and condition issues identified	°1-5	+
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Rigging Points	Quality	Outstanding: Excellent and safe rigging points distributed around the venue meeting the needs of all potential users and able to accommodate a variety of events. Rigging points must be clearly marked and hanging load capacities must be known and made available to cleans. Rigging points to be well maintained and regularly checked for safety. Excellents: Good quality and safe rigging points black to accommodate a variety of events. Rigging points must be clearly marked and banging points to be well maintained and regularly checked for safety.	'1-5	+
Furniture, Fittings, Fixtures &	Rigging Points	Maintenance and Condition	No maintenance and condition issues identified Notion maintenance and condition issues identified	'1-5	+

Furniture, Fittings, Fixtures & Equipment (FFF&E)	Service / Utility Pit and Grid	Quality	Outstanding: An everyl distributed grid of interconnected utility ducts or bases with utuable quantities available for specific venues. Utilities provided hould include single and 3-base power, telecommunications and internet connecting, access to compressed aiv, weter and we waste drainage. Conduct, ducts and skring should be unobtruive, create a plessing first impression and blend with the venue interior. All plags points, cables and wulkers should be in good working condition and well maintained. Excellent: An evenly distributed grid of interconnected utility ducts or boxes with builable quantities available for specific venues which are not necessarily built in below the surface but can be ducts with a covers. Utility provided hould interconnected utility ducts or boxes with builable quantities available for specific venues which are not necessarily built in below the surface but can be ducts with a covers. Utility provided hould provide power; electronizations and internet connectivity, access to compressed air and water. Ducts should be unoble to unot prevente and the prevision	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Service / Utility Pit and Grid	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Mijor maintenance and condition issues identified	'1-5	GC