

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 hotel provides formal accommodation with full or limited service to the traveling public. A hotel has a reception area and offers a dining facility. A hotel must have a minimum of 4 rooms.		'1-5	MER
Category Definition Requirements	Category Definition	A Lodge is a formal accommodation facility providing full or limited service, located in natural surroundings beyond that of an immediate garden area, without any Game.	Game Lodge Category in Development	1-5	MER
Category Definition Requirements	Category Entry Requirements	On-site representative must be contactable 24 hours, 7 days a week.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Where applicable, any meal/s and beverages must be provided from outlets within the boundary walls of the property.	May or may not be operated by the property	'1-5	MER
Category Definition Requirements	Category Entry Requirements	Servicing of rooms 7 days a week.	This includes linen/towel change, removal of rubbish and cleaning	'1-5	MER
Category Definition Requirements	Category Entry Requirements	Formal reception area must be provided.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Bathroom facilities must be en-suite.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Onsite parking with security for guests.		'4-5	MER
Category Definition Requirements	Category Entry Requirements	Valet service.		'4-5	MER
Category Definition Requirements	Category Entry Requirements	Room service must be available.		'4-5	MER
Category Definition Requirements	Category Entry Requirements	Concierge, portorage and luggage handling.		'4-5	MER
Category Definition Requirements	Category Entry Requirements	Central business centre must be provided.		'4-5	MER
Category Definition Requirements	Category Entry Requirements	A range of other miscellaneous services provided.	e.g. baby/child minding services; message service, shoe polish, delivery of newspapers.	'4-5	MER
Category Definition Requirements	Category Entry Requirements	Full housekeeping and laundry services provided.		'4-5	MER
Building Exterior	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.	No 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 in to 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/hotel i.e. fit for purpose		'1-2	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/hotel i.e. fit for purpose		'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 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 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	Grounds and Gardens	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential way for guests to find their way.		UA	MCV
Building Exterior	Grounds and Gardens	Grounds and garden pathways kept clear of obstacles / 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, stairways and main circulation paths.		UA	MV
Building Exterior	Grounds and Gardens	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.		UA	M
Building Exterior	Parking, Driveways & Signage	Provision of all on-site and/ or designated parking areas to conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	1-5	MER
Building Exterior	Parking, Driveways & 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 & 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 & 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 signage.		'5	MER
Building Exterior	Parking, Driveways & Signage	Valet service available 18 hours where the guest can have their vehicle parked at check in/out by dedicated hotel/lodge staff.		'5	MER
Building Exterior	Parking, Driveways & Signage	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential way for guests to find their way.		UA	MCV
Building Exterior	Parking, Driveways & Signage	Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Building Exterior	Parking, Driveways & Signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width		UA	M
Building Exterior	Parking, Driveways & 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	M
Building Exterior	Parking, Driveways & 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
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 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)	UA	CV
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 Orally and/or Audio)	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
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.		'1-5	MER
Building Exterior	Safety and Security	Upon arrival provide appropriate, fit for purpose familiarisation, 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	CV
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	CV
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

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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	Provision: Universal Accessibility	A minimum of one designated universal accessible bedroom shall be required in all establishments.	If properties do not comply with UA, all advertising to stipulate as such.	UA	MCV
Bedrooms	Provision: Universal Accessibility	Over and above the minimum room designation, 1 designated universal accessible bedroom shall be required for every 25 rooms.		UA	MCV
Bedrooms	Bedroom Entrance, Safety and Security	Printed information on requesting assistance and evacuation procedures in the event of an emergency to be advertised in every bedroom. Emergency procedure notices clearly displayed at main entry door in English and pictograms.		'1-5	MER
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 wide.		UA	M
Bedrooms	Bedroom Entrance, Safety and Security	Designated Mobility Accessible Bedrooms: Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.		UA	M
Bedrooms	Bedroom Entrance, Safety and Security	Designated Mobility Accessible Bedrooms: Door-handles should be located at a height below 120cm.		UA	M
Bedrooms	Bedroom Entrance, Safety and Security	Designated Mobility Accessible Bedrooms: Emergency evacuation notice and additional door peep-hole is to be 110 cm.		UA	M
Bedrooms	Furniture	A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room.	This may either be an 'all in one' fixture with a bed headboard or a free standing table.	'1-5	MER
Bedrooms	Furniture	All elements are intact without tears, holes, breakages, cracks, etc.		'1-5	MER
Bedrooms	Furniture	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.		'1	MER
Bedrooms	Furniture	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	Furniture	A minimum of one chair to be provided in the room.		'2	MER
Bedrooms	Furniture	Very good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.		'3	MER
Bedrooms	Furniture	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 being applied for.		'4	MER
Bedrooms	Furniture	Outstanding quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.		'5	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 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 80cm x 90cm - access space provides easy reach.		UA	M
Bedrooms	Electronic Appliances	A television with free to air channels should be provided in each room.		'1-2	MER
Bedrooms	Electronic Appliances	Hair-dryer available from reception.		'2	MER
Bedrooms	Electronic Appliances	A functional remote controlled colour television with multi 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.		'3-5	MER
Bedrooms	Electronic Appliances	A functional remote controlled flat panel colour television 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 TV) on satellite TV 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.	'5	MER
Bedrooms	Electronic Appliances	All Bedrooms: Sub-titles available on television on services where available.		UA	C
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	M
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Remote controls for air-conditioning system.		UA	M
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Bedside radio/ clock alarm within easy reach from the bed.		UA	M
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Induction loop extensions or ear-phones linked to the television.		UA	C
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Remote controls for air-conditioning system.		UA	C
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Bedside radio/ clock alarm within easy reach from the bed.		UA	C
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 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	Minimum of one drawer or shelf per guest.		3	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc		'3-5	MER
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 Luggage Storage	Fit for purpose luggage stand to be provided per room. Additional luggage stands for more than one guest on request.		3-5	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	All Bedrooms: Cupboard door handles height between 80cm-120cm with handles that are easy to grasp.		UA	M
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Cupboard hanging rail height located at 140cm height above the floor level.		UA	M
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Wardrobe / drawer handles to be easy to grip with limited twisting required.		UA	M
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 or without lining.		'1-5	MER
Bedrooms	Curtains and Window Coverings	All ground floor bedrooms must provide additional privacy 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 Coverings	Very good quality window dressings must be provided.		'3	MER
Bedrooms	Curtains and Window Coverings	Excellent quality window dressings must be provided.		'4	MER
Bedrooms	Curtains and Window Coverings	Window coverings must provide full block out.		'4-5	MER
Bedrooms	Curtains and Window 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	M
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.		'1-5	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an acceptable quality and condition throughout.		'1	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of a good quality and condition throughout.		'2	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of a very good quality and condition throughout.		'3	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an excellent quality and condition throughout.		'4	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an outstanding quality and condition throughout.		'5	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All Bedrooms: Fixed, level slip-resistant floor surfaces used.		UA	MV

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Bedrooms	Bedding and Linen	Purpose designed mattress protectors and pillow protectors 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	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 cover per bed.		'1	MER
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.		'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.		'3	MER
Bedrooms	Bedding and Linen	Two very good quality pillows per sleeping position, with spare pillows available on request.		'3	MER
Bedrooms	Bedding and Linen	Spare bedding and extra pillow to be available on request.		'3	MER
Bedrooms	Bedding and Linen	All linen must be of an excellent quality and be well laundered.		'4	MER
Bedrooms	Bedding and Linen	Fitted or flat sheet and Top Sheet, with one blanket and a bedspread or a duvet with a cover per bed.		'4	MER
Bedrooms	Bedding and Linen	A minimum of two excellent quality pillows per sleeping position, proportionate to the size of the bed with an additional pillow and blanket in the room. Special requirement pillows should be available on request.		'4	MER
Bedrooms	Bedding and Linen	All linen must be of an outstanding quality and be immaculately laundered.		'5	MER
Bedrooms	Bedding and Linen	Fitted or flat sheet and Top Sheet, with a duvet with a cover per bed.		'5	MER
Bedrooms	Bedding and Linen	A minimum of two outstanding quality pillows per sleeping position, proportionate to the size of the bed with an additional pillow and blanket in the room. Special requirement pillows should be available on request. A larger pillow must also be provided at each sleeping position.		'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)	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 available 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	M
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	M
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	M
Bedrooms	Temperature Control and Ventilation	Designated Mobility Accessible Bedrooms: Remote controls for heating and cooling system in designated Mobility Accessible Rooms.		UA	M
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 Switches	Acceptable /Good quality lighting for the room		'1-2	MER
Bedrooms	Lighting, Power and Switches	An international multi-power point/plug adapter is available on request.		'1-3	MER
Bedrooms	Lighting, Power and Switches	Very good quality lighting for the room		'3	MER
Bedrooms	Lighting, Power and Switches	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position.		'4-5	MER
Bedrooms	Lighting, Power and Switches	Two bedside lights in a twin bedded room.		'4-5	MER
Bedrooms	Lighting, Power and Switches	Provision of direct lighting at dressing table/desk, which is fit for purpose.		'4-5	MER
Bedrooms	Lighting, Power and Switches	Excellent/Outstanding quality lighting for the room		'4-5	MER
Bedrooms	Lighting, Power and Switches	An international multi-power point/plug adapter in each room.		'4-5	MER
Bedrooms	Lighting, Power and Switches	All Bedrooms: Bedroom lighting must be even and well lit.		UA	V
Bedrooms	Lighting, Power and Switches	All Bedrooms: Height of light switches and controls should be 80cm – 120cm.		UA	M
Bedrooms	Mirror and Mirror Lighting	Must have a reasonably sized mirror with adequate lighting for both sitting and standing guests.		1-2	MER
Bedrooms	Mirror and Mirror Lighting	A full length mirror with direct lighting in the bedroom within close proximity to a plug point.		3	MER
Bedrooms	Mirror and Mirror Lighting	A full length mirror with direct lighting as well as a well lit mirror at dressing table area in close proximity to the plug point is required.		4-5	MER
Bedrooms	Mirror and Mirror Lighting	All Bedrooms: Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.		UA	V
Bedrooms	Mirror and Mirror Lighting	Must have full length mirror suitable for both sitting and standing guests		3-5	MER
Bedrooms	Mirror and Mirror Lighting	Must have a portable vanity mirror available on request.		UA	V
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	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 available in a common area.		'1-2	MER
Bedrooms	Accessories	Iron and ironing board to be made available on request.		1-2	MER
Bedrooms	Accessories	Iron and ironing board or ironing / pressing service to be made available on request which is appropriate and fit for purpose.		3-5	MER

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Bedrooms	Accessories	Tea and coffee making facilities provided in all rooms. Adequate crockery and cutlery is essential for each guest the unit/room will accommodate. A kettle must be available. Adequate preparation space located near the crockery, cutlery and near a dedicated power point in the bedroom are required.	Preparation space and power point in the bathroom is not acceptable.	'3-5	MER
Bedrooms	Accessories	Telephone provided with dialling instructions.		'3-5	MER
Bedrooms	Accessories	Meal times and menus where applicable.		'3-5	MER
Bedrooms	Accessories	Laundry service	I.e. laundry bags and list.	'3-5	MER
Bedrooms	Accessories	Listing of available television channels.		'3-5	MER
Bedrooms	Accessories	Information and Entertainment Guide		'3-5	MER
Bedrooms	Accessories	A noiseless, mini bar fridge available on request.		4	MER
Bedrooms	Accessories	A noiseless,professionally fitted, stocked mini-bar or mini-bar fridge in room.	Expiry dates verified on all items	5	MER
Bedrooms	Accessories	Room service menu.		'4-5	MER
Bedrooms	Accessories	Laundry/pressing/dry cleaning service.		'4-5	MER
Bedrooms	Accessories	Shoe cleaning service/facilities.		'4-5	MER
Bedrooms	Accessories	Fire extinguisher or fire blanket located between 80cm and 120cm above floor level.		UA	M
Bedrooms	Accessories	Bedroom accessories have bold labels for easy identification, with labels in large print.		UA	V
Bedrooms	Accessories	Staff assistance available on request for orientation in room.		UA	MV
Bedrooms	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
Bedrooms	Accessories	Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door hangers.	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	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.		'1-2	MER
Bedrooms	Spaciousness & Overall Impression	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 and relaxation.		'4	MER
Bedrooms	Spaciousness & Overall Impression	Greater space would be expected where temporary beds or sofa beds are used.		'4-5	MER
Bedrooms	Spaciousness & Overall Impression	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
Bedrooms	Spaciousness & Overall Impression	All Bedrooms: Floor space clear of any obstacles which may cause injury to guests with functional visual limitations		UA	MV
Bedrooms	Spaciousness & Overall Impression	Designated Mobility Accessible Bedrooms: Unobstructed 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	M
Bathrooms	Type of Bathroom	All bedrooms to have en-suite bathrooms.		'1-5	MER
Bathrooms	Type of Bathroom	If an establishment incorporates an open plan bathroom within the room, showers, baths and hand basins may be open plan but the toilet must be separate, with a door.		'1-5	MER
Bathrooms	Flooring & Ceiling	An impervious surface must be provided to all walls, floors and ceilings.		'1-5	MER
Bathrooms	Flooring & 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	UA	V
Bathrooms	Flooring & Ceiling	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Bathrooms	Flooring & Ceiling	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.		'1-5	MER
Bathrooms	Fixtures and Fittings	Towel rails and/or racks/shelf sufficient for the number of guests in the room.		'1-5	MER
Bathrooms	Fixtures and Fittings	A mirror must be situated above or adjacent to the hand basin.		'1-5	MER
Bathrooms	Fixtures and Fittings	Window treatment to ensure privacy.		'1-5	MER
Bathrooms	Fixtures and Fittings	Sufficient open vanity space for maximum number of guests.		'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	1-5	MER
Bathrooms	Fixtures and Fittings	Shower curtains are acceptable. Must be free of stains, tears, holes and mould.		'1-3	MER
Bathrooms	Fixtures and Fittings	Shower curtains are acceptable but must laundered after each stay. Must be free of stains, tears, holes and mould.		4	MER
Bathrooms	Fixtures and Fittings	A hook for clothes.		'1-3	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	Fixtures and 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 and Fittings	Bathroom instructions must be provided in large print.		UA	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 communication etc.		UA	MCV
Bathrooms	Fixtures and Fittings	Use of colour contrasting surfaces		UA	V
Bathrooms	Fixtures and Fittings	Hot pipes must be well insulated.		UA	V
Bathrooms	Fixtures and Fittings	The access door should be fitted with an emergency release lock.		UA	MV
Bathrooms	Fixtures and Fittings	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	Fixtures and Fittings	Audio and visual emergency warning and evacuation systems.		UA	CV
Bathrooms	Hand Basin & Toilet Areas	All Bathrooms should have a vanity space.		1-5	MER
Bathrooms	Hand Basin & Toilet Areas	A WC (toilet) with seat and lid.		'1-5	MER
Bathrooms	Hand Basin & Toilet Areas	All bathrooms equipped with a lidded disposal bin.		'1-5	MER
Bathrooms	Hand Basin & Toilet Areas	All bathrooms equipped with double ply toilet paper and holder plus a minimum of 1 spare toilet roll.		'1-5	MER
Bathrooms	Hand Basin & Toilet Areas	All bathrooms equipped with toilet brush or provide a cleaning service.		'1-5	MER
Bathrooms	Hand Basin & Toilet Areas	All bathrooms equipped with a well-lit mirror situated above or adjacent to the hand basin.		'1-5	MER
Bathrooms	Towelling	Towels must be free of stains or discolouration, fraying or holes. Bath mat should be provided.		'1-5	MER
Bathrooms	Towelling	An acceptable quality clean, absorbent hand and bath towel should be provided per person.		'1	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 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 per person. A towelling bath mat to be provided		'5	MER
Bathrooms	Lighting and Ventilation	Acceptable lighting coverage and ventilation across all areas of the bathroom.		'1	MER
Bathrooms	Lighting and Ventilation	Good lighting coverage and ventilation across all areas of the bathroom.		'2	MER
Bathrooms	Lighting and Ventilation	Very good lighting coverage and ventilation across all areas of the bathroom.		'3	MER
Bathrooms	Lighting and Ventilation	Excellent lighting coverage and ventilation across all areas of the bathroom.		'4	MER
Bathrooms	Lighting and Ventilation	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom.		'5	MER
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		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
Bathrooms	Accessories	Toilet seat cover and mat sets are not acceptable. Sealed soap and or liquid soap provided		'1-5	MER
Bathrooms	Accessories	Good quality shampoo provided.		'2	MER
Bathrooms	Accessories	Very good quality shampoo and tissues provided.		'3	MER
Bathrooms	Accessories	Excellent quality sealed soap and or liquid soap provided per guest.		'4	MER
Bathrooms	Accessories	Comprehensive personal amenities including tissues, shower cap, shampoo, conditioner, (or conditioning shampoo), shower gel and body lotion.		'4-5	MER
Bathrooms	Accessories	Outstanding quality sealed soap and or liquid soap provided for each new guest.		'5	MER
Bathrooms	Accessories	Bathroom toiletries/accessories need to have bold labels for 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. Professional finish to all aspects of decoration.		'5	MER
Public Areas	Decoration	Interesting architectural features, objects of interests, artwork, objets 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	Decoration	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.		UA	MV
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
Public Areas	Furnishings and Fixtures	Background music should be appropriate or kept at a low level.		UA	C
Public Areas	Furnishings and Fixtures	Voice amplification option linked to public telephone in the lobby.		UA	C
Public Areas	Furnishings and Fixtures	Where DVD players are provided, the subtitle feature must be available.		UA	C
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 lower than 48cm and no higher than 52cm	UA	M
Public Areas	Furnishings and 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	Furnishings and Fixtures	Emergency evacuation signage to incorporate symbols and pictograms.		UA	MCV
Public Areas	Furnishings and Fixtures	Public telephones to be fitted with a raised pip on button 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	M
Public Areas	Furnishings and Fixtures	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.		UA	M
Public Areas	Furnishings and Fixtures	Height of emergency equipment, switches and controls located between 80cm and 120cm.		UA	M
Public Areas	Bar, Lounge and Sitting Areas	Bar area not required, but common area must be available where beverages can be consumed if purchased from vending machine.		1-2	MER
Public Areas	Bar, Lounge and Sitting Areas	A beverage service to be offered as per liquor licence conditions. All bar, lounge and seating areas to be of an appropriate size to type of property and location and quality star grading. These areas to be furnished with sufficient occasional tables and functional surfaces.		3	MER
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 occasional tables and functional surfaces.		'1-5	MER
Public Areas	Bar, Lounge and Sitting Areas	A beverage service to be offered throughout the day and evening. All bar, lounge and seating areas to be of an appropriate size to type of property and location and quality star grading. These areas to be furnished with sufficient occasional tables and functional surfaces.		4-5	MER
Public Areas	Bar, Lounge and Sitting Areas	Bars should have a lowered counter at 80cm above floor level.		UA	M
Public Areas	Bar, Lounge and Sitting Areas	There should be provision for table-orientated assistance.		UA	M
Public Areas	Public Area Toilets	All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following facilities minimum provided: washbasin with soap, hand drying facilities, seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies.		'1-5	MER
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 toiletries and accessories.		'5	MER
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
Public Areas	Public Area Toilets	Flooring to have no design obstructions.	All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.	UA	MV
Public Areas	Public Area Toilets	Flashing light linked to alarm.		UA	CV
Public Areas	Public Area Toilets	Bathroom instructions must be provided in large print.		UA	V
Public Areas	Public Area Toilets	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, cellphone communication etc.		UA	MCV
Public Areas	Public Area Toilets	Use of colour contrasting surfaces.		UA	V
Public Areas	Public Area Toilets	Hot pipes must be well insulated.		UA	V
Public Areas	Public Area Toilets	The access door should be fitted with an emergency release lock.		UA	MV
Public Areas	Public Area Toilets	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
Public Areas	Public Area Toilets	Bathroom toiletries/accessories need to have bold labels for easy identification.		UA	V
Public Areas	Flooring and Ceiling, Skirting & Cornices	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location.		'1-5	MER
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.	Optimum gradient 1:15	UA	M
Public Areas	Ramps	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm		UA	M
Public Areas	Ramps	Unobstructed width of not less than 90cm.	To allow 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	M
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 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

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Public Areas	Other Public Areas Including Corridors & Staircases	Fixed slip-resistant floor surface.		UA	MV
Public Areas	Other Public Areas Including Corridors & Staircases	Design lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces.		UA	V
Public Areas	Other Public Areas Including Corridors & Staircases	Unobstructed width of not less than 90cm.		UA	MV
Public Areas	Other Public Areas Including Corridors & Staircases	Stairs fitted handrails at a height of 85-95cm.		UA	M
Public Areas	Other Public Areas Including Corridors & Staircases	Stairs fitted non-slip treads.		UA	MV
Public Areas	Other Public Areas Including Corridors & Staircases	Provision for unobstructed landing of 90cm x 90cm.	Clear of door swings etc.	UA	M
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 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 accessible bedrooms and facilities are not located on the ground floor.		UA	M
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.		UA	M
Public Areas	Elevators / Lifts	Size of unobstructed approach space not less than 120cm x 150cm.		UA	M
Public Areas	Elevators / Lifts	Clear opening width of the door should not be less than 80cm.		UA	M
Public Areas	Elevators / Lifts	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, i.e. a telephonic device, and some form of text-interface communication system.		UA	CV
Public Areas	Elevators / Lifts	Minimum requirement for internal size of lift car is 120cm x 140cm.		UA	M
Public Areas	Elevators / Lifts	Height of internal and external controls including emergency controls should be 90cm - 120cm.		UA	M
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 flexible at the discretion of the establishment based on special guest requirements.	May or may not be operated by the property but must fall within the boundary walls of the property to ensure guest Safety and Security	'1-5	MER
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	Provision	Meals served for at least one hour.		1-3	MER
Dining Areas	Provision	Breakfast and Dinner Required, Lunch optional		4	MER
Dining Areas	Provision	Meals served for at least two hours.		4	MER
Dining Areas	Provision	Breakfast, Lunch and Dinner Required		5	MER
Dining Areas	Provision	Meals served for at least three hours.		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 in length and be easy to grasp so that a seated user can easily open and close doors.		UA	M
Dining Areas	Furnishings	All relevant emergency information and escape route maps available in large print and provision for Braille mapping. Emergency evacuation procedures need to take into account the needs of guests with functional visual limitations.		UA	V
Dining Areas	Furnishings	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.		UA	M
Dining Areas	Furnishings	Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility.		UA	M
Dining Areas	Furnishings	Clear unobstructed access between furniture and fittings no less than 90cm in width.		UA	MV
Dining Areas	Flooring & Ceiling	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.		'1-5	MER
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 and entrances should have strongly 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 on stairways and landings at night.		'1-5	MER
Dining Areas	Lighting	Lighting must be even and well lit, with minimum lighting levels of 200 lux. Supplementary lighting must be available on request.		UA	V
Dining Areas	Menu Presentation	Professional and appropriate presentation of the menu to the market being served.		'1-5	MER
Dining Areas	Menu Presentation	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
Dining Areas	Menu Presentation	On request, audio description[s] of all 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
Dining Areas	Menu Presentation	Information and menus to be printed in large print and Braille.	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
Dining Areas	Table Appointments	Table appointments of acceptable quality appropriate to the meal being served.		'1-5	MER
Dining Areas	Table Appointments	A staff member provides orientation for table setting and the food position on plate. Staff must provide the guest with functional visual limitations with an orientation of exactly where everything is on the table in order for that guest to create a mind map.		UA	V
Dining Areas	Atmosphere & Ambience	Background music should be appropriate or kept at a low level.		UA	C
Dining Areas	Dinner Quality & Presentation	All foods well-presented and served at 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
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	Welcome, Friendliness & 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

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General Services & Service	Welcome, Friendliness & Attitude	Guests should be offered a way to summon assistance when required. The use of vibrating arm-bands, beepers and cell phone communication technology is acceptable.		UA	CV
General Services & Service	Welcome, Friendliness & Attitude	On arrival, blind and sight impaired guests are offered an audio-description package, providing information on facilities, services and other courtesy information typically found by guests in the room manual. It must also serve as a guide for movement through and around the hotel.		UA	V
General Services & Service	Appearance of Staff	Staff appearance to be professional and neat at all times.		'1-5	MER
General Services & Service	Appearance of Staff	Staff to wear name badges at all times.		'1-5	MER
General Services & Service	Reception / Lobby	A clearly designated reception area should be provided.		'1-5	MER
General Services & Service	Reception / Lobby	Clear communication regarding what the establishment has to offer, should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request.	This should include: Full details of cancellation policy and in-house rules, e.g. smoking or pets to be available An honest description of all amenities, facilities and services offered. All of the above should be communicated before, or at the time of reservation.	'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 bell or telephone with minimal delay.		'3	MER
General Services & Service	Reception / Lobby	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 or lobby.		'5	MER
General Services & Service	Reception / 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	Reception / Lobby	Clear glass panels and doors should be clearly marked.		UA	MV
General Services & Service	Reception / Lobby	Level threshold across the main entrance door.		UA	MV
General Services & Service	Reception / Lobby	Door mats should be firmly fixed or located.		UA	MV
General Services & Service	Reception / Lobby	Any canopy structure should not protrude into a pedestrian route.		UA	V
General Services & Service	Reception / Lobby	Reception areas should not have high glass surfaces and backgrounds should be simple in design.		UA	V
General Services & Service	Reception / Lobby	Fixed, slip-resistant floor surface.		UA	MV
General Services & Service	Reception / Lobby	Threshold at the main entrance not to exceed 1.3cm difference in level.		UA	MV
General Services & Service	Reception / Lobby	Size of opening leaf of entrance door at least 76cm with the door in a 90-degree open position.		UA	M
General Services & Service	Reception / Lobby	Unobstructed level entry space on either side of main 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.		UA	M
General Services & Service	Reservation, Check In & General Efficiency	Prompt thorough reservation and check-in system, including guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures etc.		'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	Reservation, Check In & General Efficiency	Reception to have a pen and pad available for easier communication with guests.		UA	C
General Services & Service	Reservation, Check In & General Efficiency	Audio-Description packages, as described above, should be 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	C
General Services & Service	Reservation, Check In & General Efficiency	At check-in, guests are given the option of being received at a dropped check-in counter that is conducive to maintain privacy.		UA	MCV
General Services & Service	Reservation, Check In & General 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 employed by persons with functional visual limitations, transcription techniques, disability etiquette etc.		UA	MCV
General Services & Service	Reservation, Check In & General 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	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 and Luggage Handling	Porterage to be provided, by staff or owner, to guests with functional visual and mobility/physical limitations.		UA	MV
General Services & Service	Room Service	Room service is optional.		'1-2	MER
General Services & Service	Room Service	Any room service provided may be limited in choice.		'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.		'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 excellent quality items which are appropriate to the level of star grading being applied for.		'4	MER
General Services & Service	Room Service	All hot foods well-presented and served at the correct temperature.		'4	MER
General Services & Service	Room Service	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.		'5	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 level of star grading being applied for.		'5	MER
General Services & Service	Room Service	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.		'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 the days the service is available.		'3	MER
General Services & Service	Laundry Services	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.		'5	MER
General Services & Service	Laundry Services	Laundry bags are to be provided to guests in the room for daily availability.		'5	MER
General Services & Service	Meal & Beverage Service	Unobtrusive, polite and courteous service. Well trained and professional staff.		'1-5	MER
General Services & Service	Meal & Beverage Service	Breakfast provided.		1-2	MER
General Services & Service	Meal & Beverage Service	Breakfast Required, Lunch optional, Dinner options available		3	MER
General Services & Service	Meal & Beverage Service	Breakfast and dinner provided. Lunch at the discretion of the establishment		4	MER
General Services & Service	Meal & Beverage Service	Proactive table service in bars, lounges and restaurants.		'4-5	MER
General Services & Service	Meal & Beverage Service	Staff demonstrating excellent levels of food, beverage and wine product knowledge and service skills		'4	MER
General Services & Service	Meal & Beverage Service	Breakfast, lunch and dinner provided.		'5	MER
General Services & Service	Meal & Beverage Service	Staff demonstrating outstanding levels of food, beverage and wine product knowledge and service skills.		'5	MER

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	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	C
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 menus and table setting with sight impaired guests.		UA	V
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 services.		UA	MCV
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	Portage assistance and check-out procedure conducted at dropped counter or separate station.		UA	M
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 guest compendium.		'3	MER
General Services & Service	Communications & Business Facilities	A telephone in each unit with direct dial facilities or 24 hour operator assisted, enabling a guest to make and receive calls on a 24 hour basis.		'4-5	MER
General Services & Service	Communications & Business Facilities	Early morning wakeup call service available.	i.e. telephone or TV.	'4-5	MER
General Services & Service	Communications & Business Facilities	A dedicated fixed internet option or wireless internet access in each room is a requirement.		'4-5	MER
General Services & Service	Communications & Business Facilities	Voice amplifier options on public telephones.		UA	C
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
General Services & Service	Communications & Business Facilities	At least one workstation with counter-height at least 80cm from floor.		UA	M
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	M
General Services & Service	Communications & Business Facilities	Induction loop fitted for persons using hearing aids.		UA	C
General Services & Service	Communications & Business Facilities	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.		UA	C
General Services & Service	Communications & Business Facilities	Clear unobstructed routes provided throughout facility.		UA	MV
General Services & Service	Communications & Business Facilities	Use of colour contrasting of décor / stationary etc.		UA	V
General Services & Service	Communications & Business Facilities	There should be good even lighting and/ or spotlights with dimmers that allow lighting to focus on speakers and lip-readers.		UA	C
General Services & Service	Communications & Business Facilities	All information in large print and Braille.		UA	V
General Services & Service	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	M
General Services & Service	Communications & Business Facilities	Fixed, slip-resistant floor surface.		UA	MV
General Services & Service	Communications & Business Facilities	Provision for well-spaced electrical outlets at a height of 20cm from the floor in all conference venues for use by conference facility users to operate and charge assistive devices, e.g. power-chairs, Braille-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	Provision	Housekeeping Services available for limited hours.		'1-3	MER
HouseKeeping Service	Provision	Housekeeping Services available 16 hours daily.		'4	MER
HouseKeeping Service	Provision	Housekeeping Services available 24 hours daily.		'5	MER
HouseKeeping Service	Bedrooms & Bathrooms	All bedrooms and bathrooms cleaned daily.		'1-5	MER
HouseKeeping 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
HouseKeeping Service	Bedrooms & Bathrooms	All bed linen, including duvet covers changed at least every 5 days and for each new guest.		'1-2	MER
HouseKeeping Service	Bedrooms & Bathrooms	All bed linen, including duvet covers changed at least every 3 days and for each new guest or on request.No change' option available.		3	MER
HouseKeeping Service	Bedrooms & Bathrooms	All bathroom linen changed at least every 3 days or on request.' No change' option available.		'1-2	MER
HouseKeeping Service	Bedrooms & Bathrooms	All bathroom linen changed at least every 2 days or on request.' No change' option available.		3	MER
HouseKeeping Service	Bedrooms & Bathrooms	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 be available.		4-5	MER
HouseKeeping Service	Bedrooms & Bathrooms	Comprehensive bedroom / bathroom turn-down service to be provided daily		'5	MER
HouseKeeping Service	Bedrooms & Bathrooms	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	V
HouseKeeping Service	Bedrooms & Bathrooms	Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests with functional visual limitations. Care to ensure everything remains in the same place.		UA	V
HouseKeeping Service	Bedrooms & Bathrooms	Housekeeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.		UA	M
HouseKeeping Service	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
Building Exterior	Appearance of Buildings	Quality	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 maintenance 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.  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.  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.	'1-5	GC
Building Exterior	Appearance of Buildings	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	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, lounge 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, lounge 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, lounge cushions sun umbrellas, tables and 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 and drying facilities.  Good: No overgrown garden areas close to the establishment (uncluttered access to accommodation entrance). Some attempt to produce a pleasing effect with interesting design. Reasonable level of maintenance of external lighting. Good quality of all garden furniture and features which includes cushions, lounge cushions, sun umbrellas, tables and chairs, fountains, water features,	'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	C



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
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	UA	M
Building Exterior	Grounds and Gardens	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	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Quality	Outstanding: Valet Parking service and sufficient weatherproof undercover / protected parking bays in a secure environment close to accommodation. Clearly illuminated / electronic directional signage. Hard surfaced and pristinely maintained demarcated parking bays.  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.  Good: Good lighting between parking area and accommodation.  Acceptable: Acceptable property signage and sufficient parking.  Unacceptable: Uneven surfaces, potholes, unsafe gravel, etc. No or inadequate signage, inadequate number of parking spaces for number of guests.	'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Covered drop off facility or Porte Cochere		1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Advertised Valet Parking / Car wash facility		1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Weatherproof / Protected Parking facility		1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Electronic / Illuminated Signage		1-5	GC
Building Exterior	Parking/Driveways/Parking 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/Parking Signage/ Points of Entry	Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests.		UA	C
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	There should be clear instructions for entry for people who cannot communicate by voice.		UA	C
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.		UA	V
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Setting down point at the entrance with a maximum of 1:50 gradient.		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	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	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Distance from designated parking bays to entrance: 30m		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Gradient en-route to entrance from street or designated parking bay: No steeper than 1:12	Optimum 1:15	UA	M
Building Exterior	Safety and Security	Quality	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. 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 hours contacts for assistance clearly communicated in English, and incorporating pictograms, where possible.  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.  Unacceptable: No security measures in place. Access to establishment uncontrolled and no restriction in access.	'1-5	GC
Building Exterior	Safety and Security	Well positioned security measures such as camera surveillance / access control / manned security, monitoring external and internal areas of the establishment can be used at the discretion of the establishment.		'1-5	GC
Building Exterior	Safety and Security	Solid bedroom entrance doors with a secondary guest controlled internal door lock (without a staff override facility).		'1-5	GC
Building 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 the room to display their request.		'1-5	GC
Building Exterior	Safety and Security	Peephole facility and quality of locking mechanism for secondary patio / balcony doors.		'1-5	GC
Building Exterior	Safety and Security	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	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	C
Building Exterior	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests - Orally, Braille and Large Print.		UA	V
Bedrooms	Decoration	Quality	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.  Very Good: Very good quality wall coverings/paintwork. Room décor can be minimal but attractive and enhance the bedroom atmosphere.  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	'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	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.  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.  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.	'1-5	GC
Bedrooms	Furniture	Bedside table or shelf provided > 350 x 350mm		'1-5	GC
Bedrooms	Furniture	Bedside table or shelf provided > 200 x 300mm		'1-5	GC
Bedrooms	Furniture	Easy chair provided per guest		'1-5	GC
Bedrooms	Furniture	Additional luggage racks provided		1-5	GC
Bedrooms	Furniture	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	Flashing light doorbell, to facilitate all services delivered at the room		UA	C
Bedrooms	Furniture	Flashing light linked to the room telephone		UA	C
Bedrooms	Furniture	Access width between furniture and fittings to be unobstructed for at least 90cm wide		UA	V
Bedrooms	Furniture	All furniture with rounded edges and corners.		UA	V
Bedrooms	Furniture	Where applicable, mats and rugs need to be firmly fixed to avoid slipping		UA	V
Bedrooms	Furniture	Door, cupboard and drawer handles must be easy to see and grab hold of, and in clearly contrasting colours to doors.		UA	V
Bedrooms	Furniture	Bright flashing light linked to room doorbell		UA	V
Bedrooms	Furniture	Telephones to be fitted with a bright flashing light		UA	V
Bedrooms	Furniture	At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	M
Bedrooms	Furniture	Clear opening width of doors - The doors must be 76cm wide		UA	M
Bedrooms	Furniture	Easy grip door handles and ease of operation of locking mechanism		UA	M
Bedrooms	Furniture	Size of unobstructed space in-front of doors 90cm x 150cm.		UA	M

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Bedrooms	Furniture	Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture and fittings.	It is essential that the room be free of any obstructions which might result in the guest being unable to access certain provisions within the room e.g. switches.	UA	M
Bedrooms	Furniture	Size of access space of 80cm x 120cm to all furniture and fittings - access space provides easy reach.		UA	M
Bedrooms	Furniture	All light controls accessible from bed.		UA	M
Bedrooms	Furniture	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	M
Bedrooms	Furniture	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	M
Bedrooms	Furniture	Desk and tables to have a clear space of 76cm below the work surface.		UA	M
Bedrooms	Furniture	Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.		UA	M
Bedrooms	Electronic Appliances	Flat Panel, High Definition television provided in all the rooms		'1-5	GC
Bedrooms	Electronic Appliances	or Flat panel, High Definition television provided in most of the rooms		'1-5	GC
Bedrooms	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
Bedrooms	Electronic Appliances	TV easily visible from the bed and conveniently located		'1-5	GC
Bedrooms	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
Bedrooms	Electronic Appliances	Hair Dryer in working order and provided in all bedrooms		'1-5	GC
Bedrooms	Electronic Appliances	or hair dryer in working order and provided in most bedrooms.		'1-5	GC
Bedrooms	Electronic Appliances	Hair Dryer located in a convenient place near a mirror		'1-5	GC
Bedrooms	Electronic Appliances	Electronic Safe with sufficient space to accommodate a Laptop or Tablet		'1-5	GC
Bedrooms	Electronic Appliances	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	Electronic Appliances	The provision of teletext.		UA	C
Bedrooms	Electronic Appliances	Alarm clocks should be fitted with a bright flashing light		UA	C
Bedrooms	Electronic Appliances	Alarm clocks are fitted with a vibration pad in addition to the flashing light.		UA	C
Bedrooms	Electronic Appliances	Braille, large print and audio format instructions for use of electronic equipment i.e. setting the alarm clock.		UA	V
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Wardrobe/purpose built hanging space provided in all bedrooms		'1-5	GC
Bedrooms	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 Space/ Clothes Hangers	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	Wardrobe/Hanging Space/ Clothes Hangers	Brightly coloured door / drawer handles in contrast with the door/draw in order to be easily identified and grabbed.		UA	V
Bedrooms	Curtains and Window Coverings	Quality	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.  Very Good: Curtains or blinds of very good quality materials and allow for total privacy. Very good quality curtain accessories. Block out provided.  Good: Curtains or blinds more basic and in good working order.  Acceptable: Acceptable quality blinds or curtains but still in good working order.  Unacceptable: Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	'1-5	GC
Bedrooms	Curtains and Window Coverings	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	Curtains and Window Coverings	No complicated patterned materials for curtains.		UA	V
Bedrooms	Curtains and Window Coverings	Curtains fitted with pull-rods / closing cords.		UA	M
Bedrooms	Flooring, Ceiling, Skirting and Cornices	Quality	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.  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.  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.	'1-5	GC
Bedrooms	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
Bedrooms	Flooring, Ceiling, Skirting and Cornices	90cm wide unimpeded circulation space around and between beds and furniture.		UA	V
Bedrooms	Flooring, Ceiling, Skirting and Cornices	No complicated patterned materials for carpets, curtains, wallpaper etc.		UA	V
Bedrooms	Bedding and Linen	Quality	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.  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 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.  Unacceptable: Cheap sheets with water stains, damage and issues such as fraying edges, holes and faded.	'1-5	GC
Bedrooms	Bedding and Linen	All bedding well fitted		'1-5	GC
Bedrooms	Bedding and Linen	Information on pillow menu provided in each room		'1-5	GC
Bedrooms	Bedding and Linen	Extra length pillows provided at each sleeping position		'1-5	GC
Bedrooms	Bedding and Linen	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	Bedding and Linen	No complicated patterned materials for bedspreads.		UA	V
Bedrooms	Form of Bedding	Quality	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.  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.  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.	'1-5	GC
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
Bedrooms	Form of Bedding	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	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 the different ways that people with functional mobility and physical limitations transfer.		UA	M
Bedrooms	Form of Bedding	Bed with firm mattress at 45 - 50cm in height		UA	M
Bedrooms	Form of Bedding	At least one room available with an electronic bed that can be control-adjusted.		UA	M

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bedrooms	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. 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.  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.  <del>Not acceptable: Broken appliances, heating and cooling systems not in working order.</del>	'1-5	GC
Bedrooms	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
Bedrooms	Temperature Control	Conveniently positioned or remote controlled heating / cooling system in room.		UA	M
Bedrooms	Lighting/Power/Switches	Quality	Outstanding: Controllable dimmer lighting of outstanding quality. Bedroom lights can be switched off at the bedside. Recessed spot lamps and effective use of natural light, ambient light, task 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 adhere to international requirements.  Excellent: Excellent quality fittings, lamps bases, etc. more than just centre and bedside lamps.Effective use of natural light. Power points are well positioned and adhere to international requirements.  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.  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.  <del>Not acceptable: Dim, dimmable lighting, low quality fittings and switches, light is inappropriate place. Poor natural light, hidden controls, shades burnt, scuffed, stained, etc. Poor lamps</del>	'1-5	GC
Bedrooms	Lighting/Power/Switches	Additional reading lights		'1-5	GC
Bedrooms	Lighting/Power/Switches	Convenient light switch locations		'1-5	GC
Bedrooms	Lighting/Power/Switches	Spare and conveniently located power points provided in each room for use of electronic appliances.		'1-5	GC
Bedrooms	Lighting/Power/Switches	Spare and convenient international power points provided at desk level		'1-5	GC
Bedrooms	Lighting/Power/Switches	Additional specialised lighting	Mood, picture, desks lighting, task lighting	'1-5	GC
Bedrooms	Lighting/Power/Switches	Bed lamps provided in close proximity to each sleeping position and convenient for reading.		'1-5	GC
Bedrooms	Lighting/Power/Switches	Effective lighting at mirror		'1-5	GC
Bedrooms	Lighting/Power/Switches	Dimmer switches to alter lighting intensity or night light facility		'1-5	GC
Bedrooms	Lighting/Power/Switches	Dual control light switches at bed side		'1-5	GC
Bedrooms	Lighting/Power/Switches	Light switches on electrical cords within 10 cm of base of light fitting		'1-5	GC
Bedrooms	Lighting/Power/Switches	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	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	V
Bedrooms	Lighting/Power/Switches	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/Switches	Power switches and light switches with rocker switches that are on/ off detectable.		UA	V
Bedrooms	Lighting/Power/Switches	Power-switches to have a light located next to them for easier location.		UA	V
Bedrooms	Lighting/Power/Switches	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	M
Bedrooms	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	M
Bedrooms	Lighting/Power/Switches	Bedside lamps to have easily accessible switches.	i.e. 20cm away maximum	UA	M
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	Conveniently located		'1-5	GC
Bedrooms	Mirror	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	Mirror	Full length mirror suitable for both sitting and standing guests.		UA	M
Bedrooms	Mirror	Bottom of the mirror not more than 40cm from the floor.		UA	M
Bedrooms	Accessories	Quality	Outstanding: A wide range, minimum of 10, of high quality extras for guest use, but not limited to e.g.: <ul style="list-style-type: none"><li>• Fruit bowl;</li><li>• Flowers;</li><li>• DVDs, books, magazines;</li><li>• Suit stand, Suit press;</li><li>• Mending kit;</li><li>• Shoe polishing cloth or pad;</li><li>• Mineral water;</li><li>• Sweets, mints or chocolates;</li><li>• Tea tray, variety of teas and coffees;</li><li>• Biscuits;</li><li>• Comprehensive room information well presented;</li><li>• UHT milk/ Fresh milk;</li><li>• Emergency lighting;</li><li>• Umbrella;</li><li>• Slippers;</li><li>• Torch;</li><li>• Ipod Docking Station;</li><li>• Full DSTV Bouquet;</li><li>• Scent Menu;</li><li>• Iron and Ironing Board;</li><li>• Clothes brush / Shoe Horn;</li><li>• Linen Laundry Bag;</li><li>• Wi-Fi Access;</li><li>• Magnifying Mirror;</li></ul>	'1-5	GC
Bedrooms	Accessories	Stocked Mini Bar – 4 items		'1-5	GC
Bedrooms	Accessories	Fully stocked Mini Bar including snacks		'1-5	GC
Bedrooms	Accessories	All bedroom accessories to be identified by Braille labelling.		UA	V
Bedrooms	Accessories	Accessory labels / instructions in large print Braille and audio format where appropriate.		UA	V
Bedrooms	Accessories	Switches, controls and door handles located between 80cm and 120cm from the floor surface. As a general rule switches, controls etc. should be aligned with the door handle for easy access and reach.		UA	M
Bedrooms	Spaciousness and Overall Impression	Quality	Outstanding: Extra spacious 12m² of free space. Large lounge area with significant demarcation from the bedroom area and very easy to move around. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. Overall luxurious impression. Space to put luggage so that it does not clutter the room or obstruct access.  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 space to relax. Space to put luggage so that it does not clutter the room or obstruct access. Easy access to all facilities e.g. use of desk without having to move tea tray.  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.  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.  <del>Not acceptable: Poorly planned room with furniture cramped and cluttered. Bedding and furniture not in good condition. No room for luggage. No room for sitting area. No room for dressing table. No room for ironing board. No room for shoe horn. No room for clothes brush. No room for laundry bag. No room for Wi-Fi access. No room for magnifying mirror.</del>	'1-5	GC
Bedrooms	Spaciousness and Overall Impression	90cm wide unimpeded circulation space around and between beds and furniture.		UA	V
Bedrooms	Spaciousness and Overall Impression	Windows to be 80cm from floor level.	For safety purposes	UA	M
Bedrooms	Spaciousness and Overall Impression	Unobstructed access widths of 90cm between walls, features, furniture and fittings - It is essential that the room be free of any obstructions which might cause a guest to be unable to access certain provisions within the room		UA	M
Bedrooms	Spaciousness and Overall Impression	Size of access space of 90cm x 110cm to all furniture and fittings - this will provide access space for easy reach.		UA	M
Bathrooms	Type of Bathroom	Quality	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.  Excellent: Two person en-suite bathroom, adequate vanity space for 2 people. Separate bath and separate shower, or separate spacious shower, toilet separately enclosed.  Very Good: En-suite with separate bath, separate shower, basin and toilet.  Good: Bath or Shower over bath, basin and toilet.  Acceptable: Bath or Shower, basin and toilet	'1-5	GC
Bathrooms	Type of Bathroom	Spacious layout more than 4m²		'1-5	GC

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Bathrooms	Type of Bathroom	or more than 2m²		'1-5	GC
Bathrooms	Flooring, Ceiling and Walls	Quality	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 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 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 chipped, peeling, peeling, cracked, stained or damaged.	'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 finishes assisting in their location.		UA	V
Bathrooms	Fixtures and Fittings	Quality	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. Attention to fixture aesthetics, 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.  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.  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. Bath fitted with plastic bath mat over. Discoloured plastic shower. Plastic towel rack, bathmat and all fixtures of inferior quality, damaged or fixed at dangerous angle.	'1-5	GC
Bathrooms	Fixtures and Fittings	Spa bath provided		'1-5	GC
Bathrooms	Fixtures and Fittings	No unsightly plumbing fixtures.		'1-5	GC
Bathrooms	Fixtures and Fittings	Heated towel rails provided		'1-5	GC
Bathrooms	Fixtures and Fittings	Effective temperature control and air extraction system that prevents misting of mirrors		'1-5	GC
Bathrooms	Fixtures and Fittings	Adequate clothes hooks (minimum 2)		'1-5	GC
Bathrooms	Fixtures and Fittings	Facilities within bathroom conveniently positioned		'1-5	GC
Bathrooms	Fixtures and Fittings	Magnifying mirror		'1-5	GC
Bathrooms	Fixtures and Fittings	Soap dish provided for all bars of sealed soap		'1-5	GC
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
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	C
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 Fittings	Bath and shower controls with visual and embossed indicators 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.		UA	V
Bathrooms	Fixtures and Fittings	Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.		UA	V
Bathrooms	Fixtures and Fittings	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	M
Bathrooms	Fixtures and Fittings	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	M
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	M
Bathrooms	Fixtures and Fittings	Where a sliding door has been used, it should be openable with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Remote emergency alarm call system in room		UA	M
Bathrooms	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	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	T-shaped grab-bar opposite transfer space.		UA	M
Bathrooms	Fixtures and Fittings	Removable bath seat.		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Roll-in Shower: Lever action shower mixer and hand shower on adjustable rail.		UA	M
Bathrooms	Fixtures and Fittings	Roll-in Shower: A 15cm maximum step with run-off which negates threshold.		UA	M
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 Areas	Toilet brush provided with covered holder		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	or Toilet brush provided with uncovered holder		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Paper holder or dispenser conveniently located		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Sanitary bags provided		'1-5	GC
Bathrooms	Hand Basin and Toilet 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	Hand Basin and Toilet Areas	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.		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 water supply.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Hot pipes must be well insulated.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Toilet paper holder within 26cm of the seat.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Trap covered with heat resistant lagging if composition is heat conducting.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Wash-hand basin with a mixer is easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and turned.		UA	M
Bathrooms	Hand Basin and Toilet Areas	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 to gripped and turned.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.		UA	M
Bathrooms	Towelling	Quality	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, 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.	'1-5	GC
Bathrooms	Towelling	Additional towel for beach or pool.		'1-5	GC
Bathrooms	Towelling	2 Bath robes provided per guest ( e.g. Kimono and Turkish Robes ).		'1-5	GC
Bathrooms	Towelling	Extra length towelling bath mats provided.		'1-5	GC
Bathrooms	Towelling	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	Towelling	Towel rails to be a height between 90 and 100cm from the ground.		UA	M



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bathrooms	Lighting and Ventilation	Quality	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.  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.  Acceptable: Acceptable quality lighting fixtures. Either windows that open or effectively working extractors.  Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings.	'1-5	GC
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. Major maintenance and condition issues identified.	'1-5	GC
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		UA	MV
Bathrooms	Accessories	Quality	Outstanding: Luxury double ply toilet paper. A wide range of excellent quality accessories provided in the bathroom e.g.: <ul style="list-style-type: none"><li>• Sealed soap;</li><li>• Shower gel;</li><li>• Shampoo;</li><li>• Conditioner;</li><li>• Shower cap;</li><li>• Body lotion;</li><li>• Tissues;</li><li>• Cotton buds, etc.</li></ul> 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.	'1-5	GC
Bathrooms	Accessories	Accessory/toiletry labels in Braille and audio format, and colour coded.		UA	V
Bathrooms	Accessories	Signs and other printed instructions provided in large print.		UA	C
Public Areas	Decoration	Quality	All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. Dining area if separate should not be included in this area.  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.  <del>Unacceptable: Worn, old, faded, damaged wall coverings. Evidence of damage or water penetration. Cracks, marks. Illegible or no instructions or signs provided. General neglect.</del>	'1-5	GC
Public Areas	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
Public Areas	Decoration	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
Public Areas	Furnishings and Fixtures	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.  Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Dated, jaded and unattractive.	'1-5	GC
Public Areas	Furnishings and Fixtures	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	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	C
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 least 76cm measured when the door is open at 90-degrees.		UA	M
Public Areas	Furnishings and Fixtures	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	M
Public Areas	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	M
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 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 ceilings and evidence of water seepage. Stained paintwork, old and amateurishly 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 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
Public Areas	Lighting	Quality	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 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 diffusers. Bare, naked, exposed light sources and fixtures, or lights that are not working.	'1-5	GC
Public Areas	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
Public Areas	Lighting	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
Public Areas	Atmosphere and Ambience	Quality	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	Atmosphere and Ambience	Display of fresh flowers		'1-5	GC
Public Areas	Atmosphere and Ambience	Provision of daily newspapers		'1-5	GC

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	Atmosphere and Ambience	Well presented tourism information		'1-5	GC
Public Areas	Atmosphere and Ambience	Ambient quality of background / live music		'1-5	GC
Public Areas	Atmosphere and Ambience	Ease of access and efficiency of guest lifts		'1-5	GC
Public Areas	Atmosphere and Ambience	Security measures provided to restrict access to residents on 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 / Stairwells / Ramps	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	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 / Stairwells / Ramps	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	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Ramps: There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Ramps: Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Steps / Stairways Systems: 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	Steps / Stairways Systems: Tonal contrast on all nosing. Each step in the flight of steps needs to be identified.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Steps / Stairways Systems: Square closed risers to all stairs. Each step needs to have a solid edge.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Steps / Stairways Systems: Uniform height levels between landings on staircases. There should be an equal number of steps on each flight of stairs.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Steps / Stairways Systems: Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Steps / Stairways Systems: Unobstructed width of not less than 90cm.	To facilitate access for guests using mobility aids.	UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Steps / Stairways Systems: Provision for unobstructed landing of 90cm x 120cm.	Clear of door swings etc.	UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests who have functional communication limitations.	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	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Flashing lights should be linked to alarms and emergency buttons.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: A visual display to show that help is coming should be available within the elevator.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Clearly demarcated tactile and colour 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 / Stairwells / Ramps	Elevators / Lifts: Lifts with automatic door enunciator. The voice provides information to the guest as to when the lift arrives at the floor when alighting.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: 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	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: 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	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: 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	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: 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	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Clear opening width of the door should not be less than 76cm.		UA	M
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	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Internal size of lift car of 120cm x 160cm.		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Elevators / Lifts: Handrail provided on all sides of the lift car located between 90cm and 100cm.		UA	M
General Facilities	Tea / Coffee Making 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 Facilities	Teapot/plunger		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Filter Coffee or Coffee Pod machines provided in each room.		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Extensive range of higher quality beverages.		'1-5	GC
General Facilities	Tea / Coffee Making 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 Facilities	Fresh milk available		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Rusks or biscuits		'1-5	GC
General Facilities	Tea / Coffee Making 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 Facilities	Cordless Kettle		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Well set out and presented hot beverage tray or station		'1-5	GC
General Facilities	Tea / Coffee Making 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
General Facilities	Additional Entertainment Facilities	Additional TV in room or suite.		'1-5	GC
General Facilities	Additional Entertainment Facilities	Docking station in the room		'1-5	GC
General Facilities	Additional Entertainment Facilities	Other electronic devices	e.g. iPads	'1-5	GC
General Facilities	Additional 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
Dining Facilities	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.  <del>Unacceptable: Very old, faded, damaged wall coverings. Evidence of damp or water penetration. Grubby marks. Uncolourful paintwork or exposed wiring. General neglect.</del>	'1-5	GC
Dining Facilities	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
Dining Facilities	Furnishings	Quality	General principles of furnishings in public areas with additional considerations.  Outstanding: Extremely comfortable dining chairs and spacious tables. Outstanding quality upholstery and workmanship in the furniture and superbly co-ordinated. Free and easy access between furnishings.  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.  Acceptable: Acceptable dining furnishings of a lower quality but fully functional. Tables big enough for uncluttered use.  <del>Unacceptable: Inadequate table size. Cluttered and inconvenient. Cramped and uncomfortable layout.</del>	'1-5	GC

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Dining Facilities	Furnishings	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	Furnishings	Offer choice of seating away from the noise to provide suitable environment.		UA	C
Dining Facilities	Furnishings	Pathways between restaurant tables and chairs to be un-obstructed and at least 90cm wide.		UA	V
Dining Facilities	Furnishings	Furniture should have rounded edges for guests with functional visual limitations.		UA	V
Dining Facilities	Furnishings	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	V
Dining Facilities	Furnishings	Doors must be able to open fully against adjacent wall.		UA	V
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 passageway.		UA	V
Dining Facilities	Furnishings	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
Dining Facilities	Furnishings	Interior décor with tonal contrast between the critical surfaces.		UA	V
Dining Facilities	Furnishings	Labels available in Braille.		UA	M
Dining Facilities	Furnishings	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	UA	M
Dining Facilities	Furnishings	Provision of handles on doors which should be located between 80cm and 120cm. This handle must be at least 12cm in length. Handle must be 'D'-Shaped.		UA	M
Dining Facilities	Furnishings	Clear un-obstructed access between furniture and fittings no less than 90cm in width.		UA	M
Dining Facilities	Furnishings	Tables to be 80cm high with at least 76cm clear space below.		UA	M
Dining Facilities	Furnishings	A selection of chairs to be with and without arm-rests.		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. Table service must be provided, in addition, to a lowered section.		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	M
Dining Facilities	Furnishings	Staff assistance available at buffet/ serveries and bars.		UA	M
Dining Facilities	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 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 ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	'1-5	GC
Dining Facilities	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
Dining Facilities	Flooring, Ceiling, Skirting and Cornices	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	V
Dining Facilities	Lighting	Quality	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 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.  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 difference between overhead illumination and lighting on lights that are not working	'1-5	GC
Dining Facilities	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
Dining Facilities	Lighting	Lighting must be even and well lit with minimum lighting levels of 200 lux.		UA	V
Dining Facilities	Menu Presentation	Quality	Outstanding: Beautifully bound, clear and well presented menu. Extensive wine selection, recommended wines accompanying different dishes on the menu. Waiters trained to provide verbal presentation of specials of the day.  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.  Unacceptable: Dirty, dog-eared. Difficult to read. Wine list out of date, bearing little relation to what is available. Worn and grubby with grease thumbprints and wine stains and written corrections	'1-5	GC
Dining Facilities	Menu Presentation	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	Table Appointments	Quality	Cognisance will be taken of the nature and style of the establishment.  Outstanding: Outstanding quality cutlery and crockery all highly co-ordinated and matching, including additional accessories. Luxurious linen. Large range of cutlery and glassware to complement a range of uses. Provision of appropriate styles of cutlery, glasses or crystal for different uses.  Excellent: An emphasis on style and excellent quality, matching and co-ordinated. Additional features such as vases, candlesticks, coasters, etc. Excellent quality linen and large napkins, ice buckets, sauce boats and jam pots, etc. Provision of appropriate styles of cutlery, glasses or crystal for different uses.  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.  Unacceptable: Mismatched patterns. Plastic chairs used as substitutes. Poor quality with functional problems. Cheap, thin paper or plastic plates, sauce bottles on table	'1-5	GC
Dining Facilities	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	Table Appointments	Tableware to contrast with the table surface or tablecloth.		UA	V
Dining Facilities	Atmosphere and Ambience	Quality	Outstanding: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Outstanding soundproofing throughout the property.  Excellent: Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Excellent architectural features. Spacious rooms.  Very Good: Comfortable, relaxed feel. Some 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. Smoky, Persistent cooking smells. Draughty. No personal touches.	'1-5	GC
Dining Facilities	Atmosphere and Ambience	Low ambient noise levels.		UA	V
Dining Facilities	Atmosphere and Ambience	Clear un-obstructed access between furniture and fittings no less than 90cm in width.		UA	M
Dining Facilities	Dinner Presentation	Quality	Outstanding: Exemplary presentation on outstanding quality plates with exquisite garnishes. Outstanding quality combination of flavours, colours and textures, served at just the right 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.  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.	'1-5	GC
Dining Facilities	Dinner Presentation	Labels available in Braille.		UA	V
Dining Facilities	Dinner Presentation	A permanently lowered section for buffet must be provided, at a height of 80cm. In addition, table service must be offered on request.		UA	M
Dining Facilities	Dinner Presentation	Staff assistance provided at buffet and server area.		UA	M

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Dining Facilities	Dinner Quality	Quality	Outstanding: Unique, outstanding quality dishes using the best available quality ingredients. Outstanding variety on the menu. Superb attention to detail and combinations of flavours. Minimum three course meal of entrée, main (choice of three) and dessert.  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.  Very Good: Evidence of aiming for very good quality. Very good quality fresh ingredients.  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.  <del>Unacceptable: Low quality ingredients used, unseasoned, burnt, dried out, over-salted. Inappropriate portioning.</del>	'1-5	GC
Dining Facilities	Breakfast Presentation and Quality	Quality	Outstanding: Outstanding range of hot and cold food. Plated main course and eggs cooked to guests order. Outstanding quality fresh ingredients and wide choice. Speciality foods and unusual dishes. Table service essential.  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.  Very Good: Very good range of items on buffet or fewer cold courses. Smaller range of cooked items. Quality fresh ingredients. Perhaps lower skill in preparation, but noticeable attempt to provide very good quality and some unusual items.  Good: Good range of cold and hot courses. All ingredients of good quality.  Acceptable: Sufficient breakfast served with acceptable choice of cooked items.  <del>Unacceptable: No choice. Low quality ingredients. Badly cooked.</del>	'1-5	GC
Dining Facilities	Breakfast Presentation and Quality	Labels available in Braille.		UA	V
Dining Facilities	Breakfast Presentation and Quality	A lowered section for buffet must be provided. A minimum of 80cm from the floor level. Table Service must also be provided on request.		UA	M
General Services & Service	Welcome, Friendliness and Attitude	Quality	Outstanding: Staff in all positions displaying friendly and helpful demeanour and willingness to assist in any situation. Extra attention paid at check-in, during meals and at check-out as to whether anything else can be done to make the stay more enjoyable. Proactive provision of tourist information, luggage assistance, car wash etc. shown on an ongoing basis.  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.  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.  Unacceptable: Surly or rude behaviour. Clear indifference to guests. Irritation at being asked for anything.	'1-5	GC
General Services & Service	Welcome, Friendliness and Attitude	Large text copies of all check in information and information provided in the bedroom.		UA	V
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.  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.  <del>Unacceptable: Clothing dirty, stained, frayed, faded. Dirty shoes. Hands and fingernails scrubby. Hair unwashed and out of control. Unkempt. Personal hygiene lacking.</del>	'1-5	GC
General Services & Service	Reservation, Check-in and General Efficiency	Quality	Outstanding: Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation, for a minimum of 18 hours to 24 hours a day. All details taken down and checked. Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in. All essential information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded promptly. Efficient communication with other departments, porters, booking of restaurant tables, etc. Evidence of an on-line guest history program.  Excellent: Reservations dealt with very effectively. Ability to make a prompt and effective reservation during the day and up to 11:00pm. Confirmation of booking provided on request. Check-in conducted very effectively and information on range of key facilities provided. All guests' needs are met in a quick and effective manner.  Very Good: Reservations dealt with promptly. Ability to make a prompt and effective reservation during day and up to 9pm. All necessary information taken and provided. Efficient check-in. Always given full information about facilities.  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.  Unacceptable: Name only taken. Key given without directions to room. Administrative errors not proficiently rectified. Surly manner. Marked reluctance to give any help.	'1-5	GC
General Services & Service	Reservation, Check-in and General Efficiency	Pre-populated Registration Form / Check-In Indemnity Form with a guests' personal information.		1-5	GC
General Services & Service	Reservation, Check-in and General Efficiency	Reception counter fitted with inductive loops.		UA	C
General Services & Service	Reservation, Check-in and General Efficiency	A chart with basic signs to be kept at reception.		UA	C
General Services & Service	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	C
General Services & 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	C
General Services & Service	Reservation, Check-in and General Efficiency	A written information and emergency pack is provided to the guest upon check-in.		UA	C
General Services & Service	Reservation, Check-in and General Efficiency	Approach to the entrance free of projecting obstructions or features.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	Entrance route surface firm, even and slip resistant.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	Doors should always be fully closed or held open.		UA	V
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 and General Efficiency	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	All furniture to be 80cm high with solid sides up to 20cm above floor surface.		UA	V
General Services & 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 & Service	Reservation, Check-in and General Efficiency	Low ambient noise levels.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	Braille, large print and audio information on establishment and surroundings.		UA	V
General Services & 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 'D'-shaped type.		UA	M
General Services & 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	M
General Services & Service	Reservation, Check-in and General Efficiency	Length of 80cm high and 120cm wide check-in counter or reception desk.		UA	M
General Services & Service	Reservation, Check-in and General Efficiency	Seating has been provided with a seat height between 45cm and 50cm from the floor.		UA	M
General Services & Service	Reservation, Check-in and General Efficiency	Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.		UA	M
General Services & Service	Porterage	Quality	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.  Very good knowledgeable of accommodation facilities and local area, willing to find out more. May have other duties but endeavours to be prompt.  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	'1-5	GC
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



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General Services & Service	Room Service	Quality	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.  Very Good: Order taken in a polite and pleasant manner. Delivered in very good time. 18 hours room service available.  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 outside room.	'1-5	GC
General Services & Service	Laundry Service	Full laundry/dry cleaning service.	6 days a week	'1-5	GC
General Services & Service	Laundry Service	or limited laundry / dry cleaning service	Minimum 3 days	'1-5	GC
General Services & Service	Laundry Service	or communal laundry provided		'1-5	GC
General Services & Service	Laundry Service	Express service available	2 hours or less	'1-5	GC
General Services & 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.  Unacceptable: Inefficient slow service. Dirty dishes not cleaned. Inappropriate cutlery and glasses supplied for each meal. Lack of knowledge of food and wine. Unfriendly and unhelpful staff.	'1-5	GC
General Services & Service	Check-out Efficiency	Quality	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.  Very Good: Prompt attention and bill correct. Attempt at excellence. Cheerful demeanour.  Good: Bill correct. Staff professional, friendly and efficient towards departing guests.  Acceptable: Bill correct. Staff are efficient.  Unacceptable: Bill incorrect and unexplained. Staff has no idea and assumes will have to assist the guests. Customer leaves with some form of payment.	'1-5	GC
General Services & Service	Check-out Efficiency	Written information and emergency pack is provided to the guest upon check in.		UA	C
General 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
General 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 inform tourists on the local area. Outstanding attention to personalised itineraries and personal interest in guest's information requirements is shown. Tour booking service available. Information services available via TV or touch screens in reception area. A concierge services is also available.  Excellent: Tourist information provided at reception or in rooms. Staff have excellent knowledge of local attractions and can provide it if asked. Staff are willing to assist with bookings of activities if requested. A concierge services is also available.  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.  Unacceptable: No information sent of any information. Staff unable to assist.	'1-5	GC
General Services & Service	Tourist Information	Assistance with information about accessible tourism products and bookings provided by hotel/lodge staff.		UA	C
General Services & Service	Tourist Information	Clear and plain format and presentation of brochures and websites, to provide clear, accurate and articulated information that will minimise the need to be explained by telephone or other media.		UA	C
General Services & Service	Tourist Information	Assistance with information about accessible tourism products and bookings provided by staff.		UA	MV
General Services & Service	Communications and Business Facilities	Touch dial service extension telephones provided		'1-5	GC
General Services & Service	Communications and Business Facilities	Automatic direct dial/operator assisted phones - 24 hours		'1-5	GC
General Services & Service	Communications and Business Facilities	or Operator assisted - limited access		'1-5	GC
General Services & Service	Communications and Business Facilities	or pay telephone/office phone only (24 hr access)		'1-5	GC
General Services & Service	Communications and Business Facilities	Current local phone book provided in all rooms		'1-5	GC
General Services & Service	Communications and Business Facilities	Additional handset provided in each room		'1-5	GC
General Services & Service	Communications and Business Facilities	Service directory and operating instructions provided		'1-5	GC
General Services & Service	Communications and Business Facilities	Dedicated data line provided in room		'1-5	GC
General Services & Service	Communications and Business Facilities	or Wireless internet access		'1-5	GC
General Services & Service	Communications and Business Facilities	Business desk provided	In addition to table / bench	'1-5	GC
General Services & Service	Communications and Business Facilities	Internet kiosk on property		'1-5	GC
General Services & Service	Communications and Business Facilities	Photocopying facilities		'1-5	GC
General Services & Service	Communications and Business Facilities	Facsimile facilities		'1-5	GC
General Services & Service	Communications and Business 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
General Services & Service	Communications and Business Facilities	Flashing light indicating incoming calls.		UA	CV
General Services & Service	Communications and Business Facilities	All general information available in large print, Braille and audio format.		UA	CV
Housekeeping Services	Bedrooms	Quality	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.  Excellent: High standard of cleanliness. Room tidied, any trays taken away. Lights on and curtains drawn in the evening.  Very Good: High standard of cleanliness. Room tidied, any trays taken away.  Good: All surfaces free from dirt and polished.  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 issues. Plumes built up on bed linen and equipment.	'1-5	GC
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	M
Housekeeping Services	Bedrooms	Housekeeping staff to ensure all that space of 90cm between furniture, meets UA requirements.		UA	M
Housekeeping Services	Guest Bathrooms	Quality	Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. Refreshed / laundered towels checked at turnaround.  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	M

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Housekeeping Services	Public Areas	Quality	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.  Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.  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, magazines and books out of date. Dirty ashtrays on chairs and tables. Clutter.	'1-5	GC
Housekeeping Services	Public Toilets	Quality	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.  Good: Good standard of cleanliness. Surfaces all clean and well maintained.  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.	'1-5	GC
Housekeeping Services	Restaurant / Dining area	Quality	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.  Good: Always tidy and clean in time for beginning of meal service. Good standards of cleaning and tidiness.  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 ashtrays.	'1-5	GC
Housekeeping Services	Restaurant / Dining area	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	MV
Additional Facilities / Services	Specific Features	A swimming pool that is fit for purpose, appropriate given the size of the establishment and the quality level.	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	GC
Additional Facilities / Services	Specific Features	Pool usable in all seasons		'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	Specific Features	Spa/hot tub		'1-5	GC
Additional Facilities / Services	Specific Features	Steam room		'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	Specific Features	Resident Lounge X 2		'1-5	GC
Additional Facilities / Services	Specific Features	Bar X 2		'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	Specific Features	Customer feedback card/mechanism		'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
Responsible Environmental and 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 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 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 paper.		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	Property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges etc.		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	TV's, 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	Waste 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	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 enhances the customer experience.	Skills development plan in place, on-the-job training programmes, etc	'1-5	GC
Responsible Environmental and Business Practices	Business Practices	Property supports local community initiative/s		'1-5	GC
Responsible Environmental and Business Practices	Business Practices	Property supports local producers and buys in bulk where possible.		'1-5	GC

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Category Definition Requirements	Category Definition	Country 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, 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 of its guests.	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	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	Breakfast must be included in the tariff		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Daily servicing of the rooms must be included in the tariff.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is mandatory.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	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	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.	No 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. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose		'1-2	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 for purpose		'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 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 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	Grounds and Gardens	Clear signage and pictograms.		UA	MCV
Building Exterior	Grounds and Gardens	Grounds and garden pathways kept clear of obstacles / 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	M
Building Exterior	Grounds and Gardens	Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.		UA	MV
Building Exterior	Grounds and Gardens	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.		UA	M
Building Exterior	Parking, Driveways & Signage	Provision of all on-site and/ or designated parking areas to conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'1-5	MER
Building Exterior	Parking, Driveways & 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 & 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 & 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 signage.		'5	MER
Building Exterior	Parking, Driveways & 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	M
Building Exterior	Parking, Driveways & Signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	M
Building Exterior	Parking, Driveways & 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	M
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 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 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 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.		'1-5	MER
Building Exterior	Safety and Security	Emergency evacuation 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 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.		'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 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	C
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	CV
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	CV
Bedrooms	Bedroom Entrance, Safety & Security	Printed information on summoning assistance and evacuation procedures in the event of an emergency to be displayed in every bedroom. Multilingual emergency procedure notices clearly displayed in every bedroom using English and pictograms.		'1-5	MER
Bedrooms	Bedroom Entrance, Safety & Security	Facilities to keep guests' valuables safe at the establishment appropriate to the size, the Star Grading of the establishment and the profile of the client.		'1-5	MER
Bedrooms	Bedroom Entrance, Safety & 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 & Security	Safety deposit facility available on request.		'1-2	MER

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bedrooms	Bedroom Entrance, Safety & Security	Means of securing bedroom doors from the inside and outside of the bedroom. Secondary security device to be provided where bedrooms have direct external access.		'3	MER
Bedrooms	Bedroom Entrance, Safety & Security	On-site safe required and additional safety deposit available on request.		'3	MER
Bedrooms	Bedroom Entrance, Safety & Security	Means of securing bedroom doors from the inside and outside of the bedroom. Secondary security device to be provided where bedrooms have direct external access.		'4-5	MER
Bedrooms	Bedroom Entrance, Safety & Security	In-room electronic safe required.		'4-5	MER
Bedrooms	Bedroom Entrance, Safety & Security	A minimum of one designated universal accessible bedroom shall be required in all establishments.	If properties do not comply with UA, all advertising to stipulate as such.	UA	M
Bedrooms	Bedroom Entrance, Safety & Security	Over and above the minimum room designation, 1 designated universal accessible bedroom shall be required for every 25 rooms.	The following shall apply: For every 25 Rooms - 1 Universal accessible room required in accordance with the building regulations of 2011.	UA	M
Bedrooms	Furniture	A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room.	This may either be an 'all in one' fixture with a bed headboard or a free standing table. All elements are intact without tears, holes, breakages, cracks, etc.	'1-5	MER
Bedrooms	Furniture	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.		'1	MER
Bedrooms	Furniture	Good quality and condition in the standard of furniture, furnishings, fittings and décor.		'2	MER
Bedrooms	Furniture	Very good quality and condition in the standard of furniture, furnishings, fittings and décor.		'3	MER
Bedrooms	Furniture	Excellent quality and condition in the standard of furniture, furnishings, fittings and décor.		'4	MER
Bedrooms	Furniture	An appropriate, fit for purpose chair at the dressing table or desk must be provided.		4-5	MER
Bedrooms	Furniture	Outstanding quality and condition in the standard of furniture, furnishings, fittings and décor.		'5	MER
Bedrooms	Furniture	Chairs to seat the number of people per room that are appropriate and fit for purpose, given the quality star grading on offer.		'5	MER
Bedrooms	Furniture	Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.		UA	M
Bedrooms	Furniture	Provision should be made for the height of at least 10% of all seating to be 50cm high.		UA	M
Bedrooms	Electronic Appliances	A functional remote controlled colour television with multi channels, with excellent picture quality, should be provided in each room; or a communal facility should be provided in the residents' lounge.		'1-2	MER
Bedrooms	Electronic Appliances	A hairdryer to be available at reception.		'1-2	MER
Bedrooms	Electronic Appliances	If the establishment has more than 5 rooms, ALL rooms must have a functional remote controlled colour television with multi channels and excellent picture quality (minimum 9 channels). If less than 5 rooms and a television is not provided in each room, one should be provided in a communal facility.	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. Minimum size of TV screen in the communal facility: 32 Inch/80 cm.	'3	MER
Bedrooms	Electronic Appliances	A hairdryer to be available in each room.		3-5	MER
Bedrooms	Electronic Appliances	A functional remote controlled flat panel colour television with multi-channels and excellent picture quality (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 and excellent picture quality (radio and TV) on satellite TV 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.	5	MER
Bedrooms	Electronic Appliances	All Bedrooms: Sub-titles available on television on services where available.		UA	C
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Remote control for heating and cooling system in designated Mobility Accessible Rooms.		UA	M
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Induction loop extensions or ear-phones linked to the television.		UA	C
Bedrooms	Wardrobes, Shelves & 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 & Luggage Storage	Provision of a fit-for-purpose clothes hanging space.		1-2	MER
Bedrooms	Wardrobes, Shelves & Luggage Storage	A minimum of 2 drawers or shelves appropriate and fit for purpose, per room.		1-2	MER
Bedrooms	Wardrobes, Shelves & Luggage Storage	Luggage rack to be provided unless sufficient built for purpose storage is available.		3	MER
Bedrooms	Wardrobes, Shelves & Luggage Storage	Minimum of one drawer or shelf per guest.		3	MER
Bedrooms	Wardrobes, Shelves & Luggage Storage	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc.		3-5	MER
Bedrooms	Wardrobes, Shelves & 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 & 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
Bedrooms	Wardrobes, Shelves & Luggage Storage	All Bedrooms: Wardrobe door handles at a height of between 80cm- 120cm from the floor with handles that are easy to grasp.		UA	M
Bedrooms	Wardrobes, Shelves & Luggage Storage	Designated Mobility Accessible Bedrooms: Cupboard hanging rail is located at a height of 140cm from the floor. Wardrobe / drawer handles to be easy to grasp with limited twisting required.		UA	M
Bedrooms	Curtains & Window Coverings	Window dressings must be large enough to draw easily and completely across the width and height of the window with or without lining.		'1-5	MER
Bedrooms	Curtains & Window Coverings	All ground floor bedrooms must provide additional privacy without restricting the natural light.		'1-5	MER
Bedrooms	Curtains & Window Coverings	Acceptable quality window dressings must be provided.		'1	MER
Bedrooms	Curtains & Window Coverings	Good quality window dressings must be provided.		'2	MER
Bedrooms	Curtains & Window Coverings	Very good quality window dressings must be provided.		'3	MER
Bedrooms	Curtains & Window Coverings	Excellent quality window dressings must be provided.		'4	MER
Bedrooms	Curtains & Window Coverings	Window coverings must provide full block out.		4-5	MER
Bedrooms	Curtains & Window Coverings	Outstanding quality window dressings must be provided.		'5	MER
Bedrooms	Curtains & Window Coverings	Designated Mobility Accessible Bedrooms: Curtains are fitted with pull-rods / closing cords.		UA	M
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an acceptable quality and condition throughout i.e. No threadbare or fraying sections of carpets or rugs. A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.		'1-5	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an acceptable quality and condition throughout.		'1	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of a good quality and condition throughout.		'2	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of a very good quality and condition throughout.		'3	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an excellent quality and condition throughout.		'4	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All are of an outstanding quality and condition throughout.		'5	MER
Bedrooms	Flooring, Ceiling, Skirting & Cornices	All Bedrooms: Fixed, level and slip-resistant floor surfaces are used.		UA	MV
Bedrooms	Bedding & Linen	Purpose designed mattress protectors and pillow protectors are required to be fitted to all beds.		'1-5	MER
Bedrooms	Bedding & 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 & Linen	All linen must be of an acceptable quality and be clean.		'1	MER
Bedrooms	Bedding & 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.		'1	MER
Bedrooms	Bedding & Linen	Spare bedding and one extra pillow to be available on request.		'1	MER
Bedrooms	Bedding & Linen	All linen must be of a good quality and clean.		'2	MER
Bedrooms	Bedding & Linen	Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed.		'2	MER
Bedrooms	Bedding & Linen	One good quality pillow per sleeping position on the bed. One good quality spare pillow in the bedroom.		'2	MER
Bedrooms	Bedding & Linen	Additional bedding and pillows to be available on request.		'2	MER
Bedrooms	Bedding & Linen	All linen must be of a very good quality and clean.		'3	MER
Bedrooms	Bedding & Linen	Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed.		'3	MER
Bedrooms	Bedding & Linen	Two very good quality pillows per sleeping position, with spare pillows available on request.		'3	MER
Bedrooms	Bedding & Linen	Spare bedding and extra pillow to be available on request.		'3	MER
Bedrooms	Bedding & Linen	All linen must be of an excellent quality and be well laundered.		'4	MER
Bedrooms	Bedding & Linen	Two sheets, one blanket and a bedspread OR two sheets and duvet with a cover per bed.		'4	MER



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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	Form of Bedding (Beds, Bases & Mattresses)	An acceptable form of headboard firmly secured		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	Excellent/Outstanding quality mattresses.		'4-5	MER
Bedrooms	Form of Bedding (Beds, Bases & Mattresses)	If using a divan bed set the sprung base must be upholstered or have a valance on the base. Bases to be visually attractive and of excellent / outstanding quality.		'4-5	MER
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	M
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	M
Bedrooms	Temperature Control & 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 & Ventilation	All Bedrooms: Height of environmental controls to enable users to comfortably reach them at a 110cm - 120cm in height		UA	M
Bedrooms	Temperature Control & Ventilation	Designated Mobility Accessible Bedrooms: Remote controls for heating and cooling system in designated Mobility Accessible Rooms.		UA	M
Bedrooms	Lighting, Power & Switches	Light switch to be located by the entrance door.		'1-5	MER
Bedrooms	Lighting, Power & Switches	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.		'1-2	MER
Bedrooms	Lighting, Power & Switches	Acceptable/Good quality lighting for the room		'1-2	MER
Bedrooms	Lighting, Power & Switches	An international multi-power point/plug is available on request.		'1-2	MER
Bedrooms	Lighting, Power & Switches	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.		'3	MER
Bedrooms	Lighting, Power & Switches	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 position.		'4-5	MER
Bedrooms	Lighting, Power & Switches	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	Excellent/Outstanding quality lighting for the room		'4-5	MER
Bedrooms	Lighting, Power & Switches	An international Multi-power point/plug should be available on request		'4-5	MER
Bedrooms	Lighting, Power & Switches	All Bedrooms: Bedrooms must be well lit and lighting must be even.		UA	V
Bedrooms	Lighting, Power & Switches	All Bedrooms: Height of light switches and controls should be between 80cm – 120cm from the floor.		UA	M
Bedrooms	Mirror & Mirror Lighting	Must have a reasonably sized mirror with adequate lighting for both sitting and standing guests.		1-2	MER
Bedrooms	Mirror & Mirror Lighting	A full length mirror with direct lighting in the bedroom within close proximity to a plug point.	A full length mirror in the wardrobe with adequate lighting acceptable	3	MER
Bedrooms	Mirror & Mirror Lighting	A full length mirror with direct lighting as well as a well lit mirror at dressing table area in close proximity to the plug point is required.		'4-5	MER
Bedrooms	Mirror & Mirror Lighting	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	Must have full length mirror suitable for both sitting and standing guests		UA	M
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	M
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	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 available in a common area.		'1-2	MER
Bedrooms	Accessories	Iron and ironing board to be made available on request.		1-2	MER
Bedrooms	Accessories	Tea and coffee making facilities provided in all rooms. Adequate crockery and cutlery should be provided for each guest in the room. An electric kettle must also be available. Complimentary sachets of tea, coffee and sugar (at least two sachets per guest per day) are required.	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	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.		1-5	MER
Bedrooms	Accessories	Iron and ironing board or ironing / pressing service to be made available on request which is appropriate and fit for purpose.		3-5	MER
Bedrooms	Accessories	Instructions on how to use the television and heating /cooling system.		'4-5	MER
Bedrooms	Accessories	Bedroom accessories have bold labels for easy identification, with labels in large print.		UA	V
Bedrooms	Accessories	All Bedrooms: Staff assistance available to guests in locating and using bedroom accessories.		UA	MCV

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Bedrooms	Accessories	Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door hangers provided for identification of guests with functional communication/ hearing/ visual/ mobility and physical limitations which can facilitate services that require access to the room.	The use of door hangers is up to discretion of the guest. Ideally this type of service should be offered to all guests.	UA	MCV
Bedrooms	Spaciousness & Overall Impression	Unrestricted access to all storage facilities within the room.		'1-5	MER
Bedrooms	Spaciousness & Overall Impression	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.		'1-2	MER
Bedrooms	Spaciousness & Overall Impression	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 and relaxation.	Greater space would be expected where temporary beds or sofa beds are used.	'4	MER
Bedrooms	Spaciousness & Overall Impression	Bedrooms must have a well-planned layout to ensure the room is very spacious, allowing generous ease of movement, comfort, dining and relaxation.	Greater space would be expected where temporary beds or sofa beds are used.	'5	MER
Bedrooms	Spaciousness & Overall Impression	All Bedrooms: Floor space is clear of any obstacles which may cause injury to guests with functional visual limitations.		UA	MV
Bedrooms	Spaciousness & Overall Impression	Designated Mobility Accessible Bedrooms: Unobstructed 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 might cause a guest to be unable to access certain provisions within the room e.g. switches.	UA	MV
Bathrooms	Type of Bathroom	If an establishment incorporates an open plan bathroom within the room, showers, baths and hand basins may be open plan but the toilet must be separate with a door.		1-5	MER
Bathrooms	Type of Bathroom	Bathroom facilities should be en-suite. If not, exclusive use of bathroom facilities per room is mandatory.		1-3	MER
Bathrooms	Type of Bathroom	Bathroom facilities must be en-suite.		4-5	MER
Bathrooms	Flooring and Ceiling	An impervious surface to be provided on walls, floors and ceilings.		'1-5	MER
Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non-slip tiles or close pile carpet no higher than 13mm.		UA	MV
Bathrooms	Flooring and Ceiling	Flooring to have no design obstructions.		UA	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/racks/shelf to be sufficient for the number of guests in the room.		'1-5	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 the maximum number of guests.		'1-5	MER
Bathrooms	Fixtures and Fittings	Window treatment to ensure privacy.		'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)		1-5	MER
Bathrooms	Fixtures and Fittings	Shower curtains are acceptable. Must be free of stains, tears, holes and mould.		'1-3	MER
Bathrooms	Fixtures and Fittings	Shower curtains are acceptable but must laundered after each stay. Must be free of stains, tears, holes and mould.		4	MER
Bathrooms	Fixtures and Fittings	Good maintenance and condition of fixtures and fittings.		'1-3	MER
Bathrooms	Fixtures and Fittings	A hook for clothes.		'1-3	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 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.	'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 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.		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	Fixtures and Fittings	Use of colour contrasting surfaces.		UA	V
Bathrooms	Fixtures and Fittings	Bathroom instructions must be provided in large print.		UA	V
Bathrooms	Fixtures and Fittings	Hot pipes must be well insulated.		UA	V
Bathrooms	Fixtures and Fittings	The access door should be fitted with an emergency release lock.		UA	MV
Bathrooms	Fixtures and Fittings	No coat hooks or other obstructions to 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	Fixtures and Fittings	WC (toilet) seat height between 48cm and 50cm.		UA	M
Bathrooms	Fixtures and Fittings	Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin.		UA	M
Bathrooms	Fixtures and Fittings	Basin located no more than 30cm from the toilet seat.		UA	M
Bathrooms	Fixtures and Fittings	80cm wide transfer space to side of pan.		UA	M
Bathrooms	Fixtures and Fittings	Front edge of pan to project at least 69cm from the rear wall.		UA	M
Bathrooms	Fixtures and Fittings	Centreline of toilet not more than 48cm from wall opposite transfer space.		UA	M
Bathrooms	Fixtures and Fittings	Extended flush handle located on side of transfer space of cistern.		UA	M
Bathrooms	Fixtures and Fittings	Cranked grab-bar should be located 80cm above floor finish.		UA	M
Bathrooms	Fixtures and Fittings	Horizontal grab bar located at 80cm above the floor finish.		UA	M
Bathrooms	Fixtures and Fittings	The back rest of the toilet, when raised to an upright position, shall remain in such position.		UA	MV
Bathrooms	Hand Basin & Toilet	All Bathrooms should have a vanity space.		1-5	MER
Bathrooms	Hand Basin & Toilet	A WC (toilet) with seat and lid.		'1-5	MER
Bathrooms	Hand Basin & Toilet	Bathroom equipped with a lidded disposal bin.		'1-5	MER
Bathrooms	Hand Basin & Toilet	Bathroom equipped with double ply toilet paper and holder plus a minimum of 1 spare toilet roll.		'1-5	MER
Bathrooms	Hand Basin & Toilet	Bathroom equipped with toilet brush or provide a cleaning service.		'1-5	MER
Bathrooms	Hand Basin & Toilet	Bathroom equipped with a well-lit mirror situated above or adjacent to the hand basin.		'1-5	MER
Bathrooms	Towelling	Towels must be free of stains or discolouration, fraying or holes.		'1-5	MER
Bathrooms	Towelling	Bath mat should be provided.		'1-5	MER
Bathrooms	Towelling	An acceptable quality clean, absorbent hand and bath towel should be provided per person.		'1	MER
Bathrooms	Towelling	A good quality clean, absorbent hand and a bath towel provided per person.		'2	MER
Bathrooms	Towelling	A very good quality, clean, absorbent hand and a bath towel provided 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	Acceptable lighting coverage and ventilation across all areas of the bathroom.		'1	MER
Bathrooms	Lighting and Ventilation	Good lighting coverage and ventilation across all areas of the bathroom.		'2	MER
Bathrooms	Lighting and Ventilation	Very good lighting coverage and ventilation across all areas of the bathroom.		'3	MER
Bathrooms	Lighting and Ventilation	Excellent lighting coverage and ventilation across all areas of the bathroom.		'4	MER
Bathrooms	Lighting and Ventilation	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom.		'5	MER
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		UA	V
Bathrooms	Accessories	Toilet seat cover and mat sets are not acceptable. Sealed soap and/or liquid soap provided		'1-5	MER
Bathrooms	Accessories	Good quality shampoo provided.		2	MER
Bathrooms	Accessories	Very good quality shampoo and tissues provided.		3	MER
Bathrooms	Accessories	Excellent quality sealed soap and/or liquid soap provided per guest.		'4	MER
Bathrooms	Accessories	Comprehensive personal amenities including tissues, shower cap, shampoo, conditioner, shower gel and body lotion.		'4-5	MER
Bathrooms	Accessories	Outstanding quality sealed soap and/or liquid soap provided per guest.		'5	MER
Bathrooms	Accessories	Bathroom toiletries/accessories need to have bold labels for easy identification.		UA	V
Shared Areas	Decoration	Functional decor but limited co-ordination		'1-2	MER

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	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 objects of interest and artwork.		'3-4	MER
Shared Areas	Decoration	Outstanding interior design and overall impression. Professional finish to all aspects of decoration. Interesting architectural features, objects of interest, artwork and objects d'art.		'5	MER
Shared Areas	Decoration	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings. To avoid glare, used tinted glass or blinds.		UA	V
Shared Areas	Decoration	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.		UA	MV
Shared Areas	Furnishings & Fixtures	Acceptable appearance, maintenance and condition.		'1	MER
Shared Areas	Furnishings & Fixtures	Good appearance, maintenance and condition.		'2	MER
Shared Areas	Furnishings & Fixtures	Very good appearance, maintenance and condition.		'3	MER
Shared Areas	Furnishings & Fixtures	Excellent appearance, maintenance and condition.		'4	MER
Shared Areas	Furnishings & Fixtures	Outstanding appearance, maintenance and condition.		'5	MER
Shared Areas	Furnishings & Fixtures	Background music should be appropriate or kept at a low level.		UA	C
Shared Areas	Furnishings & Fixtures	Voice amplification option linked to public telephone in the lobby / reception.		UA	C
Shared Areas	Furnishings & Fixtures	Where DVD players are provided, the subtitle feature must be available.		UA	C
Shared Areas	Furnishings & Fixtures	A selection of chairs to be with and without arm-rests.		UA	MV
Shared Areas	Furnishings & Fixtures	At least 10% of chairs should have a seat height of 48cm - 52cm.		UA	M
Shared Areas	Furnishings & Fixtures	All relevant emergency information and escape route maps available in large print & provision should be made for Braille mapping.		UA	V
Shared Areas	Furnishings & Fixtures	Emergency evacuation signage to include pictograms.		UA	C
Shared Areas	Furnishings & Fixtures	Public telephones, if provided, to be fitted with a raised pip on 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	M
Shared Areas	Furnishings & Fixtures	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.		UA	M
Shared Areas	Furnishings & Fixtures	Height of emergency equipment, switches and controls located between 80cm and 120cm from the floor.		UA	M
Shared Areas	Bar, Lounge & Sitting Areas	Guest lounge may be shared between the host and guest.		'1-5	MER
Shared Areas	Bar, Lounge & Sitting Areas	All seating areas to be of an acceptable size, quality and condition with good layout to provide a reasonable amount of space for guest to easily move around.		'1-5	MER
Shared Areas	Bar, Lounge & Sitting Areas	A lounge with adequate comfortable seating for resident guests accessible throughout the day and evening.		'1-5	MER
Shared Areas	Bar, Lounge & Sitting Areas	Where TV's are not provided in rooms, 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. Minimum Screen Size 32 inch/80 cm.		1-3	MER
Shared Areas	Bar, Lounge & Sitting Areas	Bar counters should include a section of the counter, lowered to 80cm above floor level.		UA	M
Shared Areas	Bar, Lounge & Sitting Areas	There should be provision for table-orientated assistance.		UA	M
Shared Areas	Flooring, Ceiling, Skirting & Cornices	All are of an acceptable quality and condition throughout i.e. No threadbare or fraying sections of carpets or rugs. A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.		'1-5	MER
Shared Areas	Flooring, Ceiling, Skirting & Cornices	End of corridors highlighted by colour, tone or light contrast.		UA	V
Shared Areas	Flooring, Ceiling, Skirting & Cornices	Fixed, slip-resistant floor surface.	This is a precautionary measure and applies to almost all people with functional physical and mobility limitations.	UA	M
Shared Areas	Lighting, Heating/Cooling & Ventilation	Acceptable 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
Shared Areas	Lighting, Heating/Cooling & Ventilation	Acceptable temperature control and ventilation.		'1-5	MER
Shared Areas	Lighting, Heating/Cooling & Ventilation	Directional and informational signage related to physical and environmental access must be well lit.		UA	V
Shared Areas	Lighting, Heating/Cooling & Ventilation	Lighting must be even and effective, with minimum lighting levels of 200 lux.		UA	V
Shared Areas	Ramps	Gradients en-route to facilities should not be steeper than 1:12 gradient	Optimum gradient 1:15	UA	M
Shared Areas	Ramps	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.		UA	M
Shared Areas	Ramps	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
Shared Areas	Ramps	Fixed, slip-resistant floor surface.		UA	MV
Shared Areas	Other Public Areas Including Passages & 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
Shared Areas	Other Public Areas Including Passages & Staircases	Clear, directional signage to bedrooms and reception (where needed).		'1-5	MER
Shared Areas	Other Public Areas Including Passages & Staircases	All emergency information and signage to be clearly displayed in public areas.		'1-5	MER
Shared Areas	Other Public Areas Including Passages & Staircases	Protective soffits to be fitted to the underside of staircases below the height of 210cm.		UA	V
Shared Areas	Other Public Areas Including Passages & Staircases	Fixed slip-resistant floor surface.		UA	MV
Shared Areas	Other Public Areas Including Passages & Staircases	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.		UA	MV
Shared Areas	Other Public Areas Including Passages & Staircases	Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids.		UA	M
Shared Areas	Other Public Areas Including Passages & Staircases	Stairs fitted handrails at a height of between 85-95cm from the floor.		UA	M
Shared Areas	Other Public Areas Including Passages & Staircases	Stairs fitted with non-slip treads.		UA	MV
Shared Areas	Other Public Areas Including Passages & Staircases	Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.).		UA	M
Shared Areas	Flooring & Ceiling	Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Shared Areas	Fixtures & Fittings	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	M
Shared Areas	Fixtures & Fittings	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.		UA	M
Shared Areas	Mirror & Mirror Lighting	Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm.		UA	M
Shared Areas	Hand Basin & Toilet Areas	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.		'1-5	MER
Shared Areas	Hand Basin & Toilet Areas	Nappy changing facilities must be provided in child friendly establishments.		4-5	MER
Shared Areas	Hand Basin & Toilet Areas	Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.		5	MER
Shared Areas	Hand Basin & Toilet Areas	WC (toilet) seat height between 48cm and 50cm.		UA	M
Shared Areas	Hand Basin & Toilet Areas	Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin..		UA	M
Shared Areas	Hand Basin & Toilet Areas	Basin located no more than 30cm from the toilet seat.		UA	M
Shared Areas	Hand Basin & Toilet Areas	Minimum of 80cm wide transfer space to side of toilet pan		UA	M
Shared Areas	Hand Basin & Toilet Areas	Front edge of pan to project at least 69cm from the rear wall.		UA	M
Shared Areas	Hand Basin & Toilet Areas	Centreline of toilet not more than 48cm from wall opposite transfer space.		UA	M
Shared Areas	Hand Basin & Toilet Areas	Extended flush handle located on side of transfer space of cistern.		UA	M
Shared Areas	Hand Basin & Toilet Areas	Cranked grab-bar should be located 80cm above floor finish.		UA	M

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Shared Areas	Hand Basin & Toilet Areas	Horizontal grab bar located at 80cm above the floor finish.		UA	M
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	Lighting & Ventilation	All areas in bathroom must be well and evenly lit.		UA	V
Shared Areas	Accessories	Accessories/toiletries need to be within easy reach from a sitting position.		UA	M
Dining Areas	Provision	Dining facility must be provided.		'1-5	MER
Dining Areas	Provision	Dinner may be provided at the discretion of the host.		1-3	MER
Dining Areas	Provision	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.	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 in length.		UA	M
Dining Areas	Furnishings	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	M
Dining Areas	Furnishings	Alternative route to revolving doors, gates or turnstiles if these form part of the entry into the facility.		UA	M
Dining Areas	Furnishings	Clear un-obstructed access between furniture & fittings no less than 90cm in width.		UA	M
Dining Areas	Flooring, Ceiling, Skirting & Cornices	All are of an acceptable quality and condition throughout i.e. No threadbare or fraying sections of carpets or rugs. A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.		'1-5	MER
Dining Areas	Flooring, Ceiling, Skirting & Cornices	Fixed, slip-resistant floor surface with no changes in level or thresholds greater than 1.3cm.		UA	MV
Dining Areas	Flooring, Ceiling, Skirting & Cornices	Critical areas such as reception counters, buffet tables, exits 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 on stairways and landings at night.		'1-5	MER
Dining Areas	Lighting	Lighting must be even and well lit with minimum lighting levels of 200 lux.		UA	V
Dining Areas	Menu Presentation	Professional presentation of the menu		'1-5	MER
Dining Areas	Menu Presentation	Clear and plain language should be employed on menus. Icons and symbols should be used wherever possible.		UA	C
Dining Areas	Menu Presentation	On request, audio description[s] of all menus should be made available. e.g. through the use of a dedicated audio description service available to guests that provides information on differine facilities on request.		UA	V
Dining Areas	Menu Presentation	Information and menus to be be printed in large print and Braille. Staff must offer to read the menu if necessary.		UA	V
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 position on the guest's plate.		UA	V
Dining Areas	Atmosphere & Ambience	Background music should be appropriate or kept at a low level.		UA	C
Dining Areas	Quality & Presentation (Country Houses and Guest Houses Only or Where Provided in a B&B)	All food is well presented and served at the correct temperature.		'1-5	MER
Dining Areas	Quality & Presentation (Country Houses and Guest Houses Only or Where Provided in a B&B)	Menu items modified to take into account dietary requirements.	e.g. food allergies, diabetic-food requirements	'1-5	MER
Dining Areas	Quality & Presentation (Country Houses and Guest Houses Only or Where Provided in a B&B)	Dinner optional and provided at the discretion of the host.		'1-5	MER
Dining Areas	Quality & Presentation (Country Houses and Guest Houses Only or Where Provided in a B&B)	Labels on buffet stations and on containers must be clear and in large print.		UA	V
Dining Areas	Quality & Presentation (Country Houses and Guest Houses Only or Where Provided in a B&B)	Staff assistance must be provided at buffets.	e.g. to read out labels etc.	UA	V
Dining Areas	Quality & Presentation (Country Houses and Guest Houses Only or Where Provided in a B&B)	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 and Presentation	All hot foods well-presented and served at the correct temperature on hot plates.		'1-5	MER
Dining Areas	Breakfast Quality and 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 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 Presentation	A set menu for breakfast is acceptable with minimum choice of four hot items plus continental breakfast option.		'2	MER
Dining Areas	Breakfast Quality and Presentation	A good range of hot and cold items offered for breakfast, together with a choice of good quality accompaniments.		3-5	MER
Dining Areas	Breakfast Quality and Presentation	A good range of hot and cold items offered for breakfast. (Hot breakfast should include a minimum of 6 items; Cold breakfast could include cereals, breads, cold meats, fruit and cheese)	(Hot breakfast should include a minimum of 6 items; Cold breakfast could include cereals, breads, cold meats, fruit and cheese)	'3	MER
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 way.		5	MER
Dining Areas	Breakfast Quality and Presentation	Provision made for a variety of dietary requirements	e.g. Kosher, Halaal, diabetic, vegetarian, etc.	1-5	MER
Dining Areas	Breakfast Quality and Presentation	Labels on buffet stations and on containers must be clear and in large print.		UA	V
Dining Areas	Breakfast Quality and Presentation	Staff assistance must be provided at buffets, e.g. to read out labels etc.		UA	V
Dining Areas	Breakfast Quality and 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
General Services & Service	Welcome, Friendliness and Attitude	Personalised service and attention to detail is expected.		'1-5	MER
General Services & Service	Welcome, Friendliness and Attitude	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.		UA	MCV
General Services & Service	Welcome, Friendliness and Attitude	On arrival, the guest is offered an orientation tour.		UA	MCV
General Services & Service	Welcome, Friendliness and Attitude	On arrival, guests are offered an audio-description package, providing information on facilities, movement through the hotel and the like. It must also provide detailed information on services.	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
General Services & Service	Welcome, Friendliness and Attitude	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.		UA	MCV
General Services & Service	Appearance of Staff	Staff to wear name badges at all times		'1-5	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
General Services & Service	Reception / Meet & Greet	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 request.	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, 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
General Services & Service	Reception / Meet & Greet	Reception must be available for guest check-in with minimal delay. Hours of operation for reception are to be displayed in a prominent position indicating contact information.		'2-4	MER
General Services & Service	Reception / Meet & Greet	A clearly designated area, spacious and impressive entrance 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
General Services & Service	Reception / Meet & Greet	Clear glass panels and doors should be clearly marked.		UA	C



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General Services & Service	Reception / Meet & Greet	Level threshold across the main entrance door.		UA	MV
General Services & Service	Reception / Meet & Greet	Door mats should be firmly fixed or located.		UA	MV
General Services & Service	Reception / Meet & Greet	Any canopy structure should not protrude in a pedestrian route.		UA	V
General Services & Service	Reception / Meet & Greet	No high gloss and simple backgrounds.		UA	V
General Services & Service	Reception / Meet & 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 & 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	M
General Services & Service	Reception / Meet & Greet	Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing.		UA	M
General Services & Service	Reception / Meet & Greet	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.		UA	M
General Services & Service	Reception / Meet & Greet	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 130cm.		UA	M
General Services & Service	Reservation, Check In & General Efficiency	Prompt thorough reservation and check-in system, including guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures etc.		'1-5	MER
General Services & Service	Reservation, Check In & General Efficiency	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 Services & Service	Reservation, Check In & General Efficiency	Reception to have a pen and pad available for easier communication with guests.		UA	C
General Services & Service	Reservation, Check In & General Efficiency	Audio-description packages, as described above, should be 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	C
General Services & Service	Reservation, Check In & General Efficiency	At check-in, guests are given the option of being received at a dropped check-in counter that is conducive to maintain privacy.		UA	MCV
General Services & Service	Reservation, Check In & General Efficiency	Rooms allocated to guests with functional hearing/ communication limitations, visual/sight limitations and physical/mobility limitations are logged through the rooming system so that in the event of an emergency special procedures are employed to locate and evacuate these guests.		UA	MCV
General Services & Service	Reservation, Check In & General 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	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	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 the days the service is available.		3-4	MER
General Services & Service	Laundry Services	Laundry or dry cleaning services provided for a minimum of 5 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 as a priority for guests (within 3 hours) is a requirement.		5	MER
General Services & Service	Laundry Services	Laundry bags and laundry price lists are to be provided to 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 Services	Breakfast and dinner( excluding Bed & Breakfast) are required. Lunch is optional.		4	MER
General Services & Service	Meal & Beverage Services	Proactive table service for meals and beverages.		4	MER
General Services & Service	Meal & Beverage Services	Staff demonstrating excellent levels of food, beverage and wine product knowledge and service skills.		4	MER
General Services & Service	Meal & Beverage Services	Breakfast, lunch and dinner (excluding Bed & Breakfast) provided.		5	MER
General Services & Service	Meal & Beverage 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
General Services & Service	Check Out Efficiency	Check-out staff are trained to request satisfaction feedback from guests with functional limitations on existing facilities and services.		UA	MCV
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	M
General Services & Service	Communications & Business Facilities	Establishment should make available business facilities where possible.	i.e. Photocopy service, internet access and facsimile service.	'1-5	MER
Housekeeping Service	Provision	Servicing of rooms and all shared areas 7 days a week, this includes daily removal of rubbish and cleaning.		'1-5	MER
Housekeeping Service	Bedrooms & Bathrooms	All bedrooms and bathrooms cleaned daily.		'1-5	MER
Housekeeping 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
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 Service	Bedrooms & Bathrooms	All bathroom linen changed at least every 3 days or on request. 'No change' option available.		'1-2	MER
Housekeeping Service	Bedrooms & Bathrooms	All bed linen, including duvet covers changed at least every 2 days and for each new guest or on request. 'No change' option available.		'3-4	MER
Housekeeping Service	Bedrooms & Bathrooms	All bathroom linen changed at least every 2 days or on request. 'No change' option available.		'3-4	MER
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 available.		'5	MER
Building Exterior	Appearance of Buildings	Quality	Outstanding: Buidlins and structures to be of an outstanding quality and workmanship without any visible maintenance issues. Outstanding preservation of historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention grabbing architectural features.  Excellent: Buidlings 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: 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.	'1-5	GC
Building Exterior	Appearance of Buildings	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	Quality	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 features and excellent quality garden furniture.  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.  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.  Unacceptable: Neglected and overgrown appearance. Rubbish and clutter visible. Disorderly appearance.	'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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Building Exterior	Grounds and Gardens	Where applicable, signage should incorporate symbols and pictograms.		UA	C
Building Exterior	Grounds and Gardens	Familiarisation tour of the grounds and garden to be provided on arrival by a staff member		UA	V
Building Exterior	Grounds and Gardens	Gradient en-route to facilities - The gradient should be no steeper than 1:12	Optimum gradient 1:15	UA	M
Building Exterior	Grounds and Gardens	There should be a landing at the top of ramps if there is a door to the entrance- 90cm x 120cm landing		UA	M
Building Exterior	Parking / Driveways / Parking Signage	Quality	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.  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 reflective.	'1-5	GC
Building Exterior	Parking / Driveways / Parking Signage	Covered / weatherproof guest parking facilities.		'1-5	GC
Building Exterior	Parking / Driveways / Parking Signage	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 / 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 all guests		UA	C
Building Exterior	Parking / Driveways / Parking Signage	There should be clear instructions for entry for people who cannot communicate by voice.		UA	C
Building Exterior	Parking / Driveways / Parking Signage	Setting down point at the entrance with a maximum of 1:50 gradient		UA	M
Building Exterior	Parking / Driveways / Parking Signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	M
Building Exterior	Parking / Driveways / Parking Signage	Distance from designated parking bays to entrance: 30m		UA	M
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	UA	M
Building Exterior	Safety and Security	Quality	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.  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).  Unacceptable: No security measure in place. Access to establishment uncontrolled. Bad lighting in all areas.	'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	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	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	C
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 wall 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 décor. Basic application of paint or wallpaper, architraves, shelving and wiring. Plain and simple style.  Unacceptable: No quality wall covering. No coordinated patterns. Multiple uncoordinated styles. Stained or worn upholstery.	'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	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. 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	Furniture	Bedside table or shelf provided > 200 X300mm	Bedside table per sleeping position or a shared table between twin beds	'1-5	GC
Bedrooms	Furniture	Easy chair provided per guest		'1-5	GC
Bedrooms	Furniture	Flashing light doorbell, to facilitate all services delivered at the room		UA	C
Bedrooms	Furniture	Flashing light linked to the room telephone		UA	C
Bedrooms	Furniture	Access width between furniture and fittings to be unobstructed and at least 90cm wide		UA	V
Bedrooms	Furniture	All furniture with rounded edges and corners.		UA	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.		UA	V
Bedrooms	Furniture	At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	M
Bedrooms	Furniture	Clear opening width of doors - The doors must be 90cm wide to allow for a variety of different sizes and types of mobility aid.		UA	M
Bedrooms	Furniture	Easy grip door handles and ease of operation of locking mechanism		UA	M
Bedrooms	Furniture	Size of unobstructed space in-front of doors 90cm x 120cm - Lack of clear unobstructed space can result in a guest not being able to enter the room.		UA	M
Bedrooms	Furniture	Unobstructed access widths of 90cm between walls, features, furniture and fittings.		UA	M
Bedrooms	Furniture	Size of access space of 90cm x 110cm to all furniture and fittings - access space provides easy reach		UA	M
Bedrooms	Furniture	All light controls accessible from 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	M
Bedrooms	Furniture	Desk and tables to have a clear space of 76cm below the work surface.		UA	M
Bedrooms	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 the rooms		1-3	GC
Bedrooms	Electronic Appliances	Flat Panel, High Definition television with wider screen (min 32 inches) in all rooms.		'1-5	GC
Bedrooms	Electronic Appliances	Full DSTV Bouquet / Top TV Multi-channels provided in all rooms		'1-5	GC
Bedrooms	Electronic Appliances	Convenient placing of comfortable furniture to ensure unrestricted viewing angel of TV.		'1-5	GC
Bedrooms	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
Bedrooms	Electronic Appliances	Hair dryer in working order and provided in all bedrooms / bathrooms		'1-5	GC
Bedrooms	Electronic Appliances	or hair dryer in working order and provided in most bedrooms / bathrooms		'1-5	GC

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Bedrooms	Electronic Appliances	Hair dryer located in a convenient place near a mirror		'1-5	GC
Bedrooms	Electronic Appliances	An easily accessible, wall fitted international Multi-power point/plug provided in rooms.		1-5	GC
Bedrooms	Electronic Appliances	Electronic Safe with sufficient space to accommodate a Laptop or Tablet		'1-5	GC
Bedrooms	Electronic Appliances	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	Electronic Appliances	The provision of teletext		UA	C
Bedrooms	Electronic Appliances	Alarm clocks should be fitted with a bright flashing light		UA	C
Bedrooms	Electronic Appliances	Alarm clocks are fitted with a vibration pad in addition to the flashing light.		UA	C
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. Major maintenance and condition issues identified.	'1-5	GC
Bedrooms	Hanging Space / Clothes Hangers	Brightly coloured door / draw handles in contrast with the door/draw in order to be easily identified and grabbed.		UA	V
Bedrooms	Curtains & Window Coverings	Quality	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 ceilings and curtain finishes. Well lined curtains to provide full block out.  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.  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.  Unacceptable: Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing.	'1-5	GC
Bedrooms	Curtains & Window Coverings	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	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.		UA	M
Bedrooms	Flooring, Ceiling, Skirting and Cornices	Quality	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.  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.  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 floors. <del>Minor maintenance and condition issues identified.</del>	'1-5	GC
Bedrooms	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
Bedrooms	Flooring, Ceiling, Skirting and Cornices	90cm wide unimpeded circulation space around and between beds and furniture		UA	V
Bedrooms	Flooring, Ceiling, Skirting and Cornices	No complicated patterned materials for carpets, curtains, wallpaper etc.		UA	V
Bedrooms	Bedding & Linen	Quality	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 good quality spare linen and pillows available on request.  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.	'1-5	GC
Bedrooms	Bedding & Linen	Information on pillow menu provided in each room		'1-5	GC
Bedrooms	Bedding & Linen	Extra length pillows provided at each sleeping position		'1-5	GC
Bedrooms	Bedding & Linen	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	Bedding & Linen	No complicated patterned materials for bedspreads.		UA	V
Bedrooms	Form of Bedding	Quality	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 quality headboards offering comfort and free from head or other stains.  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.	'1-5	GC
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
Bedrooms	Form of Bedding	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	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	M
Bedrooms	Form of Bedding	Bed with firm mattress at 45 - 50cm in height		UA	M
Bedrooms	Form of Bedding	At least one room available with an electronic bed that can be control-adjusted.		UA	M
Bedrooms	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. 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.  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. <del>Minor maintenance and condition issues identified.</del>	'1-5	GC
Bedrooms	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
Bedrooms	Temperature Control	Environmental to be no higher than 120cm from the floor		UA	M
Bedrooms	Temperature Control	Remote control for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.		UA	M
Bedrooms	Lighting / Power / Switches	Quality	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 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.  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.  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 available.  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.	'1-5	GC
Bedrooms	Lighting / Power / Switches	Effective light distribution in bedroom area.		'1-5	GC
Bedrooms	Lighting / Power / Switches	Additional reading lights		'1-5	GC

**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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bedrooms	Lighting / Power / Switches	Spare and convenient power points provided in each room		'1-5	GC
Bedrooms	Lighting / Power / Switches	Signage reminding guests to switch off lights and electronic appliances when leaving the room.	If the establishment is not equipped with energy-saving light sensors.	'1-5	GC
Bedrooms	Lighting / Power / Switches	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	Lighting / Power / Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	V
Bedrooms	Lighting / Power / Switches	Uniform and even lighting with minimum lighting levels to 200 lux.		UA	V
Bedrooms	Lighting / Power / Switches	Power switches and light switches with rocker switches that are on/ off detectable		UA	V
Bedrooms	Lighting / Power / Switches	Power-switches to have a light located next to them for easier location		UA	V
Bedrooms	Lighting / Power / Switches	All 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. To conserve energy and avoiding injury, light controls should be reachable from the bed.		UA	M
Bedrooms	Lighting / Power / Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	M
Bedrooms	Lighting / Power / Switches	Bedside lamps to have easily accessible switches i.e. 20cm away maximum		UA	M
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	or Mirror (less than 450mm x 350mm)		'1-5	GC
Bedrooms	Mirror	Conveniently located		'1-5	GC
Bedrooms	Mirror	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	Mirror	Full length mirror suitable for both sitting and standing guests		UA	M
Bedrooms	Mirror	Bottom of the mirror not more than 40cm from the floor		UA	M
Bedrooms	Mirror	Mirror area to have a minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.		UA	M
Bedrooms	Accessories	Quality	Outstanding: A wide range, minimum of 10 items, of high quality extras for guest use, but not limited to e.g.: <ul style="list-style-type: none"><li>• Fruit bowl,</li><li>• Flowers,</li><li>• DVDs, books, magazines,</li><li>• Suit stand, Suit press,</li><li>• Mending kit,</li><li>• Shoe polishing cloth or pad,</li><li>• Mineral water,</li><li>• Sweets, mints or chocolates,</li><li>• Tea tray, variety of teas and coffees,</li><li>• Biscuits,</li><li>• Comprehensive room information well presented</li><li>• UHT milk/ Fresh milk</li><li>• Emergency lighting</li><li>• Umbrella</li><li>• Slippers</li><li>• Torch</li><li>• Ipod Docking Station</li><li>• Full DSTV Bouquet</li><li>• Scent Menu</li><li>• Iron and Ironing Board</li><li>• Clothes brush / Shoe Horn</li><li>• Linen Laundry Bag</li><li>• Wi-Fi Access</li><li>• Magnifying Mirror</li></ul>	'1-5	GC
Bedrooms	Accessories	All bedroom accessories to be identified by Braille labelling.		UA	V
Bedrooms	Accessories	Accessory labels / instructions in large print, Braille and audio format where appropriate.		UA	V
Bedrooms	Accessories	Switches, controls and door handles located between 90cm 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	M
Bedrooms	Spaciousness and Overall Impression	Quality	Outstanding: Recommended: 12m² 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 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 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.  Very Good: Recommended reasonably spacious room 6m². 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.  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.  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.	'1-5	GC
Bedrooms	Spaciousness and Overall Impression	90cm wide unimpeded circulation space around and between beds and furniture.		UA	V
Bedrooms	Spaciousness and Overall Impression	Windows to be 80cm from floor level (for safety purposes)		UA	M
Bedrooms	Spaciousness and Overall Impression	Unobstructed access widths of 90cm between walls, features, furniture and fittings - It is essential that the room be free of any obstructions which might cause a guest to be unable to access certain provisions within the room e.g. switches		UA	M
Bedrooms	Spaciousness and Overall Impression	Size of access space of 90cm x 120cm to all furniture and fittings - this will provide access space for easy reach		UA	M
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 before the booking procedure goes through.	'1-5	GC
Bathrooms	Type of Bathroom	or two person en suite bathroom provided in most rooms		'1-5	GC
Bathrooms	Type of Bathroom	or one person en suite bathroom provided in all rooms		'1-5	GC
Bathrooms	Type of Bathroom	or one person en suite bathroom provided in most rooms		'1-5	GC
Bathrooms	Type of Bathroom	or internal private bathrooms	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	GC
Bathrooms	Type of Bathroom	A towelng robe to be provided for each guest.		'1-5	GC
Bathrooms	Type of Bathroom	Spacious layout more than 4m²		'1-5	GC
Bathrooms	Type of Bathroom	or more than 2m²		'1-5	GC
Bathrooms	Type of Bathroom	or less than 2m²		'1-5	GC
Bathrooms	Flooring and Ceiling	Quality	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 good quality floor covering or tiles.  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 applied. Sealant or grouting mouldy, carpet rotting, smelly. Paintwork chipped, flaking. Area around toilet deteriorated and damaged.	'1-5	GC
Bathrooms	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
Bathrooms	Flooring and Ceiling	Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.		UA	V
Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface such as wooden floors, non-slip tiles or close pile carpet no higher than 13mm.		UA	V
Bathrooms	Flooring and Ceiling	Flooring to have no design obstructions.		UA	V
Bathrooms	Fixtures and Fittings	Quality	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.  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.	'1-5	GC
Bathrooms	Fixtures and Fittings	Spa bath provided		'1-5	GC
Bathrooms	Fixtures and Fittings	Effective temperature control and air extraction system that prevents misting of mirrors		'1-5	GC
Bathrooms	Fixtures and Fittings	Heated towel rails provided		'1-5	GC
Bathrooms	Fixtures and Fittings	Adequate clothes hooks (minimum 2)		'1-5	GC
Bathrooms	Fixtures and Fittings	Facilities within bathroom conveniently positioned and of quality	e.g.: brushes, bins etc.	'1-5	GC
Bathrooms	Fixtures and Fittings	Magnifying mirror		'1-5	GC
Bathrooms	Fixtures and Fittings	Soap dish provided for all bars of sealed soap		'1-5	GC
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



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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	C
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.	This allows reliable temperature control over the water supply.	UA	V
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
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 90cm x 120cm.	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	UA	V
Bathrooms	Fixtures and Fittings	Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.		UA	V
Bathrooms	Fixtures and Fittings	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position		UA	V
Bathrooms	Fixtures and Fittings	Size of unobstructed space of 120cm diameter circle in-front of doors.		UA	M
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	M
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 finger space.		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Remote emergency alarm call system in room		UA	M
Bathrooms	Fixtures and Fittings	Access space of 90cm at the side of the bath		UA	M
Bathrooms	Fixtures and Fittings	30cm broad seat at the end 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 into the bath.	UA	M
Bathrooms	Fixtures and Fittings	T-shaped grab-bar opposite transfer space.		UA	M
Bathrooms	Fixtures and Fittings	Removable bath seat		UA	M
Bathrooms	Fixtures and Fittings	Roll-in Shower		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Lever action shower mixer and hand shower on adjustable rail.	This 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.	UA	M
Bathrooms	Fixtures and Fittings	A 15cm maximum step with run-off which negates threshold		UA	M
Bathrooms	Mirror	Mirror (H 600mm x W 450mm) - measurement taken from within the frame		'1-5	GC
Bathrooms	Mirror	or Mirror (450mm x 350mm or larger)		'1-5	GC
Bathrooms	Mirror	or Mirror (less than 450mm x 350mm)		'1-5	GC
Bathrooms	Mirror	Conveniently located		'1-5	GC
Bathrooms	Mirror	Mirror lighting shall conform to a minimum lighting level		UA	MCV
Bathrooms	Mirror	Mirror provided at wash-hand basin and located between 7.5cm and 15cm above the basin.		UA	M
Bathrooms	Hand Basin & Toilet Areas	Hand basin sufficient size minimum 300mm x 200mm		'1-5	GC
Bathrooms	Hand Basin & Toilet Areas	or hand basin less than 300mm x 200mm		'1-5	GC
Bathrooms	Hand Basin & Toilet Areas	Bench/shelf space provided adjacent to hand basin - minimum 300mm x 200mm clear space		'1-5	GC
Bathrooms	Hand Basin & Toilet Areas	or bench/shelf space provided adjacent to hand basin less than 300mm x 200mm clear space		'1-5	GC
Bathrooms	Hand Basin & Toilet Areas	Toilet brush provided with covered holder		'1-5	GC
Bathrooms	Hand Basin & Toilet Areas	or Toilet brush provided with uncovered holder		'1-5	GC
Bathrooms	Hand Basin & Toilet Areas	Paper holder or dispenser conveniently located		'1-5	GC
Bathrooms	Hand Basin & Toilet Areas	Sanitary bags provided		'1-5	GC
Bathrooms	Hand Basin & Toilet 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	Hand Basin & Toilet Areas	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.		UA	V
Bathrooms	Hand Basin & Toilet Areas	Basin and shower lever action mixers with balanced water supply.		UA	V
Bathrooms	Hand Basin & Toilet Areas	Hot pipes must be well insulated		UA	V
Bathrooms	Hand Basin & Toilet Areas	Toilet paper holder within 26cm of the seat		UA	M
Bathrooms	Hand Basin & Toilet Areas	Trap covered with heat resistant lagging if composition is heat conducting.		UA	M
Bathrooms	Hand Basin & Toilet Areas	Wash-hand basin with mixer or lever action taps		UA	M
Bathrooms	Hand Basin & Toilet Areas	Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	M
Bathrooms	Hand Basin & Toilet Areas	Towel rail set adjacent to wash-hand basin at a height of 90cm and 100cm.		UA	M
Bathrooms	Towelling	Quality	Outstanding: Full range of towel sizes – bath sheets, bath towels, hand towels, face cloth and towelling bath mats 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).  Excellent: Range of excellent quality towels including bath sheet or towel, hand towel and towelling bath mats per guest.  Very Good: Very good quality bath and hand towels provided per guest.  Good: Good quality bath and hand towels not necessarily new.  Acceptable: Acceptable quality towels per guest.  Unacceptable: Very thin, small, scratchy, old, fraying, some holes, stained, faded, low absorbency.	'1-5	GC
Bathrooms	Towelling	Additional towel for beach or pool.		'1-5	GC
Bathrooms	Towelling	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	Towelling	Towel rails to be a height between 90 and 100cm from the ground		UA	M
Bathrooms	Lighting and Ventilation and Temperature control	Quality	Outstanding: Exquisitely designed and appointed lighting providing high quality illumination and coverage across all areas. In cold climates heated towel rails and or other ways of warming towels should be provided. Either windows that open or effectively working extractors. Energy-saving light sensors (automatically turn off lights and extractor fan when bathrooms are unoccupied).  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. Possible heated towel rail and or other form of heating towels in cold climates and cooler conditions. Effective light distribution in bathroom.  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.  Good: Centre light and shaving light, well positioned providing adequate light.  Acceptable: Limited lighting fixtures of an acceptable quality but still effective. Either windows that open or effectively working extractors.  Unacceptable: Gloomy poor lighting, badly placed, ageing, damaged light fittings.	'1-5	GC
Bathrooms	Lighting and Ventilation and 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
Bathrooms	Lighting and Ventilation and Temperature control	All areas in bathroom must be well and evenly lit		UA	MCV
Bathrooms	Accessories	Quality	Outstanding: Luxury double ply toilet paper. A wide range (10) of excellent quality accessories provided in the bathroom e.g.: • Sealed soap / Liquid soap Dispensing; • Shampoo, • Moisturiser, • Aftershave, • Cologne, • Shower gel, • Conditioner, • Talcum powder, • Tooth brushes, • Tooth paste, • Shower cap, • Toilet bags, • Tissues, • Flowers, • Magazines, • Cotton wool balls, • Cotton buds, etc. • Soap menu • Flowers on wash basin • Air freshener • Make up remover pads • Bath salts • Emergency toiletries such as toothbrush, toothpaste and razor • Fabric wash	'1-5	GC
Bathrooms	Accessories	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	Accessories	Accessory/toiletary labels in Braille and colour coded		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
Bathrooms	Accessories	Signs and other printed instructions provided in large print, Braille and audio format.		UA	V
Shared Areas	Decoration	Quality	Outstanding: Outstanding quality of wall coverings. Highest calibre design and architectural features artwork, objects d’art, indoor plants / flowers. Any signage or notices which may be provided ( framed and neatly presented ). Door fittings and architraves in outstanding condition.  Excellent: Excellent quality of wall coverings. Evidence of co-ordinated design. Interesting architectural features and indoor plants / flowers. High quality finish. Any signage or notices which may be provided ( framed and neatly presented ). Door fittings and architraves in excellent condition.  Very Good: Use of good quality materials. Attempt to co-ordinate design with additional attractive features. Good workmanship throughout. Use of indoor plants / flowers. Any signage or notices which may be provided ( framed and neatly presented ). Door fittings and architraves in very good condition.  Good: Standard “domestic” style and quality of décor; no wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.  Acceptable: Acceptable quality of materials and design. Style may be dated but still acceptable. Basic application of décor.  Unacceptable: Poorly selected, damaged wall coverings. Evidence of damage or water penetration. Grubby walls. Unattractive paintwork or wallpaper. General neglect.	'1-5	GC
Shared Areas	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
Shared Areas	Decoration	Interior décor with tonal contrast between the critical surfaces.		UA	V
Shared Areas	Decoration	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.		UA	V
Shared Areas	Decoration	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.		UA	V
Shared Areas	Furnishings and Fixtures	Quality	Outstanding: Luxurious furniture of outstanding intrinsic quality. Extra design elements and features throughout including window curtains / blinds.  Excellent: Furniture of excellent intrinsic quality. Excellent degree of comfort and luxury. Attractive, co-ordinated extras. Decorative, occasional pieces in main room or rooms and corridors, including window curtains / blinds.  Very Good: Very good quality furniture with comfortable easy seating. Very good window curtains / blinds.  Good: Good quality range of materials and construction in sound condition. Basic furniture styles and surfaces well maintained. Good window curtains / blinds.  Acceptable: Acceptable quality furniture may be well-used but functional. Acceptable co-ordination of styles, all items useable. Acceptable window curtains / blinds.  Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Dated, jaded and unattractive.	'1-5	GC
Shared Areas	Furnishings and Fixtures	Special hand crafted or bespoke items which add character or act as a focal point to the shared area.		1-5	GC
Shared Areas	Furnishings and Fixtures	Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	'1-5	GC
Shared Areas	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	C
Shared Areas	Furnishings and Fixtures	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide		UA	V
Shared Areas	Furnishings and Fixtures	Furniture should have rounded edges to prevent injury to guests.		UA	V
Shared Areas	Furnishings and Fixtures	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	V
Shared Areas	Furnishings and Fixtures	Doors must be able to open fully against adjacent wall		UA	V
Shared Areas	Furnishings and Fixtures	The wider leaf of multiple double doors through a corridor, must all be located on the same side throughout the length of corridor.		UA	V
Shared 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	M
Shared Areas	Furnishings and Fixtures	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	M
Shared Areas	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	M
Shared Areas	Flooring, Ceiling, Skirting and Cornices	Quality	Outstanding: Outstanding quality carpets of new appearance and/or high percentage wool content. Good thick pile and underlay. Outstanding 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 occasional rugs or mats. Ceilings to be of an excellent quality.  Very Good: Very good 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. All the above should be well fitted and painted.  Good: Good quality carpet with flattening in areas of most traffic or cheaper new carpet. Good quality wooden / laminated or tiled floors Ceiling of a reasonably good quality, competent and clean job of application of paint.  Acceptable: Flooring may show signs of use but is sound. Vinyl or flooring of acceptable quality. Ceiling of acceptable quality with no evidence of sagging. NB: At 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 property into consideration.  Unacceptable: Poor quality, cracked, damaged and flaking carpet.	'1-5	GC
Shared 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
Shared Areas	Flooring, Ceiling, Skirting and Cornices	Fixed, level, matt and slip resistant surfaced floor finishes.		UA	V
Shared Areas	Flooring, Ceiling, Skirting and Cornices	Differentiation by colour, tone or light contrast between walls and floor finishes		UA	V
Shared Areas	Lighting	Quality	Outstanding: Overall high standard of illumination providing sufficient light, including use of natural light for all purposes but also designed for good effect – showing off features in rooms or passages. All lights and shades of high 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 “effects” as well as use of natural light Occasional lamps, reading lights, perhaps picture lights.  Very Good: Exquisitely designed and appointed lighting providing high quality illumination and coverage across all areas, including use of natural light.  Good: More than minimal lighting with medium quality fittings. Main light plus one or two small occasional lamps, but good use of natural light. No extra lights for effect.  Acceptable: Enough light for practical use, including use of natural light. No occasional lamps.  Unacceptable: Low quality fittings in poor condition. Exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect creating dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. Poorly placed, cracked, damaged and flaking ceiling lights.	'1-5	GC
Shared Areas	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
Shared Areas	Lighting	Lighting should be positioned to minimize flare and with a minimum lighting level of 200 lux.		UA	V
Shared Areas	Atmosphere & Ambience	Quality	Outstanding: Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Interesting architectural features. Outstanding 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 music in background but not intrusive. Co-ordinated décor, finishing, etc.  Good: Comfortable, relaxed feel. May be domestic family atmosphere.  Acceptable: Domestic family atmosphere.  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
Shared Areas	Stairwells / Ramps	Ramps: Gradient not steeper than 1:12	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	MV
Shared Areas	Stairwells / Ramps	Ramps: Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the ramp.		UA	V
Shared Areas	Stairwells / Ramps	Ramps: 10cm high kerb or tapping rail on the open side of the ramp.		UA	V
Shared Areas	Stairwells / Ramps	Ramps: Contrasting colour and texture at transitions of ramp.		UA	V
Shared Areas	Stairwells / Ramps	Ramps: There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm		UA	M
Shared Areas	Stairwells / Ramps	Ramps: Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm		UA	M
Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: 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 this case the lowest mark is applied.	UA	V
Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: Tonal contrast on all nosing.	Each step in the flight of steps needs to be identified.	UA	V
Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: Square closed risers to all stairs.	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
Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: Uniform height levels between landings on staircases.	There should be an equal number of steps on each flight of stairs	UA	V
Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		UA	V
Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: Unobstructed width of not less than 90cm	To facilitate access for guests using mobility aids	UA	M
Shared Areas	Stairwells / Ramps	Steps / Stairway Systems: Provision for unobstructed landing of 90cm x 120cm	Clear of door swings etc.	UA	M
General Facilities	Tea / Coffee Making Facilities	Provided 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	GC
General Facilities	Tea / Coffee Making Facilities	or shared tea making facilities only		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Sufficient packaged ingredients - complimentary		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Extensive range of higher quality beverages		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Teapot/plunger		'1-5	GC

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
General Facilities	Tea / Coffee Making Facilities	Filter Coffee or Coffee Pod machines provided in each room.		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Used teabag holder		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Adequate preparation space		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Dedicated power point conveniently situated		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Fresh milk available / Long life		'1-5	GC
General Facilities	Tea / Coffee Making Facilities	Rusks or biscuits		'1-5	GC
General Facilities	Tea / Coffee Making 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 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 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
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 Area)	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
Dining Facilities (Shared Guest Area)	Furnishings	Quality	General principles of furnishings in public areas with additional considerations, including window curtains / blinds.  Outstanding: Extremely comfortable 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		'1-5	GC
Dining Facilities (Shared Guest Area)	Furnishings	Ambient lighting provided at dinner and preventative measures to protect guests from possible harmful / disturbing natural light at breakfast.		'1-5	GC
Dining Facilities (Shared Guest Area)	Furnishings	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)	Furnishings	Offer choice of seating away from the noise to provide suitable environment		UA	C
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 Area)	Furnishings	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
Dining Facilities (Shared Guest Area)	Furnishings	A selection of chairs to be with and without arm-rests.		UA	V
Dining Facilities (Shared Guest Area)	Furnishings	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
Dining Facilities (Shared Guest Area)	Furnishings	Interior décor with tonal contrast between the critical surfaces.		UA	V
Dining Facilities (Shared Guest Area)	Furnishings	Labels available in Braille		UA	V
Dining Facilities (Shared Guest Area)	Furnishings	Clear opening width of doors - there must be a clear opening width of at least 76cm measured with the door in the 90- degree open position.		UA	M
Dining Facilities (Shared Guest Area)	Furnishings	Provision of handles on doors which should be located between 80cm and 120cm. [This handle must be at least 12cm in length]. Handle must be 'D'-Shaped		UA	M
Dining Facilities (Shared Guest Area)	Furnishings	Clear un-obstructed access between furniture and fittings no less than 90cm in width.		UA	M
Dining Facilities (Shared Guest Area)	Furnishings	Tables to be 80cm high with at least 76cm clear space below.		UA	M
Dining Facilities (Shared Guest Area)	Furnishings	A selection of chairs to be with and without arm-rests		UA	M
Dining Facilities (Shared Guest Area)	Furnishings	Where provided, bars, buffets and serving 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 provided		UA	M
Dining Facilities (Shared Guest Area)	Furnishings	Staff assistance available at buffet/ serveries/ bars.		UA	M
Dining Facilities (Shared Guest Area)	Flooring, Ceiling, Skirting and Cornices	Quality	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: 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 occasional rugs or mats. Ceilings to be of an excellent quality, no sagging or evidence of water leakage or seeping, marks or stains.  Very Good: Very good 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 carpet 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 Area)	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
Dining Facilities (Shared Guest Area)	Flooring, Ceiling, Skirting and Cornices	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	V
Dining Facilities (Shared Guest Area)	Flooring, Ceiling, Skirting and Cornices	Critical areas such as reception counters, buffet tables, exits and entrances should have differently textured surfaces to provide information to guests.		UA	V
Dining Facilities (Shared Guest Area)	Lighting	Quality	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.  Acceptable: Enough light for practical use, but nothing more. No occasional lamps.	'1-5	GC
Dining Facilities (Shared Guest Area)	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
Dining Facilities (Shared Guest Area)	Lighting	Lighting must be even and well lit with minimum lighting levels of 200 lux		UA	MCV

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Dining Facilities (Shared Guest Area)	Table Appointments	Quality	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 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.  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.  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.  <del>Unacceptable: Mismatched cutlery, crockery, glassware, linen, vases, candlesticks, coasters, display dishes etc. Poor quality linen and large napkins, ice buckets, sauce boats and jam pots, etc. Provision of inappropriate styles of cutlery, glasses or crystal for different uses, including, but not limited to the list, appropriate to the meal being served.</del>	'1-5	GC
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
Dining Facilities (Shared Guest Area)	Atmosphere & Ambience	Quality	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.  Excellent: Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noises or smells. Themes or designs may add to the ambience. Choice of private / individual tables should be available by request.  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.  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.	'1-5	GC
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	M
Dining Facilities (Shared Guest Area)	Dinner Presentation	Quality	Outstanding: Exemplary presentation on outstanding quality plates with exquisite garnishes. Outstanding quality combination of flavours, colours and textures, served at just the right 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.  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.	'1-5	GC
Dining Facilities (Shared Guest Area)	Dinner Presentation	Labels available in Braille		UA	V
Dining Facilities (Shared Guest Area)	Dinner Presentation	A permanently lowered section for buffet must be provided, at a height of 80cm. In addition, table service must be offered on request.		UA	M
Dining Facilities (Shared Guest Area)	Dinner Presentation	Staff assistance provided at buffet.		UA	M
Dining Facilities (Shared Guest Area)	Dinner Quality	Quality	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.  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.  Very Good: Evidence of aiming for very good quality. Very good quality fresh ingredients.  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.	'1-5	GC
Dining Facilities (Shared Guest Area)	Breakfast Presentation and Quality	Quality	Outstanding: Outstanding range of hot and cold food. Plated main course and eggs cooked to guests order. Outstanding quality fresh ingredients and wide choice. Speciality foods and unusual dishes. Table service essential.  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.  Very Good: Very good range of items on buffet or fewer cold courses. Smaller range of cooked items. Quality fresh ingredients. Perhaps lower skill in preparation, but noticeable attempt to provide very good quality and some unusual items.  Good: Good range of cold and hot courses. All ingredients of good quality.  Acceptable: Sufficient breakfast served with acceptable choice of cooked items.  <del>Unacceptable: No choice. Low quality ingredients. Redundant.</del>	'1-5	GC
Dining Facilities (Shared Guest Area)	Breakfast Presentation and Quality	Labels available in Braille		UA	V
Dining Facilities (Shared Guest Area)	Breakfast Presentation and Quality	A lowered section for buffet must be provided. A minimum of 80cm from the floor level. Table Service must also be provided on request.		UA	M
General Services & Service	Welcome, Friendliness and Attitude	Quality	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 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.  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.  <del>Unacceptable: Surly or rude behaviour. Close indifference to guests. Irritation at being asked for anything.</del>	'1-5	GC
General Services & Service	Welcome, Friendliness and Attitude	On arrival the guest is offered a full orientation tour.		UA	C
General Services & Service	Welcome, Friendliness and Attitude	Large text copies of all check in information and information provided in the bedroom.		UA	V
General Services & Service	Welcome, Friendliness and Attitude	On arrival the guest is offered a full orientation tour.		UA	M
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.  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.  <del>Unacceptable: Flashy dress, stained food, hotel dress, shoes, stains and fingernails visible. Hair combed and out of control. Unkempt. Personal hygiene lacking.</del>	'1-5	GC
General Services & Service	Reservation, Check-in and General Efficiency	Quality	Outstanding: 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 promptly. Efficient communication. e.g: booking of 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. Check-in conducted very effectively and information on range of key facilities provided. All guests' needs are met in a quick and effective manner.  Very Good: Reservations dealt with promptly. Ability to make a prompt and effective reservation during day. All necessary information taken and provided. Efficient check-in. Guests are 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 establishment facilities in a straightforward manner.  <del>Unacceptable: Messy or untidy Reception without direction to room. Inefficient reservation process. Inefficient check-in. Guest not directed to room.</del>	'1-5	GC
General Services & Service	Reservation, Check-in and General Efficiency	A chart with basic sign-language signs to be kept at reception.		UA	C
General Services & Service	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	C
General Services & 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	C
General Services & Service	Reservation, Check-in and General Efficiency	Approach to the entrance free of projecting obstructions or features.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	Entrance route surface firm, even and slip resistant.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	Doors should always be fully closed or held open.		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
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 and General Efficiency	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	All furniture to be 80cm high with solid sides up to 20cm above floor surface.		UA	V
General Services & 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 & Service	Reservation, Check-in and General Efficiency	Low ambient noise levels.		UA	V
General Services & Service	Reservation, Check-in and General Efficiency	Braille, large print and audio information on establishment and surroundings.		UA	V
General Services & Service	Reservation, Check-in 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'-shaped type.		UA	M
General Services & Service	Reservation, Check-in and General Efficiency	Hours of attendance	There should be 24 hour attendance at the door to provide assistance for those who need it	UA	M
General Services & Service	Reservation, Check-in and General Efficiency	Length of 80cm high and 120cm wide check-in counter or reception desk		UA	M
General Services & Service	Reservation, Check-in and General Efficiency	Seating has been provided with a seat height between 45cm and 50cm from the floor.		UA	M
General Services & Service	Reservation, Check-in and General Efficiency	Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.		UA	M
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.	'1-5	GC
General Services & Service	Check-out Efficiency	Quality	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 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.	'1-5	GC
			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.		
			Very Good: Prompt attention and billed correct. Attempt at excellence. Cheerful demeanour.		
			Good: Bill correct. Host and Staff friendly and efficient towards departing guests.		
General Services & Service	Information Packs	Quality	Acceptable: Bill correct. Host and Staff are efficient.	'1-5	GC
			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 bookings of activities if requested.		
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.		
			Unacceptable: No information or outdated information. Staff unhelpful.		
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 minimize the need to be explained by telephone or other media.		UA	CV
General Services & Service	Communications	Wireless Internet access in units		'1-5	GC
General Services & Service	Communications	or central Internet access		'1-5	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	Communications	Tour booking service		'1-5	GC
General Services & Service	Communications	Fax facilities		'1-5	GC
General Services & Service	Communications	Photocopying facilities		'1-5	GC
General Services & Service	Communications	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 & Service	Communications	Flashing light indicating incoming calls		UA	C
General Services & Service	Communications	All general information available in large print, Braille and audio format		UA	V
Housekeeping Services	Bedrooms	Quality	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 curtains drawn in the evening.	'1-5	GC
			Excellent: Excellent standard of cleanliness. Room tidied, any trays taken away. Lights on and curtains drawn in the evening.		
			Very Good: Very good standard of cleanliness, no dust, smears or marks. Room tidied, any trays taken away.		
			Good: No dust, efficient vacuuming. All surfaces free from dirt and polished.		
Housekeeping Services	Bedrooms	Quality	Acceptable: Cleaned and well maintained.	'1-5	GC
			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.		
			Quick / tidy service provided to bedrooms during breakfast.		
			Mineral distilled drinking water provided on bedside table at turndown.		
Housekeeping Services	Bedrooms	Guest privacy is respected and staff are well trained	eg. Knocking and entering procedures, use of storage areas and positioning of cleaning equipment.	'1-5	GC
Housekeeping Services	Bedrooms	There is a high level of consistency evident with hosts double 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
Housekeeping Services	Bedrooms	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 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 mobility limitations.		UA	M
Housekeeping Services	Bedrooms	House-keeping staff to ensure all that space between furniture meet UA requirements		UA	M
Housekeeping Services	Guest Bathrooms	Quality	Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.	'1-5	GC
			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.		
			Good: Good level of cleanliness. Surfaces and floors clean. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.		
Housekeeping Services	Guest and Establishment Shared Areas	Quality	Acceptable: Acceptable level of cleanliness. Surfaces and floors clean. Refreshed / laundered towels and replenishment of guest toiletries checked at turndown.	'1-5	GC
			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.		
Housekeeping Services	Guest and Establishment Shared Areas	Quality	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 dark to ensure Guests are feeling comfortable and secure.	'1-5	GC
			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.		
			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.		
Housekeeping Services	Guest and Establishment Shared Areas	House-keeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.		UA	MV
Additional Facilities / Services	Specific Features	A swimming pool that is fit for purpose, appropriate given the size of the establishment and the quality level.	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	GC
Additional Facilities / Services	Specific Features	Pool usable in all seasons		'1-5	GC
Additional Facilities / Services	Specific Features	Sauna		'1-5	GC
Additional Facilities / Services	Specific Features	Spa/hot tub		'1-5	GC
Additional Facilities / Services	Specific Features	Steam room		'1-5	GC

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Additional Facilities / Services	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 grading criteria.	E.g. Golf Course; Equestrian Activities, Walking Trails etc.	'1-5	GC
Additional Facilities / Services	Specific Features	Playground		'1-5	GC
Additional Facilities / Services	Specific Features	Comprehensive recreation room/pub/lounge		'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	Specific Features	Customer feedback card/mechanism		'1-5	GC
Additional Facilities / Services	Specific Features	Selection of board/card games		'1-5	GC
Additional Facilities / Services	Specific Features	Display of Fresh Flowers and plants throughout the Establishment		4-5	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
Responsible Environmental and 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 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 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 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	All paper products (forms, menus, table clothes/serviettes, letterheads, photocopy paper) are made from recycled paper.		'1-5	GC
Responsible Environmental and Business Practices	Waste Management	Dishwashing 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	Energy Management	TV's, stereos, 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 corridors, gym, games rooms 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 Business Practices	Energy Management	Solar power/heating initiatives.		'1-5	GC
Responsible Environmental and Business Practices	Energy Management	Signage reminding guests to switch off lights and electronic appliances when leaving the room.	If the establishment is not equipped with energy-saving light sensors.	'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 enhances the customer experience.	Skills development plan in place, on-the-job training programmes, etc	'1-5	GC
Responsible Environmental and Business Practices	Business Practices	Property supports local community initiative/s.		'1-5	GC

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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 or within a 10 minute drive from the property.		'1-5	MER
Category Definition Requirements	Category Definition	Daily servicing of the rooms must be included in the tariff.		'1-5	MER
Category Definition Requirements	Category Definition	Shared facilities (not with owner/manager) must be a minimum of shared spaces to eat, relax and socialise.		'1-5	MER
Category Definition Requirements	Category Definition	Establishment has to provide a communal self-catering 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 for purpose.		'1-5	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	Grounds and garden pathways kept clear of obstacles / 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, stairways and main circulation paths.		UA	MV
Building Exterior	Grounds and Gardens	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.		UA	M
Building Exterior	Parking, Driveways and Signage	Provision of all on-site and/ or designated parking areas to conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'1-5	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 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	M
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	M
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	M
Bedrooms	Bedrooms	A minimum of one designated universal accessible bedroom shall be required in all establishments.	If properties do not comply with UA, all advertising to stipulate as such.	UA	MCV
Bedrooms	Bedroom Size	All bedrooms and dormitories should have sufficient space to allow freedom of movement for guests and access to all furniture in the room.	It should be possible to open all doors and drawers fully.	'1-5	MER
Bedrooms	Bedroom Size	Allow 6m2 floor space per bed/bunk bed.		'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 each room.	Allow 9m2 floor space per bed/bunk bed.	'5	MER
Bedrooms	Bedroom Size	Floor space clear of any obstacles which may cause injury to guests with functional visual limitations		UA	V
Bedrooms	Bedroom Size	Designated Mobility Accessible Bedrooms: Unobstructed 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	M
Bedrooms	Safety and Security	Safety deposit facility available		1-4	MER
Bedrooms	Safety and Security	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 week.		'1-5	MER
Bedrooms	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
Bedrooms	Safety and Security	Guests to have secure access into facility / establishment.		'1-5	MER
Bedrooms	Safety and Security	Emergency evacuation procedures provided. (Written and/or Orally and/or Audio)	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
Bedrooms	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.		'1-5	MER
Bedrooms	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.		'1-5	MER
Bedrooms	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
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 bed and bath linens provided to guests, including duvet covers, should be changed for each new guest.		'1-5	MER
Bedrooms	Housekeeping	All bed linen, including duvet covers, should be changed at least every 7 days. This period may be extended for environmental purposes and with the guest's consent. Soiled linen should be changed as soon as possible.		'1-5	MER
Bedrooms	Housekeeping	Housekeeping staff to ensure that all areas are cleared of any obstacles that may cause possible injury to a guest. Ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes.		UA	MV
Bedrooms	Beds	All beds are to be of sound condition.		'1-5	MER
Bedrooms	Beds	All mattresses are to be comfortable, of sprung interior, foam or similar.		'1-5	MER
Bedrooms	Beds	Single beds should comfortably accommodate an average sized adult and should be a minimum of 92cm wide.		'1-5	MER
Bedrooms	Beds	Double beds should comfortably accommodate two average sized adults and should be a minimum of 137cm wide.		'1-5	MER
Bedrooms	Beds	Bunk beds are to be a maximum of 2 sleeping positions high.		'4-5	MER
Bedrooms	Beds	A ladder or equivalent should be provided for guests to climb to the top bunk.		'4-5	MER
Bedrooms	Beds	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, cellphone technology etc.		UA	CV
Bedrooms	Beds	Designated Mobility Accessible Bedrooms: Size of firm bed must be 45cm to 50cm in height and a minimum of 92cm in width.		UA	M
Bedrooms	Beds	Designated Mobility Accessible Bedrooms: Unobstructed space to turn adjacent to bed. (At least 120cm width on one side of the bed)		UA	M
Bedrooms	Bedding	All bedding should be clean.		'1-5	MER

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Bedrooms	Bedding	At a minimum all occupied beds should be fitted with a 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	Beside Tables	There should be at least one bedside table in each single and double room.	A dressing or writing table may double as a bedside table.	'3-4	MER
Bedrooms	Beside Tables	Each sleeping position should have an individual bedside table or shelf. This includes dormitory beds.		'5	MER
Bedrooms	Beside Tables	Where mobility accessible beds are provided, a bedside table should be provided within easy reach of the bed.		UA	M
Bedrooms	Flooring	Flooring may vary considerably and any fit-for-purpose flooring, in good condition may be appropriate.		'1-5	MER
Bedrooms	Flooring	Ease of cleaning and hygiene should be considered when evaluating flooring.		'1-5	MER
Bedrooms	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 glazed surface.		UA	V
Bedrooms	Flooring	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	M
Bedrooms	Flooring	Flooring to have no design obstructions.		UA	MV
Bedrooms	Flooring	Gradients should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user to be able to comfortably move around.		UA	M
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	M
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 system must be provided.		'1-5	MER
Bedrooms	Windows and Lighting	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 decorative nature.		'1-5	MER
Bedrooms	Windows and Lighting	Emergency lighting should be provided in all rooms. This could take the form of a torch, covered flame oil lamp or paraffin lamp. Open flames or candles are not permitted.		'1-5	MER
Bedrooms	Windows and Lighting	There should be at least one bedside or bedhead light in each single or double room. A double bed may have one shared bedhead or bedside light. Bedside lights are not necessary in dormitories.		'3	MER
Bedrooms	Windows and Lighting	There should be at least one bedside or bedhead light in each single or double room for each sleeping position. A double bed may not have a shared bedhead or bedside light.		'4	MER
Bedrooms	Windows and Lighting	There should be at least one bedside table or bedhead light in 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	M
Bedrooms	Windows and Lighting	All light switches and controls should be located at a height of between 80cm - 120cm.		UA	M
Bedrooms	Windows and Lighting	Power switches and light switches should be rocker-type 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.		UA	M
Bedrooms	Curtains	Curtains, blinds or shutters should be provided on all windows including glass panels and doors where required to afford privacy and/or the exclusion of light.		'1-5	MER
Bedrooms	Curtains	No complicated patterned materials for curtains.	Complicated pattern materials may make it difficult for some guests to locate themselves.	UA	V
Bedrooms	Curtains	Curtains should be fitted with pull rods or closing rods		UA	M
Bedrooms	Miscellaneous	Each bedroom and dormitory should have a waste bin.		'1-5	MER
Bedrooms	Miscellaneous	If not provided in an en-suite bathroom, all single and double rooms must have a mirror.		'1-5	MER
Bedrooms	Miscellaneous	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	M
Bedrooms	Miscellaneous	Induction loop extensions or ear-phones linked to the television where provided		UA	C
Bedrooms	Miscellaneous	Must have a portable vanity mirror available on request.		UA	V
Bedrooms	Furniture	Dormitories should have sufficient lockers, lockable cupboards or lockable drawers for all guests in the room.		'1-5	MER
Bedrooms	Furniture	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.		'4-5	MER
Bedrooms	Furniture	Private rooms should have one or two easy chairs.		'5	MER
Bedrooms	Furniture	Dressing table with a chair or stool should be provided in private rooms.		'5	MER
Bathrooms	Shared Bathrooms	There should be at least one bath or shower for every 12 guests, one toilet for every 10 guests, and one washbasin for every 10 guests.		'1-5	MER
Bathrooms	Shared Bathrooms	Where appropriate, there should be privacy between the sexes for washing, showering and toilet facilities and, as far as possible, between members of the same sex.	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	All toilets, sinks, showers and other plumbing should be in 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.		'4-5	MER
Bathrooms	Shared Bathrooms	There should be at least one bath or shower for every 8 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
Bathrooms	Bathroom Size	All bathrooms should have sufficient space to allow for comfortable freedom of movement for guests and access to all fittings.		'1-5	MER
Bathrooms	Bathroom Size	There should be a clear and unobstructed space of 180cm x 180 cm to allow the occupant of a wheelchair to easily turn around.		UA	M
Bathrooms	Floor & 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	UA	V
Bathrooms	Floor & Ceiling	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Bathrooms	Floor & Ceiling	Flooring to have no design obstructions.		UA	V
Bathrooms	Fixtures & Fittings	Each shower or bath unit should provide privacy for the user and should have: Bath or shower. Clean, running water (available at reasonable times). At least two clothes hooks.		'1-5	MER
Bathrooms	Fixtures & Fittings	Each toilet unit should have: Toilet with seat and lid. Toilet roll holder and toilet paper. A covered waste bin. Adequate ventilation via an extractor fan or externally opening window. Toilet brush in holder.		'1-5	MER
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
Bathrooms	Fixtures & 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 communication etc.		UA	CV
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 lock.		UA	CV
Bathrooms	Fixtures & Fittings	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	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 entrance to the bathroom.		'1-5	MER



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bathrooms	Lighting & Windows	For guest privacy purposes all windows in the bathroom (if 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	Lighting & Windows	All areas in bathroom must be well and evenly lit.		UA	V
Bathrooms	Lighting & Windows	Required in Mobility Accessible Bathrooms/ Facilities: All light switches and controls to be located at a height of between 80cm - 120cm.		UA	M
Bathrooms	Housekeeping	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 linen should be changed as soon as possible.		'1-5	MER
Bathrooms	Housekeeping	All guests occupying private rooms should be provided with individual towel and soap upon arrival at the establishment.		'4-5	MER
Bathrooms	Housekeeping	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along all main circulation routes.		UA	V
Public Areas	Living/Dining Room Area & Corridors	A guest dining area should be available. The size of this area 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, sunshine, etc.		'1-5	MER
Public Areas	Living/Dining Room Area & Corridors	Protected soffits to underside of the stairs below the height of 210cm.		UA	V
Public Areas	Living/Dining Room Area & Corridors	Fixed slip-resistant floor surface.		UA	V
Public Areas	Living/Dining Room Area & Corridors	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.		UA	V
Public Areas	Living/Dining Room Area & Corridors	Unobstructed width of not less than 90cm.		UA	M
Public Areas	Living/Dining Room Area & Corridors	Stairs fitted handrails at a height of 85-95cm.		UA	MV
Public Areas	Living/Dining Room Area & Corridors	Stairs fitted non-slip treads.		UA	MV
Public Areas	Living/Dining Room Area & Corridors	Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).		UA	M
Public Areas	Furniture & Fixtures	Acceptable appearance, maintenance and condition.		'1	MER
Public Areas	Furniture & Fixtures	Good appearance, maintenance and condition.		'2	MER
Public Areas	Furniture & Fixtures	Very good appearance, maintenance and condition.		'3	MER
Public Areas	Furniture & Fixtures	Excellent appearance, maintenance and condition.		'4	MER
Public Areas	Furniture & Fixtures	Outstanding appearance, maintenance and condition.		'5	MER
Public Areas	Furniture & Fixtures	Background music should be appropriate or kept at a low level.		UA	C
Public Areas	Furniture & Fixtures	Voice amplification option linked to public telephone in the lobby.		UA	C
Public Areas	Furniture & Fixtures	Where televisions are provided subtitles must be shown.		UA	C
Public Areas	Furniture & Fixtures	A selection of chairs to be with and without arm-rests.		UA	MV
Public Areas	Furniture & Fixtures	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 evacuation signage to incorporate symbols and pictograms.		UA	CV
Public Areas	Furniture & Fixtures	Public telephones to be fitted with a raised pip on button number 5.		UA	V
Public Areas	Furniture & 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	M
Public Areas	Furniture & Fixtures	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.		UA	M
Public Areas	Furniture & Fixtures	Height of emergency equipment, switches and controls located between 80cm and 120cm.		UA	M
Public Areas	Flooring & Ceiling	End of corridors highlighted by colour, tone or light contrast.		UA	V
Public Areas	Flooring & Ceiling	Fixed, slip-resistant floor surface.		UA	V
Public Areas	Ventilation	All public rooms or areas, passages and staircases must be adequately ventilated.		'1-5	MER
Public Areas	Ventilation	All living rooms or areas should have at least one window opening directly to open air. If the window cannot be opened, a ventilation system must be provided.		'1-5	MER
Public Areas	Food & Beverage (general)	If a food and or beverage service is provided, staff should demonstrate adequate levels of product knowledge and provide efficient service.		'1-5	MER
Public Areas	Food & Beverage (general)	All food must be hygienically stored, prepared and presented.		'1-5	MER
Public Areas	Food & Beverage (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 to guests on request.		UA	V
Public Areas	Communal Kitchens	A self-catering communal kitchen should be provided.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	All guest kitchens must be cleaned daily.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	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 time.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	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 substitute for an oven. Hot plates and ovens should be clean, in good condition and functioning properly	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	Each communal kitchen should have a refrigerator.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	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	'1-5	MER
Public Areas	Communal Kitchens	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 working surface and storage space suitable for food.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	Each communal kitchen should have an open window or an appropriate ventilation system.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	Each communal kitchen should have a covered waste disposal bin.	Note: Minimum Kitchen Inventory is provided in Annexure A	'1-5	MER
Public Areas	Communal Kitchens	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 spices.		'4-5	MER
Public Areas	Power Supply	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 electrical equipment should be provided.		'1-5	MER
Public Areas	Power Supply	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	M
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	An iron and ironing board should be provided in the communal kitchen, the laundry or drying area. Washing machines (these may be coin operated) should be available. Ideally, tumble drying facilities should also be available at a 5-Star establishment.	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	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.		'1-5	MER
Public Areas	Telephones	Public telephones to be fitted with a raised pip on the number 5.		UA	V
General Services & Service	Cleanliness & Comfort	A high standard of general cleanliness should be maintained throughout the establishment at all times.		'1-5	MER

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General Services & Service	Cleanliness & Comfort	The establishment should be comfortable and fit for the purpose intended.		'1-5	MER
General Services & Service	Cleanliness & Comfort	Housekeeping staff should ensure that furniture, fixtures and 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 with guests.		UA	MCV
General Services & Service	Courtesy	On arrival, the guests should be offered an orientation tour of the property.		UA	MCV
General Services & Service	Courtesy	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 of the facility.		UA	V
General Services & Service	Courtesy	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 on arrival.		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	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 accommodations already booked.		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	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 booking.		'1-5	MER
General Services & Service	Marketing, Reservations & Pricing	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
Building Exterior	Appearance of buildings	Quality	<p>Areas to be considered include building structure, lighting and building architectural features.</p> <p>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.</p> <p>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 attractive features and a welcoming appearance is expected.</p> <p>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 external features to enhance appearance should be present. Exterior lighting should be good and all signage should be clear.</p> <p>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.</p> <p>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</p>	'1-5	GC
Building Exterior	Appearance of buildings	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'1-5	GC
Building Exterior	Grounds and Gardens	Quality	<p>All facilities within the grounds should be evaluated in this section, including: gardens, swimming pools, garden furniture and sports/recreational facilities.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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</p>	'1-5	GC
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 afternoon to minimize evaporation.		'1-5	GC
Building Exterior	Grounds and Gardens	In dry regions, garden landscaping should be purposely designed to reduce water requirements. (Drought tolerant plants, limited lawn areas that require watering, etc.)		'1-5	GC
Building Exterior	Grounds and Gardens	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'1-5	GC
Building Exterior	Grounds and Gardens	Where applicable, signage should incorporate symbols and pictograms.		UA	C
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	M
Building Exterior	Parking and Driveways	Quality	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Acceptable: Parking is outside grounds, but in close proximity (e.g. on the pavement outside establishment). An even, tidy parking area is expected.</p>	'1-5	GC
Building Exterior	Parking and Driveways	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'1-5	GC
Building Exterior	Parking and Driveways	Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests.		UA	C
Building Exterior	Parking and Driveways	There should be clear instructions for entry for people who cannot communicate by voice.		UA	C
Building Exterior	Parking and Driveways	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.		UA	V
Building Exterior	Parking and Driveways	Setting down point at the entrance with a maximum of 1:50 gradient.	If setting down point is a maximum of 1:50 and under cover should be clearly indicated. (The surface of the footway, alongside a setting down point, should be level with the carriageway at that point, to allow convenient transfer onto and from a wheelchair.)	UA	M
Building Exterior	Parking and Driveways	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width		UA	M
Building Exterior	Parking and Driveways	Maximum distance from designated parking bays to entrance: 30m		UA	M
Building Exterior	Parking and Driveways	Gradient en-route to entrance from street or designated parking bay no steeper than 1:12	(optimum 1:15)	UA	M

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Building Exterior	Safety and Security	Quality	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.  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.  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.  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.	'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 applicable.		UA	C
Building Exterior	Safety and Security	Provision is made on arrival for guests to be provided with strap-on wrist buzzers and/or pillow push-pads to allow for notification of emergencies.		UA	C
Building Exterior	Safety and Security	A familiarisation tour of all emergency exits and procedures to be provided by a staff member on guest arrival.		UA	V
Building Exterior	Safety and Security	Key emergency information is provided to guests in an appropriate format - verbally, in Braille or with large print emergency information.		UA	V
Building Exterior	Safety and Security	Emergency information is provided in the form of an electronic or audio system that can be used by guests during their stay and safety deposit facility available		UA	V
Building Exterior	Waste Management	Back of house waste bins are clearly labelled for the different 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.		'1-5	GC
Building Exterior	Waste Management	A system for charitable clothing donations from departing 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
Dormitories	Decoration	Quality	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 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
Dormitories	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
Dormitories	Furniture and Furnishings	Quality	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.  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 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.  <del>Unacceptable: Very poor quality furniture, poor construction, damaged, marked or scratched. Uncoordinated style with obtrusive stained and worn furnishings. Thin, short, stained curtains.</del>	'1-5	GC
Dormitories	Furniture and Furnishings	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Dormitories	Furniture and Furnishings	Flashing light doorbell, to facilitate all services delivered at the room		UA	C
Dormitories	Furniture and Furnishings	Flashing light linked to the room telephone		UA	C
Dormitories	Furniture and Furnishings	Access width between furniture and fittings to be un-obstructed for at least 90cm wide		UA	V
Dormitories	Furniture and 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	Door, cupboard and drawer handles must be easy to see and grab hold of, and in clearly contrasting colours to doors.		UA	V
Dormitories	Furniture and Furnishings	Bright flashing light linked to room doorbell		UA	V
Dormitories	Furniture and 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	M
Dormitories	Furniture and Furnishings	Clear opening width of doors - The doors must be 76cm wide		UA	M
Dormitories	Furniture and Furnishings	Easy grip door handles and ease of operation of locking mechanism		UA	M
Dormitories	Furniture and Furnishings	Size of unobstructed space in-front of doors 90cm x 150cm.		UA	M
Dormitories	Furniture and Furnishings	Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture and fittings.	It is essential that the room be free of any obstructions which might result in the guest being unable to access certain provisions within the room e.g. switches.	UA	M
Dormitories	Furniture and Furnishings	Size of access space of 80cm x 120cm to all furniture and fittings - access space provides easy reach.		UA	M
Dormitories	Furniture and Furnishings	All light controls accessible from bed.		UA	M
Dormitories	Furniture and Furnishings	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	M
Dormitories	Furniture and 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	M
Dormitories	Furniture and Furnishings	Desk and tables to have a clear space of 76cm below the work surface.		UA	M
Dormitories	Furniture and Furnishings	Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.		UA	M
Dormitories	Flooring and Ceiling	Quality	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.  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.  <del>Unacceptable: Cheap, poor quality, furniture, poor construction, damaged, marked or scratched. Uncoordinated style with obtrusive stained and worn furnishings. Thin, short, stained curtains.</del>	'1-5	GC
Dormitories	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
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 glazed-surface		UA	V
Dormitories	Flooring and Ceiling	Minimum Requirements Met		UA	M

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Dormitories	Beds and Linen	Quality	including bedspreads, duvets, duvet covers, blankets, top sheets, bottom sheets, pillows and pillow slips.  Outstanding: Outstanding adult-sized (bunk) beds. Headboards should be present offering a degree of comfort. These should be free from stains. More than adequate headroom between bunk beds with high quality thick mattresses.  Excellent: Very good sized (bunk) beds with excellent quality bed frames and thick mattresses. These should be clean and in excellent condition. Excellent quality, clean pillows and blankets with spares available. Alternatively an excellent quality duvet and duvet cover coordinated with bedroom décor.  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, but should be in good condition and of good quality. There should be good spacing between (bunk) beds.  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 (bunk) beds.  Acceptable: Thin domestic mattresses shallow divan bases and bedframes that are well used. Beds should have sturdy struts, even legs, firm headboards and strong frames. Linens, pillows and mattresses of should be of an acceptable quality.	'1-5	GC
Dormitories	Beds and Linen	All bedding is well fitting.		'1-5	GC
Dormitories	Beds and Linen	Mattress protectors are fitted to all beds.		'1-5	GC
Dormitories	Beds and Linen	or mattress protectors fitted to some beds only.		'1-5	GC
Dormitories	Beds and Linen	No change' option for guest linen offered to guests on arrival.	(up to a maximum of 5 days)	'1-5	GC
Dormitories	Beds and Linen	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Dormitories	Beds and Linen	No complicated patterned materials for bedspreads.	Complicated materials on bedspreads make it difficult for guests with functional visual limitations to determine where elements of furniture are located	UA	V
Dormitories	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.  Excellent: Individual heating or cooling control by guests at all times. Appliance / system in excellent condition.  Very Good: Effective heating and or cooling provided in rooms (with individual control).  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.  Unacceptable: Broken appliance or heating and cooling systems not in working order.	'1-5	GC
Dormitories	Temperature Control	Natural ventilation, as an alternative to air-conditioning, available through opening windows and/or balcony doors. Windows open and close easily and balcony doors are easily accessible.		'1-5	GC
Dormitories	Temperature Control	Doors and windows are properly sealed when closed to minimize draughts and increase energy efficiency from heating/cooling appliances.		'1-5	GC
Dormitories	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
Dormitories	Temperature Control	Remote controls for in-room air-conditioning provided to 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 during their stay.		UA	M
Dormitories	Lighting, Power and Switches	Quality	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.  Very Good: A number of light sources with very good quality fittings, and in very good condition, should be provided.  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.  Unacceptable: Dim, ageing, lighting with heavy, dark shades and low quality shades. Low quality fittings which provide inadequate light in insufficient places. Natural light sources are used.	'1-5	GC
Dormitories	Lighting, Power and Switches	Convenient light switch locations.		'1-5	GC
Dormitories	Lighting, Power and Switches	Energy efficient light-bulbs are used for all bedroom lighting fixtures.		'1-5	GC
Dormitories	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
Dormitories	Lighting, Power and Switches	Excellent natural light.		'1-5	GC
Dormitories	Lighting, Power and Switches	Maintenance and Condition	No maintenance and condition issues identified 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	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
Dormitories	Lighting, Power and Switches	Power switches and light switches with rocker switches that are on/ off detectable.		UA	V
Dormitories	Lighting, Power and Switches	Power-switches to have a light located next to them for easier location.		UA	V
Dormitories	Lighting, Power and Switches	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	M
Dormitories	Lighting, Power and Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	M
Dormitories	Lighting, Power and Switches	Bedside lamps to have easily accessible switches i.e. 20cm away maximum		UA	M
Private Bedrooms	Decoration	Quality	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 Common Denominator.  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, photographs, or other decorative items.	'1-5	GC
Private 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
Private Bedrooms	Furniture and Furnishings	Quality	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.  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 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.  Unacceptable: Very poor quality furniture, poor construction, damaged, marked, scratched, discoloured, stained, or with obvious stains and worn furnishings. Thin, cheap stained and worn furnishings.	'1-5	GC
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 Major 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	C
Private Bedrooms	Furniture and Furnishings	Flashing light linked to the room telephone		UA	C
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	M



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Private Bedrooms	Furniture and Furnishings	Clear opening width of doors - The doors must be 76cm wide		UA	M
Private Bedrooms	Furniture and Furnishings	Easy grip door handles and ease of operation of locking mechanism		UA	M
Private Bedrooms	Furniture and Furnishings	Size of unobstructed space in-front of doors 90cm x 150cm.		UA	M
Private Bedrooms	Furniture and Furnishings	Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture and fittings.	It is essential that the room be free of any obstructions which might result in the guest being unable to access certain provisions within the room e.g. switches.	UA	M
Private Bedrooms	Furniture and Furnishings	Size of access space of 80cm x 120cm to all furniture and fittings - access space provides easy reach.		UA	M
Private Bedrooms	Furniture and Furnishings	All light controls accessible from bed.		UA	M
Private Bedrooms	Furniture and Furnishings	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	M
Private Bedrooms	Furniture and 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	M
Private Bedrooms	Furniture and Furnishings	Desk and tables to have a clear space of 76cm below the work surface.		UA	M
Private Bedrooms	Furniture and Furnishings	Curtains fitted with pull rods or closing rods - This is for easy reach and conservation of energy.		UA	M
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 rooms only.		'1-5	GC
Private Bedrooms	Electronic Appliances	or Television is in working order and is provided in communal 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 mirror or available from reception		'1-5	GC
Private Bedrooms	Electronic Appliances	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	Electronic Appliances	A portable teletext machine should be made available where there is provision for telephones operational by guests.		UA	C
Private Bedrooms	Electronic Appliances	or Guests should be able to communicate with establishment management or staff through the use of SMS-based systems.		UA	C
Private Bedrooms	Electronic Appliances	Alarm clocks should be fitted with a bright flashing light.		UA	C
Private Bedrooms	Electronic Appliances	Alarm clocks should be fitted with a vibration bed pad in addition to a flashing light.		UA	C
Private Bedrooms	Electronic Appliances	Braille, large print and audio format instructions for use of electronic equipment (e.g. setting the alarm clock) should be made available.		UA	V
Private Bedrooms	Flooring and Ceiling	Quality	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.  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. Ceilings of good 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.	'1-5	GC
Private Bedrooms	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
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 glazed surface		UA	V
Private Bedrooms	Flooring and Ceiling	Minimum Requirements Met		UA	M
Private Bedrooms	Beds and Bedding	Quality	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.  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, 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 acceptable quality.	'1-5	GC
Private Bedrooms	Beds and Bedding	All bedding is well fitting.		'1-5	GC
Private Bedrooms	Beds and Bedding	Mattress protectors are fitted to all beds.		'1-5	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 Major maintenance and condition issues identified	'1-5	GC
Private Bedrooms	Beds and Bedding	No complicated patterned materials for bedspreads.	Complicated materials on bedspreads make it difficult for guests with functional visual limitations to determine where elements of furniture are located	UA	V
Private Bedrooms	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.  Excellent: Individual heating or cooling control by guests at all times. Appliance / system in excellent condition.  Very Good: Effective heating and or cooling provided in rooms (with individual control).  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.  Unacceptable: Broken appliance, heater and cooler system not in working order.	'1-5	GC
Private Bedrooms	Temperature Control	Natural ventilation, as an alternative to air-conditioning, available through opening windows and/or balcony doors. Windows open and close easily and balcony doors are easily accessible.		'1-5	GC
Private Bedrooms	Temperature Control	Doors and windows are properly sealed when closed to minimize draughts and increase energy efficiency from heating/cooling appliances.		'1-5	GC
Private Bedrooms	Temperature Control	Air-conditioning in all rooms.		'1-5	GC
Private Bedrooms	Temperature Control	Air-conditioning in some rooms.		'1-5	GC
Private Bedrooms	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
Private Bedrooms	Temperature Control	Remote controls for in-room air-conditioning provided to 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 during their stay.		UA	M
Private Bedrooms	Lighting, Power and Switches	Quality	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 quality shades and sturdy bases. Good natural light should also be available. International Multi Power Point/Plug available.  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.  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 limited and/or poor light sources and controls are in poor condition. Bedside light, bed and nightstand lighting is inadequate.	'1-5	GC
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 Major maintenance and condition issues identified	'1-5	GC

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Private Bedrooms	Lighting, Power and Switches	Power sockets should be located between 80cm - 100cm above floor level and close to the headboard.		UA	V
Private Bedrooms	Lighting, Power and Switches	A uniform and even amount of lighting with minimum lighting levels of 200 lux is required.	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	Lighting, Power and Switches	Power switches and light switches should be fitted with rocker switches that are easily on/ off detectable.		UA	V
Private Bedrooms	Lighting, Power and Switches	Power-switches should have a light located next to them for easier location.		UA	V
Private Bedrooms	Lighting, Power and Switches	All light controls should be reachable from the bed to ensure that guests are not required to move around in the dark and are able to avoid injury.		UA	M
Private Bedrooms	Lighting, Power and Switches	or Only main light controls are reachable from the bed to ensure that guests are not required to move around in the dark and are able to avoid injury.		UA	M
Private Bedrooms	Lighting, Power and Switches	Power sockets should be located between 80cm - 100cm above floor level and close to the headboard		UA	M
Private Bedrooms	Lighting, Power and Switches	Bedside lamps should have easily accessible switches located no more than 20cm away from the bed.		UA	M
Private Bedrooms	Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment	Mirror (600mm x 450mm) (Height x Width measurement taken within the frame)		'1-5	GC
Private Bedrooms	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 establishment	or Mirror (less than 450mm x 350mm)		'1-5	GC
Private Bedrooms	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	Recommended Mirror and Mirror Lighting - dimensions are provided 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	Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment	Minimum Requirements Met		UA	V
Private Bedrooms	Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment	A full length mirror suitable for both sitting and standing guests should be provided.		UA	M
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	M
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.  Acceptable: Adequate quality materials with competently applied paint and tiling.	'1-5	GC
Communal Bathrooms	Walls and Flooring	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	Walls and Flooring	There should be a strong colour contrast between fittings, fixtures, wall and floor finishes to assist guests in their location.		UA	V
Communal Bathrooms	Fixtures and Fittings	Quality	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 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 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	'1-5	GC
Communal Bathrooms	Fixtures and Fittings	No visible plumbing pipes.		'1-5	GC
Communal Bathrooms	Fixtures and Fittings	Adequate clothes hooks (minimum of 2 per bathroom facility.)		'1-5	GC
Communal Bathrooms	Fixtures and Fittings	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.		'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	C
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
Communal Bathrooms	Fixtures and Fittings	Where provided the shower spray head should be located 210cm above the floor surface.		UA	V
Communal 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 finishes to assist in their location.		UA	V
Communal Bathrooms	Fixtures and Fittings	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	V
Communal Bathrooms	Fixtures and Fittings	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	V
Communal 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	V
Communal Bathrooms	Fixtures and Fittings	Where a sliding door has been used, it should open with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.		UA	V
Communal Bathrooms	Fixtures and Fittings	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	V
Communal Bathrooms	Fixtures and Fittings	Remote emergency alarm call system in room.		UA	V
Communal Bathrooms	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	M
Communal Bathrooms	Fixtures and Fittings	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	M
Communal Bathrooms	Fixtures and Fittings	T-shaped grab-bar opposite transfer space.		UA	M
Communal Bathrooms	Fixtures and Fittings	Removable bath seat.		UA	M
Communal Bathrooms	Fixtures and Fittings	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	M

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ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Communal Bathrooms	Fixtures and Fittings	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	M
Communal Bathrooms	Fixtures and Fittings	Roll-in Shower: Lever action shower mixer and hand shower on adjustable rail.		UA	M
Communal Bathrooms	Fixtures and Fittings	Roll-in Shower: A 15cm maximum step with run-off which negates threshold.		UA	M
Communal Bathrooms	Lighting and Temperature Control	Quality	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.  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.  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.	'1-5	GC
Communal Bathrooms	Lighting and 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
Private 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.  Acceptable: Adequate quality materials with competently applied paint and tiling.  <del>Unacceptable: Cheap, low quality finishes that have been unprofessionally applied. Carpet or grouting is mouldy, cracked, rotting and crumbling. Floor is tiled down and condensation marks are visible.</del>	'1-5	GC
Private Bathrooms	Walls and Flooring	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 Bathrooms	Fixtures and Fittings	Quality	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.  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 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 in good and acceptable condition with no visible damage.	'1-5	GC
Private Bathrooms	Fixtures and Fittings	No visible plumbing pipes.		'1-5	GC
Private Bathrooms	Fixtures and Fittings	Adequate clothes hooks (minimum of 2 per bathroom facility.)		'1-5	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 Major maintenance and condition issues identified	'1-5	GC
Private Bathrooms	Lighting and Temperature Control	Quality	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.  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.  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.	'1-5	GC
Private Bathrooms	Lighting and 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
Public Areas (Shared Guest Area)	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. 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.  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.  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, or other decorative items displayed.	'1-5	GC
Public Areas (Shared Guest Area)	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
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Quality	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 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 modern quality furniture in excellent condition.  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 upholstery.	'1-5	GC
Public Areas (Shared Guest Area)	Furnishings and Fixtures	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)	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	C
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide		UA	V
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Furniture should have rounded edges to prevent injury to guests.		UA	V
Public Areas (Shared Guest Area)	Furnishings and Fixtures	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	V
Public Areas (Shared Guest Area)	Furnishings and Fixtures	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	M
Public Areas (Shared Guest Area)	Furnishings and Fixtures	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	M
Public Areas (Shared Guest Area)	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	M

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Public Areas (Shared Guest Area)	Flooring and Ceiling	Quality	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.  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.  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.  Unacceptable: 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.	'1-5	GC
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.  Acceptable: Enough light for practical use. Dated, ageing and discoloured fittings. Stark, unattractive, harsh lighting that is purely functional.  Unacceptable: Poor quality fittings in poor condition. Limited light or overly bright fluorescent lights.	'1-5	GC
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.		'1-5	GC
Public Areas (Shared Guest Area)	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
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	Quality	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.  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.	'1-5	GC
Communal Kitchens	Walls, Ceiling and Floor	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 Kitchens	Lighting	Quality	Outstanding: 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 excellent levels of natural light available.  Very 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 kitchens.		'1-5	GC
Communal Kitchens	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
Communal Kitchens	Equipment	Quality	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, grill, 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 grill 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, grill, etc.) All equipment must be 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 be provided.  Good: A mixture of old 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 of better 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 Major maintenance and condition issues identified	'1-5	GC
Communal Kitchens	Furniture and Fitments	Quality	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.  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.  Acceptable: Fittings of an acceptable quality and material which should be in good condition. Some signs of wear and tear are acceptable.	'1-5	GC
Communal Kitchens	Furniture and Fitments	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 Kitchens	Furniture and Fitments	All Unit Kitchens: Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.		UA	M
Communal Kitchens	Furniture and Fitments	All Unit Kitchens: 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 surfaces.		UA	M
Communal Kitchens	Furniture and Fitments	All Unit Kitchens: 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	M
Communal Kitchens	Furniture and Fitments	All Unit Kitchens: 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	M
Communal Kitchens	Furniture and Fitments	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 or scooter.		UA	M
Communal Kitchens	Furniture and Fitments	Designated Mobility Accessible Unit Kitchens: Kitchen work surfaces	Kitchen work surfaces should be located on 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 tops should be 80cm above the floor. They should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.	UA	M
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 or the counter top (whichever is higher) should be 80cm above the floor and incorporate faucets and other controls.	UA	M
Communal Kitchens	Furniture and Fitments	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 clear floor space in-front.		UA	M



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Communal Kitchens	Crockery, Cutlery and Utensils	Quality	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 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 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.  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.  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.	'1-5	GC
Communal Kitchens	Crockery, Cutlery and Utensils	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Housekeeping	Bedrooms, Public Areas, Kitchens, etc	Quality	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.  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.  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.	'1-5	GC
Housekeeping	Bedrooms, Public Areas, Kitchens, etc	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Housekeeping	Bedrooms, Public Areas, Kitchens, etc	Housekeeping staff should be trained and aware of the requirements of the various categories of persons with functional limitations.		UA	C
Housekeeping	Bedrooms, Public Areas, Kitchens, etc	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes.		UA	MV
Housekeeping	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
Housekeeping	Guest Bathrooms	Quality	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.  Very Good: A generally very high standard of cleanliness, hygiene and maintenance is apparent.  Good: Surfaces should all be clean and free of dust, hairs and grime. There may be a slight discolouration of enamel and grout.  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 toilet is stained and smelly.	'1-5	GC
Housekeeping	Guest Bathrooms	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Housekeeping	Guest Bathrooms	Housekeeping staff should be trained and aware of the requirements of the various categories of persons with functional limitations.		UA	MCV
Housekeeping	Guest Bathrooms	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes.		UA	MV
General	Welcome, Ambience & Personal Touches	Quality	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 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.  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.  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.	'1-5	GC
General	Welcome, Ambience & Personal Touches	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	Management Efficiency	Quality	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.  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.  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.	'1-5	GC
General	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
General	Tourist Information	Quality	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 compiled 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.  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 compiled 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.  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.	'1-5	GC
General	Tourist Information	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	Tourist Information	Web sites to comply with Bobby or W3C requirements.		UA	V
General	Tourist Information	All information provided must be located within the range 40cm - 120cm to allow a seated user to be able to access information independently.		UA	M
General	Tourist Information	or Staff assistance is readily available to assist guests.		UA	M
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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
General	Laundry/Drying Room	Quality	Or alternatively laundromat can be outsourced, but sink and running water, drying lines, washing basket, iron and ironing board should still be provided.  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.  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.	'1-5	GC
General	Laundry/Drying Room	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	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	C
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	M
General	Recreational	Quality	Outstanding: Extensive and varied provision of fit for purpose recreational and leisure facilities, both 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.  <del>Unacceptable: Very old, inadequate provision of facilities. Some out of date equipment in sub-acceptable condition which are available at limited times only.</del>	'1-5	GC
General	Recreational	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	Recreational	All televisions to have working remote controls.		UA	C
General	Recreational	Captioning/sub-titling services on televisions are activated where network/television service provider offer such facilities.		UA	C
General	Recreational	All televisions and electronic recreation systems are fitted with suitable induction loops.		UA	C
General	Recreational	Housekeeping and maintenance procedures to ensure that all 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	M
General	Recreational	Housekeeping to ensure that there is clear space of 90cm between all fittings, fixtures, equipment, walls, etc.		UA	M
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.		'1-5	GC
General	Responsible business practices	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 Facilities / Services	Specific Features	Swimming pool available.		'1-5	GC
Additional Facilities / Services	Specific Features	Braai area/s is provided for guests.		'1-5	GC
Additional Facilities / Services	Specific Features	Luggage storage for early arrivals or late departures is provided		'1-5	GC
Additional Facilities / Services	Specific Features	Customer feedback cards or another system is utilised.		'1-5	GC
Additional Facilities / Services	Specific Features	Wireless internet access is available to guests.		'1-5	GC
Additional Facilities / Services	Specific Features	or Wired internet access is available to guests.		'1-5	GC
Additional Facilities / Services	Specific Features	Establishment offers tour booking services.		'1-5	GC
Additional Facilities / Services	Specific Features	Establishment provides a shuttle service.		'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

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	Category Entry Requirements	Self-catering accommodation styles for Exclusive Use include Apartments - Unit/s within a multi complex dwelling and Villas – Free standing residential dwellings.	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 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
Building Exterior	Appearance of Building/s	The reception entrance as well as individual unit entrances 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 stairways and landings at night.		'1-5	MER
Building Exterior	Appearance of Building/s	Acceptable appearance/maintenance/condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.		'1	MER
Building Exterior	Appearance of Building/s	Good appearance/maintenance/condition. Minor 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 inviting impression.		'4	MER
Building Exterior	Appearance of Building/s	Outstanding appearance/maintenance/condition. No 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
Building Exterior	Grounds and Gardens	Basic but functional garden furniture provided in all garden 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 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 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	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	Grounds and garden pathways kept clear of obstacles / 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, stairways and main circulation paths.		UA	MV
Building Exterior	Grounds and Gardens	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.		UA	MV
Building Exterior	Parking, Driveways and Signage	Provision of all on-site and/ or designated parking areas to conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'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 signage.		'5	MER
Building Exterior	Parking, Driveways and 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 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 3500mm in width		UA	M
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	M
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 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 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 Orally and/or Audio)	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
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.		'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 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	C
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	C
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	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	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

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Bedrooms	Unit Entrance, Safety and Security	Means of securing bedroom doors from the inside and outside 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 and Security	Electronic safe required in each unit.		4-5	MER
Bedrooms	Unit Entrance, Safety and Security	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.	All Bedrooms	UA	M
Bedrooms	Unit Entrance, Safety and Security	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.	Designated Mobility Accessible Bedrooms	UA	M
Bedrooms	Unit Entrance, Safety and Security	Door-handles should be located at a height below 120cm.	Designated Mobility Accessible Bedrooms	UA	M
Bedrooms	Furniture	A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room.	This may either be an 'all in one' fixture with a bed headboard or a free standing table. All elements are intact without tears, holes, breakages, cracks, etc.	'1-5	MER
Bedrooms	Furniture	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'1	MER
Bedrooms	Furniture	Good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'2	MER
Bedrooms	Furniture	Very good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'3	MER
Bedrooms	Furniture	Excellent quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'4	MER
Bedrooms	Furniture	Outstanding quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'5	MER
Bedrooms	Furniture	Designated Mobility Accessible Bedrooms: Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.		UA	M
Bedrooms	Electronic Appliances	Sub-titles available on television on services where available.		UA	C
Bedrooms	Electronic Appliances	Televisions to have working remote controls.		UA	M
Bedrooms	Electronic Appliances	Bedside radio/ clock alarm within easy reach from the bed.		UA	M
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Remote controls for air-conditioning system.		UA	M
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	M
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Induction loop extensions or ear-phones linked to the television.		UA	C
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Remote controls for air-conditioning system.		UA	M
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Bedside radio/ clock alarm within easy reach from the bed.		UA	C
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 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	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc. Luggage rack to be provided		'3	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	Minimum of one drawer or shelf per guest		'3	MER
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 Luggage Storage	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc.		'4-5	MER
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
Bedrooms	Wardrobes, Shelves and Luggage Storage	Cupboard door handles height between 80cm- 120cm with handles that are easy to grasp.		UA	M
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Cupboard hanging rail height located at 140cm height above the floor level.		UA	M
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Wardrobe / draw handles to be easy to grip with limited twisting required.		UA	M
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 or without lining.		'1-5	MER
Bedrooms	Curtains and Window Coverings	All ground floor bedrooms must provide additional privacy 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 Coverings	Very good quality window dressings must be provided.		'3	MER
Bedrooms	Curtains and Window Coverings	Excellent quality window dressings must be provided.		'4	MER
Bedrooms	Curtains and Window Coverings	Window coverings must provide full block out.		'4-5	MER
Bedrooms	Curtains and Window 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	M
Bedrooms	Flooring, Ceiling, Skirting and Cornices	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.		'1-5	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	All 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 and Cornices	All are of a very good quality and condition throughout.		'3	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	All are of an excellent quality and condition throughout.		'4	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	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
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	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 cover per bed.		'1	MER
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.		'2	MER
Bedrooms	Bedding and Linen	Two sheets, one blanket and a bedspread OR one/two sheets 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	Bedding and Linen	Spare 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.		'3	MER
Bedrooms	Bedding and Linen	Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed.		'3	MER
Bedrooms	Bedding and Linen	Two very good quality pillows per sleeping position, with spare pillows available on request.		'3	MER
Bedrooms	Bedding and Linen	Spare bedding and extra pillow to be available on request.		'3	MER
Bedrooms	Bedding and Linen	All linen must be of an excellent quality and be well 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



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 and Linen	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.		'4	MER
Bedrooms	Bedding and Linen	All linen must be of an outstanding quality and be immaculately laundered.		'5	MER
Bedrooms	Bedding and Linen	Two sheets and duvet with duvet cover per bed.		'5	MER
Bedrooms	Bedding and 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. A larger than normal pillow must be provided at each sleeping position.		'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, 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, cellphone technology etc.		UA	MCV
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Designated Mobility Accessible Bedrooms: Size of firm bed must be 45cm to 50cm in height and a minimum of 92cm in width.		UA	M
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Designated Mobility Accessible Bedrooms: Unobstructed space to turn adjacent to bed. (At least 120cm width on one side of the bed)		UA	M
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	M
Bedrooms	Temperature Control and Ventilation	Remote controls for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.		UA	M
Bedrooms	Lighting, Power and Switches	All rooms should have light switches located on the inside of each doorway or equivalent.		'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 Switches	Acceptable/Good quality lighting for the room		'1-2	MER
Bedrooms	Lighting, Power and Switches	Very good quality lighting for the room		'3	MER
Bedrooms	Lighting, Power and Switches	Very good quality, working light fittings without any maintenance issues (i.e. no cracks, damaged or poor fitting lights).		'3	MER
Bedrooms	Lighting, Power and Switches	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position.		'4-5	MER
Bedrooms	Lighting, Power and Switches	Two bedside lights in a twin bedded room.		'4-5	MER
Bedrooms	Lighting, Power and Switches	Excellent/Outstanding quality lighting for the room		'4-5	MER
Bedrooms	Lighting, Power and Switches	Excellent/Outstanding quality, working light fittings without any maintenance issues. (i.e. no cracks, damaged or poor fitting lights).		'4-5	MER
Bedrooms	Lighting, Power and Switches	Bedroom lighting must be even and well lit.		UA	V
Bedrooms	Lighting, Power and Switches	Height of light switches and controls should be 80cm – 120cm.		UA	M
Bedrooms	Mirror and Mirror Lighting	A full length mirror with direct lighting in the bedroom.		'1-5	MER
Bedrooms	Mirror and Mirror Lighting	An additional well lit mirror at the dressing table or vanity area is also required in close proximity to a plug point.		'3-5	MER
Bedrooms	Mirror and Mirror Lighting	Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.		UA	V
Bedrooms	Mirror and Mirror Lighting	Lights positioned so as not to create glare on surfaces.		UA	V
Bedrooms	Mirror and Mirror Lighting	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	M
Bedrooms	Accessories	Bedroom accessories have bold labels for easy identification, with labels in large print.		UA	V
Bedrooms	Accessories	Staff assistance available to guests to assist in locating and using bedroom accessories.		UA	MV
Bedrooms	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
Bedrooms	Accessories	Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door hangers provided for identification of guests with functional communication/hearing/visual/mobility and physical limitations, which can facilitate services that require access to the room.	The use of door hangers is up to preference of the guest. Ideally this type of service should be offered to all guests.	UA	MC
Bedrooms	Accessories	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.		1-5	MER
Bedrooms	Spaciousness and Overall Impression	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.		'1-2	MER
Bedrooms	Spaciousness and Overall Impression	Bedrooms must have a very good amount of space allowing for ease of movement and relaxation.		'3	MER
Bedrooms	Spaciousness and Overall Impression	Bedrooms must have a well-planned layout to ensure the room is quite spacious, allowing ease of movement, comfort and relaxation.		'4	MER
Bedrooms	Spaciousness and Overall Impression	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.		'4	MER
Bedrooms	Spaciousness and Overall Impression	Greater space would be expected where temporary beds or sofa beds are used.		'5	MER
Bedrooms	Spaciousness and Overall Impression	Floor space clear of any obstacles which may cause injury to guests with functional visual limitations		UA	MV

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Bedrooms	Spaciousness and Overall Impression	Designated Mobility Accessible Bedrooms: Unobstructed 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	M
Bathrooms	Type of Bathroom	Bathroom can be internal or external to unit. Dependent on location of self-catering units i.e. bush location vs. resort location.	If bathrooms are located external to the unit, one bathroom per every 6 guests is acceptable.	'1-2	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	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.	UA	V
Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Bathrooms	Flooring and Ceiling	Flooring to have no design obstructions.		UA	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.		'1-5	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	MER
Bathrooms	Fixtures and Fittings	Window treatment to ensure privacy.		'1-5	MER
Bathrooms	Fixtures and Fittings	Internal lock or bolt on bathroom doors except where open 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	MER
Bathrooms	Fixtures and Fittings	Shower curtains are acceptable. Must be free of stains, tears, holes and mould.		'1-3	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 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.	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 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	Fixtures and Fittings	A minimum of two separate hooks for clothes.		'4-5	MER
Bathrooms	Fixtures and 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 and Fittings	Bathroom instructions must be provided in large print.		UA	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 communication etc.		UA	MCV
Bathrooms	Fixtures and Fittings	Use of colour contrasting surfaces.		UA	V
Bathrooms	Fixtures and Fittings	Hot pipes must be well insulated.		UA	V
Bathrooms	Fixtures and Fittings	The access door should be fitted with an emergency release lock.		UA	MV
Bathrooms	Fixtures and Fittings	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	Fixtures and Fittings	Audio and visual emergency warning and evacuation systems.		UA	CV
Bathrooms	Hand Basin and Toilet Areas	All Bathrooms should have a vanity space.		1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: A WC (toilet) with seat and lid.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: Toilet brush or provide a cleaning service.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: A well-lit mirror situated above or adjacent to the hand basin.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: A lidded disposal bin.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	Bathroom equipped with double ply toilet paper and holder plus a minimum of 1 spare toilet roll.		'1-5	MER
Bathrooms	Towelling	Towels must be free of stains or discolouration, fraying or holes. Bath mat should be provided.		'1-5	MER
Bathrooms	Towelling	An acceptable quality clean, absorbent hand and bath towel should be provided per person.		'1	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	Energy saving initiatives to be respected		'1-5	MER
Bathrooms	Lighting and Ventilation	Acceptable lighting coverage and ventilation across all areas of the bathroom.		'1	MER
Bathrooms	Lighting and Ventilation	Good lighting coverage and ventilation across all areas of the bathroom.		'2	MER
Bathrooms	Lighting and Ventilation	Very good lighting coverage and ventilation across all areas of the bathroom.		'3	MER
Bathrooms	Lighting and Ventilation	Excellent lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be provided at all washbasins.		'4	MER
Bathrooms	Lighting and Ventilation	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be provided at all washbasins.		'5	MER
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		UA	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.		'1-5	MER
Bathrooms	Accessories	All bathrooms equipped with: Toilet paper and holder plus spare toilet paper.		'1-5	MER
Bathrooms	Accessories	All bathrooms equipped with: A lidded disposal bin.		'1-5	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, etc.		'4-5	MER
Bathrooms	Accessories	Bathroom toiletries/accessories need to have bold labels for 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
Public Areas	Decoration	Professional finish to all aspects of decoration.		'5	MER
Public 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	Decoration	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.		UA	V
Public Areas	Furnishings and Fixtures	Adequate seating for both internal lounge area as well as external patio area, where applicable.		'1-5	MER
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
Public Areas	Furnishings and Fixtures	Background music should be appropriate or kept at a low level.		UA	C
Public Areas	Furnishings and Fixtures	Voice amplification option linked to public telephone in the lobby.		UA	C
Public Areas	Furnishings and Fixtures	Where televisions are provided subtitles must be shown.		UA	C
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 lower than 48cm and no higher than 52cm)		UA	M

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Public Areas	Furnishings and 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	Furnishings and Fixtures	Emergency evacuation signage to incorporate symbols and pictograms.		UA	C
Public Areas	Furnishings and Fixtures	Public telephones to be fitted with a raised pip on button 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	M
Public Areas	Furnishings and Fixtures	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.		UA	M
Public Areas	Furnishings and Fixtures	Height of emergency equipment, switches and controls located between 80cm and 120cm.		UA	M
Public Areas	Flooring and Ceiling, Skirting and Cornices	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.		'1-5	MER
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
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 being 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. (optimum gradient 1:15)		UA	M
Public Areas	Ramps	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.		UA	M
Public Areas	Ramps	Unobstructed width of not less than 90cm (to allow 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	M
Public Areas	Ramps	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 Systems	Clear, directional signage to bedrooms and reception (where needed).		'1-5	MER
Public Areas	Steps and Stairway Systems	All emergency information and signage to be clearly displayed in public areas.		'1-5	MER
Public Areas	Steps and Stairway Systems	Protected soffits to underside of the stairs below the height of 210cm.		UA	V
Public Areas	Steps and Stairway Systems	Fixed slip-resistant floor surface.		UA	MV
Public Areas	Steps and Stairway Systems	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.		UA	V
Public Areas	Steps and Stairway Systems	Unobstructed width of not less than 90cm.		UA	M
Public Areas	Steps and Stairway Systems	Stairs fitted handrails at a height of 85-95cm.		UA	M
Public Areas	Steps and Stairway Systems	Stairs fitted non-slip treads.		UA	MV
Public Areas	Steps and Stairway Systems	Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).		UA	M
Public Areas	Spaciousness and Overall Impression	The number of units and variety of facilities offered will be influenced by the guest expectation given the nature and style of the establishment.		'1-5	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 i.e. on the third floor.		1-5	MER
Public Areas	Elevators / Lifts	Lifts should be located: En-route to accessible bedrooms or other facilities	Any area where accessible bedrooms and facilities are not located on the ground floor.	UA	M
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.		UA	MV
Public Areas	Elevators / Lifts	Size of unobstructed approach space not less than 120cm x 150cm.		UA	M
Public Areas	Elevators / Lifts	Clear opening width of the door should not be less than 80cm.		UA	M
Public Areas	Elevators / Lifts	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, i.e. a telephonic device, and some form of text-interface communication system.		UA	MV
Public Areas	Elevators / Lifts	Minimum requirement for internal size of lift car is 120cm x 140cm.		UA	M
Public Areas	Elevators / Lifts	Height of internal and external controls including emergency controls should be 90cm - 120cm.		UA	M
Public Toilets	Mobility Designated Toilets	All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facilities, seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies.		'1-5	MER
Public Toilets	Mobility Designated Toilets	Nappy changing facilities must be provided in child friendly establishments.		'3-4	MER
Public Toilets	Mobility Designated Toilets	Spacious, luxurious and numerous toilet facilities and with refinements such as individual hand towels, high-quality toiletries and accessories.		'3-4	MER
Public Toilets	Mobility Designated Toilets	No coat hooks or other projections that extend more than 3cm from the wall or doors.		UA	V
Public Toilets	Mobility Designated Toilets	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Public Toilets	Mobility Designated 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 bedroom and bathroom.]		UA	CV
Public Toilets	Mobility Designated Toilets	Bathroom instructions must be provided in large print.		UA	V
Public Toilets	Mobility Designated Toilets	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, cellphone communication etc.		UA	MCV
Public Toilets	Mobility Designated Toilets	Use of colour contrasting surfaces.		UA	V
Public Toilets	Mobility Designated Toilets	Hot pipes must be well insulated.		UA	V
Public Toilets	Mobility Designated Toilets	The access door should be fitted with an emergency release lock.		UA	MV
Public Toilets	Mobility Designated Toilets	No coat hooks or other projections that extend more than 3cm from the wall or doors.		UA	V
Public Toilets	Mobility Designated Toilets	Audio and visual emergency warning and evacuation systems.		UA	CV
Public Toilets	Mobility Designated Toilets	All areas in bathroom must be well and evenly lit.		UA	V
Public Toilets	Mobility Designated Toilets	Bathroom toiletries/accessories need to have bold labels for easy identification.		UA	V
Unit Kitchens	Provision	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.		'1-5	MER
Unit Kitchens	Provision	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.		UA	M
Unit Kitchens	Decoration	Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment.		'1-5	MER
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 extraction.		'1-5	MER
Unit Kitchens	Furnishings & Fittings	Adequate storage space for crockery, cutlery, kitchen and cleaning equipment as well as guests' supplies.		'1-5	MER
Unit Kitchens	Furnishings & Fittings	At 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 be colour contrasted with adjacent elements.		UA	V
Unit Kitchens	Furnishings & Fittings	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 surfaces.		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
Unit Kitchens	Furnishings & Fittings	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	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 or scooter.		UA	M
Unit Kitchens	Furnishings & Fittings	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 and toe space.	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	M
Unit Kitchens	Furnishings & Fittings	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 should incorporate clear knee and toe space.	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	M
Unit Kitchens	Furnishings & Fittings	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 clear floor space in-front.		UA	M
Unit Kitchens	Crockery & Utensils	Braai tongs and other accessories where braai facilities are provided		'1-5	MER
Unit Kitchens	Crockery & Utensils	Storage containers for multiple purposes		'1-5	MER
Unit Kitchens	Crockery & Utensils	Knives - bread knife, paring knife, meat knife		'1-5	MER
Unit Kitchens	Crockery & Utensils	Serving spoons		'1-5	MER
Unit Kitchens	Crockery & Utensils	Potato peeler		'1-5	MER
Unit Kitchens	Crockery & Utensils	Egg lifter		'1-5	MER
Unit Kitchens	Crockery & Utensils	Fish slice (large egg lifter)		'1-5	MER
Unit Kitchens	Crockery & Utensils	Grater		'1-5	MER
Unit Kitchens	Crockery & Utensils	Spatula		'1-5	MER
Unit Kitchens	Crockery & Utensils	Slotted spoon		'1-5	MER
Unit Kitchens	Crockery & Utensils	Wooden spoons or equivalent		'1-5	MER
Unit Kitchens	Crockery & Utensils	Whisk		'1-5	MER
Unit Kitchens	Crockery & Utensils	Hygienic chopping board		'1-5	MER
Unit Kitchens	Crockery & Utensils	Colander		'1-5	MER
Unit Kitchens	Crockery & Utensils	Cutlery box or drawer divider		'1-5	MER
Unit Kitchens	Crockery & Utensils	Good quality stainless steel cutlery.		'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	Crockery & Utensils	Ladle		'1-5	MER
Unit Kitchens	Crockery & Utensils	Jug		'1-5	MER
Unit Kitchens	Crockery & Utensils	Roasting tray		'1-5	MER
Unit Kitchens	Crockery & Utensils	Sugar bowl		'1-5	MER
Unit Kitchens	Crockery & Utensils	Mixing bowls x 3 sizes		'1-5	MER
Unit Kitchens	Crockery & Utensils	Salad bowl		'1-5	MER
Unit Kitchens	Crockery & Utensils	Salad servers		'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	Crockery & Utensils	Teapot		'1-5	MER
Unit Kitchens	Crockery & Utensils	Condiment set		'1-5	MER
Unit Kitchens	Crockery & Utensils	Table cloths and placemats		'1-5	MER
Unit Kitchens	Crockery & Utensils	Oven gloves		'1-5	MER
Unit Kitchens	Crockery & Utensils	Ironing Board / Laundry Service		'1-5	MER
Unit Kitchens	Crockery & Utensils	Tea towels		'1-5	MER
Unit Kitchens	Crockery & Utensils	Washing up brush or sponge		'1-5	MER
Unit Kitchens	Crockery & Utensils	Broom		'1-5	MER
Unit Kitchens	Crockery & Utensils	Bucket with mop		'1-5	MER
Unit Kitchens	Crockery & Utensils	Cleaning agents / dishwasher tablets / liquid / powder for the dishwasher (if applicable)		'1-5	MER
Unit Kitchens	Crockery & Utensils	Cloths		'1-5	MER
Unit Kitchens	Crockery & Utensils	Dustpan and brush		'1-5	MER
Unit Kitchens	Crockery & Utensils	Kettle (can be gas)		'1-5	MER
Unit Kitchens	Crockery & Utensils	Toaster		'1-5	MER
Unit Kitchens	Crockery & Utensils	Iron		'1-5	MER
Unit Kitchens	Cooking Equipment	2 plate stove		'1-5	MER
Unit Kitchens	Cooking Equipment	Microwave oven		'1-5	MER
Unit Kitchens	Cooking Equipment	A refrigerator with a freezer compartment with ice tray		'3-4	MER
Unit Kitchens	Cooking Equipment	Oven or convection microwave.		'4	MER
Unit Kitchens	Cooking Equipment	Three to four plate hob.		'4	MER
Unit Kitchens	Cooking Equipment	Built-in oven with a stove.		'5	MER
Unit Kitchens	Cooking Equipment	Extractor Fan		'5	MER
Unit Kitchens	Cooking Equipment	A four plate hob		'5	MER
Unit Kitchens	Cooking Equipment	A dishwasher with appropriate operating instructions.		'5	MER
Unit Kitchens	Cooking Equipment	Blender		'5	MER
Unit Kitchens	Cooking Equipment	Coffee machine		'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 or scooter.		UA	M
Unit Kitchens	Cooking Equipment	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 and toe space.	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	M
Unit Kitchens	Cooking Equipment	Designated Mobility Accessible Unit Kitchens: Ranges and cook-tops should incorporate controls that are located to avoid reaching across the burners.		UA	M
Unit Kitchens	Cooking Equipment	Designated Mobility Accessible Unit Kitchens: Ovens should have controls located on the front panels, mounted no higher than 120cm.		UA	M
Unit Kitchens	Lighting	Direct lighting in all work areas.		'1-5	MER
Unit Kitchens	Lighting	Energy-saving initiatives to be respected.		'1-5	MER
Lounge, Dining Room & Patio	Decoration	Functional décor but limited co-ordination.		'1-2	MER
Lounge, Dining Room & Patio	Decoration	Good overall impression. Decoration is simple and effective.		'3	MER
Lounge, Dining Room & Patio	Decoration	Very good interior design and overall impression.		'4	MER
Lounge, Dining Room & Patio	Decoration	Some use of objects of interest and artwork.		'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, and objects d'art.		'5	MER
Lounge, Dining Room & Patio	Decoration	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.		UA	V
Lounge, Dining Room & Patio	Furnishing and Fixtures	Adequate seating for both internal lounge area as well as external patio area, where applicable. Appropriate window treatment to ensure privacy.		'1-5	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	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
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	Outstanding appearance, maintenance and condition.	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
Lounge, Dining Room & Patio	Furnishing and Fixtures	All relevant emergency information and escape route maps available in large print and provision for Braille mapping. Emergency evacuation procedures need to take into account the needs of guests with functional visual limitations.		UA	V
Lounge, Dining Room & Patio	Furnishing and Fixtures	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.		UA	M
Lounge, Dining Room & Patio	Furnishing and Fixtures	Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility.		UA	M
Lounge, Dining Room & Patio	Furnishing and Fixtures	Clear unobstructed access between furniture and fittings no less than 90cm in width.		UA	M



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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 rugs		'1-5	MER
Lounge, Dining Room & Patio	Flooring and Ceiling, Skirting and Cornices	End of corridors highlighted by colour, tone or light contrast.		UA	V
Lounge, Dining Room & Patio	Flooring and Ceiling, Skirting and Cornices	Fixed, slip-resistant floor surface.		UA	MV
Lounge, Dining Room & Patio	Temperature Control	Appropriate, fit for purpose temperature control and 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 and fit for purpose.	May be LED, LCD or PLASMA. Appropriate and fit for purpose.	'3	MER
Lounge, Dining Room & Patio	Entertainment Facilities	A remote controlled Flat Panel, High Definition LCD/LED/PLASMA colour television and an outstanding choice of channels. DVD/CD player.		'4-5	MER
Lounge, Dining Room & Patio	Entertainment Facilities	Sub-titles available on television on services where available.		UA	C
Lounge, Dining Room & Patio	Entertainment Facilities	Televisions to have working remote controls.		UA	M
Lounge, Dining Room & Patio	Entertainment Facilities	Induction loop extensions or ear-phones linked to the television.		UA	C
General Services & Service	Welcome, Friendliness & Attitude	Personalised service and attention to detail is expected.		'1-5	MER
General Services & Service	Welcome, Friendliness & 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	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
General Services & Service	Welcome, Friendliness & Attitude	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.		UA	M
General Services & Service	Appearance of Staff	Staff appearance to be professional and neat at all times.		'1-5	MER
General Services & Service	Appearance of Staff	Staff are to wear name badges at all times		'1-5	MER
General Services & Service	Reception / Meet and Greet	All guests should be met on arrival and provided with registration and check in procedures	Meet and greet may be provided at the unit or at an administration centre.	'1-5	MER
General Services & Service	Reception / Meet and Greet	Hours of operation for reception are to be displayed in a prominent position indicating contact information.		'1-5	MER
General Services & Service	Reception / Meet and Greet	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 request.	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	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 communication difficult.		UA	C
General Services & Service	Reception / Meet and Greet	Reception, and other public areas, must be provided with appropriate signage.		UA	CV
General Services & Service	Reception / Meet and Greet	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.		UA	V
General Services & Service	Reception / Meet and Greet	Clear glass panels and doors should be clearly marked.		UA	V
General Services & Service	Reception / Meet and Greet	Level threshold across the main entrance door.		UA	MV
General Services & Service	Reception / Meet and Greet	Door mats should be firmly fixed or located.		UA	MV
General Services & Service	Reception / Meet and Greet	Any canopy structure should not protrude in a pedestrian route.		UA	V
General Services & Service	Reception / Meet and Greet	Reception areas should not have high glass surfaces and backgrounds should be simple in design.		UA	MCV
General Services & Service	Reception / Meet and Greet	Fixed, slip-resistant floor surface.		UA	MV
General Services & Service	Reception / Meet and Greet	Threshold at the main entrance not to exceed 1.3cm difference in level.		UA	MV
General 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	M
General 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 door swing.		UA	M
General Services & Service	Reception / Meet and Greet	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.		UA	M
General Services & Service	Reservation, Check In & Efficiency	Prompt thorough reservation and check-in system, including guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times 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 available in rooms.		UA	V
General Services & Service	Reservation, Check In & Efficiency	Reception to have a pen and pad available for easier communication with guests.		UA	C
General Services & Service	Reservation, Check In & Efficiency	Audio-Description packages, as described above, should be offered to all guests.		UA	V
General Services & Service	Reservation, Check In & Efficiency	SMS facilitated communication through cellular technology employed at switchboard/ reception/ reservations.		UA	C
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 employed by persons with functional visual limitations, transcription techniques, disability etiquette etc.		UA	MCV
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	Reservation, Check In & Efficiency	During reservation and check-in, staff should ask the guest whether additional services are required.		UA	MCV
General Services & Service	Laundry Services	Laundry facility or service available.		'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 services.		UA	MCV
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	Portage assistance and check-out procedure conducted at dropped counter or separate station.		UA	M
General Services & Service	Communication Facilities	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	C
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	M
General Services & Service	Communication Facilities	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.		UA	M
General Services & Service	Marketing & Information	Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, web-sites, word of mouth or other means to all guests or prospective guests upon request.	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
Housekeeping Services	Provision	Establishment to inform the guests on / prior to arrival of cleaning service routine. This may be agreed upon with the guest depending on the duration of stay.		'1-5	MER
Housekeeping Services	Bedrooms & Bathrooms	Cleaning of the unit available daily.		4-5	MER

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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 same place.		UA	V
Housekeeping Services	Bedrooms & Bathrooms	House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.		UA	M
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
Building Exterior	Appearance of Building/s	Quality	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.  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.  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.	'1-5	GC
Building Exterior	Appearance of Building/s	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 / Gardens / Internal Roads / Driveways	Quality	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 outdoor garden furniture & features made of weather resistant material which includes cushions, lounge cushions, sun umbrellas, tables & 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 & drying facilities.  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, lounge 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.  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, lounge 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 furniture & features which includes cushions, lounge cushions, sun umbrellas, tables & chairs, fountains, water features, outdoor ponds. Good quality of the swimming pool, recreational sport additional facilities, watering system, back of house areas: refuse bins, washing & drying facilities.	'1-5	GC
Building Exterior	Grounds / Gardens / Internal Roads / Driveways	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 / Gardens / Internal Roads / Driveways	Where applicable, signage should incorporate symbols and pictograms.		UA	C
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 / Driveways	Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15)		UA	M
Building Exterior	Grounds / Gardens / Internal Roads / Driveways	There should be a landing at the top of ramps if there is a door to the entrance:		UA	M
Building Exterior	Grounds / Gardens / Internal Roads / Driveways	90cm x 120cm landing clear of the door swing		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Sufficient covered off street parking bays in a secure environment close to accommodation.		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	or sufficient uncovered parking in close proximity to accommodation		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Sufficient security / convenient lighting to be provided.		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Remote controlled or manned security points are available.		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Sealed roadways/driveways free of potholes		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	or hard / compacted surface free of potholes		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Clear property signage		'1-5	GC
Building Exterior	Parking/Driveways/Parking 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/Parking Signage/ Points of Entry	Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests.		UA	C
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	There should be clear instructions for entry for people who cannot communicate by voice.		UA	C
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.		UA	V
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Setting down point at the entrance with a maximum of 1:50 gradient.		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	If setting down point is a maximum of 1:50 and under cover should be clearly indicated.		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Distance from designated parking bays to entrance: 30m		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Gradient en-route to entrance from street or designated parking bay: No steeper than1:12 (optimum 1:15)		UA	M
Building Exterior	Safety and Security	Quality	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.  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.  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.  <del>Unacceptable: No security measures in place. Access to establishment uncontrolled and bad lighting in all areas.</del>	'1-5	GC
Building Exterior	Safety and Security	Well positioned video surveillance, monitoring external and internal areas of the establishment can be used at the discretion of the establishment. Adequate safety measures to provide a secure environment for guests and their possessions.	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	CCTV CAMERA in working order		1-5	GC
Building Exterior	Safety and Security	Telephones in working order		'1-5	GC
Building Exterior	Safety and Security	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	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	C
Building Exterior	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests - Orally, Braille and Large Print.		UA	V

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ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bedrooms	Decoration	Quality	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.  Very Good: Very good quality of architraves, shelving, wiring, wall coverings/paintwork. Room décor can be minimal but attractive and enhance the bedroom atmosphere.  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.  <i>Unacceptable: Uncoordinated styles, poor quality materials, damaged, scratched, torn or stained. Uncoordinated styles and colours. Noticeable wear and tear, stains, scratches, tears etc. Few pictures, graphics, wall hangings etc.</i>	'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	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.  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. 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.  <i>Unacceptable: Poor quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles and colours. Noticeable wear and tear, stains, scratches, tears etc. Few pictures, graphics, wall hangings etc.</i>	'1-5	GC
Bedrooms	Furniture	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	Flashing light doorbell, to facilitate all services delivered at the room		UA	C
Bedrooms	Furniture	Flashing light linked to the room telephone		UA	C
Bedrooms	Furniture	Access width between furniture and fittings to be unobstructed for at least 90cm wide		UA	V
Bedrooms	Furniture	All furniture with rounded edges and corners		UA	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	Furniture	Bright flashing light linked to room doorbell		UA	V
Bedrooms	Furniture	Telephones to be fitted with a bright flashing light		UA	V
Bedrooms	Furniture	At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	M
Bedrooms	Furniture	Clear opening width of doors - The doors must be 76cm wide		UA	M
Bedrooms	Furniture	Easy grip door handles and ease of operation of locking mechanism		UA	M
Bedrooms	Furniture	Size of unobstructed space in-front of doors 90cm x 150cm.		UA	M
Bedrooms	Furniture	Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture and fittings.	It is essential that the room be free of any obstructions which might result in the guest being unable to access certain provisions within the room e.g. switches.	UA	M
Bedrooms	Furniture	Size of access space of 80cm x 120cm to all furniture and fittings - access space provides easy reach.		UA	M
Bedrooms	Furniture	All light controls accessible from bed.		UA	M
Bedrooms	Furniture	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	M
Bedrooms	Furniture	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	M
Bedrooms	Furniture	Desk and tables to have a clear space of 76cm below the work surface.		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
Bedrooms	Electronic Appliances	Radio/clock/alarm in working order and provided to all bedrooms	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 quality catering.	'1-5	GC
Bedrooms	Electronic Appliances	1 Hair Dryer per unit in working order		4-5	GC
Bedrooms	Electronic Appliances	Hair Dryer - hair dryer in working order available on request		1-3	GC
Bedrooms	Electronic Appliances	Hair Dryer - Hair Dryer located in a convenient place near a mirror		1-5	GC
Bedrooms	Electronic Appliances	The provision of teletext		UA	C
Bedrooms	Electronic Appliances	Alarm clocks should be fitted with a bright flashing light		UA	C
Bedrooms	Electronic Appliances	Alarm clocks are fitted with a vibration pad in addition to the flashing light.		UA	C
Bedrooms	Electronic Appliances	Braille, large print and audio format instructions for use of electronic equipment i.e. setting the alarm clock.		UA	V
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Wardrobe/purpose built hanging space provided in all bedrooms of the unit		'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	or wardrobe/purpose built hanging space provided most of the bedrooms of the unit		'1-5	GC
Bedrooms	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	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 Space/ Clothes Hangers	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	Wardrobe/Hanging Space/ Clothes Hangers	Brightly coloured door / drawer handles in contrast with the door/drawer in order to be easily identified and grabbed.		UA	V
Bedrooms	Curtains and Window Coverings	Quality	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.  Very Good: Curtains or blinds in very good condition. Very Good quality rods, rails, recesses and pelmets.  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.	'1-5	GC
Bedrooms	Curtains and Window Coverings	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	Curtains and Window Coverings	No complicated patterned materials for curtains.		UA	V
Bedrooms	Curtains and Window Coverings	Curtains fitted with pull-rods / closing cords		UA	M
Bedrooms	Flooring, Ceiling, Skirting and Cornices	Quality	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.  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.  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.	'1-5	GC
Bedrooms	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
Bedrooms	Flooring, Ceiling, Skirting and Cornices	90cm wide unimpeded circulation space around and between beds and furniture.		UA	V
Bedrooms	Flooring, Ceiling, Skirting and Cornices	No complicated patterned materials for carpets, curtains, wallpaper etc.		UA	V

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Bedrooms	Bedding and Linen	Quality	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.  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	Bedding and Linen	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	Bedding and Linen	No complicated patterned materials for bedspreads.		UA	V
Bedrooms	Form of Bedding	Quality	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.  Very Good: Very good quality bed frames and mattresses. Headboards may be a simple wooden board or continental pillows provided.  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.  <del>Unacceptable: Major stains, staining, damage or wear.</del>	'1-5	GC
Bedrooms	Form of Bedding	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	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 the different ways that people with functional mobility and physical limitations transfer.		UA	M
Bedrooms	Form of Bedding	Bed with firm mattress at 45 - 50cm in height		UA	M
Bedrooms	Form of Bedding	At least one room available with an electronic bed that can be control-adjusted.		UA	M
Bedrooms	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.  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.  <del>Unacceptable: Major stains, staining, damage or wear.</del>	'1-5	GC
Bedrooms	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
Bedrooms	Temperature Control	Conveniently positioned or remote controlled air-conditioning in room.		UA	M
Bedrooms	Lighting/Power/Switches	Quality	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.  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	Lighting/Power/Switches	Effective light distribution in bedroom area		'1-5	GC
Bedrooms	Lighting/Power/Switches	Bed lamps provided to each sleeping position and convenient for reading		'1-5	GC
Bedrooms	Lighting/Power/Switches	Effective lighting at mirror		'1-5	GC
Bedrooms	Lighting/Power/Switches	Convenient light switch locations		'1-5	GC
Bedrooms	Lighting/Power/Switches	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 Major maintenance and condition issues identified	'1-5	GC
Bedrooms	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	V
Bedrooms	Lighting/Power/Switches	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/Switches	Power switches and light switches with rocker switches that are on/ off detectable.		UA	V
Bedrooms	Lighting/Power/Switches	Power-switches to have a light located next to them for easier location.		UA	V
Bedrooms	Lighting/Power/Switches	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	M
Bedrooms	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	M
Bedrooms	Lighting/Power/Switches	Bedside lamps to have easily accessible switches i.e. 20cm away maximum		UA	M
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	or Mirror (less than 450mm x 350mm)		'1-5	GC
Bedrooms	Mirror	Conveniently located		'1-5	GC
Bedrooms	Mirror	Full length mirror in unit		'1-5	GC
Bedrooms	Mirror	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	Mirror	Full length mirror suitable for both sitting and standing guests.		UA	M
Bedrooms	Mirror	Bottom of the mirror not more than 40cm from the floor.		UA	M
Bedrooms	Spaciousness and Overall Impression	Quality	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.  Very Good: Very good quality bed frames and mattresses. Headboards may be a simple wooden board or continental pillows provided.  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.  <del>Unacceptable: Major stains, staining, damage or wear.</del>	'1-5	GC
Bedrooms	Spaciousness and Overall Impression	90cm wide unimpeded circulation space around and between beds and furniture.		UA	V
Bedrooms	Spaciousness and Overall Impression	Windows to be 80cm from floor level (for safety purposes)		UA	M
Bedrooms	Spaciousness and Overall Impression	Unobstructed access widths of 90cm between walls, features, furniture and fittings - It is essential that the room be free of any obstructions which might cause a guest to be unable to access certain provisions within the room e.g. switches		UA	M
Bedrooms	Spaciousness and Overall Impression	Size of access space of 90cm x 110cm to all furniture and fittings		UA	M
Bathrooms	Type of Bathroom	In multiple bedroom units; at least 1 ensuite bathroom provided to main bedroom in all units		'1-5	GC
Bathrooms	Type of Bathroom	In multiple bedroom units; at least 1 ensuite bathroom provided to main bedroom in most units		'1-5	GC
Bathrooms	Type of Bathroom	In multiple bedroom units, at least 1 private bathroom in all units		'1-5	GC
Bathrooms	Type of Bathroom	In multiple bedroom units, at least 1 private bathroom in most units		'1-5	GC
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



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bathrooms	Flooring, Ceiling and Walls	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.  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.  <del>Unacceptable: Broken radiators, heating and cooling systems not in working order.</del>	'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 finishes assisting in their location.		UA	V
Bathrooms	Fixtures and Fittings	Quality	Outstanding Controllable dimmer lighting of outstanding quality. Bedroom lights can be switched off at the bedside. Recessed spot lamps. All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located and adhere to international requirements.  Excellent: Excellent quality fittings, lamps bases, etc. more than just centre and bedside lamps. Power points are well positioned and adhere to international requirements.  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.  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, cracked or damaged fittings, etc. that are not usable. Mobile telephones, Ring-bases that could fall over.	'1-5	GC
Bathrooms	Fixtures and Fittings	Spa bath provided in main en-suite bathroom of the unit		'1-5	GC
Bathrooms	Fixtures and Fittings	No unsightly plumbing fixtures		'1-5	GC
Bathrooms	Fixtures and Fittings	Bathroom heating		'1-5	GC
Bathrooms	Fixtures and Fittings	Heated towel rails provided		'1-5	GC
Bathrooms	Fixtures and Fittings	Adequate clothes hooks (minimum 2)		'1-5	GC
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
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	C
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 Fittings	Bath and shower controls with visual and embossed indicators 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.		UA	V
Bathrooms	Fixtures and Fittings	Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.		UA	V
Bathrooms	Fixtures and Fittings	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	V
Bathrooms	Fixtures and Fittings	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	V
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	V
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 finger space.		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Remote emergency alarm call system in room		UA	M
Bathrooms	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	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	T-shaped grab-bar opposite transfer space.		UA	M
Bathrooms	Fixtures and Fittings	Removable bath seat.		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Lever action shower mixer and hand shower on adjustable rail.		UA	M
Bathrooms	Fixtures and Fittings	A 15cm maximum step with run-off which negates threshold.		UA	M
Bathrooms	Mirror	Mirror (H 600mm x W 450mm) - measurement taken from within the frame.		'1-5	GC
Bathrooms	Mirror	or Mirror (450mm x 350mm or larger)		'1-5	GC
Bathrooms	Mirror	or Mirror (less than 450mm x 350mm)		'1-5	GC
Bathrooms	Mirror	Conveniently located		'1-5	GC
Bathrooms	Mirror	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	Mirror	Mirror lighting shall conform to a minimum lighting level of 200 lux		UA	V
Bathrooms	Mirror	Mirror provided at wash-hand basin and located between 7.5cm and 15cm above the basin.		UA	M
Bathrooms	Mirror	Mirror lighting shall conform to a minimum lighting level of 200 lux		UA	M
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 Areas	Toilet brush provided with covered holder		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	or Toilet brush provided with uncovered holder		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Paper holder or dispenser conveniently located		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Sanitary bags provided		'1-5	GC
Bathrooms	Hand Basin and Toilet 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	Hand Basin and Toilet Areas	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.		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 water supply.		UA	V
Bathrooms	Hand Basin and Toilet Areas	Hot pipes must be well insulated.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Toilet paper holder within 26cm of the seat.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Trap covered with heat resistant lagging if composition is heat conducting.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Wash-hand 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.		UA	M
Bathrooms	Hand Basin and Toilet Areas	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 to gripped and turned.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.		UA	M

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bathrooms	Towelling	Quality	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.  Very Good: Reasonably spacious room. Good access to all furniture and facilities. No areas of restricted access or obstruction.  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 public rooms or other areas.	'1-5	GC
Bathrooms	Towelling	Additional towel for beach or pool.		'1-5	GC
Bathrooms	Towelling	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	Towelling	Towel rails to be a height between 90 and 100cm from the ground.		UA	M
Bathrooms	Lighting and Ventilation	Quality	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 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 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 chipped, flaking. Any mould or mildew discovered.	'1-5	GC
Bathrooms	Lighting 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
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		UA	V
Unit Kitchens	Decoration	Quality	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.  Good: 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 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, stains or marks.	'1-5	GC
Unit Kitchens	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
Unit Kitchens	Decoration	Interior décor with tonal contrast between the critical surfaces.		UA	V
Unit Kitchens	Furnishings and Fittings	Quality	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.  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.	'1-5	GC
Unit Kitchens	Furnishings and Fittings	Double sink with plugs		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Mixer taps fitted at kitchen sink/s		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Dishwasher provided		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Extractor fan provided		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Sufficient counter space available for meal preparation		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Sufficient cupboard and shelf space (at least 1m² of space).		'1-5	GC
Unit Kitchens	Furnishings 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
Unit Kitchens	Furnishings and Fittings	Interior décor with tonal contrast between the critical surfaces.		UA	V
Unit Kitchens	Lighting	Quality	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.  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.  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	GC
Unit Kitchens	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
Unit Kitchens	Electrical and Cooking Equipment	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.  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 seepage and damp and lifting of tiles/wall covering.	'1-5	GC
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 Equipment	or conveniently located refrigerator 140 - 199 litres with one or more ice trays		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Electric frying pan		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Baking utensils		'1-5	GC
Unit Kitchens	Electrical and Cooking 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
Unit Kitchens	Crockery and Utensils	Quality	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.  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.  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 reasonable order.  Acceptable: Acceptable quality fittings, May find some evidence of unprofessional fittings; doors badly hung; drawers do not slide smoothly etc.  Unacceptable: Inadequate quality, chipped, stained, discoloured, damaged, poorly fitted, loose, cheap quality materials, much used and torn.	'1-5	GC
Unit Kitchens	Crockery and Utensils	Maintenance and Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Unit Lounge / Dining Room / Patio	Decoration	Quality	Outstanding: Outstanding standard of illumination – especially in important working areas. All fittings of outstanding quality in excellent order.  Excellent: As above, however excellent standard.  Very Good: More light sources than necessary, some strategically placed lights. Very good quality fittings.  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.  <del>Unacceptable: Dark, gloomy, low wattage. Old, dilapidated fittings of cheap quality. Little natural light. Lights in inappropriate places.</del>	'1-5	GC
Unit Lounge / Dining Room / Patio	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
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Quality	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.  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.  Good: Minimum range of good equipment.  Acceptable: Acceptable quality equipment provided.  Unacceptable: Old fashioned, outdated in unacceptable condition.	'1-5	GC
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Offer choice of seating away from the noise to provide suitable environment		UA	C
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 surfaces.		UA	V
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Labels available in Braille		UA	V
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	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 access		UA	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 85cm		UA	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 75cm		UA	M
Unit Lounge / Dining Room / Patio	Furnishings 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	M
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	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 100cm in width		UA	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 90cm in width		UA	M
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	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests		UA	M
Unit Lounge / Dining Room / Patio	Flooring, Ceiling, Skirting and Cornices	Quality	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 utensils of varying styles but all very good quality. No aluminium pots.  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,  <del>No maintenance and condition issues identified. Evidence of damaged, broken and discarded.</del>	'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 Major maintenance and condition issues identified	'1-5	GC
Unit Lounge / Dining Room / Patio	Flooring, Ceiling, Skirting and Cornices	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	V
Unit Lounge / Dining Room / Patio	Lighting	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.  <del>Unacceptable: Very old, faded, damaged wall coverings. Evidence of damp/water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.</del>	'1-5	GC
Unit Lounge / Dining Room / Patio	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
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: 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.  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.	'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 in room.		UA	M
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	LCD / LED or other HD Television provided		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Larger/Wide screen Flat Panel TV in all the rooms and the unit (Larger than 32 inches)		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	DSTV / Top TV provided - more than 12 channels		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	or DSTV / Top TV provided - up to 12 channels		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	TV conveniently located		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Remote controls provided and in working order		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	DVD player available on request		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	CD player		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Radio	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.  Good: Good standard of cleanliness. Surfaces all clean and well maintained.  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. Floorings around toilet stained and smelly.	'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Selection of DVDs / CDs		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Wifi available at no additional charge		1-5	GC

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	I-pod docking station with adaptors		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	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 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 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 ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	'1-5	GC
Public Areas	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
Public Areas	Decoration	Interior décor with tonal contrast between the critical surfaces.		UA	V
Public Areas	Furnishings and Fixtures	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, flimsy bases that fall over, etc.	'1-5	GC
Public Areas	Furnishings and Fixtures	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	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	C
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 least 76cm measured when the door is open at 90-degrees.		UA	M
Public Areas	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	M
Public Areas	Flooring, Ceiling, Skirting and Cornices	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.  Unacceptable: Heating and or cooling system not working. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect	'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 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
Public Areas	Lighting	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.  Unacceptable: Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Unsightly paintwork or exposed wiring. General neglect	'1-5	GC
Public Areas	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
Public Areas	Lighting	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	Atmosphere and Ambience	Quality	Outstanding Luxurious furniture of outstanding 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.  Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Tired, jaded and unattractive.	'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	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	Square closed risers to all stairs. Each step needs to have a solid edge.		UA	V
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.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Unobstructed width of not less than 90cm (to facilitate access for guests using mobility aids)		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Provision for unobstructed landing of 90cm x 120cm (clear of door swings etc.)		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests who have functional communication limitations.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	Flashing lights should be linked to alarms and emergency buttons.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	A visual display to show that help is coming should be available within the elevator.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	Clearly demarcated tactile and colour contrasted waiting area at lift.	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
Public Areas	Escalators / Lifts / Stairwells / Ramps	Colour contrasting door clear opening width not less than 76cm (Doors need to be easily identified by guests with functional visual limitations).		UA	V



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Public Areas	Escalators / Lifts / Stairwells / Ramps	Lifts with automatic door enunciator. The voice provides information to the guest as to when the lift arrives at the floor when alighting.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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 o		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Clear opening width of the door should not be less than 76cm.		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Lift with automatic doors which measure not less than 90cm when doors are in open position		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Internal size of lift car of 120cm x 160cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Handrail provided on all sides of the lift car located between 90cm and 100cm.		UA	M
General Services and Service	Welcome, Ambience and Personal Touches	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 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 ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	'1-5	GC
General Services and Service	Welcome, Ambience and Personal Touches	On arrival the guest is offered a full orientation tour.		UA	MC
General Services and Service	Welcome, Ambience and Personal Touches	Large text copies of all check in information and information provided in the bedroom.		UA	V
General Services and Service	Reservation, Check-in and General Efficiency	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/damaged fittings or lights that are not working. No wobbly connections, burnt shades, flimsy bases that could fall over, etc.	'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	Reception operating hours: Extensive: 13 hours		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	or Accommodating: 8 to 12 hours		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	or Limited: less than 8 hours a day		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	Resident host (lives on the same property or adjacent)		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	After hours access (night bell / designated direct phone-line to general manager).		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	Reception counter fitted with inductive loops.		UA	C
General Services and Service	Reservation, Check-in and General Efficiency	A chart with basic signs to be kept at reception.		UA	C
General Services and Service	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	C
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	C
General Services and Service	Reservation, Check-in and General Efficiency	A written information and emergency pack is provided in the room		UA	C
General Services and Service	Reservation, Check-in and General Efficiency	Approach to the entrance free of projecting obstructions or 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 and General Efficiency	Doors should always be fully closed or held open.		UA	V
General Services and 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 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 and General Efficiency	Directional and information signage in large format.		UA	V
General Services and Service	Reservation, Check-in and General Efficiency	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles.		UA	V
General Services and Service	Reservation, Check-in and General Efficiency	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 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
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 'D'-shaped type.		UA	M
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	M
General Services and Service	Reservation, Check-in and General Efficiency	Length of 80cm high and 120cm wide check-in counter or reception desk.		UA	M
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	M
General Services and Service	Reservation, Check-in and General Efficiency	Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.		UA	M
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	M
General Services and Service	Appearance of Staff	Quality	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
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 Major maintenance and condition issues identified	'1-5	GC

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 and Service	Public Area Service	Quality	<p>Outstanding: Personal welcome from owner or representative. Guests offered a substantial beverage tray with biscuits / snacks. Fresh flowers. Friendly welcoming letter. Accessories pack.</p> <p>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</p> <p>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.</p> <p>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.</p> <p>Acceptable: Acceptable behaviour in carrying out required duties.</p> <p>Unacceptable: No welcome to speak of. Key in door or sent in advance without personal letter. Neither representative nor owner ever met.</p>	'1-5	GC
General Services and Service	Meal Service	Quality	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>	'1-5	GC
General Services and Service	Check-out Efficiency	Quality	<p>The nature of the establishment will be taken into account as formality may vary significantly.</p> <p>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.</p> <p>Excellent: Clean, neat, appropriate dress. A generally smart, well-groomed appearance. All staff wearing name badges.</p> <p>Very Good: Approaching excellent, but lacking the final touch. Perhaps some clothing items inappropriate for a professional environment. All clothing clean.</p> <p>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.</p> <p>Unacceptable: Clothing dirty, stained, frayed, holed. Dirty shoes. Hands and fingernails grubby. Hair unwashed and out of control. Unshaven. Personal hygiene lacking.</p>	'1-5	GC
General Services and Service	Tourist Information	Quality	<p>Outstanding: Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner.</p> <p>Excellent: Brilliant, willing staff. Helpful and attentive. Shows willingness to assist with requests; may have to go away to find out required information.</p> <p>Very Good: Staff always present and respond helpfully when asked. Willing, though could possibly benefit from further training.</p> <p>Good: Staff are pleasant and helpful</p> <p>Acceptable: Acceptable behaviour in carrying out required duties.</p> <p><del>Unacceptable: Surly or rude behaviour. Clear indifference to guests. Irritation at being asked for anything.</del></p>	'1-5	GC
General Services and Service	Tourist Information	Assistance with information about accessible tourism products and bookings provided by hotel/lodge staff.		UA	MCV
General Services and Service	Tourist Information	Clear and plain format and presentation of brochures and websites, to provide clear and articulate information that will minimize the need to be explained by telephone or other media.		UA	C
General Services and Service	Conference Facilities	Conference Function Area (100 or more)		'1-5	GC
General Services and Service	Conference Facilities	or Conference /Function Rooms (40 or more)		'1-5	GC
General Services and Service	Conference Facilities	or Meeting Rooms (up to 40)		'1-5	GC
General Services and Service	Conference Facilities	Secretarial Services provided		'1-5	GC
General Services and Service	Conference Facilities	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'1-5	GC
General Services and Service	Conference Facilities	Good even lighting, and/ or accent lighting to focus speakers and lip-readers.		UA	C
General Services and Service	Conference Facilities	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 may easily open and close doors].		UA	M
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 obstruction.		UA	M
Housekeeping Services	Bedrooms	Quality	<p>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.</p> <p>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.</p> <p>Very Good: Well-motivated staff. Evidence of aspiring to excellent standard. Very good knowledge of food and wine.</p> <p>Good: Friendly staff, efficient service. Good knowledge of food and wine. Requests dealt with pleasantly.</p> <p>Acceptable: Acceptable service levels. Neutral attitude by staff who are able to assist to a degree.</p> <p><del>Unacceptable: Inefficient slow service. Dirty dishes not cleared. Inappropriate cutlery and glasses supplied for each meal. Lack of knowledge of food and wine. Unfriendly and unhelpful.</del></p>	'1-5	GC
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 staffs to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.		UA	M
Housekeeping Services	Bedrooms	Housekeeping staff to ensure all that space of 90cm between furniture, meets UA requirements.		UA	M
Housekeeping Services	Guest Bathrooms	Quality	<p>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.</p> <p>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.</p> <p>Very Good: Prompt attention and billed correct. Attempt at excellence. Cheerful demeanour.</p> <p>Good: Bill correct. Staff professional, friendly and efficient towards departing guests.</p> <p>Acceptable: Bill correct. Staff are efficient.</p> <p><del>Unacceptable: Bill wrong and unexplained. Staff has no idea and are unwilling to assist the guests. Surly manner. Long wait. Staff unable to manage some form of payment.</del></p>	'1-5	GC
Housekeeping Services	Guest Bathrooms	House-keeping 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 for guests with functional visual limitations. Care to ensure everything remains in the same place.		UA	V
Housekeeping Services	Guest Bathrooms	House-keeping staff to ensure all bathroom accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	M
Housekeeping Services	Unit Lounge / Dining Room / Patio	Quality	<p>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.</p> <p>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.</p> <p>Very Good: As above with a very good range of tourist information.</p> <p>Good: Good variety of pamphlets available on surrounding area. Staff able to assist to a degree.</p> <p>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.</p> <p><del>Unacceptable: No formal knowledge or personal information at all. No knowledge.</del></p>	'1-5	GC
Housekeeping Services	Toilets in public areas of the self-catering establishment	Quality	<p>Outstanding: Very high standard of thorough cleanliness and attention to detail. Well-made beds. Gleaming surfaces.</p> <p>Excellent: Very high standard of cleanliness.</p> <p>Very Good: Very good standard of cleanliness.</p> <p>Good: All surfaces free from dirt and polished.</p> <p>Acceptable: Clean and well maintained area.</p> <p><del>Unacceptable: Very heavy dust on all surfaces. Debris in wardrobes, drawers. Bits of paper, threads and other items, grit, etc. on carpet. Long-term neglect. A number of major maintenance issues. Smears or marks evident. Blown bulbs or broken equipment present.</del></p>	'1-5	GC
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

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	Restaurant and Bar Area	Quality	Outstanding: Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell.	'1-5	GC
			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.		
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.	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
			No maintenance and condition issues identified		
			Minor maintenance and condition issues identified		
			Major maintenance and condition issues identified		
Additional Self-Catering Establishment Facilities	On-Site Convenience Store	Quality	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.	'1-5	GC
			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.		
			Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.		
			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.		
Additional Self-Catering Establishment Facilities	On-Site Convenience Store	Maintenance and Condition	Unacceptable: Generally neglected housekeeping. Carpets badly vacuum cleaned. All surfaces dirty or dusty. Cobwebs, dead insects. Dead or wilting plants. Ashtrays not emptied. Newspapers, newspapers and books on floor. Ashtrays dirty on tables. Plates	'1-5	GC
			No maintenance and condition issues identified		
			Minor maintenance and condition issues identified		
			Major maintenance and condition issues identified		
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Swimming pool provided		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Heated swimming pool for all year round swimming		'1-5	GC
Additional Self-Catering 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 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 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 Establishment Facilities	Additional Recreational Facilities	Tennis court/s or other game courts or fields.		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational 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 Establishment Facilities	Additional Recreational Facilities	Landscaped gardens		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Secure luggage storage		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Wireless Internet access in units		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational 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
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 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	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 cloths / serviettes, letterheads, photo-copy paper) are made from recycled paper.		'1-5	GC
Responsible environmental and business practices	Waste Management	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 business practices	Energy Management	Solar power/ heating initiatives.		'1-5	GC
Responsible environmental and business practices	Business Practices	Besides on the-job training, the property has a skills development plan for each employee and ensures that it is kept up to date and compliant with legislation pertaining to the operation of the business.		'1-5	GC
Responsible environmental and business practices	Business Practices	Property supports local community initiative/s		'1-5	GC
Responsible environmental and business practices	Business Practices	Property supports local producers and buys in bulk where possible.		'1-5	GC

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Category Definition	Category Definition	This refers to: <b>Lifestyle Apartments</b> – Multi self-contained accommodation with limited communal facilities and amenities as these are within close proximity and must have a formal reception Area and <b>Lifestyle Resorts</b> – Multi self-contained accommodation with onsite facilities and amenities.	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 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
Building Exterior	Appearance of Buildings	The reception entrance as well as individual unit entrances 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 stairways and landings at night.		'1-5	MER
Building Exterior	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. No 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
Building Exterior	Grounds and Gardens	Basic but functional garden furniture provided in all garden 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 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 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	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	Grounds and garden pathways kept clear of obstacles / 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, stairways and main circulation paths.		UA	MV
Building Exterior	Grounds and Gardens	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.		UA	MV
Building Exterior	Parking, Driveways and Signage	Provision of all on-site and/ or designated parking areas to conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose.	Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.	'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 signage.		'5	MER
Building Exterior	Parking, Driveways and 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 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 3500mm in width.		UA	M
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	M
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 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 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 Orally and/or Audio)	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
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.		'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 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	C
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	C
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	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



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Bedrooms	Unit Entrance, Safety and Security	Means of securing bedroom doors from the inside and outside 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 and Security	Electronic safe required in each unit.		4-5	MER
Bedrooms	Unit Entrance, Safety and Security	Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.	All Bedrooms	UA	M
Bedrooms	Unit Entrance, Safety and Security	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.	Designated Mobility Accessible Bedrooms	UA	M
Bedrooms	Unit Entrance, Safety and Security	Door-handles should be located at a height below 120cm.	Designated Mobility Accessible Bedrooms	UA	M
Bedrooms	Furniture	A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room.	This may either be an 'all in one' fixture with a bed headboard or a free standing table. All elements are intact without tears, holes, breakages, cracks, etc.	'1-5	MER
Bedrooms	Furniture	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'1	MER
Bedrooms	Furniture	Good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'2	MER
Bedrooms	Furniture	Very good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'3	MER
Bedrooms	Furniture	Excellent quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'4	MER
Bedrooms	Furniture	Outstanding quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.		'5	MER
Bedrooms	Furniture	Designated Mobility Accessible Bedrooms: Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.		UA	M
Bedrooms	Electronic Appliances	Sub-titles available on television on services where available.		UA	C
Bedrooms	Electronic Appliances	Televisions to have working remote controls.		UA	M
Bedrooms	Electronic Appliances	Bedside radio/ clock alarm within easy reach from the bed.		UA	M
Bedrooms	Electronic Appliances	Designated Mobility Accessible Bedrooms: Remote controls for air-conditioning system.		UA	M
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	M
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Induction loop extensions or ear-phones linked to the television.		UA	C
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Remote controls for air-conditioning system.		UA	M
Bedrooms	Electronic Appliances	Designated Communication Accessible Bedrooms: Bedside radio/ clock alarm within easy reach from the bed.		UA	C
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 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	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc.Luggage rack to be provided		'3	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	Minimum of one drawer or shelf per guest		'3	MER
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 Luggage Storage	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc.		'4-5	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	Purpose built luggage stand to be provided per room.		'4-5	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	Additional luggage stands for more than one guest.		'4-5	MER
Bedrooms	Wardrobes, Shelves and Luggage Storage	Cupboard door handles height between 80cm- 120cm with handles that are easy to grasp.		UA	M
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Cupboard hanging rail height located at 140cm height above the floor level.		UA	M
Bedrooms	Wardrobes, Shelves and Luggage Storage	Designated Mobility Accessible Bedrooms: Wardrobe / draw handles to be easy to grip with limited twisting required.		UA	M
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 or without lining.		'1-5	MER
Bedrooms	Curtains and Window Coverings	All ground floor bedrooms must provide additional privacy 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 Coverings	Very good quality window dressings must be provided.		'3	MER
Bedrooms	Curtains and Window Coverings	Excellent quality window dressings must be provided.		'4	MER
Bedrooms	Curtains and Window Coverings	Window coverings must provide full block out.		'4-5	MER
Bedrooms	Curtains and Window 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	M
Bedrooms	Flooring, Ceiling, Skirting and Cornices	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.		'1-5	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	All 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 and Cornices	All are of a very good quality and condition throughout.		'3	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	All are of an excellent quality and condition throughout.		'4	MER
Bedrooms	Flooring, Ceiling, Skirting and Cornices	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
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	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 cover per bed.		'1	MER
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.		'2	MER
Bedrooms	Bedding and Linen	Two sheets, one blanket and a bedspread OR one/two sheets 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	Bedding and Linen	Spare 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.		'3	MER
Bedrooms	Bedding and Linen	Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed.		'3	MER
Bedrooms	Bedding and Linen	Two very good quality pillows per sleeping position, with spare pillows available on request.		'3	MER
Bedrooms	Bedding and Linen	Spare bedding and extra pillow to be available on request.		'3	MER
Bedrooms	Bedding and Linen	All linen must be of an excellent quality and be well 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

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 and Linen	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.		'4	MER
Bedrooms	Bedding and Linen	All linen must be of an outstanding quality and be immaculately laundered.		'5	MER
Bedrooms	Bedding and Linen	Two sheets and duvet with duvet cover per bed.		'5	MER
Bedrooms	Bedding and 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. A larger than normal pillow must be provided at each sleeping position.		'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)	Minimum bed dimensions: Single 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, 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, cellphone technology etc.		UA	MCV
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	Designated Mobility Accessible Bedrooms: Size of firm bed must be 45cm to 50cm in height and a minimum of 92cm in width.		UA	M
Bedrooms	Form of Bedding (Beds, Bases and Mattresses)	All Bedrooms: Height of environmental controls to enable users to comfortably reach them at a 110cm - 120cm in height		UA	M
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	Height of environmental controls to enable users to comfortably reach them below 120cm in height.		UA	M
Bedrooms	Temperature Control and Ventilation	Remote controls for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.		UA	M
Bedrooms	Lighting, Power and Switches	All rooms should have light switches located on the inside of each doorway or equivalent.		'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 Switches	Acceptable/Good quality lighting for the room		'1-2	MER
Bedrooms	Lighting, Power and Switches	Very good quality lighting for the room		'3	MER
Bedrooms	Lighting, Power and Switches	Very good quality, working light fittings without any maintenance issues (i.e. no cracks, damaged or poor fitting lights).		'3	MER
Bedrooms	Lighting, Power and Switches	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position.		'4-5	MER
Bedrooms	Lighting, Power and Switches	Two bedside lights in a twin bedded room.		'4-5	MER
Bedrooms	Lighting, Power and Switches	Excellent/Outstanding quality lighting for the room		'4-5	MER
Bedrooms	Lighting, Power and Switches	Excellent/Outstanding quality, working light fittings without any maintenance issues. (i.e. no cracks, damaged or poor fitting lights).		'4-5	MER
Bedrooms	Lighting, Power and Switches	Bedroom lighting must be even and well lit.		UA	V
Bedrooms	Lighting, Power and Switches	Height of light switches and controls should be 80cm – 120cm.		UA	M
Bedrooms	Mirror and Mirror Lighting	A full length mirror with direct lighting in the bedroom.		'1-5	MER
Bedrooms	Mirror and Mirror Lighting	An additional well lit mirror at the dressing table or vanity area is also required in close proximity to a plug point.		'3-5	MER
Bedrooms	Mirror and Mirror Lighting	Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.		UA	V
Bedrooms	Mirror and Mirror Lighting	Lights positioned so as not to create glare on surfaces.		UA	V
Bedrooms	Mirror and Mirror Lighting	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	M
Bedrooms	Accessories	Bedroom accessories have bold labels for easy identification, with labels in large print.		UA	V
Bedrooms	Accessories	Staff assistance available to guests to assist in locating and using bedroom accessories.		UA	MV
Bedrooms	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
Bedrooms	Accessories	Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door hangers provided for identification of guests with functional communication/hearing/visual/mobility and physical limitations, which can facilitate services that require access to the room.	The use of door hangers is up to preference of the guest. Ideally this type of service should be offered to all guests.	UA	MC
Bedrooms	Spaciousness and Overall Impression	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.		'1-2	MER
Bedrooms	Spaciousness and Overall Impression	Bedrooms must have a very good amount of space allowing for ease of movement and relaxation.		'3	MER
Bedrooms	Spaciousness and Overall Impression	Bedrooms must have a well-planned layout to ensure the room is quite spacious, allowing ease of movement, comfort and relaxation.		'4	MER
Bedrooms	Spaciousness and Overall Impression	ater space would be expected where temporary beds or sofa beds are used.		'4	MER
Bedrooms	Spaciousness and Overall Impression	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
Bedrooms	Spaciousness and Overall Impression	Greater space would be expected where temporary beds or sofa beds are used.		'5	MER
Bedrooms	Spaciousness and Overall Impression	Floor space clear of any obstacles which may cause injury to guests with functional visual limitations		UA	MV
Bedrooms	Spaciousness and Overall Impression	Designated Mobility Accessible Bedrooms: Unobstructed 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	M

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Bathrooms	Type of Bathroom	Bathroom can be internal or external to unit. Dependent on location of self-catering units i.e. bush location vs. resort location.	If bathrooms are located external to the unit, one bathroom per every 6 guests is acceptable.	'1-2	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	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.	UA	V
Bathrooms	Flooring and Ceiling	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Bathrooms	Flooring and Ceiling	Flooring to have no design obstructions.		UA	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.		'1-5	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	MER
Bathrooms	Fixtures and Fittings	Window treatment to ensure privacy.		'1-5	MER
Bathrooms	Fixtures and Fittings	Internal lock or bolt on bathroom doors except where open 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	MER
Bathrooms	Fixtures and Fittings	Shower curtains are acceptable. Must be free of stains, tears, holes and mould.		'1-3	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 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.	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 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	Fixtures and Fittings	A minimum of two separate hooks for clothes.		'4-5	MER
Bathrooms	Fixtures and 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 and Fittings	Bathroom instructions must be provided in large print.		UA	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 communication etc.		UA	MCV
Bathrooms	Fixtures and Fittings	Use of colour contrasting surfaces.		UA	V
Bathrooms	Fixtures and Fittings	Hot pipes must be well insulated.		UA	V
Bathrooms	Fixtures and Fittings	The access door should be fitted with an emergency release lock.		UA	MV
Bathrooms	Fixtures and Fittings	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	Fixtures and Fittings	Audio and visual emergency warning and evacuation systems.		UA	CV
Bathrooms	Hand Basin and Toilet Areas	All Bathrooms should have a vanity space.		1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: A WC (toilet) with seat and lid.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: Toilet brush or provide a cleaning service.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: A well-lit mirror situated above or adjacent to the hand basin.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	All bathrooms equipped with: A lidded disposal bin.		'1-5	MER
Bathrooms	Hand Basin and Toilet Areas	Bathroom equipped with double ply toilet paper and holder plus plus a minimum of 1 spare toilet roll.		'1-5	MER
Bathrooms	Towelling	Towels must be free of stains or discolouration, fraying or holes. Bath mat should be provided.		'1-5	MER
Bathrooms	Towelling	An acceptable quality clean, absorbent hand and bath towel should be provided per person.		'1	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	Energy saving initiatives to be respected		'1-5	MER
Bathrooms	Lighting and Ventilation	Good lighting coverage and ventilation across all areas of the bathroom.		1-2	MER
Bathrooms	Lighting and Ventilation	Very Good lighting coverage and ventilation across all areas of the bathroom.		3	MER
Bathrooms	Lighting and Ventilation	Excellent lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be provided at all washbasins.		4	MER
Bathrooms	Lighting and Ventilation	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be provided at all washbasins.		5	MER
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		UA	V
Bathrooms	Accessories	All bathrooms equipped with: Sealed soap and/or liquid soap provided		'1-5	MER
Bathrooms	Accessories	All bathrooms equipped with: Hook for clothes.		'1-5	MER
Bathrooms	Accessories	All bathrooms equipped with: Toilet paper and holder plus spare toilet paper.		'1-5	MER
Bathrooms	Accessories	All bathrooms equipped with: A lidded disposal bin.		'1-5	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, etc.		'4-5	MER
Bathrooms	Accessories	Bathroom toiletries/accessories need to have bold labels for 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. Professional finish to all aspects of decoration.		'5	MER
Public 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	Decoration	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.		UA	V
Public Areas	Furnishings and Fixtures	Adequate seating for both internal lounge area as well as external patio area, where applicable.		'1-5	MER
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
Public Areas	Furnishings and Fixtures	Background music should be appropriate or kept at a low level.		UA	C
Public Areas	Furnishings and Fixtures	Voice amplification option linked to public telephone in the lobby.		UA	C
Public Areas	Furnishings and Fixtures	Where televisions are provided subtitles must be shown.		UA	C
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 lower than 48cm and no higher than 52cm)		UA	M
Public Areas	Furnishings and 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	Furnishings and Fixtures	Emergency evacuation signage to incorporate symbols and pictograms.		UA	C

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Public Areas	Furnishings and Fixtures	Public telephones to be fitted with a raised pip on button 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	M
Public Areas	Furnishings and Fixtures	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.		UA	M
Public Areas	Furnishings and Fixtures	Height of emergency equipment, switches and controls located between 80cm and 120cm.		UA	M
Public Areas	Flooring and Ceiling, Skirting and Cornices	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.		'1-5	MER
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
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 being 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. (optimum gradient 1:15)		UA	M
Public Areas	Ramps	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.		UA	M
Public Areas	Ramps	Unobstructed width of not less than 90cm (to allow 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	M
Public Areas	Ramps	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 Systems	Clear, directional signage to bedrooms and reception (where needed).		'1-5	MER
Public Areas	Steps and Stairway Systems	All emergency information and signage to be clearly displayed in public areas.		'1-5	MER
Public Areas	Steps and Stairway Systems	Protected soffits to underside of the stairs below the height of 210cm.		UA	V
Public Areas	Steps and Stairway Systems	Fixed slip-resistant floor surface.		UA	MV
Public Areas	Steps and Stairway Systems	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.		UA	V
Public Areas	Steps and Stairway Systems	Unobstructed width of not less than 90cm.		UA	M
Public Areas	Steps and Stairway Systems	Stairs fitted handrails at a height of 85-95cm.		UA	M
Public Areas	Steps and Stairway Systems	Stairs fitted non-slip treads.		UA	MV
Public Areas	Steps and Stairway Systems	Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).		UA	M
Public Areas	Spaciousness and Overall Impression	The number of units and variety of facilities offered will be 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 i.e. on the third floor.		1-5	MER
Public Areas	Elevators / Lifts	Lifts should be located: En-route to accessible bedrooms or other facilities	Any area where accessible bedrooms and facilities are not located on the ground floor.	UA	M
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.		UA	MV
Public Areas	Elevators / Lifts	Size of unobstructed approach space not less than 120cm x 150cm.		UA	M
Public Areas	Elevators / Lifts	Clear opening width of the door should not be less than 80cm.		UA	M
Public Areas	Elevators / Lifts	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, i.e. a telephonic device, and some form of text-interface communication system.		UA	MV
Public Areas	Elevators / Lifts	Minimum requirement for internal size of lift car is 120cm x 140cm.		UA	M
Public Areas	Elevators / Lifts	Height of internal and external controls including emergency controls should be 90cm - 120cm.		UA	M
Public Toilets	Mobility Designated Toilets	All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following minimum facilities provided: washbasin with soap, hand drying facilities, seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and bag for ladies.		'1-5	MER
Public Toilets	Mobility Designated Toilets	Nappy changing facilities must be provided in child friendly establishments.		'3-4	MER
Public Toilets	Mobility Designated Toilets	Spacious, luxurious and numerous toilet facilities and with refinements such as individual hand towels, high-quality toiletries and accessories.		'3-4	MER
Public Toilets	Mobility Designated Toilets	No coat hooks or other projections that extend more than 3cm from the wall or doors.		UA	V
Public Toilets	Mobility Designated Toilets	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Public Toilets	Mobility Designated 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 bedroom and bathroom.]		UA	CV
Public Toilets	Mobility Designated Toilets	Bathroom instructions must be provided in large print.		UA	V
Public Toilets	Mobility Designated Toilets	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, cellphone communication etc.		UA	MCV
Public Toilets	Mobility Designated Toilets	Use of colour contrasting surfaces.		UA	V
Public Toilets	Mobility Designated Toilets	Hot pipes must be well insulated.		UA	V
Public Toilets	Mobility Designated Toilets	The access door should be fitted with an emergency release lock.		UA	MV
Public Toilets	Mobility Designated Toilets	No coat hooks or other projections that extend more than 3cm from the wall or doors.		UA	V
Public Toilets	Mobility Designated Toilets	Audio and visual emergency warning and evacuation systems.		UA	CV
Public Toilets	Mobility Designated Toilets	All areas in bathroom must be well and evenly lit.		UA	V
Public Toilets	Mobility Designated Toilets	Bathroom toiletries/accessories need to have bold labels for easy identification.		UA	V
Unit Kitchens	Provision	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.		'1-5	MER
Unit Kitchens	Provision	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.		UA	M
Unit Kitchens	Decoration	Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment.		'1-5	MER
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 extraction		'1-5	MER
Unit Kitchens	Furnishings & Fittings	Adequate storage space for crockery, cutlery, kitchen and cleaning equipment as well as guests' supplies.		'1-5	MER
Unit Kitchens	Furnishings & Fittings	At 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 be colour contrasted with adjacent elements.		UA	V
Unit Kitchens	Furnishings & Fittings	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 surfaces.		UA	V
Unit Kitchens	Furnishings & Fittings	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



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
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 or scooter.		UA	M
Unit Kitchens	Furnishings & Fittings	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 and toe space.	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	M
Unit Kitchens	Furnishings & Fittings	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 should incorporate clear knee and toe space.	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	M
Unit Kitchens	Furnishings & Fittings	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 clear floor space in-front.		UA	M
Unit Kitchens	Crockery & Utensils	Braai tongs and other accessories where braai facilities are provided		'1-5	MER
Unit Kitchens	Crockery & Utensils	Storage containers for multiple purposes		'1-5	MER
Unit Kitchens	Crockery & Utensils	Knives - bread knife, paring knife, meat knife		'1-5	MER
Unit Kitchens	Crockery & Utensils	Serving spoons		'1-5	MER
Unit Kitchens	Crockery & Utensils	Potato peeler		'1-5	MER
Unit Kitchens	Crockery & Utensils	Egg lifter		'1-5	MER
Unit Kitchens	Crockery & Utensils	Fish slice (large egg lifter)		'1-5	MER
Unit Kitchens	Crockery & Utensils	Grater		'1-5	MER
Unit Kitchens	Crockery & Utensils	Spatula		'1-5	MER
Unit Kitchens	Crockery & Utensils	Slotted spoon		'1-5	MER
Unit Kitchens	Crockery & Utensils	Wooden spoons or equivalent		'1-5	MER
Unit Kitchens	Crockery & Utensils	Whisk		'1-5	MER
Unit Kitchens	Crockery & Utensils	Hygienic chopping board		'1-5	MER
Unit Kitchens	Crockery & Utensils	Colander		'1-5	MER
Unit Kitchens	Crockery & Utensils	Cutlery box or drawer divider		'1-5	MER
Unit Kitchens	Crockery & Utensils	Good quality stainless steel cutlery.		'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	Crockery & Utensils	Ladle		'1-5	MER
Unit Kitchens	Crockery & Utensils	Jug		'1-5	MER
Unit Kitchens	Crockery & Utensils	Roasting tray		'1-5	MER
Unit Kitchens	Crockery & Utensils	Sugar bowl		'1-5	MER
Unit Kitchens	Crockery & Utensils	Mixing bowls x 3 sizes		'1-5	MER
Unit Kitchens	Crockery & Utensils	Salad bowl		'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	Crockery & Utensils	Teapot		'1-5	MER
Unit Kitchens	Crockery & Utensils	Condiment set		'1-5	MER
Unit Kitchens	Crockery & Utensils	Table cloths and placemats		'1-5	MER
Unit Kitchens	Crockery & Utensils	Oven gloves		'1-5	MER
Unit Kitchens	Crockery & Utensils	Ironing board / Laundry Service		'1-5	MER
Unit Kitchens	Crockery & Utensils	Tea towels		'1-5	MER
Unit Kitchens	Crockery & Utensils	Washing up brush or sponge		'1-5	MER
Unit Kitchens	Crockery & Utensils	Broom		'1-5	MER
Unit Kitchens	Crockery & Utensils	Bucket with mop		'1-5	MER
Unit Kitchens	Crockery & Utensils	Cleaning agents / dishwasher tablets/ liquid/ powder for the dishwasher		'1-5	MER
Unit Kitchens	Crockery & Utensils	Cloths		'1-5	MER
Unit Kitchens	Crockery & Utensils	Dustpan and brush		'1-5	MER
Unit Kitchens	Crockery & Utensils	Kettle (can be gas)		'1-5	MER
Unit Kitchens	Crockery & Utensils	Toaster		'1-5	MER
Unit Kitchens	Crockery & Utensils	Iron		'1-5	MER
Unit Kitchens	Cooking Equipment	2 plate stove		'1-5	MER
Unit Kitchens	Cooking Equipment	Microwave oven		'1-5	MER
Unit Kitchens	Cooking Equipment	A refrigerator with a freezer compartment with ice tray		'3-4	MER
Unit Kitchens	Cooking Equipment	Oven or convection microwave.		'4	MER
Unit Kitchens	Cooking Equipment	Three to four plate hob.		'4	MER
Unit Kitchens	Cooking Equipment	Built-in oven with a stove.		'5	MER
Unit Kitchens	Cooking Equipment	Extractor Fan		'5	MER
Unit Kitchens	Cooking Equipment	A four plate hob		'5	MER
Unit Kitchens	Cooking Equipment	A dishwasher with appropriate operating instructions.		'5	MER
Unit Kitchens	Cooking Equipment	Blender - available on request		'5	MER
Unit Kitchens	Cooking Equipment	Coffee machine - available on request		'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 or scooter.		UA	M
Unit Kitchens	Cooking Equipment	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 and toe space.	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	M
Unit Kitchens	Cooking Equipment	Designated Mobility Accessible Unit Kitchens: Ranges and cook-tops should incorporate controls that are located to avoid reaching across the burners.		UA	M
Unit Kitchens	Cooking Equipment	Designated Mobility Accessible Unit Kitchens: Ovens should have controls located on the front panels, mounted no higher than 120cm.		UA	M
Unit Kitchens	Lighting	Direct lighting in all work areas.		'1-5	MER
Unit Kitchens	Lighting	Energy-saving initiatives to be respected.		'1-5	MER
Lounge, Dining Room & Patio	Decoration	Functional décor but limited co-ordination.		'1-2	MER
Lounge, Dining Room & Patio	Decoration	Good overall impression. Decoration is simple and effective.		'3	MER
Lounge, Dining Room & Patio	Decoration	Very good interior design and overall impression.		'4	MER
Lounge, Dining Room & Patio	Decoration	Some use of objects of interest and artwork.		'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, and objects d'art.		'5	MER
Lounge, Dining Room & Patio	Decoration	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.		UA	V
Lounge, Dining Room & Patio	Furnishing and Fixtures	Adequate seating for both internal lounge area as well as external patio area, where applicable. Appropriate window treatment to ensure privacy.		'1-5	MER
Lounge, Dining Room & Patio	Furnishing and Fixtures	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
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	Outstanding appearance, maintenance and condition.	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
Lounge, Dining Room & Patio	Furnishing and Fixtures	All relevant emergency information and escape route maps available in large print and provision for Braille mapping. Emergency evacuation procedures need to take into account the needs of guests with functional visual limitations.		UA	V
Lounge, Dining Room & Patio	Furnishing and Fixtures	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.		UA	M
Lounge, Dining Room & Patio	Furnishing and Fixtures	Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility.		UA	M
Lounge, Dining Room & Patio	Furnishing and Fixtures	Clear unobstructed access between furniture and fittings no less than 90cm in width.		UA	M
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 rugs		'1-5	MER
Lounge, Dining Room & Patio	Flooring and Ceiling, Skirting and Cornices	End of corridors highlighted by colour, tone or light contrast.		UA	V

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Lounge, Dining Room & Patio	Flooring and Ceiling, Skirting and Cornices	Fixed, slip-resistant floor surface.		UA	MV
Lounge, Dining Room & Patio	Temperature Control	Appropriate, fit for purpose temperature control and ventilation given the level of the star grading being applied for.		'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.	TO ADD: additional points for having televisions in every room, every bedrooms, all rooms, most of the rooms.	'1-2	MER
Lounge, Dining Room & Patio	Entertainment Facilities	A functional colour TV with remote control and multi-channels in the unit		'3	MER
Lounge, Dining Room & Patio	Entertainment Facilities	A remote controlled flat Panel, High Definition LCD/LED/PLASMA colour television and an outstanding choice of channels. DVD/CD player available on request		'4-5	MER
Lounge, Dining Room & Patio	Entertainment Facilities	Sub-titles available on television on services where available.		UA	C
Lounge, Dining Room & Patio	Entertainment Facilities	Televisions to have working remote controls.		UA	M
Lounge, Dining Room & Patio	Entertainment Facilities	Induction loop extensions or ear-phones linked to the television.		UA	C
General Services & Service	Welcome, Friendliness & Attitude	Personalised service and attention to detail is expected.		'1-5	MER
General Services & Service	Welcome, Friendliness & 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	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
General Services & Service	Welcome, Friendliness & Attitude	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.		UA	M
General Services & Service	Appearance of Staff	Staff appearance to be professional and neat at all times.		'1-5	MER
General Services & Service	Appearance of Staff	Staff are to wear name badges at all times		'1-5	MER
General Services & Service	Reception / Meet and Greet	All guests should be met on arrival and provided with registration and check in procedures.	Meet and greet may be provided at the unit or at an administration centre.	'1-5	MER
General Services & Service	Reception / Meet and Greet	Hours of operation for reception are to be displayed in a prominent position indicating contact information.		'1-5	MER
General Services & Service	Reception / Meet and Greet	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 request.	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	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 communication difficult.		UA	C
General Services & Service	Reception / Meet and Greet	Reception, and other public areas, must be provided with appropriate signage.		UA	CV
General Services & Service	Reception / Meet and Greet	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.		UA	V
General Services & Service	Reception / Meet and Greet	Clear glass panels and doors should be clearly marked.		UA	V
General Services & Service	Reception / Meet and Greet	Level threshold across the main entrance door.		UA	MV
General Services & Service	Reception / Meet and Greet	Door mats should be firmly fixed or located.		UA	MV
General Services & Service	Reception / Meet and Greet	Any canopy structure should not protrude in a pedestrian route.		UA	V
General Services & Service	Reception / Meet and Greet	Reception areas should not have high glass surfaces and backgrounds should be simple in design.		UA	MCV
General Services & Service	Reception / Meet and Greet	Fixed, slip-resistant floor surface.		UA	MV
General Services & Service	Reception / Meet and Greet	Threshold at the main entrance not to exceed 1.3cm difference in level.		UA	MV
General 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	M
General 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 door swing.		UA	M
General Services & Service	Reception / Meet and Greet	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.		UA	M
General Services & Service	Reservation, Check In & Efficiency	Prompt thorough reservation and check-in system, including guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times 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 available in rooms.		UA	V
General Services & Service	Reservation, Check In & Efficiency	Reception to have a pen and pad available for easier communication with guests.		UA	C
General Services & Service	Reservation, Check In & Efficiency	Audio-Description packages, as described above, should be offered to all guests.		UA	V
General Services & Service	Reservation, Check In & Efficiency	SMS facilitated communication through cellular technology employed at switchboard/ reception/ reservations.		UA	C
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 employed by persons with functional visual limitations, transcription techniques, disability etiquette etc.		UA	MCV
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	Reservation, Check In & Efficiency	During reservation and check-in, staff should ask the guest whether additional services are required.		UA	MCV
General Services & Service	Laundry Services	Laundry facility or service available.		'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 is required in each unit. Alternatively, a full laundry service or a high quality communal coin operated facility must be available.		'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 services.		UA	MCV
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	Portage assistance and check-out procedure conducted at dropped counter or separate station.		UA	M
General Services & Service	Communication Facilities	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	C
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	M
General Services & Service	Communication Facilities	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.		UA	M
General Services & Service	Marketing & Information	Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, web-sites, word of mouth or other means to all guests or prospective guests upon request.	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	Shop / Convenience 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	Bedrooms & Bathrooms	House-keeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	V

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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 same place.		UA	V
Housekeeping Services	Bedrooms & Bathrooms	House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.		UA	M
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
Building Exterior	Appearance of Buildings	Quality	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 architectural features.  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.  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.  Unacceptable: Cracked/peeling buildings. Obvious structural defects or damage. Faded paint. Weak lighting, cluttered	'1-5	GC
Building Exterior	Appearance of Buildings	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 / Gardens / Internal Roads	Quality	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 quality garden furniture.  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.  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.	'1-5	GC
Building Exterior	Grounds / Gardens / Internal Roads	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 / Gardens / Internal Roads	Where applicable, signage should incorporate symbols and pictograms.		UA	C
Building Exterior	Grounds / Gardens / Internal Roads	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)	Where steps are present en-route to facilities, a route with no steps to be provided	UA	M
Building Exterior	Grounds / Gardens / Internal Roads	There should be a landing at the top of ramps if there is a door to the entrance:		UA	M
Building Exterior	Grounds / Gardens / Internal Roads	90cm x 120cm landing clear of the door swing		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Sufficient covered off street parking bays in a secure environment close to accommodation.		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	or sufficient uncovered parking in close proximity to accommodation		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Effective external security lighting between parking area and accommodation.		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Sealed roadways/driveways free of potholes		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	or hard / compacted surface free of potholes		'1-5	GC
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Clear property signage		'1-5	GC
Building Exterior	Parking/Driveways/Parking 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/Parking Signage/ Points of Entry	Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests.		UA	C
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	There should be clear instructions for entry for people who cannot communicate by voice.		UA	C
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.		UA	V
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Setting down point at the entrance with a maximum of 1:50 gradient.		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	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	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Distance from designated parking bays to entrance: 30m		UA	M
Building Exterior	Parking/Driveways/Parking Signage/ Points of Entry	Gradient en-route to entrance from street or designated parking bay: No steeper than1:12 (optimum 1:15)		UA	M
Building Exterior	Safety and Security	Quality	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.  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 means of communication with staff in the event of an emergency must be provided and advertised in the bedroom.  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.  Unacceptable: No security measures in place. Access to establishment uncontrolled and bad lighting in all areas.	'1-5	GC
Building Exterior	Safety and Security	Well positioned video surveillance, monitoring external and internal areas of the establishment can be used at the discretion of the establishment.		1-5	GC
Building Exterior	Safety and Security	CCTV CAMERA in working order		1-5	GC
Building Exterior	Safety and Security	Proper Telephones in working order		'1-5	GC
Building Exterior	Safety and Security	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	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	C
Building Exterior	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests - Orally, Braille and Large Print.		UA	V
Bedrooms	Decoration	Quality	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.  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 works of art (if any). Unsightly pipe work. Exposed wiring. Signs of damp.	'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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bedrooms	Furniture	Quality	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.  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. 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.	'1-5	GC
Bedrooms	Furniture	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	Flashing light doorbell, to facilitate all services delivered at the room		UA	C
Bedrooms	Furniture	Flashing light linked to the room telephone		UA	C
Bedrooms	Furniture	Access width between furniture and fittings to be unobstructed for at least 90cm wide		UA	V
Bedrooms	Furniture	All furniture with rounded edges and corners.		UA	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	Furniture	Bright flashing light linked to room doorbell		UA	V
Bedrooms	Furniture	Telephones to be fitted with a bright flashing light		UA	V
Bedrooms	Furniture	At least one chair with rigid arms on both sides, with seat between 45-50cm		UA	M
Bedrooms	Furniture	Clear opening width of doors - The doors must be 76cm wide		UA	M
Bedrooms	Furniture	Easy grip door handles and ease of operation of locking mechanism		UA	M
Bedrooms	Furniture	Size of unobstructed space in-front of doors 90cm x 150cm.		UA	M
Bedrooms	Furniture	Unobstructed access widths of minimum of between 90cm to 120cm (for widths only) between walls, features, furniture and fittings.	It is essential that the room be free of any obstructions which might result in the guest being unable to access certain provisions within the room e.g. switches.	UA	M
Bedrooms	Furniture	Size of access space of 80cm x 120cm to all furniture and fittings - access space provides easy reach.		UA	M
Bedrooms	Furniture	All light controls accessible from bed.		UA	M
Bedrooms	Furniture	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	M
Bedrooms	Furniture	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	M
Bedrooms	Furniture	Desk and tables to have a clear space of 76cm below the work surface.		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 Flat Panel, 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 Flat Panel, High Definition television provided in most of the rooms and Unit lounge		'1-5	GC
Bedrooms	Electronic Appliances	Radio/clock/alarm provide and in working order. Alternative Devices acceptable.	(the emphasis is on the clock and the alarm - a radio does not have to be incorporated)	'1-5	GC
Bedrooms	Electronic Appliances	1 Hair Dryer per unit in working order		4-5	GC
Bedrooms	Electronic Appliances	Hair Dryer - hair dryer in working order available on request		1-3	GC
Bedrooms	Electronic Appliances	Hair Dryer - Hair Dryer located in a convenient place near a mirror		1-5	GC
Bedrooms	Electronic Appliances	The provision of teletext		UA	C
Bedrooms	Electronic Appliances	Alarm clocks should be fitted with a bright flashing light		UA	C
Bedrooms	Electronic Appliances	Alarm clocks are fitted with a vibration pad in addition to the flashing light.		UA	C
Bedrooms	Electronic Appliances	Braille, large print and audio format instructions for use of electronic equipment i.e. setting the alarm clock.		UA	V
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	Wardrobe/purpose built hanging space provided in all bedrooms of the unit		'1-5	GC
Bedrooms	Wardrobe/Hanging Space/ Clothes Hangers	or wardrobe/purpose built hanging space provided most of the bedrooms of the unit		'1-5	GC
Bedrooms	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	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 Space/ Clothes Hangers	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	Wardrobe/Hanging Space/ Clothes Hangers	Brightly coloured door / drawer handles in contrast with the door/drawer in order to be easily identified and grabbed.		UA	V
Bedrooms	Curtains and Window Coverings	Quality	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.  Excellent: Excellent quality of materials. Full curtains or blinds effective in keeping out light/provide block-out. Excellent quality curtain accessories.  Very Good: Curtains or blinds in very good condition.  Good: Curtains or blinds in good working condition.  Acceptable: Acceptable quality blinds or curtains.  <del>Unacceptable: Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.</del>	'1-5	GC
Bedrooms	Curtains and Window Coverings	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	Curtains and Window Coverings	No complicated patterned materials for curtains.		UA	V
Bedrooms	Curtains and Window Coverings	Curtains fitted with pull-rods / closing cords		UA	M
Bedrooms	Flooring, Ceiling, Skirting and Cornices	Quality	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.  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.  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.	'1-5	GC
Bedrooms	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
Bedrooms	Flooring, Ceiling, Skirting and Cornices	90cm wide unimpeded circulation space around and between beds and furniture.		UA	V
Bedrooms	Flooring, Ceiling, Skirting and Cornices	No complicated patterned materials for carpets, curtains, wallpaper etc.		UA	V
Bedrooms	Bedding and Linen	Quality	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.  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	Bedding and Linen	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	Bedding and Linen	No complicated patterned materials for bedspreads.		UA	V



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Bedrooms	Form of Bedding	Quality	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.  Very Good: Very good quality bed frames and mattresses. Headboards may be a simple wooden board or continental pillows provided.  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.  <del>Unacceptable: Maintenance issues identified</del>	'1-5	GC
Bedrooms	Form of Bedding	Maintenance and Condition	<del>Unacceptable: Maintenance issues identified</del> No maintenance and condition issues identified 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 120cm x 150cm to turn adjacent to bed, at least 120cm width on one side of the bed to allow for the different ways that people with functional mobility and physical limitations transfer.		UA	M
Bedrooms	Form of Bedding	Bed with firm mattress at 45 - 50cm in height		UA	M
Bedrooms	Form of Bedding	At least one room available with an electronic bed that can be control-adjusted.		UA	M
Bedrooms	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.  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.  <del>Unacceptable: Heating/cooling system not in working order</del>	'1-5	GC
Bedrooms	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
Bedrooms	Temperature Control	Conveniently positioned or remote controlled air-conditioning in room.		UA	M
Bedrooms	Lighting/Power/Switches	Quality	Outstanding: Controllable dimmer lighting of outstanding quality. Bedroom lights can be switched off at the bedside. Recessed spot lamps. All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located and adhere to international requirements.  Excellent: Excellent quality fittings, lamps bases, etc. more than just centre and bedside lamps. Power points are well positioned and adhere to international requirements.  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.  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, cracked/damaged fittings or lights that are not working. Wobbly connections. Flimsy bases that could fall over.	'1-5	GC
Bedrooms	Lighting/Power/Switches	Effective light distribution in bedroom area		'1-5	GC
Bedrooms	Lighting/Power/Switches	Bed lamps provided to each sleeping position and convenient for reading		'1-5	GC
Bedrooms	Lighting/Power/Switches	Effective lighting at mirror		'1-5	GC
Bedrooms	Lighting/Power/Switches	Convenient light switch locations		'1-5	GC
Bedrooms	Lighting/Power/Switches	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 Major maintenance and condition issues identified	'1-5	GC
Bedrooms	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	V
Bedrooms	Lighting/Power/Switches	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/Switches	Power switches and light switches with rocker switches that are on/ off detectable.		UA	V
Bedrooms	Lighting/Power/Switches	Power-switches to have a light located next to them for easier location.		UA	V
Bedrooms	Lighting/Power/Switches	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	M
Bedrooms	Lighting/Power/Switches	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	M
Bedrooms	Lighting/Power/Switches	Bedside lamps to have easily accessible switches i.e. 20cm away maximum		UA	M
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	or Mirror (less than 450mm x 350mm)		'1-5	GC
Bedrooms	Mirror	Conveniently located		'1-5	GC
Bedrooms	Mirror	Full length mirror in unit		'1-5	GC
Bedrooms	Mirror	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	Mirror	Full length mirror suitable for both sitting and standing guests.		UA	M
Bedrooms	Mirror	Bottom of the mirror not more than 40cm from the floor.		UA	M
Bedrooms	Spaciousness and Overall Impression	Quality	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.  Very Good: Reasonably spacious room. Good access to all furniture and facilities. No areas of restricted access or obstruction.  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 public rooms or other areas.	'1-5	GC
Bedrooms	Spaciousness and Overall Impression	90cm wide unimpeded circulation space around and between beds and furniture.		UA	V
Bedrooms	Spaciousness and Overall Impression	Windows to be 80cm from floor level (for safety purposes)		UA	M
Bedrooms	Spaciousness and Overall Impression	Unobstructed access widths of 90cm between walls, features, furniture and fittings - It is essential that the room be free of any obstructions which might cause a guest to be unable to access certain provisions within the room e.g. switches		UA	M
Bedrooms	Spaciousness and Overall Impression	Size of access space of 90cm x 110cm to all furniture and fittings		UA	M
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	Type of Bathroom	In multiple bedroom units; at least 1 en-suite bathroom provided to main bedroom in most units		'1-5	GC
Bathrooms	Type of Bathroom	In multiple bedroom units, at least 1 private bathroom in all units		'1-5	GC
Bathrooms	Type of Bathroom	In multiple bedroom units, at least 1 private bathroom in most units		'1-5	GC
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. 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 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 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 cracked/damaged.	'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 finishes assisting in their location.		UA	V

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Bathrooms	Fixtures and Fittings	Quality	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.  Good: 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 cheap, thin shower curtain. Cracked washbasin or toilet. Badly fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc.	'1-5	GC
Bathrooms	Fixtures and Fittings	Spa bath provided in main en-suite bathroom of the unit		'1-5	GC
Bathrooms	Fixtures and Fittings	No unsightly plumbing fixtures		'1-5	GC
Bathrooms	Fixtures and Fittings	Bathroom heating		'1-5	GC
Bathrooms	Fixtures and Fittings	Heated towel rails provided		'1-5	GC
Bathrooms	Fixtures and Fittings	Adequate clothes hooks (minimum 2)		'1-5	GC
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
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	C
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 Fittings	Bath and shower controls with visual and embossed indicators 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.		UA	V
Bathrooms	Fixtures and Fittings	Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.		UA	V
Bathrooms	Fixtures and Fittings	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	V
Bathrooms	Fixtures and Fittings	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	V
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	V
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 finger space.		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Remote emergency alarm call system in room		UA	M
Bathrooms	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	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	T-shaped grab-bar opposite transfer space.		UA	M
Bathrooms	Fixtures and Fittings	Removable bath seat.		UA	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	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	M
Bathrooms	Fixtures and Fittings	Lever action shower mixer and hand shower on adjustable rail.		UA	M
Bathrooms	Fixtures and Fittings	A 15cm maximum step with run-off which negates threshold.		UA	M
Bathrooms	Mirror	Mirror (H 600mm x W 450mm) - measurement taken from within the frame		'1-5	GC
Bathrooms	Mirror	or Mirror (450mm x 350mm or larger)		'1-5	GC
Bathrooms	Mirror	or Mirror (less than 450mm x 350mm)		'1-5	GC
Bathrooms	Mirror	Conveniently located		'1-5	GC
Bathrooms	Mirror	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	Mirror	Mirror lighting shall conform to a minimum lighting level of 200 lux		UA	V
Bathrooms	Mirror	Mirror provided at wash-hand basin and located between 7.5cm and 15cm above the basin.		UA	M
Bathrooms	Mirror	Mirror lighting shall conform to a minimum lighting level of 200 lux		UA	M
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 Areas	Toilet brush provided with covered holder		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	or Toilet brush provided with uncovered holder		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Paper holder or dispenser conveniently located		'1-5	GC
Bathrooms	Hand Basin and Toilet Areas	Sanitary bags provided		'1-5	GC
Bathrooms	Hand Basin and Toilet 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	Hand Basin and Toilet Areas	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.		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 water supply.		UA	V
Bathrooms	Hand Basin and Toilet Areas	Hot pipes must be well insulated.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Toilet paper holder within 26cm of the seat.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Trap covered with heat resistant lagging if composition is heat conducting.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Wash-hand 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.		UA	M
Bathrooms	Hand Basin and Toilet Areas	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 to gripped and turned.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	M
Bathrooms	Hand Basin and Toilet Areas	Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.		UA	M
Bathrooms	Towelling	Quality	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.  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, coarse, old, fraying, some holes, stained, faded, low absorbency.	'1-5	GC
Bathrooms	Towelling	Additional towel for beach or pool.		'1-5	GC
Bathrooms	Towelling	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	Towelling	Towel rails to be a height between 90 and 100cm from the ground.		UA	M

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Bathrooms	Lighting and Ventilation	Quality	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.  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.  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	GC
Bathrooms	Lighting 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
Bathrooms	Lighting and Ventilation	All areas in bathroom must be well and evenly lit.		UA	V
Unit Kitchens	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.  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.	'1-5	GC
Unit Kitchens	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
Unit Kitchens	Decoration	Interior décor with tonal contrast between the critical surfaces.		UA	V
Unit Kitchens	Furnishings and Fittings	Quality	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.  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.  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 reasonable order.  Acceptable: Acceptable quality fittings, May find some evidence of unprofessional fittings; doors badly hung; drawers do not slide smoothly etc.  <del>Unacceptable: Dark, gloomy, low wattage. Old, dilapidated fittings of cheap quality. Little natural light. Lights in inappropriate places.</del>	'1-5	GC
Unit Kitchens	Furnishings and Fittings	Double sink with plugs		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Mixer taps fitted at kitchen sink/s		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Dishwasher provided		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Extractor fan provided		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Sufficient counter space available for meal preparation		'1-5	GC
Unit Kitchens	Furnishings and Fittings	Sufficient cupboard and shelf space (at least 1m² of space).		'1-5	GC
Unit Kitchens	Furnishings 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
Unit Kitchens	Furnishings and Fittings	Interior décor with tonal contrast between the critical surfaces.		UA	V
Unit Kitchens	Lighting	Quality	Outstanding: Outstanding standard of illumination – especially in important working areas. All fittings of outstanding quality in excellent order.  Excellent: As above, however excellent standard.  Very Good: More light sources than necessary, some strategically placed lights. Very good quality fittings.  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.  <del>Unacceptable: Dark, gloomy, low wattage. Old, dilapidated fittings of cheap quality. Little natural light. Lights in inappropriate places.</del>	'1-5	GC
Unit Kitchens	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
Unit Kitchens	Electrical and Cooking Equipment	Quality	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.  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.  Good: Minimum range of good equipment.  Acceptable: Acceptable quality equipment provided.  Unacceptable: Old fashioned, outdated in unacceptable condition.	'1-5	GC
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 Equipment	or conveniently located refrigerator 140 - 199 litres with one or more ice trays		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Electric frying pan		'1-5	GC
Unit Kitchens	Electrical and Cooking Equipment	Baking utensils		'1-5	GC
Unit Kitchens	Electrical and Cooking 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
Unit Kitchens	Crockery and Utensils	Quality	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 utensils of varying styles but all very good quality. No aluminium pots.  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, broken, the same size of the same style, second-hand and too discoloured.	'1-5	GC
Unit Kitchens	Crockery and Utensils	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	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.  <del>Unacceptable: Very old, faded, damaged wall covering. Evidence of damp/water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.</del>	'1-5	GC
Unit Lounge / Dining Room / Patio	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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	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.  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.	'1-5	GC
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Offer choice of seating away from the noise to provide suitable environment		UA	C
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 surfaces.		UA	V
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	Labels available in Braille		UA	V
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	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 access		UA	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 85cm		UA	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 75cm		UA	M
Unit Lounge / Dining Room / Patio	Furnishings 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	M
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	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 100cm in width		UA	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	or 90cm in width		UA	M
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	M
Unit Lounge / Dining Room / Patio	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests		UA	M
Unit Lounge / Dining Room / Patio	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 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 ceilings and evidence of water seepage. 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 Major maintenance and condition issues identified	'1-5	GC
Unit Lounge / Dining Room / Patio	Flooring, Ceiling, Skirting and Cornices	Fixed, level, matt and slip-resistant surfaced floor finishes.		UA	V
Unit Lounge / Dining Room / Patio	Lighting	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, flimsy bases that fall over, etc.	'1-5	GC
Unit Lounge / Dining Room / Patio	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
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.  Unacceptable: Radiators, boilers, radiators, heating and cooling systems not in working order.	'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 in room.		UA	M
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	LCD / LED or other HD Television provided	Per comments above	'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Larger/Wide screen Flat Panel TV in all the rooms or the unit (Larger than 32 inches)		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	DSTV / Top TV provided - more than 12 channels		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	or DSTV / Top TV provided - up to 12 channels		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	TV conveniently located		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Remote controls provided and in working order		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	DVD player available on request		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	CD player		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Radio		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Selection of DVDs / CDs		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	Wifi available free of use or at an additional charge		1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	i-pod docking station with adaptors		'1-5	GC
Unit Lounge / Dining Room / Patio	Entertainment Facilities in Unit	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.  Unacceptable: Very old, faded, damaged wall coverings. Evidence of damp or water penetration. Grubby marks. Uncolourful paintwork or exposed wiring. General neglect.	'1-5	GC



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 Major maintenance and condition issues identified	'1-5	GC
Public Areas	Decoration	Interior décor with tonal contrast between the critical surfaces.		UA	V
Public Areas	Furnishings and Fixtures	Quality	Outstanding: Luxurious furniture of outstanding 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.  Unacceptable: Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms or legs. Stained or grubby upholstery. Tired, jaded and unattractive.	'1-5	GC
Public Areas	Furnishings and Fixtures	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	Furnishings and Fixtures	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	C
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 least 76cm measured when the door is open at 90-degrees.		UA	M
Public Areas	Furnishings and Fixtures	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	M
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 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 ceilings and evidence of water seepage. Stained paintwork, old and amateurishly 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 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
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/damaged fittings or lights that are not working. No wobbly connections, burnt shades, flimsy bases that could fall over, etc.	'1-5	GC
Public Areas	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
Public Areas	Lighting	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	Atmosphere and Ambience	Quality	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	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	Square closed risers to all stairs. Each step needs to have a solid edge.		UA	V
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.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	Unobstructed width of not less than 90cm (to facilitate access for guests using mobility aids)		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Provision for unobstructed landing of 90cm x 120cm (clear of door swings etc.)		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests who have functional communication limitations.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	Flashing lights should be linked to alarms and emergency buttons.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	A visual display to show that help is coming should be available within the elevator.		UA	C
Public Areas	Escalators / Lifts / Stairwells / Ramps	Clearly demarcated tactile and colour contrasted waiting area at lift.	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
Public Areas	Escalators / Lifts / Stairwells / Ramps	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 / Stairwells / Ramps	Lifts with automatic door enunciator. The voice provides information to the guest as to when the lift arrives at the floor when alighting.		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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 o		UA	V
Public Areas	Escalators / Lifts / Stairwells / Ramps	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	M

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	Escalators / Lifts / Stairwells / Ramps	Clear opening width of the door should not be less than 76cm.		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Lift with automatic doors which measure not less than 90cm when doors are in open position		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Internal size of lift car of 120cm x 160cm		UA	M
Public Areas	Escalators / Lifts / Stairwells / Ramps	Handrail provided on all sides of the lift car located between 90cm and 100cm.		UA	M
General Services and Service	Welcome, Ambience and Personal Touches	Quality	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.  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	On arrival the guest is offered a full orientation tour.		UA	MC
General Services and Service	Welcome, Ambience and Personal Touches	Large text copies of all check in information and information provided in the bedroom.		UA	V
General Services and Service	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.  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	Reservation, Check-in and General Efficiency	Reception operating hours: Extensive: 13 hours		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	or Accommodating: 8 to 12 hours		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	or Limited: less than 8 hours a day		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	Resident host (lives on the same property or adjacent)		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	After hours access (night bell / designated direct phone-line to general manager).		'1-5	GC
General Services and Service	Reservation, Check-in and General Efficiency	Reception counter fitted with inductive loops.		UA	C
General Services and Service	Reservation, Check-in and General Efficiency	A chart with basic signs to be kept at reception.		UA	C
General Services and Service	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	C
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	C
General Services and Service	Reservation, Check-in and General Efficiency	A written information and emergency pack is provided in the room.	Lets match to mer's for consistency.	UA	C
General Services and Service	Reservation, Check-in and General Efficiency	Approach to the entrance free of projecting obstructions or 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 and General Efficiency	Doors should always be fully closed or held open.		UA	V
General Services and 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 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 and General Efficiency	Directional and information signage in large format.		UA	V
General Services and Service	Reservation, Check-in and General Efficiency	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles.		UA	V
General Services and Service	Reservation, Check-in and General Efficiency	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 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
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 'D'-shaped type.		UA	M
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	M
General Services and Service	Reservation, Check-in and General Efficiency	Length of 80cm high and 120cm wide check-in counter or reception desk.		UA	M
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	M
General Services and Service	Reservation, Check-in and General Efficiency	Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.		UA	M
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	M
General Services and Service	Appearance of Staff	Quality	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.  Very Good: Approaching excellent, but lacking the final touch. Perhaps some clothing items inappropriate for a professional environment. All clothing clean.  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.  <del>Unacceptable: Clothing dishevelled, frayed, faded. Dirty shoes. Stained and frayed white socks. Hair uncombed and out of control. Unkempt. Personal hygiene lacking.</del>	'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 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 Major maintenance and condition issues identified	'1-5	GC
General Services and Service	Public Area Service	Quality	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.  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.  <del>Unacceptable: Surly or rude behaviour. Clear indifference to guests. Irritation at being asked for anything.</del>	'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.  <del>Unacceptable: Inefficient slow service. Dirty dishes not cleaned. Inappropriate cutlery and glasses supplied for each meal. Lack of knowledge of food and wine. Unfriendly and unhelpful.</del>	'1-5	GC

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 and Service	Check-out Efficiency	Quality	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.  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.  <del>Unacceptable: Bill wrong and unexplained. Staff has no idea and are unwilling to assist the guests. Such manner. Long wait. Staff unable to manage some forms of payment.</del>	'1-5	GC
General Services and Service	Tourist Information	Quality	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 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.  <del>Unacceptable: No information apart of date information. Staff unable to assist.</del>	'1-5	GC
General Services and Service	Tourist Information	Assistance with information about accessible tourism products and bookings provided by hotel/lodge staff.		UA	MCV
General Services and Service	Tourist Information	Clear and plain format and presentation of brochures and websites, to provide clear and articulate information that will minimize the need to be explained by telephone or other media.		UA	C
General Services and Service	Conference Facilities	Conference Function Area (100 or more)		'1-5	GC
General Services and Service	Conference Facilities	or Conference /Function Rooms (40 or more)		'1-5	GC
General Services and Service	Conference Facilities	or Meeting Rooms (up to 40)		'1-5	GC
General Services and Service	Conference Facilities	Secretarial Services provided		'1-5	GC
General Services and Service	Conference 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
General Services and Service	Conference Facilities	Good even lighting, and/ or accent lighting to focus speakers and lip-readers.		UA	C
General Services and Service	Conference Facilities	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 may easily open and close doors].		UA	M
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 obstruction.		UA	M
Housekeeping Services	Bedrooms	Quality	Outstanding: Very high standard of thorough cleanliness and attention to detail. Well-made beds. Gleaming surfaces.  Excellent: Very high standard of cleanliness.  Very Good: Very good standard of cleanliness.  Good: All surfaces free from dirt and polished.  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 issues. Smears or marks evident. Broken bulbs or broken equipment present.	'1-5	GC
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 staffs to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.		UA	M
Housekeeping Services	Bedrooms	Housekeeping staff to ensure all that space of 90cm between furniture, meets UA requirements.		UA	M
Housekeeping Services	Guest Bathrooms	Quality	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.  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	House-keeping 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 for guests with functional visual limitations. Care to ensure everything remains in the same place.		UA	V
Housekeeping Services	Guest Bathrooms	House-keeping staff to ensure all bathroom accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	M
Housekeeping Services	Unit Lounge / Dining Room / Patio	Quality	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.  Good: Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.  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, magazines and books are <del>flow</del> . Dirty ashtrays, etc. on tables. <del>Flowers</del> <del>poorly maintained</del> .	'1-5	GC
Housekeeping Services	Toilets in public areas of the self-catering establishment	Quality	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.  Good: Good standard of cleanliness. Surfaces all clean and well maintained.  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.	'1-5	GC
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 quality food/drink.	'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	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
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 standard.	'1-5	GC

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 Major maintenance and condition issues identified	'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Swimming pool provided		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Heated swimming pool for all year round swimming		'1-5	GC
Additional Self-Catering 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 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 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 Establishment Facilities	Additional Recreational Facilities	Tennis court/s or other game courts or fields.		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational 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 Establishment Facilities	Additional Recreational Facilities	Landscaped gardens		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Secure luggage storage at reception and in units		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational Facilities	Wireless Internet access in units		'1-5	GC
Additional Self-Catering Establishment Facilities	Additional Recreational 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
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 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	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 paper.		'1-5	GC
Responsible environmental and business practices	Waste Management	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 business practices	Energy Management	Solar power/ heating initiatives.		'1-5	GC
Responsible environmental and business practices	Business Practices	Besides on the-job training, the property has a skills development plan for each employee and ensures that it is kept up to date and compliant with legislation pertaining to the operation of the business.		'1-5	GC
Responsible environmental and business practices	Business Practices	Property supports local community initiative/s		'1-5	GC
Responsible environmental and business practices	Business Practices	Property supports local producers and buys in bulk where possible.		'1-5	GC



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 semi-permanent occupants (such as construction workers, retirees, etc.)	'1-5	MER
Category Definition Requirements	Category Entry Requirements	The owner or representative must be contactable 24 hours per day, 7 days per week.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	There should be an appropriate meet and greet service or Reception area		'1-5	MER
Category Definition Requirements	Category Entry Requirements	Bathroom facilities may be separate communal male and female facilities or family bathrooms.	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 specific site and used by the occupants of that allocated site only. Family bathrooms: bathrooms attached to the main ablution 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 weekend accommodation.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	The highest standard of courtesy must be shown to guests at all times. Staff should be presentable, helpful and attend to guest needs as their highest priority.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	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 otherwise.		'1-5	MER
Category Definition Requirements	Category Entry Requirements	All enquiries, requests, reservations, correspondence and complaints must be handled promptly and courteously		'1-5	MER
Category Definition Requirements	Category Entry Requirements	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 Requirements	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	Outside the park, there should be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage.		'1-5	MER
Building and Grounds Exterior	Appearance of Buildings	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.		'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 maintenance issues may be present such as natural weathering to building exteriors.		'2	MER
Building and Grounds Exterior	Appearance of Buildings	Very good general appearance, maintenance and condition. There should be no obvious maintenance issues.		'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.		'3	MER
Building and Grounds Exterior	Appearance of Buildings	Excellent general appearance, maintenance and condition, with no apparent maintenance issues at all.		'4	MER
Building and Grounds Exterior	Appearance of Buildings	The establishment has an attractive and inviting impression.		'4	MER
Building and Grounds Exterior	Appearance of Buildings	Outstanding general appearance, maintenance and condition, with no apparent maintenance issues at all.		'5	MER
Building and Grounds Exterior	Appearance of Buildings	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.		'1	MER
Building and Grounds Exterior	Grounds and Gardens	Basic but functional garden furniture should be provided in all garden areas for guest use.		'1	MER
Building and Grounds Exterior	Grounds and Gardens	Grounds and gardens well maintained, kept tidy and safe.		'2	MER
Building and Grounds Exterior	Grounds and Gardens	Adequate and functional garden furniture should be provided in all garden areas for guest use.		'2	MER
Building and Grounds Exterior	Grounds and Gardens	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.		UA	MV
Building and Grounds Exterior	Grounds and Gardens	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.		UA	V
Building and Grounds Exterior	Grounds and Gardens	Where steps are present en-route to facilities, a route with no steps to be provided		UA	MV
Building and Grounds Exterior	Grounds and Gardens	Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.		UA	V
Building and Grounds Exterior	Grounds and Gardens	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.		UA	M
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	Where possible and appropriate, service roads should be weather proof (i.e. remain firm under all weather conditions), well constructed and allow free access to all sites.		'1-5	MER
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	Adequate signage needs to be clearly visible, both on and off the property ensuring guests are correctly guided to the appropriate entrances at all times.		'1-5	MER
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	Where traffic-calming measures are installed on internal service roads these should not cause damage to towing vehicles and caravans when travelling at specified speeds.		'1-5	MER
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	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 their way.		UA	MCV
Building and Grounds Exterior	Parking, Driveways, Roads and Signage	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 3500mm in width	1 bay of 3500 mm wide for every 25 bays.	UA	M
Building and Grounds Exterior	Parking, Driveways, Roads 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	M
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 entrances and parking areas to all facilities.		UA	M
Building and Grounds Exterior	Exterior Lighting	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	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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Building and Grounds Exterior	Exterior Lighting	All internal roads, and especially paths to ablution facilities, should be well lit.		'4-5	MER
Building and Grounds Exterior	Exterior Lighting	Surrounding areas and entrances to and from the ablutions, games room, play grounds and communal areas must be appropriately illuminated at night.		'4-5	MER
Building and Grounds Exterior	Exterior Lighting	Low-level lighting must be used along all paths and roads, and low energy light bulbs should be used where appropriate.		'4-5	MER
Building and Grounds Exterior	Exterior Lighting	Consideration must be given to whether lighting is appropriate to the environment, while being sufficient to satisfy s guests' sense of security and safety		'4-5	MER
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
Building and Grounds 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 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 Orally and/or Audio)	Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers	'1-5	MER
Building and Grounds 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.		'1-5	MER
Building and Grounds Exterior	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.		'1-5	MER
Building and Grounds 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 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 be able to respond to SMS communication sent from guests whilst accommodated.		UA	C
Building and Grounds 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	CV
Building and Grounds 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	M
Building and Grounds 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
Bathrooms and Ablutions	Type of Bathroom	Bathrooms can be communal, private or family facilities.		'1-5	MER
Bathrooms and Ablutions	Type of Bathroom	Separate bathroom facilities should be provided for male and 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 movement for guests and access to all fittings.		'1-5	MER
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
Bathrooms and Ablutions	Type of Bathroom	All toilets, washbasins, showers, baths and other plumbing must be in good working order and free from trapping surfaces such as porcelain cracks and chips, and broken toilet seats.		'1-5	MER
Bathrooms and Ablutions	Type of Bathroom	There should be a reasonable number of male and female ablution facilities (shower or bath, toilet and washbasin) for the maximum number of guests the park can accommodate.	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
Bathrooms and Ablutions	Type of Bathroom	Bathrooms to include toilet, hand basin and bath or shower cubicles suitable for the amount of guests in park. A shower over bath tub is also acceptable.		'2	MER
Bathrooms and Ablutions	Type of Bathroom	All bathrooms should have sufficient vanity space at hand wash basins, as well as separate shower or bath cubicles. A shower over bath tub is also acceptable.		'3	MER
Bathrooms and Ablutions	Type of Bathroom	Any private or family bathrooms in the facility should be of a 5-star standard.		'4-5	MER
Bathrooms and Ablutions	Type of Bathroom	All bathrooms should have ample vanity space at hand wash basins.		'4-5	MER
Bathrooms and Ablutions	Type of Bathroom	Bathrooms must have a toilet, hand basin, a separate bath 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
Bathrooms and Ablutions	Type of Bathroom	Sufficient vanity space should be provided within the 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	Type of Bathroom	Flooring to have no design obstructions.		UA	V
Bathrooms and Ablutions	Type of Bathroom	Flashing light linked to alarm.		UA	CV
Bathrooms and Ablutions	Type of Bathroom	Bathroom instructions must be provided in large print.		UA	V
Bathrooms and Ablutions	Type of Bathroom	Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone communication etc.		UA	MCV
Bathrooms and Ablutions	Type of Bathroom	Use of colour contrasting surfaces.		UA	V
Bathrooms and Ablutions	Type of Bathroom	Hot pipes must be well insulated.		UA	V
Bathrooms and Ablutions	Type of Bathroom	The access door should be fitted with an emergency release lock.		UA	MV
Bathrooms and Ablutions	Fixtures and Fittings	All basin, bath and shower taps must be in good working 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
Bathrooms and Ablutions	Fixtures and Fittings	There should be sufficient towel rails or clothes hooks for the 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 be provided.		'1-5	MER
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 this instance, the toilet must be lockable or screened.		'1-5	MER
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 good quality.		'1-3	MER
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

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Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	At least one clothes hook should be conveniently placed so that a towel can be hung within easy reach from the shower cubicle or from the bath.		'1-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	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 or bath caddy to be fitted in each shower cubicle as well as within easy reach from bathtubs.		'4-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	There must be a stool and/or bench in each shower/bath cubicle.		'4-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Shower screen doors must be used.		'4-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	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	Shower and Bath Cubicles and Dressing Areas	Spacious drying and changing facilities must be provided in each shower/bath cubicle.		'4-5	MER
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Hot water pipes must be well insulated or screened.		UA	V
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	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	MV
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	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	M
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	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	M
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Roll-in shower: There should be a clear, unobstructed 120cm x 120cm space in front of the shower seat.		UA	M
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	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	M
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	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	M
Bathrooms and Ablutions	Shower and Bath Cubicles and Dressing Areas	Roll-in shower: The width of the entrance to the roll-in shower should be at least 80 cm.		UA	M
Bathrooms and Ablutions	Mirrors and Mirror Lighting	Well lit mirror/s should be situated above or adjacent to the hand wash basins.		'1-5	MER
Bathrooms and Ablutions	Mirrors and Mirror Lighting	At least one full-length mirror must be provided in each female ablution block.		'4-5	MER
Bathrooms and Ablutions	Mirrors and Mirror 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	M
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 in good condition.		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	All toilet cubicles should be equipped with a lidded disposal bin and/or sanitary bags.		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	All toilet cubicles should be equipped with toilet paper and holder plus spare toilet rolls.		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	All toilet cubicles should be equipped with toilet brush with holder.		'1-5	MER
Bathrooms and Ablutions	Toilet Cubicles	At least one clothes hook should be fitted in each toilet cubicle.		'3	MER
Bathrooms and Ablutions	Toilet Cubicles	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.		'3	MER
Bathrooms and Ablutions	Toilet Cubicles	Single-ply is acceptable, but two-ply toilet paper is preferred. Each cubicle should also contain a toilet paper holder plus spare toilet rolls.		'4	MER
Bathrooms and Ablutions	Toilet Cubicles	A safety grab rail must be fitted in at least 1 toilet cubicle in both male and female facilities.		'4	MER
Bathrooms and Ablutions	Toilet Cubicles	Two-ply toilet paper is required. Each cubicle should also contain a toilet paper holder plus spare toilet rolls.		'5	MER
Bathrooms and Ablutions	Toilet Cubicles	A safety grab rail must be fitted in more than 1 toilet cubicle in both male and female facilities.		'5	MER
Bathrooms and Ablutions	Toilet Cubicles	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	M
Bathrooms and Ablutions	Toilet Cubicles	Well illuminated toilet cubicle.		UA	V
Bathrooms and Ablutions	Toilet Cubicles	Toilet seat height should be between 45cm - 50cm.		UA	M
Bathrooms and Ablutions	Toilet Cubicles	80cm wide transfer space to side of toilet pan.		UA	M
Bathrooms and Ablutions	Toilet Cubicles	Front edge of toilet pan to project at least 69cm from the rear wall.		UA	M
Bathrooms and Ablutions	Toilet Cubicles	Centreline of toilet not more than 48cm from wall opposite transfer space.		UA	M
Bathrooms and Ablutions	Toilet Cubicles	Extended flush handle located on side of transfer space of cistern.		UA	M
Bathrooms and Ablutions	Toilet Cubicles	Cranked grab-bar should be located 80cm above floor finish.		UA	M
Bathrooms and Ablutions	Toilet Cubicles	Horizontal grab bar located at 80cm above the floor finish.	his must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.	UA	M
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	M
Bathrooms and Ablutions	Toilet Cubicles	Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.		UA	M
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	M
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

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Bathrooms and Ablutions	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	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 motion sensor activated lighting.		'3	MER
Bathrooms and Ablutions	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or recessed.		'4	MER
Bathrooms and Ablutions	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of 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.		UA	V
Bathrooms and Ablutions	Ventilation and Lighting	Height of light switches and controls should be between 80cm - 120cm.		UA	M
Bathrooms and Ablutions	Walls: Tiling and Paintwork	All walls to be reasonably painted.		'1-2	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	Tiling must be of an acceptable quality with little or no cracked or broken tiles.		'1-2	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	All walls are to be well painted with little or no mismatch of colours.		'3	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	Tiling must be of a good quality with little or no cracked or broken tiles.		'3	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	Excellent quality tiling covering at least 50% of the wall height from the floor up.		'4	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	There should be no cracked or broken tiles evident.		'4	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	Paintwork must be of excellent quality and finish with no 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 Paintwork	Added décor such as tile motifs or patterns to enhance the tiling.		'5	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	There should be no cracked or broken tiles evident.		'5	MER
Bathrooms and Ablutions	Walls: Tiling and Paintwork	Paintwork must be of an outstanding quality and finish with no mismatch of colours.		'5	MER
Bathrooms and Ablutions	Walls: Tiling and 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 other non-slip coated surface.		'3	MER
Bathrooms and Ablutions	Flooring and Ceilings	Ceilings, if fitted, must be well painted, free from any mildew or damage.		'3	MER
Bathrooms and Ablutions	Flooring and Ceilings	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.		'4	MER
Bathrooms and Ablutions	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
Bathrooms and Ablutions	Flooring and Ceilings	No sagging panels should be visible.	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.		'5	MER
Bathrooms and Ablutions	Flooring and Ceilings	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.		'5	MER
Bathrooms and Ablutions	Flooring and Ceilings	There should be no cracked floor tiling visible.		'5	MER
Bathrooms and Ablutions	Flooring and Ceilings	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.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Bathrooms and Ablutions	Flooring and Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Bathrooms and Ablutions	Flooring and Ceilings	Fixed, slip-resistant floor finish.		UA	V
Bathrooms and Ablutions	Flooring and Ceilings	Where carpet is used it should be firmly fixed to avoid slipping.		UA	V
Bathrooms and Ablutions	Flooring and Ceilings	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.		UA	M
Bathrooms and Ablutions	Flooring and Ceilings	Flooring should have no design obstructions.		UA	MV
Bathrooms and Ablutions	Windows, Doors and Frames	All bathrooms must be adequately ventilated with adequate windows opening directly into the open air.		'1-5	MER
Bathrooms and Ablutions	Windows, Doors and Frames	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.		'1-5	MER
Bathrooms and Ablutions	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
Bathrooms and Ablutions	Windows, Doors and Frames	Grout or cement filling between glass bricks must be well applied.		'1-5	MER
Bathrooms and Ablutions	Windows, Doors and Frames	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.		'1-5	MER
Bathrooms and Ablutions	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
Bathrooms and Ablutions	Windows, Doors and Frames	Excessive wood rot is not acceptable in wooden doors, door and window frames.		'1-2	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All doors and windows should be able to open, close and latch easily.		'1-2	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All window frames, doors and door frames should have little or no wood rot noticeable.		'3	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.		'3	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All putty in window frames should be in good condition, clean and well painted.		'3	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All windows, doors and door frames should be well painted or varnished, with no cracked window panes evident.		'4-5	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All putty in window frames should be in excellent condition, clean and well painted.		'4	MER
Bathrooms and Ablutions	Windows, Doors and Frames	No wood rot should be noticeable in window frames, doors or door frames.		'4-5	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.		'4-5	MER
Bathrooms and Ablutions	Windows, Doors and Frames	All putty in window frames should be in outstanding condition, clean and well painted.		'5	MER
Bathrooms and Ablutions	Portable Chemical Toilet Service and Disposal Area	A service area for the disposal of caravan or camper chemical toilet waste should be provided at or in close proximity to, existing ablution facilities.	All new "purpose-built" 4 and 5 Star parks must provide this facility.	'1-5	MER
Bathrooms and Ablutions	Portable Chemical Toilet Service and Disposal Area	Provision of a ceramic or stainless steel pan or toilet bowl with a flush system and tap and hose for rinsing the portable chemical toilet cassette should be made.		'1-5	MER
Bathrooms and Ablutions	Portable Chemical Toilet Service and Disposal Area	The pan or bowl must have a similar easy to clean surround.		'1-5	MER
Bathrooms and Ablutions	Portable Chemical Toilet Service and Disposal Area	The area should be enclosed or under cover, and be provided with lighting.		'1-5	MER
Bathrooms and Ablutions	Portable Chemical Toilet Service and Disposal Area	Where private bathrooms or family bathrooms only are provided, the portable chemical toilet service area must be in a separate facility.		'1-5	MER
Bathrooms and Ablutions	Portable Chemical Toilet Service and Disposal Area	The portable chemical toilet service area should be in a separate facility, preferably closed area.	If a separate facility is not possible, it could be situated within the communal ablution facility, preferably in the male ablution section.	'1-3	MER
Bathrooms and Ablutions	Portable Chemical Toilet Service and Disposal Area	The portable chemical toilet service area must be in a separate facility, preferably within an enclosed area.		'4-5	MER
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	All emergency warning and evacuation systems should be linked to a flashing emergency light in the bathroom.		UA	CV
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Emergency evacuation instructions must be provided in large print.		UA	V
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	An emergency pull cord linked to a monitored alarm system (cord must reach floor level) must be fitted in the bathroom.		UA	MCV



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Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Surfaces (including walls, floors and counters) should be finished in contrasting colours.		UA	V
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Hot water pipes must be well insulated or screened.		UA	V
Bathrooms and Ablutions	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.	UA	M
Bathrooms and Ablutions	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.	UA	MV
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	No coat hooks or other projections that extend more than 3cm from the wall or doors.		UA	V
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	Remote emergency call system in bathroom.		UA	MV
Bathrooms and Ablutions	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.		UA	MCV
Bathrooms and Ablutions	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.	UA	CV
Bathrooms and Ablutions	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.	UA	M
Bathrooms and Ablutions	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	M
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	M
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	M
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	M
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	M
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	M
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	M
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	M
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: 80cm wide transfer space to side of pan.		UA	M
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	M
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	M
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	M
Bathrooms and Ablutions	Purpose Built Bathroom for persons with Mobility Limitations	WC Pan: Cranked grab-bar should be located 80cm above floor finish.		UA	M
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	M
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	M
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	M
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 users, even in busy periods.		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	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 Star parks.		'1-5	MER
Bathrooms and Ablutions	Housekeeping Provision	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 should all be clean with all areas showing good housekeeping and maintenance.		'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	MCV
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 facilities.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	Sculleries and camp kitchens must not be situated within ablutions or bathrooms.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	Sculleries and camp kitchens and laundries may be housed in the same room.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	All sculleries and camp kitchens should have sufficient space to allow freedom of movement for guests and access to all fittings.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	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	A broom, mop, dustpan and brush should be provided in each scullery or camp kitchen.		'1-5	MER
Sculleries and Camp Kitchens	Type of Scullery and/or Camp Kitchen	All sinks, work surfaces and plumbing must be in good working order and free from trapping surfaces such as cracks, chips and broken tiles.		'1-5	MER

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Sculleries and Camp Kitchens	Fixtures and Fittings	All sinks, taps and mixers must be in working order with 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.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	An appropriate fire extinguisher (foam or powder, not water) 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.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	Suitable refrigeration and freezer facilities should be made available for guests travelling without this facility.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	A table/s with sufficient seating should be provided in all camp kitchens.		'1-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	At least one hygienic work surface.		'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 provided.		'3	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	Durable kitchen surfaces, of a high quality, showing no signs of wear and tear or visible marking.		'4-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	Double sink of exceptional to outstanding quality equipped with plugs, a draining board and dish drying rack should be provided.		'4-5	MER
Sculleries and Camp Kitchens	Fixtures and Fittings	All water taps and mixers at sinks should be of excellent to 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 kitchens.		'1-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	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 working.		'1-5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	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 lighting.		'3	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or recessed.		'4	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Excellent 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.		'4	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Outstanding quality working light fittings without any maintenance issues.		'5	MER
Sculleries and Camp Kitchens	Ventilation and Lighting	Outstanding illumination, 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.		'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	M
Sculleries and Camp Kitchens	Tiling and Paintwork	All walls to be reasonably painted.		'1-2	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Tiling must be of an acceptable quality with little or no cracked or broken tiles.		'1-2	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	All walls are to be well painted with little or no mismatch of colours.		'3	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Tiling must be of a good quality with little or no cracked or broken tiles.		'3	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	Excellent quality tiling covering at least 50% of the wall height from the floor up.		'4	MER
Sculleries and Camp Kitchens	Tiling and Paintwork	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		'5	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.		'1-2	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.		'3	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	Ceilings, if fitted, must be well painted, free from any mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'3-5	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	All flooring to be of an excellent quality non-slip floor tiling or floor coating.		'4	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	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	Flooring and Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	All flooring to be of an outstanding quality non-slip floor tiling.		'5	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.		'5	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	There should be no cracked floor tiling visible.		'5	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	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.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Sculleries and Camp Kitchens	Flooring and Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Sculleries 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 slipping.		UA	V
Sculleries and Camp Kitchens	Flooring and Ceilings	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.		UA	M
Sculleries and Camp Kitchens	Flooring and Ceilings	Flooring should have no design obstructions.		UA	MV
Sculleries and Camp Kitchens	Windows, Doors and Frames	All sculleries and camp kitchens 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.	'1-5	MER
Sculleries and Camp Kitchens	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
Sculleries and Camp Kitchens	Windows, Doors and Frames	Grout or cement filling between glass bricks must be well applied.		'1-5	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	If deemed necessary for guest privacy purposes all windows in the sculleries or camp kitchens (if present) should be either tinted, frosted, opaque or of other glass that ensures guest privacy.		'1-5	MER
Sculleries and Camp Kitchens	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
Sculleries and Camp Kitchens	Windows, Doors and Frames	Excessive wood rot is not acceptable in wooden doors, door and window frames.		'1-2	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	All doors and windows should be able to open, close and latch easily.		'1-2	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	All window frames, doors and door frames should have little or no wood rot noticeable.		'3	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.		'3	MER
Sculleries and Camp Kitchens	Windows, Doors and Frames	All putty in window frames should be in good condition, clean and well painted.		'3	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	MER

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Sculleries and Camp Kitchens	Windows, Doors and Frames	All putty in window frames should be in excellent condition, 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 measured with the door in the 90-degree open position..	This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.	UA	M
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 of the door swing.		UA	M
Sculleries and Camp Kitchens	Housekeeping provision	All sculleries and camp kitchens must be thoroughly cleaned 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
Sculleries and Camp Kitchens	Housekeeping provision	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 machines, and all other visible areas should be assessed.		'1-5	MER
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
Sculleries and Camp Kitchens	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	UA	MCV
Laundries and Drying Areas	Type of Laundries and Drying Areas	If appropriate to the market (parks catering to holidaymakers and/or long-stay travellers), and not readily available in the surrounding area, a laundry facility should be provided for guest use.		'1-5	MER
Laundries and Drying Areas	Type of Laundries and Drying Areas	The laundry should be equipped and fitted with at least washing machines and/or deep hand-washing troughs.		'1-5	MER
Laundries and Drying Areas	Type of Laundries and Drying Areas	Laundry facilities may be located in the same vicinity or room as a scullery.		'1-5	MER
Laundries and Drying Areas	Type of Laundries and Drying Areas	Laundries must not be situated within ablutions or bathrooms.		'1-5	MER
Laundries and Drying Areas	Type of Laundries and Drying Areas	All laundries should have sufficient space to allow freedom of 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 Drying Areas	A broom, mop, dustpan and brush should be provided in each laundry if not situated in the same room as the scullery or camp kitchen.		'1-5	MER
Laundries and Drying Areas	Type of Laundries and Drying Areas	A clothes drying/hanging area must be provided for guest use.		'1-5	MER
Laundries and Drying Areas	Type of Laundries and Drying Areas	This area should be hidden from general view and should be 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, unless otherwise advertised.		'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	There must be a strong and easily adjustable flow of water at the sinks.		'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	An appropriate fire extinguisher (foam or powder, not water) 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 industrial.		'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	Coin or disk operated equipment is acceptable.		'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	All equipment must to be in good working condition.		'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	Clear operating instructions for all equipment, with usage 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.	Alternatively, adequate ventilation for the facility must be provided.	'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 areas.		'1-5	MER
Laundries and Drying Areas	Fixtures and Fittings	The facility, its' equipment and fittings should be of the same 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 be provided.		'4-5	MER
Laundries and Drying Areas	Fixtures and Fittings	All washing and drying equipment must be clean, well 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 facility.		'1-5	MER
Laundries and Drying Areas	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	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 motion sensor activated lighting.		'3	MER
Laundries and Drying Areas	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or recessed.		'4	MER
Laundries and Drying Areas	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of the laundry.		'4	MER
Laundries and Drying Areas	Ventilation and Lighting	Outstanding quality working light fittings without any maintenance issues.		'5	MER
Laundries and Drying Areas	Ventilation and Lighting	Outstanding illumination, lighting coverage and ventilation across all areas of the laundry.		'5	MER
Laundries and Drying Areas	Ventilation and Lighting	All areas in laundry must be well and evenly lit.		UA	V
Laundries and Drying Areas	Ventilation and Lighting	Height of light switches and controls should be between 80cm - 120cm.		UA	M
Laundries and Drying Areas	Walls: Tiling &Paintwork	All walls to be reasonably painted.		'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.		'1-2	MER
Laundries and Drying Areas	Walls: Tiling &Paintwork	All walls are to be well painted with little or no mismatch of 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 mismatch of colours.		'4	MER
Laundries and Drying Areas	Walls: Tiling &Paintwork	Walls must not be cracked or damaged.		'4	MER
Laundries and Drying Areas	Walls: Tiling &Paintwork	If installed, tiling should be of an outstanding quality covering 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	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 cause tripping or slipping.		'1-2	MER
Laundries and Drying Areas	Flooring &Ceilings	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.		'3	MER
Laundries and Drying Areas	Flooring &Ceilings	Ceilings, if fitted, must be well painted, free from any mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Laundries and Drying Areas	Flooring & Ceilings	All flooring to be of an excellent quality non-slip floor tiling or floor coating.		'4	MER
Laundries and Drying Areas	Flooring & Ceilings	There should be no cracked floor tiling visible.		'4	MER
Laundries and Drying Areas	Flooring & 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
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 be of an outstanding finish with no visible staining.		'5	MER
Laundries and Drying Areas	Flooring & Ceilings	There should be no cracked floor tiling visible.		'5	MER
Laundries and Drying Areas	Flooring & Ceilings	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.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Laundries and Drying Areas	Flooring & Ceilings	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
Laundries and Drying Areas	Flooring & Ceilings	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.		UA	M
Laundries and Drying Areas	Flooring & Ceilings	Flooring should have no design obstructions.		UA	MV
Laundries and Drying Areas	Windows, Doors and Frames	All laundries 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.	'1-5	MER
Laundries and Drying Areas	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
Laundries and Drying Areas	Windows, Doors and Frames	Grout or cement filling between glass bricks must be well applied.		'1-5	MER
Laundries and Drying Areas	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
Laundries and Drying Areas	Windows, Doors and Frames	Excessive wood rot is not acceptable in wooden doors, door and window frames.		'1-2	MER
Laundries and Drying Areas	Windows, Doors and Frames	All doors and windows should be able to open, close and latch 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 Frames	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.		'3	MER
Laundries and Drying Areas	Windows, Doors and Frames	All putty in window frames should be in good condition, clean and well painted.		'3	MER
Laundries and Drying Areas	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
Laundries and Drying Areas	Windows, Doors and Frames	All putty in window frames should be in excellent condition, clean and well painted.		'4	MER
Laundries and Drying Areas	Windows, Doors and Frames	No wood rot should be noticeable in window frames, doors or door frames.		'4-5	MER
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 Frames	All putty in window frames should be in outstanding condition, clean and well painted.		'5	MER
Laundries and Drying Areas	Windows, Doors and Frames	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	M
Laundries and Drying Areas	Windows, Doors and Frames	Door-handles should be located at a height below 120cm.		UA	M
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
Laundries and Drying Areas	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, pipe work, lights and fittings, extractor fans, the interiors and exteriors of all installed 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
Laundries and Drying Areas	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	MCV
Sites for Caravans and Camping	Size and Demarcation of Sites	Caravan and camping sites must be provided for guest use.		'1-5	MER
Sites for Caravans and Camping	Size and Demarcation of Sites	Caravans or tents on adjacent sites should be a reasonable and safe distance apart.		'1-5	MER
Sites for Caravans and Camping	Size and Demarcation of 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	Size and Demarcation of Sites	There should also be sufficient space to erect a side tent if necessary within the boundaries of the site.		'1-5	MER
Sites for Caravans and Camping	Size and Demarcation of Sites	In addition there should be sufficient space for the convenience of the guests around the camping vehicle and or tent.		'1-5	MER
Sites for Caravans and Camping	Size and Demarcation of Sites	The minimum recommended site size for a caravan stand is approximately 8m x 10m	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, 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 Sites	All sites must be level and clearly demarcated.		'4-5	MER
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
Sites for Caravans and Camping	Size and Demarcation of Sites	There must be a reasonable number of private or secluded 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 Clearance.	There should be good overhead clearance for a variety of types and makes of caravans and tents.		'1-5	MER
Sites for Caravans and Camping	Access and Overhead Clearance.	Access to the site should be easy with motor vehicle and 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
Sites for Caravans and Camping	Access and Overhead Clearance.	There must be no overhead branches from trees or shrubs that are able to touch or brush against the caravan or tent.		'4-5	MER
Sites for Caravans and Camping	Access and Overhead Clearance.	Sites must have shade - either trees or other means		3-5	MER
Sites for Caravans and Camping	Access and Overhead 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	Sites should not flood during a period of average rainfall.		'1-5	MER
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 x 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	M
Sites for Caravans and Camping	Surface and Drainage	These designated sites should be clearly signposted and/or closed to general campers.		UA	M
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	M
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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Sites for Caravans and Camping	Site Facilities	Doors or lids of electrical power boxes must be able to be securely closed with power cords installed in their socket points (i.e. relief slots in the bottom of the box should accommodate these cords).		'1-5	MER
Sites for Caravans and Camping	Site Facilities	All power boxes 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	Site Facilities	Ideally all power outlets should be at least 1.8m from any water outlet.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	Guests should not be required to use a connector cord or 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 extension cord across any access road or pedestrian pathway, or suspended over or through any another camp site.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	To prevent overloading of circuits and unnecessary circuit tripping, and to ensure guest safety, it is essential that all electrical points at caravan and camping sites adhere to all recognised electrical compliance regulations and standards.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	All electrical sockets on camping sites should be 230V single phase 10A - 15A or 20A outlets.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	Each site should have its own electrical point of not less than 10A with a separate circuit breaker for each point.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	Sufficient taps with running water and adequate pressure must be available for guest use.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	These taps should be reasonably close and easily accessible to the caravan and camping sites.		'1-5	MER
Sites for Caravans and Camping	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	Site Facilities	All water taps must be securely mounted, clearly visible and positioned at a comfortable height.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	A drainage system should, be installed at each tap to allow for 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	Site Facilities	A drainage system must be installed at each tap to allow for wastewater run-off.		'5	MER
Sites for Caravans and Camping	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	Site Facilities	Refuse bins should be lined and have a lid.		'1-5	MER
Sites for Caravans and Camping	Site Facilities	There must be a high ratio of refuse bins to the number of sites available.	At least 1 bin for every 2 - 4 sites is recommended for 4-Star parks. At least 1 bin for every 2 sites is recommended for 5-Star parks.	'4-5	MER
Sites for Caravans and Camping	Site Facilities	Refuse bins must be lined and have a lid.		'4-5	MER
Sites for Caravans and Camping	Site Facilities	If braai facilities are provided on the site these must be kept 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
Sites for Caravans and Camping	Site Facilities	Clearly designated "Ash Only" refuse bins should be strategically placed throughout the park and clearly sign posted for the disposal of braai ash by guests who braai on their camp sites.		'1-5	MER
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	Site Facilities	Every site should have its own braai facility either fixed or portable, unless otherwise advertised.		'4-5	MER
Sites for Caravans and Camping	Site Facilities	All braais, whether fixed or portable, must be in an excellent condition, and must have braai grids that are not rusted, buckled or broken.		'4-5	MER
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 Appearance	A high standard of cleanliness must be evident for each site.		'1-5	MER
Sites for Caravans and Camping	Site Keeping and Appearance	All sites should be kept clean and litter free.		'1-5	MER
Sites for Caravans and Camping	Site Keeping and Appearance	Any sites that have been fouled by animals must be cleared immediately.		'1-5	MER
Sites for Caravans and Camping	Site Keeping and Appearance	The grass is to be well kept throughout all the sites in the park, taking into account the park location, type and also recent weather conditions.		'1-5	MER
Sites for Caravans and Camping	Site Keeping and Appearance	The areas of sites around caravans and campers should be well maintained and kept clean at all times.		'1-5	MER
Public Areas - Reception and Halls	Provision	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.		UA	V
Public Areas - Reception and Halls	Provision	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.		UA	MV
Public Areas - Reception and Halls	Provision	UA: Background music should be appropriate or kept at a low level.		UA	C
Public Areas - Reception and Halls	Provision	Voice amplification option linked to public telephone in the lobby.		UA	C
Public Areas - Reception and Halls	Provision	Where televisions are provided subtitles must be shown.		UA	C
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	M
Public Areas - Reception and Halls	Provision	All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping.		UA	V
Public Areas - Reception and Halls	Provision	Emergency evacuation signage to incorporate symbols and pictograms.		UA	MCV
Public Areas - Reception and Halls	Provision	Public telephones to be fitted with a raised pip on button number 5.		UA	V
Public Areas - Reception and Halls	Provision	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	M
Public Areas - Reception and Halls	Provision	Where revolving doors, turnstiles or other barriers have been 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 located between 80cm and 120cm.		UA	M
Public Areas - Reception and Halls	Provision	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.		UA	V
Public Areas - Reception and Halls	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. (optimum gradient 1:15)		UA	M
Public Areas - Reception and Halls	Provision	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.		UA	M
Public Areas - Reception and Halls	Provision	Unobstructed width of not less than 90cm (to allow for easy access for mobility aids).		UA	M
Public Areas - Reception and Halls	Provision	Ramps should have a strong textured surface that is easily 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
Public Areas - Reception and Halls	Fixtures and Fittings	There should be an adequate and clearly identifiable 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 good functional condition.		'1-5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Corridors and stairs are to be in good repair and free from 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 displayed in all public areas.		'1-5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	All seating areas in Reception and/or halls are to be of a good 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
Public Areas - Reception and Halls	Fixtures and Fittings	All seating areas in Reception and/or halls are to be of a good size, quality and condition		'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.		'3-4	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Halls should be made available for guests and be accessible throughout the day and evening.		'3-4	MER
Public Areas - Reception and Halls	Fixtures and Fittings	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	Fixtures and Fittings	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.		'3-4	MER
Public Areas - Reception and Halls	Fixtures and Fittings	If curtains or blinds are fitted they must be in excellent condition.		'3-4	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Reception furniture, tables and desks must be in excellent condition and have excellent finishes.		'3-4	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Attractive wall décor and/or finishes must be used to enhance the facilities		'3-4	MER
Public Areas - Reception and Halls	Fixtures and Fittings	All seating areas in Reception and/or halls should be of outstanding size, quality and condition.		'5	MER

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Public Areas - Reception and Halls	Fixtures and Fittings	Seating layout should provide a sufficient amount of space for guests to comfortably be able to move around.		'5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	If curtains or blinds are fitted they must be in outstanding condition.		'5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Reception furniture, tables and desks must be in outstanding condition and have outstanding finishes.		'5	MER
Public Areas - Reception and Halls	Fixtures and Fittings	Attractive wall décor and/or finishes must be used to enhance 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 route.		UA	V
Public Areas - Reception and Halls	Fixtures and Fittings	No high gloss and simple backgrounds.		UA	V
Public Areas - Reception and Halls	Fixtures and Fittings	Fixed, slip-resistant floor surface.		UA	MV
Public Areas - Reception and Halls	Fixtures and Fittings	Threshold at the main entrance not to exceed 1.3cm difference in level.		UA	MV
Public Areas - Reception and Halls	Fixtures and Fittings	Size of opening leaf of entrance door at least 76cm with the door in a 90-degree open position.		UA	M
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 door swing.		UA	M
Public Areas - Reception and Halls	Fixtures and Fittings	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.		UA	M
Public Areas - Reception and Halls	Ventilation and Lighting	Adequate ventilation and extraction via opening window or extractor fan must be provided in all areas.		'1-5	MER
Public Areas - Reception and Halls	Ventilation and Lighting	There should be adequate lighting in all areas.		'1-5	MER
Public Areas - Reception and Halls	Ventilation and Lighting	Energy-saving initiatives to be respected.		'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 working.		'1-5	MER
Public Areas - Reception and Halls	Ventilation and Lighting	Acceptable lighting coverage and ventilation across all areas of the reception and/or hall.		'1	MER
Public Areas - Reception and Halls	Ventilation and Lighting	Good lighting coverage and ventilation across all areas of the 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 recessed.		'4	MER
Public Areas - Reception and Halls	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of the reception and/or hall.		'4	MER
Public Areas - Reception and Halls	Ventilation and Lighting	Outstanding quality working light fittings without any maintenance issues.		'5	MER
Public Areas - Reception and Halls	Ventilation and Lighting	Outstanding illumination, lighting coverage and ventilation across all areas of the reception and/or hall.		'5	MER
Public Areas - Reception and Halls	Ventilation and Lighting	All areas in reception and/or hall must be well and evenly lit.		UA	V
Public Areas - Reception and Halls	Ventilation and Lighting	Height of light switches and controls should be between 80cm - 120cm.		UA	M
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	All walls to be reasonably painted.		'1-2	MER
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.		'1-2	MER
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	All walls are to be well painted with little or no mismatch of colours.		'3	MER
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	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 &Paintwork	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.		'4-5	MER
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	Paintwork must be of an excellent quality and finish with no mismatch of colours except where a décor theme exists		'4	MER
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	Walls must not be cracked or damaged.		'4-5	MER
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	Added décor such as tile motifs or patterns to enhance the tiling.		'5	MER
Public Areas - Reception and Halls	Walls: Tiling &Paintwork	Paintwork must be of an outstanding quality and finish with 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, Ceilings and Cornices	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.		'3	MER
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	Ceilings and Cornices, if fitted, must be well painted, free from any mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Public Areas - Reception and Halls	Flooring, Ceilings and 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 any mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'4	MER
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	All flooring to be of an outstanding quality non-slip floor tiling.		'5	MER
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	There should be no mismatched tiling and tiling grout should 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
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	Ceilings and Cornices 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.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	Fixed, slip-resistant floor finish.		UA	MV
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	Where carpet is used it should be firmly fixed to avoid slipping.		UA	MV
Public Areas - Reception and Halls	Flooring, Ceilings and Cornices	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.		UA	M
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	M
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	M

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Public Areas - Reception and Halls	Public Area Toilets	All public area toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.	Public area toilets may be unisex.	'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: A toilet with seat and lid		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: A hand basin with running water and soap		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: Hand drying facilities	Clean towel or paper towels or hot air dryer	'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: Covered light		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: Mirror above the hand basin		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	The following facilities should be provided as a minimum: Hook on cubicle door		'1-5	MER
Public Areas - Reception and Halls	Public Area Toilets	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 the park.		'4-5	MER
Public Areas - Reception and Halls	Public Area Toilets	Fixtures and fittings in public area toilets should be of excellent quality.		'4-5	MER
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Fixed slip-resistant floor surface. Wooden floors and tiles are to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor. Where a carpet or carpeting is used it should be firmly fixed to avoid slipping.		UA	M
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	M
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 of the door swing.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Door handles should be located at a height of between 80cm - 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	M
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	M
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 height of 180cm.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Toilet seat height should be between 45cm - 50cm.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	80cm wide transfer space to side of pan.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Front edge of pan to project at least 69cm from the rear wall.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Centreline of toilet not more than 48cm from wall opposite transfer space.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Extended flush handle located on side of transfer space of cistern.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Cranked grab-bar should be located 80cm above floor finish.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	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	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	The back rest of the toilet, when raised to an upright position, must remain upright.		UA	MV
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Hand basin provided in the correct configuration related to the toilet pan.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility Designated Toilets.	Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.		UA	M
Public Areas - Reception and Halls	Public Toilets - Mobility 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 caused by all colours being the same.		UA	V
Communal Braai Areas and Bomas	Provision	The area should be clearly demarcated through use of varied surface finishes and textures.		UA	V
Communal Braai Areas and Bomas	Provision	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 to enter without too much difficulty.		UA	M
Communal Braai Areas and Bomas	Provision	There should be a landing at the top of ramps with minimum dimensions of 90cm x 90cm.		UA	M
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	M
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	Signs of some damage and wear and tear is evident		'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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Communal Braai Areas and Bomas	Fixtures and Fittings	Décor and furnishing show strong evidence of a co-ordinated design plan having been applied.		'5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	There should be no evidence of ageing, wear and tear and surfaces and features should have outstanding quality finishes.		'5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	Braai grids must be supplied and must be in outstanding condition.		'5	MER
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 thoroughly cleaned and sanitized after each use.		'5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	All tables and work surfaces must be in outstanding condition with no signs of damage.		'5	MER
Communal Braai Areas and Bomas	Fixtures and Fittings	There should be a selection of chairs to be with and without armrests provided in braai and boma areas.		UA	MV
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	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	There should be adequate lighting in all areas.		'1-5	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Energy-saving initiatives to be respected.		'1-5	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Light switches must be located at the entrance door to the facility.		'1-5	MER
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	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Acceptable lighting coverage and ventilation across all areas of the boma and braai facilities.		'1	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Good lighting coverage and ventilation across all areas of the boma and braai facilities.		'2	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Very good lighting coverage and ventilation across all areas of 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	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or recessed.		'4	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of the boma and braai facilities.		'4	MER
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	Ventilation and Lighting	Outstanding quality working light fittings without any maintenance issues.		'5	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	Outstanding illumination, lighting coverage and ventilation across all areas of the boma and braai facilities.		'5	MER
Communal Braai Areas and Bomas	Ventilation and Lighting	The area over the braai/s must be exceptionally well lit.		'5	MER
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 -120cm.		UA	M
Communal Braai Areas and Bomas	Walls (If Applicable)	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 could also serve as borders.	'1-2	MER
Communal Braai Areas and Bomas	Walls (If Applicable)	All walls are to be well maintained and clean.		'3	MER
Communal Braai Areas and Bomas	Walls (If Applicable)	Walls should be of an excellent quality with no obvious cracks or damage.		'4	MER
Communal Braai Areas and Bomas	Walls (If Applicable)	Added décor such as paintings, posters, planters or wall motifs should be applied.		'4	MER
Communal Braai Areas and Bomas	Walls (If Applicable)	Walls should be of an outstanding quality with no obvious cracks or damage.		'5	MER
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	MER
Communal Braai Areas and Bomas	Walls (If Applicable)	Paintwork (if applied) should be of outstanding quality and finish with no mismatch of colours.		'5	MER
Communal Braai Areas and Bomas	Flooring	Flooring to be fit for purpose.		'1-2	MER
Communal Braai Areas and Bomas	Flooring	Flooring shows considerable use with gaps between joints and between floor and wall.		'1-2	MER
Communal Braai Areas and Bomas	Flooring	There should be no cracks large enough cause tripping injuries or other safety problems.		'1-2	MER
Communal Braai Areas and Bomas	Flooring	High quality flooring throughout the facility.		'3	MER
Communal Braai Areas and Bomas	Flooring	Some signs of wear and tear and some small discoloration in areas of high traffic are acceptable.		'3	MER
Communal Braai Areas and Bomas	Flooring	The floor should be in a generally good condition.		'3	MER
Communal Braai Areas and Bomas	Flooring	Excellent quality flooring throughout the facility.		'4	MER
Communal Braai Areas and Bomas	Flooring	No stains, burns or marks should be evident.		'4	MER
Communal Braai Areas and Bomas	Flooring	The floor should be in a generally excellent condition and should be a well-maintained surface.		'4	MER
Communal Braai Areas and Bomas	Flooring	Outstanding quality flooring that has been professionally lain throughout the facility.		'5	MER
Communal Braai Areas and Bomas	Flooring	No stains, burns or marks should be evident and there should be no signs of wear even in high traffic areas.		'5	MER
Communal Braai Areas and Bomas	Flooring	The floor should be in a generally excellent condition and should be a very well-maintained surface.		'5	MER
Communal Braai Areas and Bomas	Flooring	Fixed slip-resistant floor surface. Wooden floors and tiles are to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor.		UA	MV
Communal Braai Areas and Bomas	Flooring	Flooring should have no design obstructions.		UA	MV
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	MER
Communal Braai Areas and Bomas	Roofing	All roofing is to be in an acceptable condition and should not be visually unappealing.		'1-2	MER
Communal Braai Areas and Bomas	Roofing	All roofing should be in a good condition and should not have any loose thatch, roof sheeting or damaged areas.		'3	MER
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	MER
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	MER
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	MER
Communal Braai Areas and Bomas	Housekeeping Provision	All public and communal areas must be cleaned at least daily with suitable disinfecting or sanitising chemical cleaners..		'1-5	MER
Communal Braai Areas and Bomas	Housekeeping Provision	All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.		'1-5	MER
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	MV
Communal Braai Areas and Bomas	Housekeeping Provision	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.		UA	MV
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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Recreational Facilities (Games Room and TV Room)	Provision	All seating areas in recreational facilities should be of a good size, quality and condition, with good layout to provide a reasonable amount of space for guest to easily move around.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Recreational facilities should be made available for guests and should be accessible throughout the day and evening.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Good quality plastic furniture is acceptable.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	A functional colour TV with remote control and preferably with access to multiple channels (both free-to-air and pay) should be provided.		'3-4	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 excellent condition.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Any electronic gaming equipment is to be in excellent working order and condition.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Simple and effective interior design and décor is expected in these facilities.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Signage notifying guests as to the opening and closing hours must be clearly displayed.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	If fitted, blinds must be in an excellent condition.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Curtains, if fitted, must be lined, meet in the middle and should be of an excellent quality and condition.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Walls should be of an excellent quality with no obvious cracks or damage.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	Added décor such as paintings, posters, planters or wall motifs should be applied.		'3-4	MER
Recreational Facilities (Games Room and TV Room)	Provision	5-Star parks should offer an appropriate range of recreation facilities that suit its specific target market.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	All seating areas in recreational facilities should of a good size, and of outstanding quality and condition.	Plastic furniture is not acceptable.	'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	The seating layout should provide an excellent amount of space for guests to be able to comfortably move around.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	A remote controlled flat screen colour television and an outstanding choice of channels (including radio and television, free-to-air and pay) on satellite TV should be provided.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Signage notifying guests as to the opening and closing hours must be clearly displayed.		'5	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 outstanding condition.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Any electronic gaming equipment must be in perfect working order and in outstanding condition.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Outstanding interior design and overall impression. Professional finish to all aspects of decoration.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Interesting architectural features, objects of interest, artwork, and objects d'art should be incorporated into the interior design and décor of these facilities.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	If fitted, blinds must be of outstanding quality and should effectively provide privacy and shut out light.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Curtains, if fitted, must be lined, meet in the middle and be of an outstanding quality.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Walls should be of an excellent quality with no obvious cracks or damage.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	Added décor such as paintings, posters, planters or wall motifs should be applied.		'5	MER
Recreational Facilities (Games Room and TV Room)	Provision	There should be a selection of chairs to be with and without armrests provided in all recreational areas.		UA	MV
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Adequate ventilation and extraction via opening windows, extractor fans or air-condition must be provided in all areas.		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	There should be adequate lighting in all areas.		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Energy-saving initiatives to be respected.		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Light switches must be located at the entrance door to the facility.		'1-5	MER
Recreational Facilities (Games Room and TV Room)	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	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Acceptable lighting coverage and ventilation across all areas of the recreational facilities.		'1	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Good lighting coverage and ventilation across all areas of the recreational facilities.		'2	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Very good lighting coverage and ventilation across all areas of the recreational facilities.		'3	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or recessed.		'4	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of the recreational facilities.		'4	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Outstanding quality working light fittings without any maintenance issues.		'5	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Outstanding illumination, lighting coverage and ventilation across all areas of the recreational facilities.		'5	MER
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	All areas in reception and/or hall must be well and evenly lit.		UA	V
Recreational Facilities (Games Room and TV Room)	Ventilation and Lighting	Height of light switches and controls should be between 80cm - 120cm.		UA	M
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	All walls to be reasonably painted and clean.		'1-2	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.		'1-2	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	All walls are to be well painted with little or no mismatch of colours.		'3	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.		'3	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	Paintwork must be of excellent quality and finish with no mismatch of colours.		'4	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	Walls must not be cracked or damaged.		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	Added décor such as tile motifs or patterns to enhance the tiling.		'5	MER
Recreational Facilities (Games Room and TV Room)	Tiling &Paintwork	Paintwork must be of an outstanding quality and finish with no mismatch of colours.		'5	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.		'1-2	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.		'3	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	Ceilings, if fitted, must be well painted, free from any mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	No sagging panels should be visible.	In thatched roof facilities these ceiling criteria may be excluded.	'3-5	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	All flooring to be of an excellent quality non-slip floor tiling or floor coating.		'4	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	There should be no cracked floor tiling visible.		'4-5	MER
Recreational Facilities (Games Room and TV Room)	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
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	All flooring to be of an outstanding quality non-slip floor tiling.		'5	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.		'5	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	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.	In thatched roof facilities these ceiling criteria may be excluded.	'5	MER
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	Fixed, slip-resistant floor finish.		UA	MV
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	Where carpet is used it should be firmly fixed to avoid slipping.		UA	MV
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	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.		UA	M
Recreational Facilities (Games Room and TV Room)	Flooring and Ceilings	Flooring should have no design obstructions.		UA	MV
Recreational Facilities (Games Room and TV Room)	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
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	Excessive wood rot is not acceptable in wooden doors, door and window frames.		'1-2	MER
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	All doors and windows should be able to open, close and latch easily.		'1-2	MER
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	All window frames, doors and door frames should have little or no wood rot noticeable.		'3	MER
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.		'3	MER
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	All putty in window frames should be in good condition, clean and well painted.		'3	MER
Recreational Facilities (Games Room and TV Room)	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
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	All putty in window frames should be in excellent condition, clean and well painted.		'4	MER

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	No wood rot should be noticeable in window frames, doors or door frames.		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Windows, Doors and Frames	All putty in window frames should be in outstanding 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 adequately ventilated.	Public area toilets may be unisex.	'1-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: A 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 Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Hand drying facilities (clean towel or paper towels or hot air dryer)		'1-5	MER
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 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: 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 Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Toilet paper and holder plus spare toilet rolls		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	A separate public toilet facility should be conveniently located 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 Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: A toilet with seat and lid		'4-5	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		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	The following facilities should be provided as a minimum: Hand drying facilities (clean towel or paper towels or hot air dryer)		'4-5	MER
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 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: Hook on cubicle door		'4-5	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		'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 Room and TV Room)	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
Recreational Facilities (Games Room and TV Room)	Public Area Toilets	Fixtures and fittings in public area toilets should be of excellent quality.		'4-5	MER
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	At least 10% of chairs should have a seat height of 50cm.		UA	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	A selection of chairs with and without arm-rests should be provided.		UA	MV
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Televisions should have working remote controls.		UA	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Induction loop extensions or ear-phones should be linked to televisions.		UA	C
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Sub-titles on television services should be provided where available.		UA	V
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Remote controls for air-conditioning systems should be available.		UA	M
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	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Height of light switches and controls should be between 80cm - 120cm.		UA	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Remote emergency call system should be established in all 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 Room and TV Room)	Universal Accessibility	Where carpet is used it should be firmly fixed to avoid slipping.		UA	MV
Recreational Facilities (Games 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	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	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.	UA	MV
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Door-handles should be located at a height below 120cm.		UA	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Emergency evacuation notice and door peep-hole is to be 110 cm.		UA	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	Minimum size of unobstructed floor space is to be 80cm x 120cm.	This allows movement using a long cane without the guest injuring themselves by bumping into furniture, tables, etc.	UA	MV
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	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 to enter without too much difficulty.		UA	M
Recreational Facilities (Games Room and TV Room)	Universal Accessibility	All ramps, stairways and main circulation paths should be finished with roughened or textured surfaces. Route surfaces should be firm and even with no gravel or cobble type finishes.		UA	MV
Recreational Facilities (Games 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 Room and TV Room)	Housekeeping Provision	All facilities should be thoroughly cleaned at least once a day with suitable disinfecting or sanitising chemical cleaners.		'1-5	MER
Recreational Facilities (Games Room and TV Room)	Housekeeping Provision	All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.		'1-5	MER
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 guest.		UA	MV
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 Room and TV Room)	Housekeeping Provision	Housekeeping staff to ensure all that space between furniture meets UA requirements.		UA	MV
Swimming Pools, Children's Play 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 Takeaways	Fixtures, Fittings, Stock and Equipment	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	All emergency information and signage should be clearly displayed in all public areas.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Acceptable appearance, maintenance and condition.		'1	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Store has dated décor and fittings and only provides a small range of food and drink.		'1	MER
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 Takeaways	Fixtures, Fittings, Stock and Equipment	A larger range of products is provided, although not a fully comprehensive supply of goods.		'2	MER
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 Takeaways	Fixtures, Fittings, Stock and Equipment	Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean and in working order.		'2	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Very good appearance, maintenance and condition.		'3	MER

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Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	A reasonable selection of stock to be provided		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	A good range and quality of take-away foods is available, if 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 Takeaways	Fixtures, Fittings, Stock and Equipment	Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, in good condition and in working order.		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock 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 Takeaways	Fixtures, Fittings, Stock and Equipment	A range of excellent quality take-away foods are available, if applicable.		'4	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, in excellent condition and working order.		'4	MER
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 Takeaways	Fixtures, Fittings, Stock and Equipment	Shop is conveniently situated, well-signed, organised and stocked.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Either purpose-built or converted to a high standard with outstanding design and décor apparent.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	There is an excellent range of appropriate stock for the 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
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	All equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, exceptionally well maintained, of an outstanding quality, and in perfect working order.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12. (optimum gradient 1:15)		UA	M
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.		UA	M
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	M
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Ramps should have a strong textured surface that is easily differentiable from surrounding surfaces.		UA	MV
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock and Equipment	Ramps should have handrails on both sides at a height of between 85-95cm.		UA	MV
Shops, Bars, Bottle Stores and/or Takeaways	Fixtures, Fittings, Stock 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 Takeaways	Fixtures, Fittings, Stock and Equipment	Lighting must be even and effective, with minimum lighting levels of 200 lux.		UA	V
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Adequate ventilation and extraction via opening window or 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 Takeaways	Ventilation and Lighting	Light switches must be located at the entrance door to the facility.		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	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	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Acceptable lighting coverage and ventilation across all areas of the facility.		'1	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Good lighting coverage and ventilation across all areas of the 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 Takeaways	Ventilation and Lighting	Light fittings are to be of excellent quality, covered and/or recessed.		'4	MER
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Excellent lighting coverage and ventilation across all areas of 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 Takeaways	Ventilation and Lighting	All areas in facility must be well and evenly lit.		UA	V
Shops, Bars, Bottle Stores and/or Takeaways	Ventilation and Lighting	Height of light switches and controls should be between 80cm - 120cm.		UA	M
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 Takeaways	Walls: Tiling &Paintwork	All walls are to be well painted with little or no mismatch of colours.		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Walls: Tiling &Paintwork	Tiling, where applied, must be of a good quality with little or 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 Takeaways	Walls: Tiling &Paintwork	Walls must not be cracked or damaged.		'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Walls: Tiling &Paintwork	Added décor such as tile motifs or patterns to enhance the 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 Takeaways	Flooring and Ceilings	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.		'1-2	MER
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	Ceilings, if fitted, must be well painted, free from any mildew or damage.	In thatched roof facilities these ceiling criteria may be excluded.	'3	MER
Shops, Bars, Bottle Stores and/or 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 Takeaways	Flooring and Ceilings	There should be no cracked floor tiling visible.		'4-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	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
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	All flooring to be of an outstanding quality non-slip floor tiling.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	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.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	Fixed, slip-resistant floor finish.		UA	MV
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	Where carpet is used it should be firmly fixed to avoid slipping.		UA	MV
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	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.		UA	M
Shops, Bars, Bottle Stores and/or Takeaways	Flooring and Ceilings	Flooring should have no design obstructions.		UA	MV
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	All shops, take-aways, bottle stores, etc. 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.	'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	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.		'1-2	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	Grout or cement filling between glass bricks must be well applied.		'1-2	MER
Shops, Bars, Bottle Stores and/or Takeaways	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
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	Excessive wood rot is not acceptable in wooden doors, door and window frames.		'1-2	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	All doors and windows should be able to open, close and latch easily.		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	All window frames, doors and door frames should have little or no wood rot noticeable.		'3	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.		'4	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	All putty in window frames should be in good condition, clean and well painted.		'4	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	All putty in window frames should be in excellent condition, clean and well painted.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Windows, Doors and Frames	No wood rot should be noticeable in window frames, doors or door frames.		'5	MER
Shops, Bars, Bottle Stores and/or Takeaways	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 scullery or camp kitchen.	UA	M
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	If specifically set aside, all recreational facility public toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.	Public area toilets may be unisex.	'1-5	MER

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Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: A toilet with seat and lid		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: A hand basin with running water and soap		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: Hand drying facilities	Clean towel or paper towels or hot air dryer.	'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: Covered light		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: Mirror above the hand basin		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: Hook on cubicle door		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: A lidded disposal bin and/or sanitary bags		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: Toilet brush with holder		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	The following facilities should be provided as a minimum: Toilet paper and holder plus spare toilet rolls		'1-5	MER
Shops, Bars, Bottle Stores and/or Takeaways	Public Area Toilets	A separate public toilet facility should be conveniently located 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 Provided	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 throughout the park.		'1-5	MER
General Services and Service Provided	Provision	Full details of sites including the maximum number of caravans, tents, motor homes, vehicles and/or people per site must be provided on request.		'1-5	MER
General Services and Service Provided	Provision	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
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 Provided	Welcome and Reception	All guests should be met on arrival by a park representative.		'1-5	MER
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 upon request.		'1-5	MER
General Services and Service Provided	Welcome and Reception	Available information should include full details of cancellation policies and any park specific rules (such as smoking policies or pet policies).		'1-5	MER
General Services and Service Provided	Welcome and Reception	An honest description of all amenities, facilities and services offered should be provided.		'1-5	MER
General Services and Service Provided	Reservations and Check- in	A well managed booking system, whether automated or manual, must be in place.		'1-5	MER
General Services and Service Provided	Reservations and Check- in	Cancellation procedures and policies must be clear.		'1-5	MER
General Services and Service Provided	Reservations and Check- 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	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 posters in evidence.		'5	MER
Overall Impression	Entrance and Reception Area	The park should be well sign-posted and easy to find from road access points.		'1-5	MER
Overall Impression	Entrance and Reception Area	The park should have an attractive, clean and well-maintained entrance sign.		'1-5	MER
Overall Impression	Entrance and Reception Area	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	Bathrooms should be spacious and not cramped.		'1-5	MER
Overall Impression	Spaciousness	Toilet cubicles should be spacious and not cramped.		'1-5	MER
Overall Impression	Spaciousness	Shower and bath cubicles should be spacious and not cramped.		'1-5	MER
Overall Impression	Spaciousness	Toilet and bathroom facilities should be within a reasonable distance of all sites.		'1-5	MER
Overall Impression	Spaciousness	All bathrooms, bath, shower and toilet cubicles 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	Public and Communal Areas	There has been an effort to enhance the park with the planting of trees, shrubs, gardens, etc.		'1-5	MER
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



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Exterior and Grounds	Grounds and gardens	Quality	All facilities within the grounds should be evaluated in this section, including: garden features, fountains, landscaping and architectural features. Outstanding · Evidence of a systematic program of maintenance – well tended formal gardens or an attractive “natural” environment. · Tidy and well designed and maintained pathways. · Looking good throughout the year. · 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 guests attracted to the establishment. · Outstanding quality garden furniture made of hardwood, aluminium or iron. Excellent · Excellent standards of maintenance in formal gardens. · Pleasant and tidy appearance throughout the year. · No clutter or disorder around the service areas. · Steps and pathways in excellent condition. · Very attractive design features and excellent quality garden furniture. Very Good · Very neat and well maintained gardens with very good quality design and layout of features. · Some architectural features appropriate to the area. · Attractive very good quality garden furniture. Good · No overgrown, tangle areas. · Immediate surrounds kept tidy and well maintained. · Some	'1-5	GC
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	GC
Exterior and Grounds	Grounds and gardens	Where applicable, signage should incorporate symbols and pictograms.		UA	C
Exterior and Grounds	Grounds and gardens	Familiarisation tour of the grounds and garden to be provided by a staff member on arrival.		UA	V
Exterior and Grounds	Grounds and gardens	Gradient en-route to facilities:		UA	V
Exterior and Grounds	Grounds and gardens	Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15)		UA	M
Exterior and Grounds	Grounds and gardens	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	M
Exterior and Grounds	Parking, driveways, roads and signage	Quality	Includes 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 or tarmac, 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 · Roads in outstanding condition, well-maintained and clearly marked driveway, internal roads and entrance. · Internal roads and driveway may be tar, concrete, brick, gravel, or any other fit for purpose surface. · Roads are wide enough to accommodate a caravan and towing vehicle without encroaching on sites. · One-way roads are clearly indicated. · There is sufficient overhead room (considering tree canopies, etc.) to accommodate high vehicles, motor homes, caravans, etc. · Kerbs or edges which are clearly defined. Kerbs are not a mandatory requirement. Excellent · Excellent and well-maintained surface to driveway and internal roads. · Roads may be narrow in certain areas. · Excellent overhead clearance. · Kerbs or edges which are clearly defined. Kerbs are not a mandatory requirement. Very Good · Very good quality driveway and internal roads with no not-holes / ruddles noticeable. · Some	'1-5	GC
Exterior and Grounds	Parking, driveways, roads and signage	Maintenance & Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Exterior and Grounds	Parking, driveways, roads and 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 all guests.		UA	C
Exterior and Grounds	Parking, driveways, roads and signage	There should be clear instructions for entry for people who cannot communicate by voice.		UA	C
Exterior and Grounds	Parking, driveways, roads and signage	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.		UA	V
Exterior and Grounds	Parking, driveways, roads and signage	Setting down point at the entrance with a maximum of 1:50 gradient.If setting down point is a maximum of 1:50 and under cover should be clearly indicated.	The surface of the footway, alongside a setting down point, should be level with the carriageway at that point, to allow convenient transfer onto and from a wheelchair.	UA	M
Exterior and Grounds	Parking, driveways, roads and signage	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	M
Exterior and Grounds	Parking, driveways, roads and signage	Distance from designated parking bays to entrance: 30m		UA	M
Exterior and Grounds	Parking, driveways, roads and signage	Gradient en-route to entrance from street or designated parking bay: No steeper than1:12 (optimum 1:15)		UA	M
Exterior and Grounds	Exterior lighting	Quality	Not applicable 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 ensure the customer’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” shine. · 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. · Steps and ramps are very well lit at night. · Fittings are well maintained and in outstanding condition. Excellent · Lighting on the exterior of buildings is sufficient to illuminate the immediate surrounding area. · Low level lights with shielding to prevent “upward” shine. · Steps and ramps are suitably lit at night. · Fittings are well maintained and in excellent condition. Very Good · External lighting of facilities is of a very good quality and fittings are in very good condition. · Perhaps good number of lights and in right positions, possibly shining at ground level, but shine slightly too high in places. · Or slightly insufficient lights. Good · Limited external lighting but what is provided is of good quality. · Limited, but good	'1-5	GC
Exterior and Grounds	Exterior lighting	Maintenance & Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Exterior and Grounds	Safety and security	Quality	Security will be assessed according to appropriateness for the location of the park. Parks in high crime areas would be expected to have a higher level of overall security. A high degree of general safety and security must be maintained. Outstanding · Appropriate security arrangements for location and type of park. · Outstanding feeling of security – guests are comfortable to leave possessions in tents / caravans, etc. · Well-fenced and secure park. · Park access tightly controlled. · Outstanding security would include: 24 hour patrolled guarding, electric fencing, control access and exit, camera monitoring, etc. · Fire hose and or fire extinguishers (clearly marked with service record) at all ablutions, private and family bathrooms. · Fire hose 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 feeling 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, private and family bathrooms. · Fire hose in easily	'1-5	GC
Exterior and Grounds	Safety and security	The security officers are registered with SIRA (Security Industry Regulatory Authority) or other recognised body. (Certification produced.)		'1-5	GC
Exterior and Grounds	Safety and security	Guard monitoring is in place where the guard still walks the site on patrols, but now he has to report to the guard house or different clocking points in the given round time.		'1-5	GC
Exterior and Grounds	Safety and security	The facility is linked to a ‘Rapid Response’ security firm.		'1-5	GC
Exterior and Grounds	Safety and security	Maintenance & Condition	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
Exterior and Grounds	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	C
Exterior and Grounds	Safety and security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests - Orally, Braille and Large Print.		UA	V
Bathrooms / Ablutions	Fixtures and fittings	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Bathrooms / Ablutions	Fixtures and fittings	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	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	C
Bathrooms / Ablutions	Fixtures and fittings	Signs and other printed instructions provided in large print and Braille.		UA	V
Bathrooms / Ablutions	Fixtures and fittings	Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply)		UA	V
Bathrooms / Ablutions	Fixtures and fittings	Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers.		UA	V
Bathrooms / Ablutions	Fixtures and fittings	Where provided the shower spray head should be located 210cm above the floor surface.		UA	V
Bathrooms / Ablutions	Fixtures and fittings	Size of unobstructed floor space of 120cm x 150cm.		UA	V
Bathrooms / Ablutions	Fixtures and fittings	Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.		UA	V
Bathrooms / Ablutions	Fixtures and fittings	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position		UA	M
Bathrooms / Ablutions	Fixtures and fittings	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	M
Bathrooms / Ablutions	Fixtures and fittings	Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.		UA	M
Bathrooms / Ablutions	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 finger space.		UA	M
Bathrooms / Ablutions	Fixtures and fittings	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	M
Bathrooms / Ablutions	Fixtures and fittings	Remote emergency alarm call system in room		UA	M
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	M
Bathrooms / Ablutions	Fixtures and fittings	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.	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	M
Bathrooms / Ablutions	Fixtures and fittings	T-shaped grab-bar opposite transfer space.		UA	M
Bathrooms / Ablutions	Fixtures and fittings	Removable bath seat.		UA	M
Bathrooms / Ablutions	Fixtures and fittings	Roll-in Shower 40cm x 40cm fold-down shower seat provided at a height between 45cm and 50cm.		UA	M
Bathrooms / Ablutions	Fixtures and fittings	The centreline of the shower seat must be set at 48cm from the adjacent wall opposite the transfer space.		UA	M
Bathrooms / Ablutions	Fixtures and fittings	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	M
Bathrooms / Ablutions	Fixtures and fittings	Lever action shower mixer and hand shower on adjustable rail.		UA	M
Bathrooms / Ablutions	Fixtures and fittings	A 15cm maximum step with run-off which negates threshold.		UA	M
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 abluion block. · Waist-length mirror in each family bathroom or private abluion, 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 hairdryer 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 abluion block. · Waist-length mirror in each family bathroom or private abluion, if appropriate. · Excellent quality mirrors preferably framed, mahogany, wrought iron, decorative tile etc. · The silvering backing is to be without any flaking or blemishes. · Lightnne above or either side of mirrors is preferred. · A separate vanity area with mirror, 15amp plug outlet for hairdryer and with excellent quality 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	M
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 hot 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 waste 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 hot air hand drying facility is provided. · A paper towelling dispenser with very good quality disposable paper towelling · Excellent quality stainless steel or plastic soap dispensers with lotion crème soap or antibacterial hand soap with a pleasant aroma. Alternatively, wrapped hand soap is supplied and replaced daily. · An excellent quality waste bin with	'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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE 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	M
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 women 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 fluorescent 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 excellent condition. - Excellent natural light. Very Good - Very good quality fitting with suitable light for general bathroom use. - Light switch at main entrance, and lighting at entrance to ablutions. - Perhaps light not	'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	'1-5	GC
Bathrooms / Ablutions	Walls: Tiling and paintwork finish	Quality	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 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. Very Good - May be 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 quality materials, though a competent and professional job. - Tiling is very well done. - Grouting in very good condition. - All walls are to be well painted with no mismatch of colours. Good - All walls to be reasonably painted. No stains or	'1-5	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	'1-5	GC
Bathrooms / Ablutions	Flooring and ceilings	Quality	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 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. - May be recently decorated but not with the highest quality materials, though a competent and professional job. Good - Flooring is fit for purpose with no visible cracks that could cause tripping or	'1-5	GC
Bathrooms / Ablutions	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
Bathrooms / Ablutions	Flooring and ceilings	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.		UA	V
Bathrooms / Ablutions	Windows, window frames, doors and door frames	Quality	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 or door frames. - No corrosion or oxidation noted in aluminium door and window frames. Excellent - All window, door and door frames are excellently painted, with no cracked window panes noticed. - 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 oxidation 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 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 frames. - No corrosion or oxidation noted in	'1-5	GC
Bathrooms / Ablutions	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
Bathrooms / Ablutions	Chemical toilets and disposal area (If supplied)	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Bathrooms / Ablutions	Chemical toilets and 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 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 porcelain sanitized, and exceptionally well cleaned. - High grade sanitising and disinfectant materials used. - Cleaner on duty at all times during the day. - Arrangements for cleaning if necessary after hours and during high season or high occupancy. Excellent - Exceptionally high standard of cleanliness. - No dust. All surfaces polished with no smears. - 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. - All porcelain exceptionally well cleaned. - High grade sanitising and disinfectant materials used. - Cleaner on duty during the day if and when required. - Arrangements for cleaning if necessary	'1-5	GC
Bathrooms / Ablutions	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
Bathrooms / Ablutions	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	V
Bathrooms / Ablutions	Housekeeping Provision	House-keeping staff to ensure all bathroom accessories and equipment is within easy reach. Care to ensure everything remains in the same place.		UA	M
Sculleries / Camp Kitchens	Fixtures and fittings	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Sculleries / Camp Kitchens	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
Sculleries / Camp Kitchens	Fixtures and fittings	Interior décor with tonal contrast between the critical surfaces.		UA	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 fittings. - Recessed or covered lights and fittings of outstanding quality. - Light switch at main entrance, and lighting at entrance to sculleries 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. Excellent - Excellent standard of light fittings in centre of scullery and camp kitchen; main light plus adequate light at washbasins and work surfaces. - Light switch at main entrance, and lighting at entrance to sculleries and camp kitchens – possibly on all night without disturbing guests. - Electric extractor fan or roof extractor fan fitted. Apparatus in excellent condition. - Excellent natural light. Very Good - Very good quality fitting with suitable light for general scullery and camp kitchen use. - Light switch at main entrance, and lighting at	'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 ½ 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 ½ 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 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. 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 materials, though a competent and professional job. - Tiling is very well done with no cracked or broken tiles to be noticed. - All walls are to be well painted with little or no mismatch of colours. Good - All walls to be	'1-5	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 - 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. 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. - 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 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. - May be recently decorated but not with the highest quality materials, though a competent and professional job. Good - Flooring is fit for purpose with no visible cracks that	'1-5	GC
Sculleries / Camp Kitchens	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
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	Quality	Window frames, doors and door frames are made of varying materials including vinyl, 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, doors or door frames. - No rust noted in steel window or door frames. - No corrosion or oxidation noted in aluminium door and window frames. Excellent - All window, door and door frames are excellently painted, with no cracked window panes noticed. - 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 oxidation 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 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 frames. - No corrosion or oxidation noted	'1-5	GC
Sculleries / Camp Kitchens	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
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	M
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	M
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.		UA	M
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	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	M
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.		UA	V
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	V
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	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
Sculleries / Camp Kitchens	Windows, window frames, doors and door frames	90cm wide unimpeded circulation space around and between furniture and appliances.		UA	V
Sculleries / Camp Kitchens	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 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 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 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 cleanliness. - No dust. All surfaces clean with no smears. - 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. - All washbasins exceptionally well cleaned. - High grade sanitizing and disinfectant materials used. - Arrangements for cleaning if necessary after hours and during high season. Very Good - A very high standard of cleanliness. - All surfaces well cleaned. - All windows are clean	'1-5	GC
Sculleries / Camp Kitchens	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
Sculleries / Camp Kitchens	Housekeeping Provision	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 Provision	Housekeeping staff to ensure all scullery / kitchen accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	M
Laundries / Drying Areas	Fixtures and fittings	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Laundries / Drying Areas	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
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. Very Good: - Very good quality fitting with suitable light for general laundry use. - Perhaps light not evenly distributed throughout the facility, but overall very good light. - Light switch at main entrance, and lighting at entrance to laundry very good. - Very good ventilation and natural light. Good: - Good quality fittings providing only adequate light. - Centre light well positioned providing adequate 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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Laundries / Drying Areas	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 · 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. Very Good · May be 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 quality materials, though a competent and professional job. · Tiling, where applied is very well done with no cracked or broken tiles to be noticed. · All walls are to be well painted with little or no mismatch of colours. Good · All walls to be reasonably painted. No stains or marks. · Tiling where applied is acceptable with little or no cracked and broken tiles noticeable.	'1-5	GC
Laundries / Drying Areas	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
Laundries / Drying Areas	Flooring and ceilings	Quality	Floor tiling or paving must also help promote safety in the laundry. Slippery flooring is dangerous. Good flooring in the laundry will ensure that the client feels comfortable. 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 finish with no staining 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. · 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 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 excluded. Very Good · Flooring is of good quality, fit for purpose but covered with very 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. · May be recently decorated but not with the highest quality materials, though a competent and professional job.	'1-5	GC
Laundries / Drying Areas	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
Laundries / Drying Areas	Windows, window frames, doors and door frames	Quality	Window frames, doors and door frames are made of varying materials including vinyl, aluminium, composites, fiberglass, steel and wood. Opening windows in laundries are necessary for 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 oxidation noted in aluminium door and window frames. Excellent · All window, door and door frames are excellently painted, with no cracked window panes noticed. · 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 oxidation noted in aluminium door and window frames. Very Good · All window, door and door frames are very well painted, with no cracked window panes noticed. · 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 frames. · No corrosion or oxidation noted.	'1-5	GC
Laundries / Drying Areas	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
Laundries / Drying Areas	Windows, window frames, doors and door frames	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	M
Laundries / Drying Areas	Windows, window frames, doors and door frames	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	M
Laundries / Drying Areas	Windows, window frames, doors and door frames	Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.		UA	M
Laundries / Drying Areas	Windows, window frames, doors and door frames	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	M
Laundries / Drying Areas	Windows, window frames, doors and door frames	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.		UA	V
Laundries / Drying Areas	Windows, window frames, doors and door frames	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	V
Laundries / Drying Areas	Windows, window frames, doors and door frames	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
Laundries / Drying Areas	Windows, window frames, doors and door frames	90cm wide unimpeded circulation space around and between furniture and appliances.		UA	V
Laundries / Drying Areas	Windows, window frames, doors and door frames	No complicated patterned materials carpets, tiles etc.		UA	V
Laundries / Drying Areas	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 laundries and drying areas must be kept 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. · Cleaner on 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. ·	'1-5	GC
Laundries / Drying Areas	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
Laundries / Drying Areas	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation		UA	V
Laundries / Drying Areas	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
Laundries / Drying Areas	Housekeeping Provision	Housekeeping staff to ensure all laundry accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	M
Sites for Caravan and Camping	Size and demarcation of sites.	Quality	The goal of all caravan park and resort owners is to provide quality caravan and camping sites that not only meets, but exceeds guest expectations. It is acknowledged, however, that some variety 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 site layout – obvious thought to layout of sites. · Good sized sites – suitable for typical market. · Sites clearly and neatly demarcated or identifiable. · 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 camping. · Sites not quite excellent. Good · Sites neat and tidy. · Sites not necessarily demarcated. Acceptable · Sites relatively small in size. · Sites not demarcated but	'1-5	GC
Sites for Caravan and Camping	Size and demarcation of sites.	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	Access and overhead clearance.	Quality	The ability to be able to reverse a caravan, or drive straight onto the camping area without first having to unhitch, is a great feature of a well-planned caravan resort. Outstanding · Opening / 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. · Most sites have at least 2.7 meters overhead clearance. Acceptable · Not all sites have easy access. · Most sites have tight and narrow access to them. · No assistance to site caravan and erect tent available. · Very few have at least 2.7 meters overhead clearance. Unacceptable · Not all sites have easy access due to overgrown and untended trees and	'1-5	GC
Sites for Caravan and Camping	Access and overhead clearance.	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	Surface and drainage	Quality	Today's campers have a range of comforts available to them, whether their shelter is a tent, caravan with tent, motor home or trailer tent. There are many different surfaces on which to pitch 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 quality site 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 on or through the site. · Good quality site surface. (Grass, asphalt, brick paved pad or crushed gravel.) Good · Very slight slope on some sites. · Drainage appears to be good. · Numerous and old drainage ditches noted on the site.	'1-5	GC
Sites for Caravan and Camping	Surface and drainage	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 facilities i. Electrical power points.	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 facilities i. Electrical power points.	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 facilities ii. Water points and drainage	Quality	Water is a valuable resource, and as our industry grows, so does the demand on our water resources. It is important that everyone makes an effort to conserve water. Outstanding · Taps 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. · 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 excellent quality.	'1-5	GC
Sites for Caravan and Camping	Site facilities ii. Water points and drainage	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 facilities iii. Refuse bins.	Quality	In the times in which we are living, a healthy environment has become a priority. We all need to contribute towards this goal as it is our responsibility to keep the environment clean. Refuse bins 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. Very Good · There is a covered and lined refuse bin within an acceptable distance from each site. · No overcrowding or overuse of bins noticed. · The refuse bins are of a very good quality. Good · Refuse bins are covered and cleaned and emptied regularly. · Bins may not be lined. · There is a longer distance between bins than in very good or excellent marks.	'1-5	GC
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 grids are of outstanding quality and condition. · There is proper protective storage for wood, charcoal, briquettes etc. at each fixed braai. · The braai, if fixed, is conveniently located on the site, operational, and easily accessible. · The braai, if portable, supplied or let, is conveniently located close to camp sites, operational, and easily accessible. Excellent · Braai facilities (if provided) are in excellent condition. · Braais cleaned of ash daily. · The braai grid is cleaned daily. · The braai grids (if supplied) are in excellent condition. · The braai, if fixed, is conveniently located on the site, operational, and easily accessible. · The braai, if portable, supplied or let, is conveniently located close to camp sites, operational, and easily accessible. Very Good ·	'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	C
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	M



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	Fixtures and fittings	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. <u>D'-type handle must be used.</u>		UA	M
Public Areas - Reception and Halls	Fixtures and fittings	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	M
Public Areas - Reception and Halls	Lighting, power and switches and ventilation	Quality	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-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 use. · Perhaps light not evenly distributed throughout the facility, but overall good light. · Light switch at main entrance and lighting at entrance to reception area very good. · Very good ventilation and natural light. Good · Fair quality fittings providing only	'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 ambience. Outstanding · Outstanding 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 · Excellent quality tiling well fitted where applied. Grouting in excellent condition. No marks, stains, condensation damage. · Excellent quality of wall coverings. · Use of excellent quality materials. · Attempt to co-ordinate design with additional attractive features. · Professional workmanship throughout. · Evidence of co-ordinated design. · Paintwork to be of 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	'1-5	GC
Public Areas - Reception and Halls	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
Public Areas - Reception and Halls	Flooring and ceilings	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Public Areas - Reception and Halls	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
Public Areas - Reception and Halls	Flooring and ceilings	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 - Reception and Halls	Flooring and ceilings	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	V
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	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 oxidation noted in aluminium door and 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 oxidation 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	'1-5	GC
Public Areas - Reception and Halls	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
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.		UA	M
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	M
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.		UA	M
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	Where a sliding door has been used, it should open with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.		UA	M
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.		UA	V
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	Power sockets located between 80cm - 100cm above floor surface. Close to headboard.		UA	V
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	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
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	90cm wide unimpeded circulation space around and between furniture and appliances.		UA	V
Public Areas - Reception and Halls	Windows, window frames, doors and door frames	No complicated patterned materials carpets, tiles etc.		UA	V
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Public Areas - Reception and Halls	Public areas WCs (Toilets)	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	Public areas WCs (Toilets)	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.		UA	V
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Basin and shower lever action mixers with balanced water supply.	This allows reliable temperature control over the water supply.	UA	V
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Hot pipes must be well insulated.		UA	V
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Toilet paper holder within 26cm of the seat.		UA	V
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Trap covered with heat resistant lagging if composition is heat conducting.		UA	V
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Wash-hand basin with a mixer is easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and turned.		UA	M
Public Areas - Reception and Halls	Public areas WCs (Toilets)	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 to gripped and turned.		UA	M
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	M
Public Areas - Reception and Halls	Public areas WCs (Toilets)	Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.		UA	M
Public Areas - Reception and Halls	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. 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. Excellent · 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 disinfectant materials used. · All equipment/desks/seating well cleaned. · Cleaner on duty during the day if and when required. · Arrangements for cleaning if necessary after hours	'1-5	GC
Public Areas - Reception and Halls	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
Public Areas - Reception and Halls	Housekeeping Provision	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation.		UA	V
Public Areas - Reception and Halls	Housekeeping Provision	Housekeeping staff to ensure all furniture in public areas remains in the same place.		UA	V
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.		UA	V
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Basin and shower lever action mixers with balanced water supply. This allows reliable temperature control over the water supply.		UA	M
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Hot pipes must be well insulated.		UA	V
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Toilet paper holder within 26cm of the seat.		UA	M
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Trap covered with heat resistant lagging if composition is heat conducting.		UA	M
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Wash-hand 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.		UA	M
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	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 to gripped and turned.		UA	M
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin.		UA	M
Public Areas - Reception and Halls	Public Toilets: Mobility Designated Toilets	Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.		UA	M
Communal Braai Areas and Bomas	Fixtures and fittings	Quality	For further criteria assistance, please refer to the Grading Criteria Booklets provided by the TGCSA	'1-5	GC
Communal Braai Areas and Bomas	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 Braai Areas and Bomas	Lighting, power and switches and ventilation	Quality	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. 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. · 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. Acceptable · Dim centre light. · Stark lighting with ageing / rust and possibly dirty fittings. · Light not evenly dispersed through braai and	'1-5	GC
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	'1-5	GC
Communal Braai Areas and Bomas	Walls: If applicable	Quality	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 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, artwork, objects d'art, etc. Excellent · Excellent quality of wall coverings, with use of very good quality materials. · Attempt to co-ordinate design with additional attractive features. · Professional workmanship throughout. · Evidence of co-ordinated 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" style and quality of décor. · Not necessarily recently decorated though in sound condition. · Some signs of wear. Acceptable · Lower quality materials, ageing	'1-5	GC



ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Communal Braai Areas and Bomas	Walls: If applicable	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	Flooring and roofing	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	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 caused by all colours being the same.		UA	V
Communal Braai Areas and Bomas	Flooring and roofing	The area should be clearly demarcated through use of varied surface finishes and textures.		UA	V
Communal Braai Areas and Bomas	Flooring and roofing	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 to enter without too much difficulty.		UA	M
Communal 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	M
Communal 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	M
Communal Braai Areas and Bomas	Flooring and roofing	Stairs should be fitted with handrails and non-slip treads.		UA	M
Communal Braai Areas and Bomas	Flooring and roofing	Any canopy structure should not protrude into a pedestrian route.		UA	M
Communal Braai Areas and Bomas	Flooring and roofing	Directional and informational signage related to physical and environmental access must be well lit.		UA	M
Communal Braai Areas and Bomas	Flooring and roofing	There should be a selection of chairs to be with and without armrests provided in braai and boma areas.		UA	M
Communal Braai Areas and Bomas	Flooring and roofing	All areas in the boma and braai areas must be well and evenly lit.		UA	M
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 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 tables/surfaces and seating well cleaned. · Arrangements for cleaning if necessary after hours and during high season or high occupancy. Excellent · Exceptionally high standard of cleanliness. · No dust evident on work surfaces. · All braai surfaces and grids clean. · All tables/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. · Arrangements for cleaning if necessary after hours and during high season. Very Good · A very high standard of cleanliness. · No dust evident on work surfaces. · All braai surfaces and grids clean. · All	'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	M
Recreational Facilities and Swimming 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 · Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas. · Outstanding quality fittings. · 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 condition. · Exceptionally good natural light. Excellent · Excellent standard 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 fitting with suitable light for general recreational use. · Perhaps light not evenly distributed throughout the facility, but overall good light. · Very good ventilation and natural light. Good · Fair quality fittings providing only adequate light. · Centre light well positioned providing adequate light. · Good ventilation and natural light. Acceptable · Dim centre light. · Stark lighting with ageing / rust and possibly dirty fittings. · Light not evenly dispersed through area –	'1-5	GC
Recreational Facilities and Swimming Pool	Games room and TV room: 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
Recreational Facilities and Swimming Pool	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. · 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. · Paintwork outstanding quality and finish with no mismatch of colours. Excellent · Excellent quality of wall coverings. · Use of excellent quality materials. · 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 and finish with no mismatch of colours. Very Good · May be very 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 quality materials, though a competent and	'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 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
Recreational Facilities and Swimming Pool	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, 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, 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 windows, doors are very well painted, with no cracked window panes noticed. · 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 frames. · No corrosion or oxidization noted in aluminium door and window frames. Good · All window, door and door frames are reasonably well painted, with no cracked window panes noticed. ·	'1-5	GC
Recreational Facilities and Swimming 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
Recreational Facilities and Swimming 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
Recreational Facilities and Swimming 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
Shop, Bar, Bottle Store and/or Takeaway	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 Takeaway	Fixtures and fittings, stock 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
Shop, Bar, Bottle Store and/or Takeaway	Lighting	Quality	Lighting, as with any other décor choice, makes the shop, bar, bottle store or takeaway a functional facility. Outstanding · Exquisitely designed and appointed lighting providing high quality illumination and coverage across all areas, especially the shop / bar counter / desk. · Outstanding quality fittings. · Recessed or covered lights and fittings of outstanding quality. · Light switch at main entrance, and outstanding lighting at entrance to facility. · Electric extractor and / or air-conditioning fitted. Apparatus in outstanding condition. · Exceptionally good natural light. Excellent · Excellent standard of light fittings in centre of shop/bar or take away. · 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 use. · Perhaps light not evenly distributed throughout the facility, but overall good light. · Very good ventilation and natural light. Good · Fair quality fittings providing only adequate light. · Centre light well positioned providing adequate light. · Good ventilation and natural light. Acceptable · Stark lighting with ageing / rust and possibly dirty fittings. · Light not evenly dispersed through reception area – some dark areas ·	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	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
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 · Excellent quality of wall coverings. · Use of excellent quality materials. · 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 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 decorated but not with the highest quality materials, though a competent and professional job. · Use of wall hangings, pictures, etc. · All walls are to be well painted with no mismatch of colours. Good · All walls to be reasonably painted. · Standard	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	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
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 possibly have additional architectural features. · In thatched roofing facilities, ceilings are excluded. Excellent · All flooring is non-slip, and excellent quality floor tiling or floor paving. · 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, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or non-slip surface. · Ceiling 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 highest quality materials, though a competent and professional job. Good · Flooring is fit for purpose with no visible cracks that could cause tripping or	'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 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. · 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 very 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 frames. · No corrosion or oxidization noted in aluminium	'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

ASSESSMENT AREA / CATEGORY DEFINITION	SECTION TO BE ASSESSED	GRADING CRITERIA OR MINIMUM ENTRY REQUIREMENTS DESCRIPTION	ADDITIONAL INFORMATION FOR CONSIDERATION	STAR GRADING	MER / GC
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	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
Shop, 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
Shop, Bar, Bottle Store and/or Takeaway	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
Shop, Bar, Bottle Store and/or Takeaway	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
Shop, Bar, Bottle Store and/or Takeaway	Windows, window frames, doors and door frames.	Where televisions are provided, induction loops and/ or TV listening devices should be made available.		UA	C
Shop, Bar, Bottle Store and/or Takeaway	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	M
Shop, Bar, Bottle Store and/or Takeaway	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	M
Shop, Bar, Bottle Store and/or Takeaway	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	M
Shop, Bar, Bottle Store and/or Takeaway	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 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 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 discarded items left on premises. · High grade sanitizing and disinfectant materials used. · All equipment well cleaned. · Cleaner on 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	'1-5	GC
Shop, Bar, Bottle Store and/or Takeaway	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
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
Shop, Bar, Bottle Store and/or Takeaway	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
Shop, Bar, Bottle Store and/or Takeaway	Housekeeping Provision	Housekeeping staff to ensure all laundry accessories and equipment is within easy reach for guests with functional mobility and physical limitations.		UA	M
General Services and Service	Appearance of staff	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. · Clothing fresh and well ironed. · Hair noticeably clean and well groomed, with hands and fingernails clean. · Excellent · Staff presents a professional appearance. · Staff clean, and presents a neat and well-dressed appearance. Very Good · Well dressed. · A noticeable attempt to be smart. · Dressed more for comfort rather than smartness. Good · A noticeable attempt to be smart. · No stains, tears, etc. but dressed for comfort rather than smartness. Acceptable · Clothes starting to look worn, rumpled, lived in, but basically clean. · Hair a bit uncontrolled. Unacceptable · Dirty, stained, frayed, holed clothes, dirty shoes. · Hands and fingernails grubby. · Hair unwashed and out of control. · Unshaven. · Smelly.	'1-5	GC
General Services and Service	Appearance of staff	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	Welcome (Meet and greet).	Quality	Satisfaction 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 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. Very Good · Cheerful demeanour and attitude. · Pleasant appearance. · Willingness to help when asked. · Guests shown to site. Good · Pleasant appearance. · Willingness to help when asked. Acceptable · Neutral behaviour but doing the job. Unacceptable · No welcome to speak of. · Surly and indifferent attitude. · Rude use of obscene language. · Irritation at being asked for anything	'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	Reservation check in and 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	Tourist information	Quality	South Africa offers a huge selection of places of interest and tour options. From spectacular beaches to superb wildlife experiences, from desserts 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 willing to assist and inform tourists on the local area. · Owners and management and Staff have a comprehensive knowledge of regional attractions, places of interest such as the location of museums, historical sites, golf courses 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 or similar). · Staff well versed on relevant tourist information. · Owners and manapeement and Staff have a comrehensive knowledge of regional attractions. places of interest such as the location of	'1-5	GC
General Services and Service	Tourist information	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	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	C
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	C
General Services and Service	Tourist information	A written information and emergency pack is provided to the guest upon check-in.		UA	C
General Services and Service	Tourist information	On arrival the guest is offered a full orientation tour.		UA	C
General Services and Service	Tourist information	Approach to the entrance free of projecting obstructions or features.		UA	V
General Services and Service	Tourist information	Entrance route surface firm, even and slip resistant.		UA	V
General Services and Service	Tourist information	Doors should always be fully closed or held open.		UA	V
General Services and Service	Tourist information	Contrasting colour and texture floor surface space on the inside and outside of entrance door.		UA	V
General Services and Service	Tourist information	Door closers should incorporate a delay mechanism.		UA	V
General Services and Service	Tourist information	Door furniture should incorporate a horizontal pull/ lever action handle.		UA	V
General Services and Service	Tourist information	Directional and information signage in large format.		UA	V
General Services and Service	Tourist information	There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles.		UA	V
General Services and Service	Tourist information	All furniture to be 80cm high with solid sides up to 20cm above floor surface.		UA	V
General Services and Service	Tourist information	Adequate lighting positioned to illuminate the faces of the reception staff and desktop without creating glare.		UA	V
Go 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	GC
Go Green Initiative	Re-use of grey water	Garden watering should be done either early morning or late afternoon to minimize evaporation.		'1-5	GC
Go 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.		'1-5	GC
Go 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	GC
Go Green Initiative	Waste management	Bins include some or all of the following: glass, cans and paper.		'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! Tree planting plays a major role in the broader 'carbon footprint 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
Go Green Initiative	Tree planting initiative	More than five new trees planted over the past year.		'1-5	GC
Go Green Initiative	Solar power usage	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	GC
Go Green Initiative	Solar power usage	Only one facility making use of solar power for water heating.		'1-5	GC
Go Green Initiative	CFL usage	The use of CFL's (Compact Fluorescent Lamps) and LED (Light Emitting Diode fittings) throughout the park or resorts	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	GC
Go Green Initiative	CFL usage	The use of CFL's only for all outdoor lighting.		'1-5	GC

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Category Definition	Conference Centre	A facility that provides a dedicated environment for meetings, especially small to medium sized events. Dedicated meeting and breakout rooms are designed for maximum productivity. To minimise distractions, these rooms tend to be separated from food service facilities and high traffic areas. Meeting rooms are clustered near one another and interspersed with	Separate dining facilities must be available to accommodate conference groups on a flexible meeting schedule at the convenience of each group and to accommodate the capacity of the conference facility for lunch in no more than two groups of one hour each.	'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 distractions, 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.		'1-5	MER
Category Definition	Conference Centre	Conference rooms to be multi-functional spaces that can also accommodate receptions, banquets, and other social functions.		'1-5	MER
Category Definition	Conference Centre	Furnishings and equipment to be designed for the comfort of the user and with functionality in mind		'1-5	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		'1-5	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 attendees. Very large venues suitable for trade shows are sometimes known as exhibition centres. They typically have at least one auditorium and may also contain concert halls, lecture halls, meeting and conference rooms.	'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 lit foyers/lobbies and pre-reception / registration areas.	Convention and Exhibition Centres also contain considerable collections of art for the benefit of out-of-city attendees and local citizens. Many Convention and Exhibition Centres are recipients of architectural and community design awards for improving the look and feel of the community they occupy. More and more Convention and Exhibition Centres are designed with energy saving measures as well as the infrastructure to reduce the environmental and ecological impact of the facility and the MESE they support.	'1-5	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 hall combinations – with high ceilings for exhibits or general sessions – to small and large meeting rooms with numerous combination capabilities, to large sloped floor auditoria suitable for general sessions and technical productions, to elegant formal dining, to large open airy pre-function spaces to support the most complex and extensive registration requirements and activities to the most unique special event spaces, the choices for an event are extensive	'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 facility for sports, concerts, or other special events and consists of a field or stage either partly or completely surrounded by a structure designed to allow spectators to stand or sit and view the event. These can be either indoor or outdoor. Dome stadiums are distinguished from conventional stadiums by their enclosing roofs. In the context of sports stadiums, the term 'dome' is standard for all covered stadiums. Some stadiums have partial roofs, and a few have even been designed to have moveable fields as part of the infrastructure. Even though enclosed, dome stadiums are called stadia because they are large enough for, and designed for, what are generally considered to be outdoor sporting events. Those designed for what are usually indoor sporting events are generally called arenas. Many stadia make luxury suites available to patrons which, in many instances, belong to large corporates.	'1-5	MER
Category Definition	Events Venue	Wide variety of technical equipment and facilities available either internally or outsourced		'1-5	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

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 banquets. 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, farewells 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	M
Facilities	Building Exterior	Ramps must be provided in close proximity to any stairs.		UA	M
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	M
Facilities	Building Exterior	Signage should incorporate symbols and pictograms.		UA	MCV
Facilities	Building Exterior	Where there are revolving doors, turnstiles or other entrance barriers, an alternative means of access should be provided.		UA	M
Facilities	Grounds / Gardens / Internal Roads	Season changes, environmental concerns, water availability and water usage must be considered.		'1-5	MER



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	MCV
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-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
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 lit 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	MCV
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	M
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	M
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).		'4-5	MER
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Air-conditioning that can be independently controlled.		'4-5	MER

Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Access to any staging and audio-visual equipment.		'4	MER
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Access to water and waste drainage in appropriate venue areas.		'5	MER
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Access to technologically advanced staging and audio-visual equipment with built-in sound in the venue.		'5	MER
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Induction loop fitted for persons using hearing aids.		UA	C
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	A quality sound system that provides a clear undistorted sound will facilitate communication for guests.		UA	C
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Clear unobstructed routes provided throughout facility.		UA	MV
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Use of colour contrasting of décor / stationary etc.		UA	V
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	All information in large print and Braille.		UA	V
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	There should be good even lighting and/ or spotlights with dimmers that allow lighting to focus on speakers and lip-readers.		UA	V
Facilities	Business Centre	The necessary office equipment to offer basic business services. (i.e. the ability to photocopy, print, send & receive faxes, and access the internet).		'1-5	MER
Facilities	Business Centre	Basic business services offered by staff using administration equipment.		'1-2	MER
Facilities	Business Centre	Designated space where equipment is available for use by clients. All equipment to be well maintained and in good working order.		'3	MER
Facilities	Business Centre	Fully equipped and staffed, fit for purpose Business Centre within the venue or within easy access to the venue.		'4	MER
Facilities	Business Centre	Fully equipped and staffed, fit for purpose Business Centre within the venue or within easy access to the venue. Additional business support and secretarial services available.		'5	MER
Facilities	Business Centre	Voice amplifier options on public telephones.		UA	C
Facilities	Business Centre	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
Facilities	Business Centre	At least one workstation with counter-height at least 80cm from floor.		UA	M
Facilities	Business Centre	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.		UA	M
Facilities	Food And Beverage – Restaurants / Serving Areas	Suitable area/s to provide food for delegates or guests.		'1-3	MER
Facilities	Food And Beverage – Restaurants / Serving Areas	Designated area/s to provide food for delegates or guests.		'4	MER
Facilities	Food And Beverage – Restaurants / Serving Areas	Purpose built-in buffets and bars. For flexible venues, this may be mobile buffets and bars.		'4-5	MER
Facilities	Food And Beverage – Restaurants / Serving Areas	Designated area/s or restaurants utilised to provide food for delegates or guests.		'5	MER
Facilities	Food And Beverage – Restaurants / Serving Areas	Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).		'1-5	MER
Facilities	Food And Beverage – Restaurants / Serving Areas	Labels on buffet stations and on containers must be clear and in large print.		UA	V
Facilities	Food And Beverage – Restaurants / Serving Areas	Staff assistance must be provided at buffets (e.g. to read out labels etc.).		UA	V
Facilities	Food And Beverage – Restaurants / Serving Areas	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, artists, models, performers, etc. for the purposes of 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 close proximity of the event venue that can be adapted with dressing tables, make-up lighting, mirrors and hanging spaces.		'3-5	MER
Facilities	Dressing Room/s	Purpose built room/s within close proximity of the event venue with dressing tables, make-up lighting, mirrors, freshening-up facilities and hanging spaces.		'3-5	MER
Facilities	Dressing Room/s	Purpose built room/s within the event venue with dressing tables, make-up lighting, mirrors, showers, hanging spaces, a lounge and a dining area.		'3-5	MER
Facilities	Dressing Room/s	All areas must be well and evenly lit.		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	M
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	M
Facilities	Dressing Room/s	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Dressing Room/s	At least one dressing table with counter-height at least 80cm from floor.		UA	M
Facilities	Hospitality / VIP Suite	A meeting room/venue that can be utilised as a private holding room.		'1-2	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	All areas must be well and evenly lit.		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	M
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	M
Facilities	Hospitality / VIP Suite	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
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 Kiosk within the venue, equipped with telephone and internet connectivity.		'4-5	MER
Facilities	Information Points / Desks	All areas must be well and evenly lit.		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

Facilities	Loading Bay Areas	A purpose-built and dedicated back entrance available for equipment loading and off-loading.		'5	MER
Facilities	Media Centre	This may be a dedicated, purpose-built centre or an existing room adapted to meet specific requirements.		'1-5	MER
Facilities	Media Centre	All areas must be well and evenly lit.		UA	V
Facilities	Media Centre	Induction loop fitted for persons using hearing aids.		UA	C
Facilities	Media Centre	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	M
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	M
Facilities	Media Centre	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Medical / First Aid Room	Suitably stocked first aid box/es should be available and accessible in the event of treatment required. A prominent sign in a conspicuous place should indicate where the first aid box is kept and the name of the responsible person.		'1-5	MER
Facilities	Medical / First Aid Room	Emergency services telephone numbers are prominently displayed in the medical room, as well as with the Reception, Security and Switchboard staff as appropriate.		'1-5	MER
Facilities	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	Medical / First Aid Room	All emergency equipment to be well maintained and kept in working order.		'1-5	MER
Facilities	Medical / First Aid Room	A purpose built medical or first-aid room equipped with a bed, wheelchair, and blood pressure equipment.		'3	MER
Facilities	Medical / First Aid Room	A fit for purpose medical room equipped with a gurney, bed, blood pressure equipment, wheelchair, etc. should be available.		'4	MER
Facilities	Medical / First Aid Room	A fit for purpose medical room equipped with a gurney, bed, blood pressure equipment, heart defibrillator, wheelchair, oxygen, etc. should be available.		'5	MER
Facilities	Medical / First Aid Room	All areas must be well and evenly lit.		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	M
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	M
Facilities	Medical / First Aid Room	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Ticket Office / Ticketing Kiosk	This may be a dedicated, purpose-built booth or an existing room or space or area adapted to meet specific event requirements.		'1-5	MER
Facilities	Ticket Office / Ticketing Kiosk	All areas must be well and evenly lit.		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	M
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	M
Facilities	Ticket Office / Ticketing Kiosk	Clear glass panels and doors should be clearly marked.		UA	V
Facilities	Ticket Office / Ticketing Kiosk	All ramps should have a gradient of between 1:15 and 1:12.		UA	M



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 safely.		'1-3	MER
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	Fit for purpose stopping and parking area for coaches and buses to allow delegates and guests to embark and disembark safely.		'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 lux.		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	M
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	Signage displaying the international symbol of accessibility at the accessible pick-up/drop-off point.		UA	MCV
Facilities	Bus & Coach, VIP Pick-Up / Drop-Off Points	Unobstructed width of not less than 120cm to allow for easy access for mobility aids.		UA	M
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 stairways 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	Interesting architectural features, objects of interest, artwork and objects d'art.		'5	MER
Facilities	Public Areas	Outstanding appearance, maintenance and condition of furniture.		'5	MER
Facilities	Public Areas	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.		UA	V
Facilities	Public Areas	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.		UA	V
Facilities	Storage Space	Dedicated storage space that can safely store event materials and equipment overnight		'1-3	MER
Facilities	Storage Space	Dedicated storage space that can safely store event materials and equipment overnight. Individual lockable storage should be available for storage of more valuable items.		'4-5	MER
Facilities	Toilets / Restrooms	All toilets well maintained, regularly cleaned, checked and adequately ventilated.		'1-5	MER
Facilities	Toilets / Restrooms	Minimum facilities to be provided include: Washbasin with soap		'1-5	MER
Facilities	Toilets / Restrooms	Hand drying facilities		'1-5	MER
Facilities	Toilets / Restrooms	Seat with lid		'1-5	MER

Facilities	Toilets / Restrooms	Covered light		'1-5	MER
Facilities	Toilets / Restrooms	Mirror		'1-5	MER
Facilities	Toilets / Restrooms	Hook on door		'1-5	MER
Facilities	Toilets / Restrooms	Lidded sanitary bin with bags		'1-5	MER
Facilities	Toilets / Restrooms	Double-ply toilet paper		'1-5	MER
Facilities	Toilets / Restrooms	Nappy changing facilities must be provided in child friendly establishments.		'4-5	MER
Facilities	Toilets / Restrooms	Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.		'5	MER
Facilities	Toilets / Restrooms	No coat hooks or other projections that extend more than 3cm from the wall or doors.		UA	V
Facilities	Toilets / Restrooms	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.		UA	MV
Facilities	Toilets / Restrooms	Flooring to have no design obstructions.		UA	MV
Facilities	Toilets / Restrooms	Flashing light linked to alarm. [All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.]		UA	CV
Facilities	Toilets / Restrooms	Bathroom instructions must be provided in large print.		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, cellphone communication etc.		UA	MCV
Facilities	Toilets / Restrooms	Use of colour contrasting surfaces.		UA	V
Facilities	Toilets / Restrooms	Hot pipes must be well insulated.		UA	V
Facilities	Toilets / Restrooms	The access door should be fitted with an emergency release lock.		UA	MV
Facilities	Toilets / Restrooms	Audio and visual emergency warning and evacuation systems.		UA	CV
Facilities	Toilets / Restrooms	All areas in bathroom must be well and evenly lit.		UA	V
Facilities	Toilets / Restrooms	Bathroom toiletries/accessories need to have bold labels for easy identification.		UA	V
Services	Welcome, Friendliness & Attitude	Professional service and attention to detail is expected.		'1-5	MER
Services	Welcome, Friendliness & Attitude	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.		UA	MCV
Services	Welcome, Friendliness & Attitude	On arrival, the guest is offered an orientation tour.		UA	MCV
Services	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	MCV
Services	Welcome, Friendliness & Attitude	On arrival, guests are offered an audio-description package, providing information on facilities, movement through the facility and the ilk. It must also provide detailed information on services.	e.g. a guest should be able to pull menu information, services and other courtesy information typically found by guests in the room manual.	UA	V
Services	Welcome, Friendliness & Attitude	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.		UA	MV
Services	Appearance of Staff	All staff members should be identifiable by their uniforms. Staff should be wearing the company issued name badges provided.		'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	MCV
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 broadband link, secretarial service for minute taking, typing, professional binding of large documents, colour photocopying, etc.		4-5	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	C
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	C
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.		'1-5	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)	'1-5	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 provided in written format.		UA	C
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 Braille 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	M
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	MCV
Services	Safety and Security	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.		UA	MCV
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	MCV
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	MCV
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



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.		'1-2	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 chafing dishes for buffet service		'4	MER
Furniture, Fixtures, Fittings and Equipment	Food and Beverage Catering Equipment	Outstanding quality cutlery, crockery, glassware and modern chafing 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.		'1-5	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.		'1-5	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.		'1-5	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 floors 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 floor 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	M
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	M
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.		'1-5	MER

Furniture, Fixtures, Fittings and Equipment	Emergency Equipment – Exits / Lighting and Power / Smoke Detection / Sprinkler Systems	All Emergency Exits to be clearly marked with reflective material and be easily accessible. There should be no obstruction of Emergency Exit doorways or stairwells.		'1-5	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
Furniture, Fixtures, Fittings and Equipment	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 building.	Stairwells are sometimes installed alongside escalators.	'1-5	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 fitted at a height of 85-95cm – the handrail to be continuous on both sides of the staircase with 30cm extensions before and beyond the end of the stair.		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	M
Furniture, Fixtures, Fittings and Equipment	Flooring and Floor Loading	Floor surfaces at wheelchair areas should be level, stable, firm and slip-resistant. Carpet or carpet tile used on the floors must be securely attached, and be of a low pile type (1.3cm thick or less) with a firm pad.		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.		'1-5	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 5 should be installed.		UA	V
Furniture, Fixtures, Fittings and Equipment	Furniture	Height of equipment, switches and controls located between 80cm and 120cm.		UA	M
Furniture, Fixtures, Fittings and Equipment	Lighting	Acceptable quality lighting in each venue.	Refer 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.		'1-2	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	Outstanding: Evidence of regular garden maintenance throughout the year, with well-tended formal gardens or an attractive "natural" environment. Tidy and well-lit pathways, Gardens look good throughout the year with seasonal planting evident., Provision of good quality outdoor garden furniture made of weather resistant materials., Architectural garden features appropriate to 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-	'1-5	GC
Facilities	Grounds / Gardens / Internal Roads	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	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	M
Facilities	Grounds / Gardens / Internal Roads	Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15)		UA	M
Facilities	Grounds / Gardens / Internal Roads	There should be a landing at the top of ramps if there is a door to the entrance:		UA	M
Facilities	Grounds / Gardens / Internal Roads	90cm x 120cm landing clear of the door swing		UA	M

Facilities	Building Exterior	Quality	Outstanding: Modern buildings or good preservation of historical structures., Extremely high quality lighting and signage directing delegates or guests around the venue is evident., Unique and attention-grabbing architectural features.  Excellent: New buildings with an absence of weathering and an overall clean and "new" look., Older buildings are well maintained and paintwork is of an excellent quality., Outbuildings or annexes are of a similar standard as the main buildings., Good, clear signage is evident., There are some attractive architectural features.	'1-5	GC
Facilities	Building Exterior	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	Parking / Driveway / Signage	Quality	Outstanding: Sufficient undercover parking bays in a secure environment conveniently located and accessible to the venue., Clear, illuminated directional signage., Hard surfaced and pristinely maintained and demarcated parking bays., Space to be provided for all types of vehicles including 4x4s, trailers, minivans, etc.  Excellent: Sufficient, hard-surfaced, demarcated parking bays within a secured environment., Effective lighting and signage between parking area and the venue.  Very Good: Effective lighting between the parking area and the venue., Sufficient demarcated or un-demarcated parking., Compacted, solid surfaces.	'1-5	GC
Facilities	Parking / Driveway / Signage	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	Parking / Driveway / 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 all guests.		UA	C
Facilities	Parking / Driveway / Signage	There should be clear instructions for entry for people who cannot communicate by voice.		UA	C
Facilities	Parking / Driveway / Signage	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.		UA	V
Facilities	Parking / Driveway / Signage	Setting down point at the entrance with a maximum of 1:50 gradient.		UA	M
Facilities	Parking / Driveway / Signage	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	M
Facilities	Parking / Driveway / Signage	Number of designated 3000mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.		UA	M
Facilities	Parking / Driveway / Signage	Distance from designated parking bays to entrance: 30m		UA	M
Facilities	Parking / Driveway / Signage	Gradient en-route to entrance from street or designated parking bay:	No steeper than 1:12 (optimum 1:15)	UA	M
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Quality	Outstanding: Connectivity to: 3-phase power, Ducted electricity, Ducted compressed air-conditioning, TV and media connectivity – space for OB units, Telecommunications, Wi-Fi and internet connectivity, Stand-by generator in the event of power failure, Secretarial Service, Professional binding, Colour photocopying, Self-service coffee machine, Cool water available at all times Plumbing and wet waste system, Water distribution system. The height of the ceiling allows for any function or special event to be accommodated. Technicians / plumbers / electricians, etc. are available on standby. Outstanding appearance and condition of interior and exterior of the venue – walls, floor, ceiling, Suitable lighting with individual controls. Individual air-conditioning controls. High quality of venue décor with attention to detail.	'1-5	GC
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	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	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	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	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Clear unobstructed routes provided throughout facility.		UA	M
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	Use of colour contrasting of décor / stationary etc.		UA	V
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	All information in large print and Braille.		UA	V
Facilities	Venue Lighting / Air-Conditioning / Power / Telephone / Audio-Visual	There should be good even lighting and/ or spotlights with dimmers that allow lighting to focus on speakers and lip-readers.		UA	V
Facilities	Business Centre	Quality	Outstanding: Purpose-built Business Centre equipped with photocopiers, fax machines, computers, printers, digital data lines, laminators, binders, gullotines, etc., Administrative support and secretarial services on offer for the use of delegates and guests., The business centre is fully staffed., Packaging, mailing and courier services are available., The Business Centre is located within the venue or within easy access.  Excellent: Purpose-built Business Centre equipped with photocopiers, fax machines, computers, printers, digital data lines, laminators, binders and gullotines., The Business Centre is fully staffed., The Business Centre is located within the venue or within easy access.	'1-5	GC
Facilities	Business Centre	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	Business Centre	Voice amplifier options on public telephones.		UA	C
Facilities	Business Centre	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	C
Facilities	Business Centre	At least one workstation with counter-height at least 80cm from floor.		UA	M
Facilities	Business Centre	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.		UA	M
Facilities	Food and Beverage – Restaurants / Serving Areas	Quality	Outstanding: Top quality appearance and suitable purpose-built food service facilities with built-in buffet stations and bars of high standard or mobile facilities as some serving areas are multi-use venues.  Excellent: Excellent quality purpose-built food service facilities with built-in buffet stations and bars or mobile facilities as some serving areas are multi-use venues.  Very Good: Very good purpose-built food service facilities with built-in buffet stations and bars of high standard or mobile facilities as some serving areas are multi-use venues.	'1-5	GC

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	'1-5	GC
Facilities	Food and Beverage – Restaurants / Serving Areas	Provide a warning sign for hot elements at buffet tables.		UA	C
Facilities	Food and Beverage – Restaurants / Serving Areas	Food labels to be made available in large print and Braille.		UA	V
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	V
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	V
Facilities	Food and Beverage – Restaurants / Serving Areas	Staff assistance must be provided at buffets to read out labels.		UA	V
Facilities	Food and Beverage – Restaurants / Serving Areas	Staff should be able to assist in providing orientation to guests using the clock methodology		UA	V
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	M
Facilities	Dressing Room/s	Quality	Outstanding: Purpose built dressing room/s. High quality bathroom 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 dining area. Access to internet connectivity.  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 dining area within the suite. Access to internet connectivity.	'1-5	GC
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	GC
Facilities	Dressing Room/s	All areas must be well and evenly lit.		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	M
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	M
Facilities	Dressing Room/s	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Dressing Room/s	At least one dressing table with counter-height at least 80cm from floor.		UA	M
Facilities	Hospitality / VIP Suite	Quality	Outstanding: Purpose-built VIP 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 comfortable, good quality lounge furniture. Equipped with a TV, music centre and air-conditioning. Telecommunications and internet connections available.  Excellent: Purpose-built VIP suite within the venue which has easy access to all main function rooms within the facility. Suite to have access to a private toilet / bathroom. Supplied or easy access to refreshments. Equipped with comfortable, good quality lounge furniture. Equipped with a TV and air-conditioning. Telecommunications and internet connections available.	'1-5	GC
Facilities	Hospitality / VIP Suite	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	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	C
Facilities	Hospitality / VIP Suite	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	V
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 oriented.		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	M
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	M
Facilities	Hospitality / VIP Suite	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Hospitality / VIP Suite	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	M
Facilities	Information Points / Desks	Quality	Outstanding: A purpose built Information Desk or Information Kiosk within the venue, equipped with telephone and internet connectivity. Kiosk / Desk to be fully staffed and operational during normal working hours and during evening events or functions. Staff to be knowledgeable about the venue and all events taking place within the venue. Venue information to be available. General tourist information should be available. Information Desk staff must be able to make enquiries on behalf of delegate or guest with preferred service provider. Self-help touch screen terminal/s available for venue locations, services and local tourist information.  Excellent: A purpose built Information Desk or Information Kiosk within the venue, equipped with telephone and internet connectivity. Kiosk / Desk to be fully staffed and operational during normal	'1-5	GC
Facilities	Information Points / Desks	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	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	C
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	M
Facilities	Information Points / Desks	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	M
Facilities	Information Points / Desks	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Information Points / Desks	All areas must be well and evenly lit with minimum lighting levels of 200 lux.		UA	M
Facilities	Loading Areas	Quality	<p>Outstanding: 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. Floor loading capacities, ceiling heights and doorway dimensions are able to accommodate large vehicles. Roller-shutter or security doors to be in good working order and well maintained. Spaciousness to allow for ease of access and movement of vehicles. A dedicated resource – either employed or out-sourced – is available to manage loading areas.</p> <p>Excellent: Good back entrance facilities, but not necessarily able to accommodate all types of user or supplier needs. Vehicles and equipment can be shielded from public view. Adequate loading</p>	'1-5	GC
Facilities	Loading Areas	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'1-5	GC
Facilities	Media Centre	Quality	<p>Outstanding: 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.</p> <p>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.</p>	'1-5	GC
Facilities	Media Centre	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'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	M
Facilities	Media Centre	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Medical / First Aid Room	Quality	<p>Outstanding: A purpose built medical room equipped with a gurney, bed, blood pressure equipment, heart defibrillator, wheelchair, oxygen, 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.</p> <p>Excellent: A purpose built medical room equipped with a gurney, bed, blood pressure equipment, wheelchair, oxygen, etc. with easy access to ambulance parking.</p> <p>Very Good: A purpose built medical or first-aid room equipped with a bed, wheelchair, and blood pressure equipment.</p>	'1-5	GC
Facilities	Medical / First Aid Room	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'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	C
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	M
Facilities	Medical / First Aid Room	Any door handles in the area should be located at a height of between 120cm and 80cm.		UA	M
Facilities	Ticket Office / Ticketing Kiosk	Quality	<p>Outstanding: A purpose built ticket office/s or booth/s. Fully equipped with cash registers and safes. Safety and security measures such as panic buttons, security railings at ticketing booth windows, etc. are in place. Contract with a security company for on-site guarding. Fully staffed before and during events and functions. Access to power, telecommunication and internet connectivity. Contracts with recognised ticketing company to provide ticket selling services.</p> <p>Excellent: Purpose built ticket booth/s. Fully equipped with cash registers and safes. Safety and security measures such as security railings at ticketing booth windows are in place. Fully staffed before and during events and functions. Access to power, telecommunication and internet connectivity. Contracts with recognised ticketing company to provide ticket selling services.</p>	'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	C
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	C
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	M
Facilities	Ticket Office / Ticketing Kiosk	Any door handles in the area should be located at a height of between 120cm and 85cm		UA	M
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	M
Facilities	Bus & Coach, VIP Pick-up / Drop-off Points	Quality	Outstanding: 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 manoeuvre 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 manoeuvre 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 Minor 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	C
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	M
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	M
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	M
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	M
Facilities	Public Areas	Quality	Outstanding: Superb wall coverings in pristine condition. Highest calibre design and architectural features, artwork, objects d'art, etc. High quality professional finishes. Access to power, telecommunications, internet and Wi-fi connections.  Excellent: High quality wall coverings in excellent condition. Evidence of co-ordinated design. Interesting architectural features. No evidence of ageing, wear and tear. Access to power, telecommunications, internet and Wi-fi connections.	'1-5	GC
Facilities	Public 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
Facilities	Public Areas	Where televisions are provided, induction loops and/ or TV listening devices should be made available		UA	C
Facilities	Public Areas	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
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 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

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	V
Facilities	Public Areas	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
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	M
Facilities	Public Areas	Pull handles on all doors located on access ways and passageways located at a height between 85cm and 120cm. Handles must measure at least 12cm in length and be easy to grasp. 'D'-type handle must be used.		UA	M
Facilities	Public Areas	A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.		UA	M
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	M
Facilities	Public Areas	There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm		UA	M
Facilities	Public Areas	Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm		UA	M
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 areas are included in the security plan of the establishment. Excellent: A dedicated storage area that can safely store 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 lockable cages for the safe keeping of smaller items.	'1-5	GC
Facilities	Storage Space	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	Toilet / Restrooms	Quality	Outstanding: Fastidious attention to hygiene and cleanliness of facilities. All surfaces are polished. Clean and fresh smell with automatic wall-mounted air fresheners. Permanent restroom attendant available during all functions and events to continuously clean the facilities. Toilets are supplied with double-ply toilet paper. Liquid soap dispensers and hand lotion. Quiet, powerful, high quality hot air hand dryers and/or towelling hand towels are available. There are mirrors above each hand basin and at least one full-length mirror in the room. Excellent: Extremely high standards of cleanliness are maintained. Clean and fresh smell with automatic wall-mounted air fresheners. Toilets are supplied with double-ply toilet paper. Regular cleaning takes places throughout the day. Liquid soap dispensers and hand lotion. Quiet, powerful, high quality hot air hand dryers and/or high quality paper hand towels are available. There are mirrors above	'1-5	GC
Facilities	Toilet / Restrooms	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	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

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	M
Facilities	Toilet / Restrooms	Size of unobstructed space of 90cm x 150cm in-front of doors.		UA	M
Facilities	Toilet / Restrooms	Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.		UA	M
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	M
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	M
Facilities	Toilet / Restrooms	Remote emergency alarm call system in room		UA	M
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	M
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	M
Facilities	Toilet / Restrooms	T-shaped grab-bar opposite transfer space.		UA	M
Facilities	Toilet / Restrooms	Removable bath seat.		UA	M
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	M
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	M
Facilities	Toilet / Restrooms	Roll in shower: Lever action shower mixer and hand shower on adjustable rail.		UA	M
Facilities	Toilet / Restrooms	Roll in shower: A 15cm maximum step with run-off which negates threshold.		UA	M
Services	Welcome, Friendliness & Attitude	Quality	Outstanding: Staff in all positions display a friendly and helpful demeanour and a willingness to assist in any situation. Staff are efficient, attentive, professional and knowledgeable with a pleasant attitude. There is capacity to handle complaints 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 attitude. There is capacity to handle complaints 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	C
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	M
Services	Appearance of Staff	Quality	Outstanding: Staff are professionally groomed with clean and neat hair, clean hands and nails, 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 dishes, using the best available quality ingredients. A large and outstanding variety of menus are available to choose from. There is superb attention to detail and combinations of flavours in prepared dishes. Menu choices are flexible and can be adapted to varying customer needs or requests. Food is creatively presented with pleasing combinations of colours, textures and shapes. Sufficient, high quality, well trained waiters who report to a head-waiter, supervisor or manager are available. Waiters are very knowledgeable about the dishes being served. Waiters are trained in excellent customer service skills.  Excellent: There is skilful use of the finest, fresh ingredients. The menu choices could be simple in style but with great attention to detail and quality. There is a good balance of menu choices appropriate	'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	C

Services	Food and Beverage – Quality / Service / Presentation	Food labels to be made available in large print and Braille.		UA	V
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	M
Services	Cleaning	Quality	Outstanding A professional company is used on a regular basis to clean all carpeted areas using industrial carpet cleaning systems. All carpeted areas to be well maintained and regularly vacuum cleaned. There is an outstanding level of cleanliness of all surfaces including floor and walls. An accessible line of communication is available between clients and cleaning staff for any unexpected cleaning needs. On-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 cleanliness of all surfaces. On-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	MCV
Services	Sales / Event Co-ordination & Management	Quality	Outstanding Efficient, knowledgeable 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 layouts, available facilities, meal service, room capacities, pricing, etc. Well planned booking procedures are in place. Comprehensive information about cancellation policies, payment requirements, etc. is provided at point of sale. Staff are proactive and are able to accurately anticipate client needs. A 24-hour working day turn-around in responding to client enquires and any subsequent communications between the venue 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 feel 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 / satellite links / OB connectivity.  Outstanding: Comprehensive technology and communication services are available, such as two-way radio frequencies, OB connectivity, satellite links, high-speed broad band, etc. Highly qualified, all-round technicians are on staff or available on call. 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	C
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	M
Services	Safety and Security	Quality	Outstanding: Appropriate security arrangements for the venue and events held at the venue. There is a visible security presence at all times. Access to the venue is tightly controlled and a very high level of security comfort for guests and visitors is maintained. Security staff are proactive and are able to anticipate delegate needs. Security staff have the capacity to handle security incidents.  Excellent: Very good security arrangements at the venue. A visible security presence at all times, but with fewer security staff. Access to the venue is well controlled and a high level of security comfort for guests and visitors 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	C
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	C
Services	Safety and Security	Mobile phone SMS message services could be used to provide alerts to guests for emergency and evacuation warnings.		UA	C
Services	Safety and Security	All evacuation systems should be linked to flashing emergency lights.		UA	C
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	C
Services	Safety and Security	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	C
Services	Safety and Security	Emergency evacuation signage should be clear and visible, and preferably illuminated.		UA	C
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	M
Services	Safety and Security	Emergency equipment, switches and controls to be located 80cm - 120cm above floor level.		UA	M
Services	Safety and Security	Emergency evacuation signage should be clear and visible, and preferably illuminated.		UA	M
Services	Technical Services	Quality	Outstanding: The venue has immediate access to an outstanding comprehensive range of excellent quality, technologically advanced 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.  Excellent: The venue has access to an excellent wide range of high quality, technologically advanced audio-visual, lighting, sound and staging equipment. The range of equipment available is appropriate to the needs of the client. All equipment supplied is well maintained and in perfect working order. Knowledgeable, efficient and effective technical assistance is available for all equipment supplied at all times.	'1-5	GC
Services	Technical Services	Access to power is available for individuals who rely on computer technology for communication.		UA	C
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	C
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	M
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 been designed to reduce water requirements. Reduced flush or twin flush cisterns in toilets. Jugs of water are made available instead of bottled water. The venue has implemented effective maintenance and water saving measures to prevent wastage 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 Thermostatically and separately controlled heating and cooling system capable of maintaining a comfortable temperature of 18°C - 25°C appropriate to the size of the venue., Air-conditioning system to be in excellent working condition and well maintained. Air-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 comfortable temperature of 18°C - 25°C appropriate to the size of the venue. Air-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 near total 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	Outstanding: Outstanding quality cutlery, crockery, glassware and modern chafing dishes for buffet service. Additional table accessories such as vases, candlesticks, coasters, ice buckets, etc. An emphasis on style and high quality with crockery and cutlery matching and co-ordinated. Top quality linens and large cloth napkins. No wear, damage, cracks or chips in glassware and crockery.  Excellent: Excellent quality cutlery, crockery, glassware and good quality and well maintained chafing dishes for buffet service. Additional table accessories such as vases, candlesticks, coasters, ice buckets, etc. Excellent quality linen 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	C

Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional Display System	Quality	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 various venues. Electronic signage showing name of function and/or name of host outside each occupied venue. All signage must be visible, adequate, clear and uncluttered and strategically placed. Electronic signage system must be well maintained and in working order.  Excellent: Good, clear signage to guide delegates 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 signage must be visible, adequate, clear and uncluttered and strategically placed.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional Display System	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)	Signage / Electronic Information / Directional Display System	Signage should be clear and incorporate symbols and pictograms whenever possible.		UA	C
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional Display System	Signage should be clear and incorporate symbols and pictograms whenever possible.		UA	V
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Signage / Electronic Information / Directional Display System	Signage should be clear and incorporate symbols and pictograms whenever possible.		UA	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Quality	Outstanding: Appropriate number of both passenger and freight lifts are available where required. The load capacity of freight and passenger lifts must be clearly displayed inside the lifts. Communication System inside lift in place in case of an emergency. Proximity to venues according to the lift purpose (freight lifts close to loading areas and passenger lifts close to venue entrances). Maintenance and service certificates should be available on request or displayed inside the lift. Lifts must be regularly inspected, serviced and well maintained, in accordance with manufacturer specifications and legislative requirements. Lifts should be clean and tidy at all times.  Excellent: Separate passenger and freight lifts are available. The load capacity of freight and passenger lifts must be clearly displayed inside the lifts. Proximity to venues according to the lift purpose	'1-5	GC
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	GC
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	C
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Flashing lights should be linked to alarms and emergency buttons.		UA	C
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	C
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Clearly demarcated tactile and colour contrasted waiting area at lift.		UA	V
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	V
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	V
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	V
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	V
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	V
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	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Clear opening width of the door should not be less than 76cm.		UA	M
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	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lifts – passenger and freight	Internal size of lift car of 120cm x 160cm		UA	M
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	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Emergency Equipment – Exits / Lighting and Power / Smoke Detection and Sprinkler Systems	Quality	Outstanding: Emergency equipment includes fire extinguishers, fire blankets, smoke detection and sprinkler system, fire alarm including an audible warning for evacuation. Emergency equipment to be available in accordance with the Occupational Health and Safety Act. Emergency lighting and emergency power must be available. All emergency exits to be clearly marked, made from reflective material and easily accessible without obstructions in exit doorways or stairwells. All equipment must be regularly inspected, serviced and well maintained. Service certificates to be available on request. Staff must be trained in emergency evacuation procedures.  Excellent: Emergency equipment includes fire extinguishers, fire blankets, smoke detection and sprinkler system, fire alarm including an audible warning for evacuation. Emergency equipment to be	'1-5	GC
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 Minor maintenance and condition issues identified Major maintenance and condition issues identified	'1-5	GC
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	C
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	C
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	C

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	C
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	C
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	C
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	C
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	C
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	M
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	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Quality	Outstanding: Escalators to be suitable for delegate traffic according to size of venue. Escalators must be inspected and serviced regularly in accordance with manufacturer specifications. Service certificates must be available on request. Escalators should be within close proximity of venues within the complex. Stairwells and landings to be well lit at all times. A handrail should be installed in the stairwell. Stairs to be demarcated in an appropriate manner and step width and rise should be in accordance with building regulations. Stairwells to be unobstructed, clean and tidy at all times.  Excellent: Escalators to be suitable for delegate traffic according to size of venue. Escalators must be inspected and serviced regularly in accordance with manufacturer specifications. Service certificates must be available on request. Stairwells and landings to be well lit at all times. A handrail should be installed in the stairwell. Stairs to be demarcated in an appropriate manner and step width and rise	'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	M
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	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Escalators / Stairwell	Provision for unobstructed landing of 90cm x 120cm (clear of door swings etc.)		UA	M

Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	Quality	Outstanding: High quality, practical flooring allowing for multiple use and application. Flooring to be durable and easy to clean. Adaptable to different functions and events. Outstanding quality fitted carpets, wooden, tiled or concrete flooring. Flooring to be even and in pristine condition. Floor loading in various venues must be fit for the venue purpose. Floor loading capacities must be communicated to clients prior to events.  Excellent: Excellent quality fitted carpets, wooden, tiled 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 clients prior to events.	'1-5	GC
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	GC
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	V
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	V
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	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Flooring and Floor Loading	Differentiation by colour, tone or light contrast between walls and floor finishes.		UA	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Quality	Outstanding: Furniture is of an outstanding 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 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 intrinsic value.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	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)	Furniture	Pathways between furniture & fittings to be un-obstructed and at least 90cm wide		UA	V
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Furniture should have rounded edges to prevent injury to guests.		UA	V
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Fixed, level matt and slip-resistant surfaced floor finishes.		UA	V
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Furniture	Doors must be able to open fully against adjacent wall.		UA	V
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	V
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 90-degrees.		UA	M
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	M
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	M
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Quality	Outstanding: An overall excellent standard of lighting in all venues. Different lighting types are housed in separate banks, each with individual dimmer controls. Different light sources in all appropriate venues, especially for presentations and shows. Sufficient alternative lighting sources are available such that no additional lighting is necessary for most exhibitions and special events (excluding specialised lighting). Lighting should be excellent even when occupied by numerous exhibitions stands, each with their own lighting. All lighting of high quality, manufacture and in excellent order.  Excellent: Good standard of lighting in all venues. Banks of different lighting under individual controls. Provision of more sources of light than is strictly necessary. Perhaps additional lighting added for some exhibitions and special events but large enough range to accommodate standard events. High quality lighting and fittings and in good working order.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	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
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Good even lighting and/or accent lighting to focus speakers and lip readers.		UA	C
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Directional and Informational signage related to physical and environmental access must be well lit.		UA	V
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	V
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Lighting	Good even lighting and/or accent lighting to focus speakers and lip readers.		UA	V
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	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Partition / Openable 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
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 clients. Rigging points to be well maintained and regularly checked for safety.  Excellent: Good quality and safe rigging points able to accommodate a variety of events. Rigging points must be clearly marked and hanging load capacities must be known and made available to clients. Rigging points to be well maintained and regularly checked for safety.	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Rigging Points	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)	Service / Utility P&E and Grid	Quality	<p>Outstanding: An evenly distributed grid of interconnected utility ducts or boxes with suitable quantities available for specific venues. Utilities provided should include single and 3-phase power, telecommunications and internet connectivity, access to compressed air, water and wet waste drainage. Conduits, ducts and skirting should be unobtrusive, create a pleasing first impression and blend with the venue interior. All plugs, points, cables and switches should be in good working condition and well maintained.</p> <p>Excellent: An evenly distributed grid of interconnected utility ducts or boxes with suitable quantities available for specific venues which are not necessarily built in below the surface but can be ducts with a covers. Utilities provided should include power, telecommunications and internet connectivity, access to compressed air and water. Ducts should be unobtrusive, create a pleasing first impression</p>	'1-5	GC
Furniture, Fittings, Fixtures & Equipment (FFF&E)	Service / Utility P&E and Grid	Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	'1-5	GC