

**DEPARTMENT OF TOURISM
NOTICE 279 OF 2018**

TOURISM ACT, 2014 (ACT NO.3 OF 2014)

**PUBLICATION FOR COMMENTS: THE NATIONAL TOURISM GRADING
SYSTEM FOR TOURISM**

I, Derek Hanekom, Minister of Tourism, acting in terms of section 28(1) of the Tourism Act, 2014, hereby publish the Draft National Grading System for tourism for public comments. The National Grading System for tourism is intended to maintain or enhance the standards and quality of tourism services, facilities and products.

Interested parties and organisations are invited to submit within thirty (30) days of publication of the notice in the gazette, written representations on the draft National Grading System for tourism to the following addresses:

By post: The Director-General
Department of Tourism
Private Bag X424
Pretoria
0001

Attention: Ms MM Setwaba

By hand: Ground Floor (Reception), Tourism House, 17 Trevenna Street,
Sunnyside.

By email: msetwaba@tourism.gov.za

By fax: 012- 444 7107

Any inquiries in connection with the draft National Grading System for tourism may be directed to Ms MM Setwaba at 012 444 6312.

Comments received after the closing date may not be considered.



DEREK HANEKOM, MP MINISTER: TOURISM



SOUTH AFRICAN TOURISM

EFFECTIVE DATE	03 April 2017	TGCSA Grading Operations Processes	
REVISED DATE	02 March 2017	DOCUMENT REF	SAT6Q-PRO-04
NEXT REVIEW DATE	01 November 2017	BUSINESS UNIT	TGCSA
REVISION	21	REVIEWED BY	Thabile Mabizela
APPROVAL: Process Owner	Name: Darryl Erasmus	Signature:	Date:
PRE-APPROVAL : EXCO	1. Exco Member	2. Exco Member	3. Exco Member
Name	Darryl Erasmus	Tom Bouwer	Sthembiso Dlamini
Signature			
Date			

INDEX

1.	INTRODUCTION	4
1.1.	OBJECTIVES	4
1.2.	SCOPE	4
2.	ROLES	6
3.	GLOSSARY OF TERMS	7
3.1.	DEFINITIONS	7
3.2.	ABBREVIATIONS	8
4.	PROCESS DETAILS.....	9
4.1.	HIGH LEVEL GRADING PROCESS FLOW DIAGRAM.....	9
4.2.	NEW APPLICATION FOR GRADING	10
4.2.1.	NEW APPLICATION FOR GRADING - TEXTUAL DESCRIPTION	11
4.3.	PROCESS NEW APPLICATION INVOICE PAYMENTS.....	14
4.3.1.	PROCESS NEW APPLICATION INVOICE PAYMENTS - TEXTUAL DESCRIPTION	15
4.3.2.	NEW INVOICE DISCOUNTS AND FUNDING	16
4.3.3.	PAYMENT PROCESSING CONSIDERATIONS	17
4.4.	APPLICATION FOR RENEWAL OF GRADING	19
4.4.1.	APPLICATION FOR RENEWAL OF GRADING - PROCESS TEXTUAL DESCRIPTION.....	20
4.4.2.	INVOICE DISCOUNTS AND FUNDING	21
4.5.	PHYSICAL ASSESSMENT OF ESTABLISHMENT	22

4.5.1.	PHYSICAL ASSESSMENT OF ESTABLISHMENT - TEXTUAL DESCRIPTION.....	23
4.6.	PRE-SCREENING OF MOTIVATION FROM ASSESSOR	27
4.6.1.	PRE- SCREENING OF MOTIVATION FROM ASSESSOR - TEXTUAL DESCRIPTION	28
4.7.	MONTHLY PROPERTY APPROVALS EXCO MEETING	31
4.7.1.	MONTHLY PROPERTY APPROVALS EXCO MEETING - TEXTUAL DESCRIPTION	32
4.8.	AWARDING CERTIFICATES AND PLAQUES	37
4.8.1.	AWARDING CERTIFICATES AND PLAQUES - TEXTUAL DESCRIPTION.....	38
4.9.	PAYMENT OF ASSESSORS	40
4.9.1.	PAYMENT OF ASSESSORS - TEXTUAL DESCRIPTION.....	41
4.10.	ESTABLISHMENT ASSESSMENT IMPACT MEASUREMENT	43
4.10.1.	ESTABLISHMENT ASSESSMENT IMPACT MEASUREMENT - TEXTUAL DESCRIPTION.....	44
4.11.	MANAGE GRADING STANDARDS	45
4.11.1.	MANAGE GRADING STANDARDS - TEXTUAL DESCRIPTION	46
4.12.	CHANGE GRADING CATEGORY.....	48
4.12.1.	CHANGE GRADING CATEGORY - TEXTUAL DESCRIPTION	49
4.13.	ADHOC UPDATE OF ESTABLISHMENT DETAILS.....	50
4.13.1.	ADHOC UPDATE OF ESTABLISHMENT DETAILS - TEXTUAL DESCRIPTION	51
4.14.	CANCELLATION OF MEMBERSHIP	52
4.14.1.	CANCELLATION OF MEMBERSHIP - TEXTUAL DESCRIPTION	52
4.15.	RECALLING PLAQUES OF CANCELLED MEMBERSHIPS.....	54
4.15.1.	RECALLING PLAQUES OF CANCELLED MEMBERSHIPS - PROCESS TEXTUAL DESCRIPTION	54
4.16.	REPLACE ISSUED PLAQUES.....	57
4.16.1.	REPLACE ISSUED PLAQUES - TEXTUAL DESCRIPTION	57
4.16.2.	INTERNAL CONTROL AND MANAGEMENT OF RETURNED PLAQUES.....	58
4.17.	CONDUCT ASSURANCE OF PLAQUE AND CERTIFICATE DELIVERY	59
4.17.1.	CONDUCT ASSURANCE OF PLAQUE AND CERTIFICATE DELIVERY - TEXTUAL DESCRIPTION	60
4.18.	QUERY EVALUATION STAGE	61
4.18.1.	QUERY EVALUATION STAGE - TEXTUAL DESCRIPTION	62
4.19.	QUALITY PROTECTION ASSURANCE - STAGE 1	64
4.19.1.	QUALITY PROTECTION ASSURANCE - STAGE 1 - TEXTUAL DESCRIPTION	65
4.20.	QUALITY PROTECTION ASSURANCE - STAGE 2	66
4.20.1.	QUALITY PROTECTION ASSURANCE - STAGE 2 - TEXTUAL DESCRIPTION	67
4.21.	QUALITY PROTECTION ASSURANCE - STAGE 3	68
4.21.1.	QUALITY PROTECTION ASSURANCE - STAGE 3 - TEXTUAL DESCRIPTION	69
4.22.	QUALITY PROTECTION ASSURANCE - STAGE 4	70
4.22.1.	QUALITY PROTECTION ASSURANCE - STAGE 4 - TEXTUAL DESCRIPTION	71
4.23.	REFUND PROCESS.....	72
4.23.1.	REFUND PROCESS - TEXTUAL DESCRIPTION.....	73
4.24.	DISCOUNT PROCESS	74
4.24.1.	DISCOUNT PROCESS - TEXTUAL DESCRIPTION	74
4.25.	FUNDING - PROCESS.....	75

4.25.1. FUNDING - TEXTUAL DESCRIPTION	75
4.26. CUSTOMER FEEDBACK	76
4.26.1. CUSTOMER FEEDBACK - TEXTUAL DESCRIPTION	77
4.27. ASSESSOR MOVEMENT	78
4.27.1. ASSESSOR MOVEMENT - TEXTUAL DESCRIPTION	79
5. PROCESS EXCEPTIONS AND DEVIATIONS	80
6. CONTROLS AND MEASURES	80
7. REFERENCES	82
7.1. APPLICABLE DOCUMENTS	82
7.2. APPLICABLE FORMS	82
8. APPENDICES	82

Process Name: TGCSA Grading Operating Processes

Company Confidential

1. INTRODUCTION

The Tourism Grading Council of South Africa (TGCSA) was established in 2000 and has been mandated in accordance with South African legislation as the body that grades all categories of accommodation in South Africa. The aim of the TGCSA is to establish and maintain a recognisable and credible globally benchmarked system of quality assurance for accommodation and MESE (Meetings, Exhibitions and Special Events) experiences in South Africa. This document contains the definitions of the standard operating processes for TGCSA operations.

1.1. Objectives

The objective this document is to:

- Clearly document the activities that make up the TGCSA Operations processes.
- Ensure that all the roles and teams involved in the TGCSA Operations processes are clearly defined.
- Ensure that there is a single reference of all the activities involved in the grading process.
- Define and illustrate process integration and system integration points.
- Clearly outline process logic and the related timelines which drive delivery expectations in line with the TGCSA and SA TOURISM mandates and deliverables.
- Provide a reference for process review, optimization and related system development for process automation.

1.2. Scope

This document includes processes that are standard operating processes for the TGCSA.

- In scope:
 - New Application for Grading
 - Application for Renewal of Grading
 - Process Invoice Payments
 - Physical Assessment of Establishment
 - Pre-Screening of Motivation from Assessor
 - Monthly Property Approvals EXCO Meeting
 - Payment Assessors
 - Award Certificates and Plaques
 - Recall Issued Plaques
 - Replace Plaques
 - Establishment Assessment Impact Measurement
 - Manage Grading Standards
 - Ad hoc Update of Establishment Details
 - Change Grading Category
 - Cancellation Membership
 - Quality Protection Assurance
 - Refund process
 - Discount and funding process
 - Customer feedback processes

Process Name: TGCSA Grading Operating Processes

Company Confidential

- o Assessor Movement
- Out of Scope:
 - o Grading Council (formerly Awards Committee) Process.

1.3. Business Rule

For properties to achieve an accolade for recognition, all listed requirements must be met. Achieving an accolade allows the establishment to carry the TGCSA approved icon for the accolade on marketing collateral. Properties that have been awarded accolades will form an integral part of TGCSA website and search criteria.

The recommended accolades for implementation are as follows:

- Pet friendly;
- Hunting;
- Cycling friendly;
- Golfing;
- Wine tourism;
- Family friendly;
- Wedding venue;
- Birding;
- Medical care;
- Resort;
- Holistic wellness;
- Off road activities;
- Conference facilities;
- Hiking;
- Equestrian;
- Water sports;
- Responsible tourism;
- Spa and beauty.

Process Name: TGCSA Grading Operating Processes

Company Confidential

2. ROLES

Provide Descriptions of key roles

Role	Definition
Accolades	Accolades is a recognition given to star graded properties that have distinguished features that appeal to particular markets.
Assessor	Individuals that are certified to conduct grading assessments at Establishments.
Quality Assurance Sub Committee	The Quality Assurance Sub Committee is the body of industry experts that oversee the work done by the Tourism Grading Council of South Africa, and provide insight and guidance where required.
Chief Quality Assurance Officer	Managing executive to TGCSA, oversees the entire TGCSA portfolio.
Provincial Master Assessor	This role oversees and manages Assessors contracted to TGCSA.
Quality Protection Officer	The person responsible for designing and co-ordinating systems to address illegal and false advertising of stars as it becomes known.
SA Tourism Finance Team	<p>The Team responsible for the handling of all financial transactions of the TGCSA.</p> <p>The Finance team includes the following roles: Finance Manager, Accountant, Accounts Receivable Clerks, and Accounts Payable Clerk.</p>
TGCSA Marketing Team	<p>This team is responsible for the management of all marketing and communications activities, such as brand communication, corporate communication including PR, TGCSA events, management of marketing of external agencies. This team is also responsible for the overall production and distribution of marketing collateral including plaques and certificates issued to graded Establishments and accredited grading assessor toolkits.</p> <p>The team further manages the customer feedback line: feedback@tourismgrading.co.za, through the Client Liaison Officer (CLO) whose role is to monitor and respond to emails or phone calls, management of feedback received on graded establishments, assist travelling public with inquires in relation to graded establishments and provide monthly reporting.</p> <p>The team consists of the following roles:</p>

Process Name: TGCSA Grading Operating Processes

Company Confidential

	Marketing and communications Manager, Marketing assistant and Client Liaison Officer.
TGCSA Operations Team	<p>This is the team responsible for the main activities of the TGCSA including the processing of grading applications, the management of data exceptions at super user access level, the management of the TGCSA reported Establishment numbers, the management of the Assessor portfolio numbers, and the management of Assessors contracted to TGCSA.</p> <p>The team consists of the following roles:</p> <p>Operations Manager, Assistant Operations Manager and the Provincial Master Assessors</p>

3. GLOSSARY OF TERMS

3.1. Definitions

Definition of terms used in the document.

Term	Definition
Dispensation	<p>Dispensation gives permission to a property not to have a certain minimum requirement due to relevant reasons agreed to by the Grading Council.</p> <ul style="list-style-type: none"> Primarily only Establishments that are new to the should be requesting dispensations. Existing Establishments that have memberships which are up for review can request dispensations if the Assessor assigned to the Establishment has changed.
Grace Period	<p>A Grace period is time given to the property (new application or application for renewal) in order to assist them in implementing the required requirement to completely meet the quality standard being applied for.</p> <p>Any grace period will not have an impact or change expiry date of properties. Regardless of grace period granted, invoices will still continue to generate in terms of the business rules (Renewal invoices - in the month of 90 days before expiry date; New invoices - on the first day of integration after the approval of the new application once Grace Period has been closed)</p>
Grading	<p>The quality rating assigned to an Establishment by a TGCSA Accredited Assessor. Graded Properties are awarded the official TGCSA stars ranging from 1 star to 5 stars in the category in which the grading was applied for.</p>

Process Name: TGCSA Grading Operating Processes

Company Confidential

3.2. Abbreviations

Provide Descriptions Acronyms used in the document

Abbreviation	Meaning
Board	SA TOURISM Board Of Directors
Board-Sub Committee	TGCSA Quality Assurance Sub Committee Members
BU	Business Unit
BUMA	Business Unit Manager
C6	The following designations apply: CEO, COO, CFO, CMO, CQAO, CCBO
CCBO	Chief Convention Bureau Officer
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CLO	Client Liaison Officer
COO	Chief Operating Officer
Cx	Cancellation
CQAO	Chief Quality Assurance Officer
DOA	Delegation Of Authority
IA	Illegal Advertising
MCM	TGCSA Marketing and Communications Manager
MER	Minimum Entry Requirements
OM	TGCSA Operations Manager
PMA	Provincial Master Assessor
Grading System	Quality in Tourism
Grading System-IA	Quality in Tourism - Illegal Advertising Module
QPA	Quality Protection Assurance
RFO	Return For Order

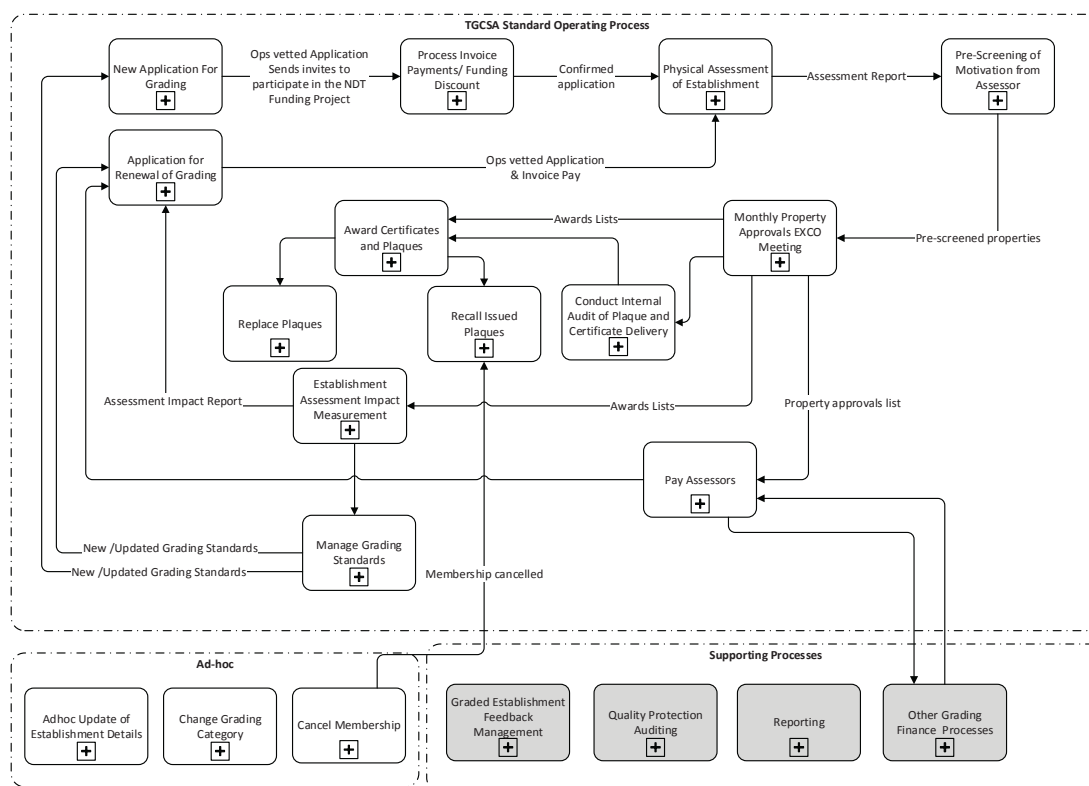
Process Name: TGCSA Grading Operating Processes

Company Confidential

Abbreviation	Meaning
SA TOURISM	South African Tourism
TOMSA	Tourism Marketing South Africa
UA	Universal Accessibility

4. PROCESS DETAILS

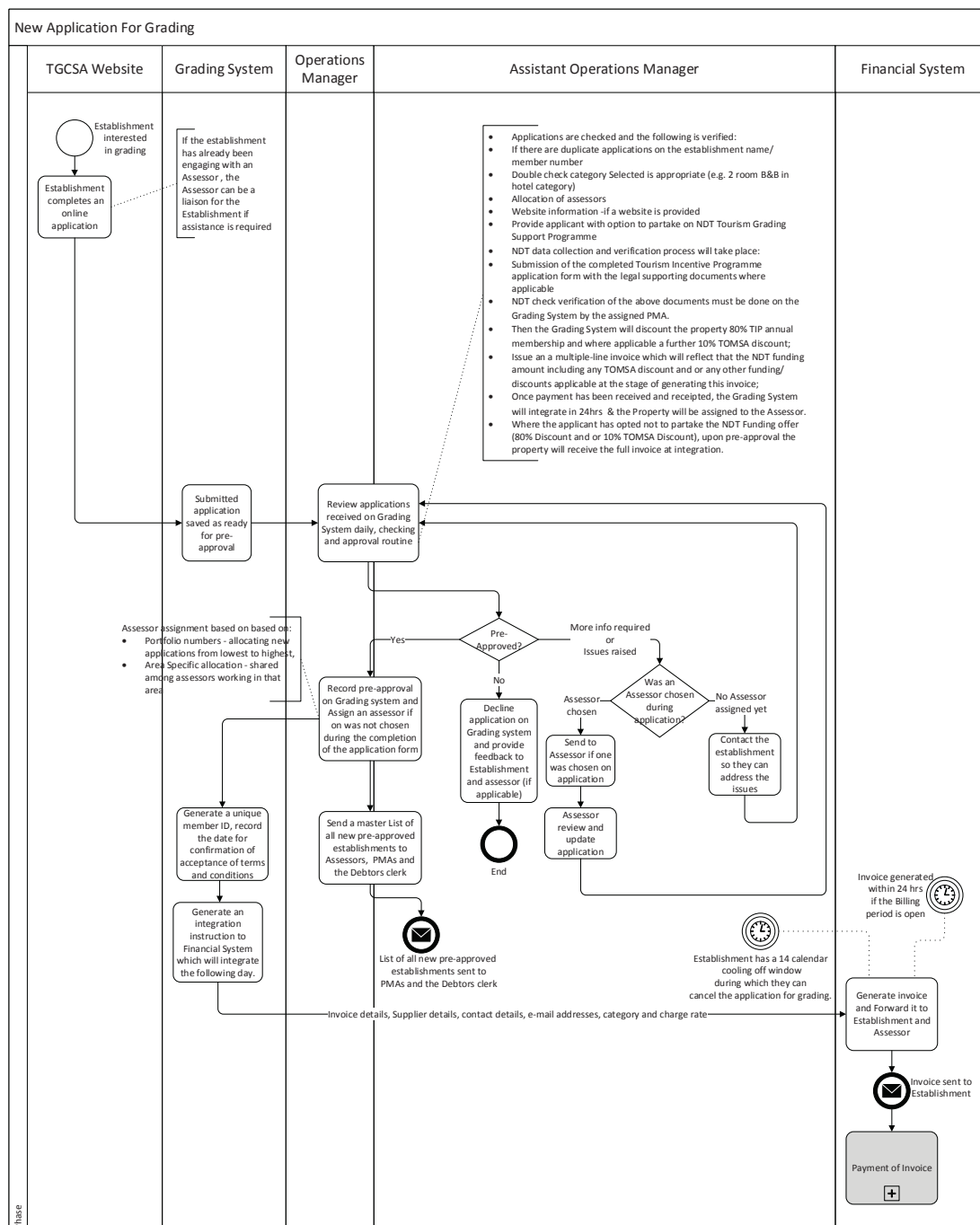
4.1. High Level Grading Process Flow Diagram



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.2. New Application for Grading



4.2.1. New Application for Grading - Textual Description

- Establishment applies for the annual star grading membership by submitting an online application through the TGCSA website: <http://www.tourismgrading.co.za>
- Once the application is completed, the establishment then submits it for Pre-approval;
- The Operations Manager or the Assistant Operations Manager reviews applications received on Grading System daily. The pre-approval process entails the following:
 - The Operation Manager or the Assistant Operations Manager:
 - Firstly, verifies that the application is not a duplicate of an existing graded member by using the Establishments name and member number as criteria;
 - Contacts the establishment to verify the following:
 - If all contact information has been provided;
 - Double checks that the category selected is appropriate and verify the number of rooms & room rate (e.g. 2 room B&B in hotel category);
 - Allocation of Assessors;
 - Verify that a website exists and check the website information, if applicable (a website is not a mandatory prerequisite for grading);
 - At application stage, the applicant is provided the option to partake on NDT Tourism Grading Support Programme or opt out;
 - Where the applicant has opted to partake the NDT Funding offer (80% Discount and or 10% TOMSA Discount), upon pre-approval of the application the link invite is sent immediately after pre-approval;
 - The NDT data collection and verification process will take place;
 - Submission of the completed Tourism Incentive Programme application form with the legal supporting documents where applicable (Valid Tax Clearance, Identity doc/ number/ Business Registration forms, certified copied of B-BBEE certificate, valid liability insurance documents). **30 day NDT retry window** (Should this not be done in 30 day, invoice will generate at full value)
 - NDT check verification of the above documents must be done on the Grading System by the assigned PMA. 10 day PMA window (Should this not be done in 30 day, invoice will generate at full value)
 - Once all the information has been checked & verified accordingly, the Grading System will discount the property 80% TIP annual membership and where applicable a further 10% TOMSA discount;
 - The Grading System will issue an a multiple-line invoice which will reflect that the NDT funding amount including any TOMSA discount and or any other funding/ discounts applicable at the stage of generating this invoice;
 - Once payment has been received and receipted, the Grading System will integrate in 24hours and the Property will be assigned to the Assessor.
 - Where the applicant has opted not to partake the NDT Funding offer (80% Discount and or 10% TOMSA Discount), upon pre-approval the property will receive the full invoice at integration.

Process Name: TGCSA Grading Operating Processes

Company Confidential

- If the application cannot be pre-approved the Operations Manager or the Assistant Operations Manager will decline application on Grading System, and feedback will be given to the Assessor and to the Establishment:
 - Declined applications remain in the system and can be used for leads in the future (provided the Establishment has given their consent)
- If more information is required or issues need to be addressed before an application can be preapproved, then the Operations Manager or the Assistant Operations Manager can request more information regarding the application from the applicant/ an Assessor:
 - If an Assessor was chosen during application, then the Operations Manager or the Assistant Operations Manager can send the query to Assessor;
 - The Assessor will review and update application and it will be rechecked by Operations Manager or the Assistant Operations Manager again to determine if it can be pre-approved.
 - If an Assessor was not chosen at application, then the Operations Manager or the Assistant Operations Manager must allocate an Assessor to the Establishment.
- If the application is pre-approved by the Operations Manager or the Assistant Operations Manager the pre-approval is recorded on Grading System and the Establishment will be assigned unique member ID, and the system will log the date for confirmation of acceptance of terms and conditions. The following will also happen:
 - If the Establishment chose an Assessor on the application form, that Assessor is automatically assigned to the Establishment;
 - If the Establishment did not choose an Assessor, the Operations Manager or the Assistant Operations Manager assigns an Assessor based on internal criteria, which is:
 - Portfolio numbers - evaluations of existing portfolio numbers; allocating new applications from lowest to highest;
 - Area Specific allocation - allocating the new applications among Assessors working in that area.
 - Once all the information has been received from the Grading System, the Grading System automatically raises an invoice instruction to the Finance system for properties that have declined the NDT Funding offer as well as those properties that did not submit the required information to receive the discount (The information the invoice derives from is being fed by the Grading system and the Finance System Invoices according to the feed/information received from the Grading system. The fee table is sitting on the grading system and the grading system calculates the value and the distribution accounts of the invoices based on the room rate and amount of rooms and fee tables in the grading system which are fed to the Finance system via integration tables);
 - The Finance System will generate an invoice based on the above and forward it to the Establishment and the assigned Assessor within 24 hrs, however if the billing period is closed the invoice will only generate once the new period is opened and will only integrate on the first integration run one day after the new period has opened. see section 4.3.3 Payment Processing Considerations;

Process Name: TGCSA Grading Operating Processes

Company Confidential

- o Finance System integrates back to the Grading System confirming that the invoice has generated and states the invoice number. All invoices will go into a queue and will then be distributed automatically by workflow e-mailer during the course of the day and evening;
 - o After pre-approval has been done and the new application invoice has been raised, the Establishment has a 14 calendar days cooling off window period during which they can cancel their application for grading. Should the Establishment not settle the new invoice within the 85 days from the approval of the new application, the grading system will automatically cancel the application and fed via integration a credit note (with value and distribution accounts) to the Finance System.
 - o The next step in the process is Payment of the Invoice.
- The Operations Manager or the Assistant Operations Manager sends the Grading System Master List of pre-approved new applications to all Assessors, PMA's and Debtors Clerk.

Company Confidential

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.3.1. Process New Application Invoice Payments - Textual Description

- Payment for an invoice for a new membership is due from the Establishment within 30 calendar days of the invoice date;
- The Accounts Receivable Clerks review TGCSA Bank statements daily to pick up payments that have been made by Establishments;
- The Accounts Receivable Clerks allocate receipts for payment, based on the following:
 - Invoice number reflected on the Bank Statement;
 - If invoice number does appear on the Bank Statement, the correct Proof of Payment must be supplied as well as a detail breakdown of the payment details should the payment be for more than one property directly from the establishment;
 - This is subject to the relevant Billing period being open (see Payment Processing Considerations 4.3.3 below)
 - If there are any unidentifiable payments the Accounts Receivable Clerk must engage business (Assessors, PMA's, TGCSA OM, TGCSA AM, TGCSA Marketing Communications Manager) to assist in identifying the Establishments that made the unidentified payments;
 - When payment is made and the 10-digit Invoice Number is not used as a reference number it will be regarded as an unidentified transaction:
 - Transactions can only be traced by the correct Invoice Number that was used as a reference.
 - The Accounts Receivable Clerks will send a list of unidentifiable payments to (Assessors, PMA's, TGCSA OM, TGCSA Assistant OM, TGCSA Marketing Communications Manager) weekly;
 - Valid Proof of Payment must be sent to Finance: debtors@southafrica.net from the Establishments or Assessors to verify the unidentifiable payments that were made by the Establishments.:
 - A "valid proof of payment" must show the following:
 - Transaction date;
 - Name of beneficiary;
 - Reference Number that reflects on TGCSA bank statement;
 - In addition to the proof of payment details, the establishment must confirm in writing to which the correct invoice number to which payment needs to be allocated.
 - Unidentified payments must be allocated within five working days once the payer has been identified.
 - Once payments are receipted in Finance System there is integration to Grading System to reflect the payments received
 - The Establishment will download onto the Assessor laptop the next day when they do their daily synchronization of the laptop Grading System application;

Process Name: TGCSA Grading Operating Processes

Company Confidential

- o Once the Establishment is assigned to an Assessor, the Assessor can then make arrangements to go out and assess the Establishment;
- If a partial payment is received from the Establishment within 30 calendar days of receiving invoice the following happens:
 - o GRADING SYSTEM reflects outstanding amount on Assessor Portfolio Management Tool;
 - o The Assessor to follow-up with the Establishment regarding the partial payment:
 - The Assessor must check Assessor Portfolio daily, for amounts less than R10 he/she must contact the PMA to obtain approval for the amount outstanding to be disregarded and offset.
 - o The Establishment will not download onto the Assessor's laptop until the invoice is settled in full.
- If the payment is not received from the Establishment within 30 calendar days of receiving invoice the following will happen:
 - o Grading System will generate reminders on day 30 and day 60 about the invoices and send the reminders to the Establishment and Assessor;
 - o The Assessor must follow-up on the outstanding payment with the Establishment;
 - o If the payment still has not been received from the Establishment within 85 days of the invoice date not being generated, Grading System will automatically cancel the application:
 - The Establishment record is kept in Grading System and can be used as a future lead (provided the Establishment has given their consent);
 - Grading System will send an instruction via the integration tables to Finance System to create a credit note to cancel the original invoice if not paid in full within 85 days from the invoice date;
 - Finance System integrates back to Grading System with the credit note number and details to set the outstanding balance on Grading System;
 - o If the payment is received in full and receipted before the end of day 85, the Establishment is assigned to an Assessor, and the Establishment details will download to the Assessor laptop;
 - o The Assessor can then schedule an assessment with the Establishment.

4.3.2. New Invoice Discounts and Funding

- TOMSA levy collectors receive a further discount depending on their status (valid contract) and if they are in good standing with TBCSA. These discounts are managed, controlled and initiated on the grading system by the TGCSA OM and TGCSA assistant OM (*Where TOMSA discount has not been automatically effected*);
- When the TGCSA OM or TGCSA assistant OM initiates and endorses the request, they need to confirm with the request / endorsement if the assessor must receive commission on the full amount before discount or the net amount after the discount;
- Properties that are funded for their assessment fees:
 - o These funding requests are managed, controlled and initiated on the grading system by the TGCSA OM, TGCSA assistant OM and the PMA's;

Process Name: TGCSA Grading Operating Processes

Company Confidential

- The TGCSA OM or TGCSA Assistant OM can initiate adding of pre funding at pre approval stage for new applications.
- If funding is endorsed and the invoice is fully paid, the properties will be downloaded onto the Assessor laptop tool upon synchronization;
- If funding is declined, the payment of grading assessment fees would then be the property owner's responsibility.

4.3.3. Payment Processing Considerations

- All payments made to TGCSA are receipted on a daily basis excluding public holidays, SA TOURISM closure dates and weekends;
 - The TGCSA Bank Account Statement is checked daily to identify the payments that are on the previous working day's statement;
 - A payment that reaches the TGCSA bank account today may take up to **48** hours to be identified and receipted and or on the next working day if payment was done over the weekend except during SA TOURISM closure dates, SA TOURISM closing period in December/January of every year, any other days as per the SA TOURISM calendar where the AR clerk will not be available or South African Public holiday) which then will require up to six working days;
- Finance must close billing every month, and the closure dates are communicated by Finance annually at the start of each Fiscal year;
- Payments reflecting on TGCSA bank statement during the billing closure period can only be receipted after the first day when the new period is opened; however, these receipts will be captured in the first three working days after month end closing date. Therefore, these transactions will integrate to Grading System only once the same has been receipted in the new period.
- The integration to Grading System will happen the next day after the receipt was done on Finance System. When the next Finance billing period is opened. E.g. for March month end, the March period will only be closed on the 11th of April 2016 (and as per the Finance calendar closure dates for the following years). Therefore, receipting for money received in the TGCSA bank account for the period of the last few days of the month (depending on how the month end falls over a weekend) and from 1 April to 11th April 2016 will only be receipted on the 12th April 2016 (which will integrate on 13th April 2016), 13th April 2016 (Which will integrate on the 14th April 2016), 14th April 2016 (Which will integrate on the 15th April 2016);
- Therefore, as per the above example, the receipting for receipts during the closing of month ends will happen during the first three working days after the month end closure;
- Other receipting during the month will be done within two working days; however, receipting can only be done where the establishment has used the correct invoice reference number;
- For any deposits where the invoice reference number was not used, the Assessor must submit the POP from the establishment as well as a confirmation from the establishment for which invoice number the payment was made for (NB: Assessor cannot confirm on behalf of establishments);
- All payments which cannot be identified, will be placed on the unidentified list which will be sent out to all Assessors & PMAs on weekly basis except for SA TOURISM closure dates, SA TOURISM closing

Process Name: TGCSA Grading Operating Processes

Company Confidential

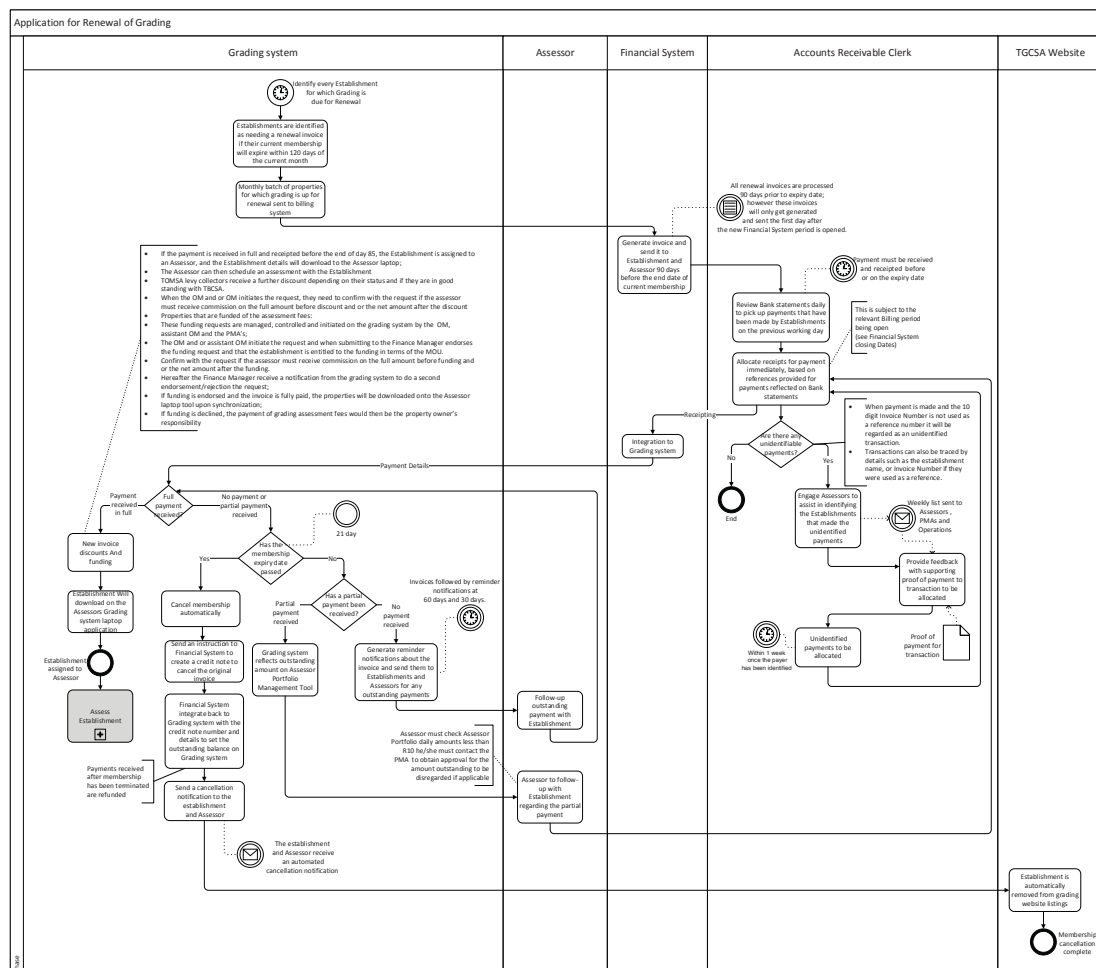
period in December/January of every year, any other days as per the SA TOURISM calendar where the AR clerk will not be available or South African Public holiday);

- o NB: When an Assessor does identify any unidentified transactions, he/she needs to obtain the bank POP & the confirmation on which invoice was paid by the establishment and submit this information promptly to the SA TOURISM debtor's department (No receipting will be done on assumptions or detail from assessors - the only information that will be accepted will be the POP & the confirmation from the establishment); Example, Where an establishment has used an incorrect reference number, the establishment needs to provide the POP & confirmation of the invoice number they are settling to the assessor. The assessor then forwards the same to SA TOURISM debtors. It is important to note that the assessor cannot confirm the invoice number on his/her own or on behalf of the establishment.
- All Cheque deposits take Ten working days to clear and only receipted on the first working day after the Ten working days;
- Short payments should be followed up by assessors immediately and on a daily basis. The assessors must use the APM tool to manage all outstanding invoices. The PMAs to manage and follow up with assessors on the outstanding amounts and where assessors are not managing the outstanding amounts as per the APM Tool, the PMA's must note the same when conducting annual assessor's performance reviews;
- The PMAs to follow up on shortfalls i.e. short payment of R10 & less - PMAs must ensure that motivation is done for these amounts to be discounted and that the discount request reach the Finance Manager at least eight working days before the cancellation date of the property (Where applicable).

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.4. Application for Renewal of Grading



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.4.1. Application for Renewal of Grading - Process Textual Description

- For the detailed renewal process, refer to the CR162
- Grading System will identify every Establishment for which Grading is due for Renewal;
- An email is sent out to the Establishment between 180 and 120 days to get them to accept the terms and conditions before and invoice will be sent out. If the T's & C's are accepted, the invoice will be issued as per below. If not, they are set to expiring and will cancel when they reach their expiry date. Members who fail to log in are sent an invoice regardless and acceptance to the Terms is considered at point of payment.
- Establishments are identified as needing a renewal invoice if their current membership will expire within 90 days of the expiry date of the establishment;
- Grading System will send a batch of properties with invoice details via integration tables for which grading is up for renewal to the Finance System (billing system) monthly;
- In Finance System the invoices are generated and sent from Tourism Grading Council E-mail to the Establishment and Assessor within the month of 90 days before the end date of current membership (expiry date), with reminders sent every 30 days thereafter:
 - All renewal invoices are processed within the month of 90 days prior to expiry date; therefore, these invoices will only get generated and sent the first day after the new Finance System period is opened.
- The Accounts Receivable Clerk must review TGCSA Bank statements daily to pick up payments that have been made by the Establishments.:
 - The Accounts Receivable Clerk must allocate receipts for payment, based on step 4.3.1:
 - This is subject to the relevant Billing period being open (see Payment Processing Considerations 4.3.3 above)
- Payment is due by the end date of existing membership; payment must be received and receipted before or on the expiry date;
- If no payments have been made, Grading System will generate reminders about the invoice on, day 60 and day 30 preceding the membership expiry date and send the reminders to the Establishment and Assessor;
- If the payment is not received and receipted in full (less the discounts where applicable) by the expiry date plus Ten working days, the Establishment's current membership's expires as follows:
 - The Establishment's membership is cancelled automatically by Grading System 21 days after the expiry date of the membership, but the Establishment record is kept on Grading System;
 - Grading System will send an instruction to Finance System to create a credit note to cancel the original invoice which happens the first day after integration;
 - Finance System integrates back to GRADING SYSTEM with the credit note number and details to set the outstanding balance on Grading System; An automated Membership cancellation notification is sent to the Establishment;
 - The Establishment is also automatically removed from grading website listings on the next Wednesday evening when the Finance System, Grading System and Website databases are synchronized.

Process Name: TGCSA Grading Operating Processes

Company Confidential

- If the payment is received after membership has been terminated the following will happen:
 - The funds will be recognised as sundry revenue if the establishment does not reapply;
 - TGCSA marketing Business will need to obtain an CQAO and CFO approval to allocate to the new invoice once the establishment has reapplied;
 - Establishment is automatically removed from grading website listings.

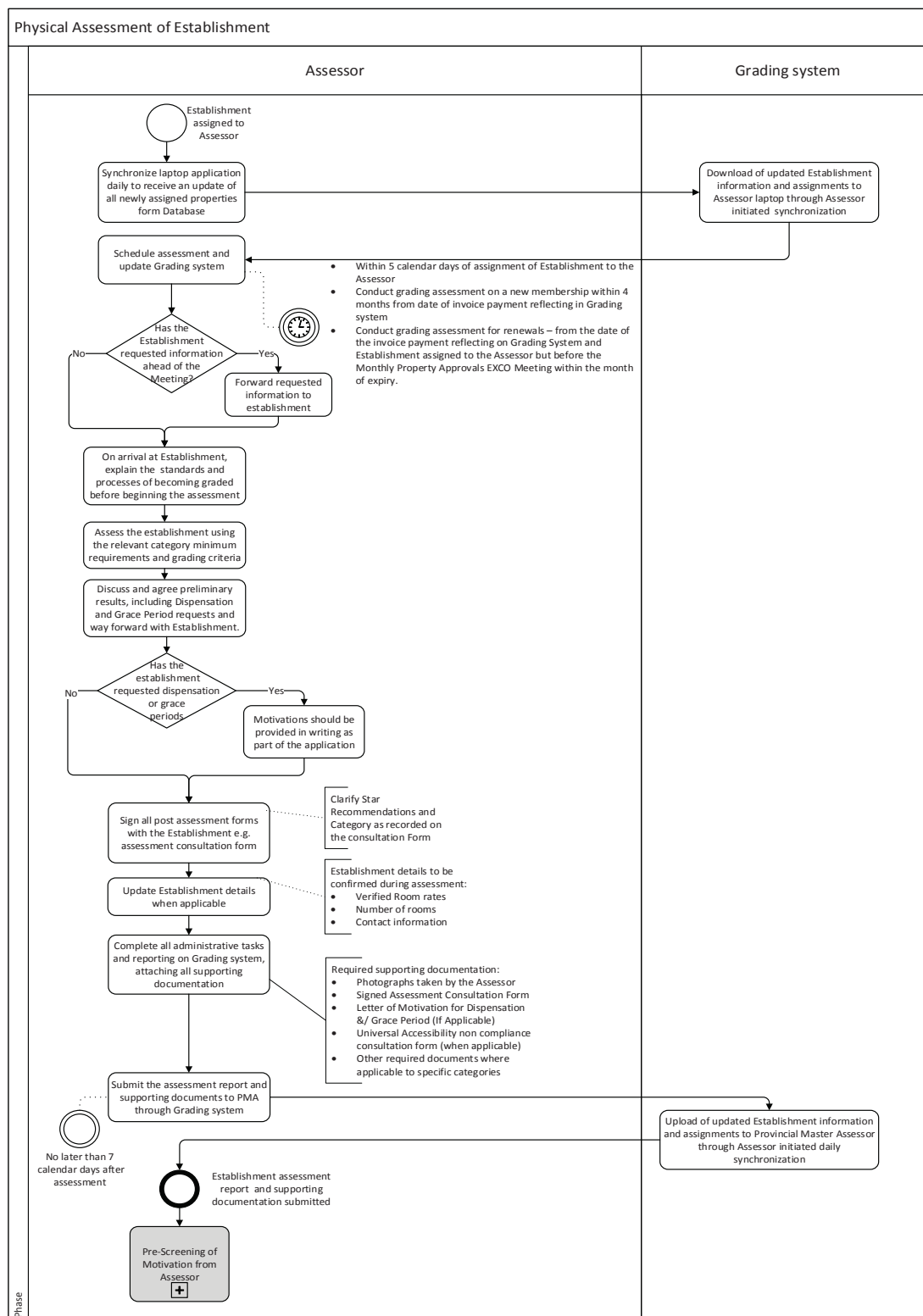
4.4.2. Invoice Discounts and Funding

- For invoice Discounts and funding, Refer to 4.3.2 above

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.5. Physical Assessment of Establishment



4.5.1. Physical Assessment of Establishment - Textual Description

- The Establishment Assessment can only be done once an Establishment is assigned to an Assessor;
- The Assessor is required to synchronize the Grading System laptop application daily to receive an update of all newly assigned properties from the Grading System database;
- The Grading System laptop application will download updated Establishment information and assignments to the Assessor's laptop through the Assessor initiated synchronization;
- The Assessor must then schedule assessment appointment and update Grading System:
 - The Assessment must be scheduled **within 5 calendar days** of assignment of Establishments to the Assessor;
 - The Assessor will then load the scheduled date on their Grading System Laptop tool, so that they can keep track and be reminded of the date for assessment;
 - The Assessor must conduct the grading assessment within the prescribed time frames:
 - For new applications - 4 calendar months from the date of the invoice payment reflecting on Grading System;
 - For renewals - from the date of the invoice payment reflecting on Grading System and Establishment assigned to the Assessor but before the Monthly Property Approvals EXCO Meeting within the month of expiry;
 - If Assessors do not adhere to the stipulated times, the properties will be retrieved from their toolkit and reallocated to other Assessors to ensure that business processes are followed.
 - If the Establishment has requested information ahead of the assessment appointment the Assessor must forward requested information to the Establishment.
- On arrival at the Establishment, the Assessor must explain the standards and processes of becoming graded before beginning the assessment;
- The Assessor must assess the Establishment using the relevant category minimum requirements and grading criteria;
- The Assessor must discuss and agree preliminary results, including Dispensation and Grace Period requests and way forward with the Establishment:
 - If the property does not meet a MER but are willing to implement and are able to implement the requirement, then a Grace Period Request letter is drafted by the property;
 - If the property does not meet an MER and cannot implement the requirement for a relevant reason, then a Dispensation Request letter is drafted by the property;
 - If the Establishment requested dispensation or grace periods, the motivations should be provided in writing as part of the application.
- The Assessor must sign all post assessment forms with the Establishment e.g. assessment consultation form:
 - The Assessor must clarify star recommendations and category as recorded on the consultation Form.
- The Assessor must update the Establishment details when applicable:

Process Name: TGCSA Grading Operating Processes

Company Confidential

- o Establishment details that must be confirmed during assessment:
 - Verified Room rates;
 - Number of rooms;
 - Contact information.
- The Assessor must complete all administrative tasks and reporting on Grading System, attaching all supporting documentation:
 - o Required supporting documentation will include:
 - Photographs taken by the Assessor;
 - Signed Assessment Consultation Form;
 - Letter of Motivation for Dispensation &/ Grace Period (If Applicable);
 - Universal Accessibility non-compliance consultation form (when applicable);
 - Other required documents where applicable to specific categories.
- The Assessor must submit the assessment report and supporting documents to the PMA through Grading System no later than 7 calendar days after assessment;
- Grading System uploads updated Establishment information and assignments to Provincial Master Assessor through Assessor initiated daily synchronization;
- Once the Establishment assessment report and supporting documentation is submitted, the Provincial Master Assessors will commence the Pre-Screening process.

Procedure for Onsite Visit by Assessors

1. Before and on the date of assessment the Assessor should call the client and confirm the appointment.
2. The Assessor will then conduct the assessment as follows:

New Property	Renewal Property
Fill in the MER checklist- This will determine whether the property qualifies for the specified star grading and criteria being applied for.	Fill in the MER checklist (minimum requirements)- This will determine whether the property qualifies for the specified star grading and criteria being applied for.
Fill in the Quality checklist- This will determine the points that the property will accumulate and this will state what star grading the property qualifies for.	Fill in the Quality checklist- This will determine the points that the property will accumulate and this will state what star grading the property qualifies for.
Fill in the UA Checklist- For new properties the entire form needs to be completed in order to establish if the property does or does not qualify for a UA grading. Also to note if there is potential for the property to implement UA grading.	Fill in the UA Checklist (universal accessibility)- This form is to be completed if the property now qualifies for a UA grading. If the property previously did not qualify and still does not qualify the checklist can be marked as non-applicable.
Fill in the UA Exclusion form- If the property does not qualify for a UA grading they will fill in and sign this form to acknowledge that fact.	Fill in the UA Exclusion form- (Universal Accessibility). This form is completed and signed in the absence of the UA checklist if the property still does not qualify for a UA grading on their renewal assessment.
Fill in the Visit report- This report encompasses summarised details of the property. Areas of improvement and areas of	Fill in the Visit report- This report encompasses summarised details of the property. Areas of improvement and areas of

Process Name: TGCSA Grading Operating Processes

Company Confidential

strength and also the score summary for the property of the overall impression. The score determines the star grading outcome.	strength and also the score summary for the property of the overall impression. The score determines the star grading outcome.
<u>Fill in and sign the Consultation form-</u> This form has to be signed by the Assessor and the property owner in agreement to the grading assessment outcome that has taken place and the recommended star grading for the property. This form notifies the client on what to expect after their grading is approved.	<u>Fill in and sign the Consultation form-</u> This form has to be signed by the Assessor and the property owner in agreement to the grading assessment outcome that has taken place and the recommended star grading for the property. This form notifies the client on what to expect after their grading is approved.
<u>Complete the assessment picture template-</u> Pictures that correlate to the assessment that has taken place are captured on this template. This helps in the pre-approval of a property as the PMA can then see what was assessed. Picture templates for UA are also required to show if a property qualifies or does not qualify for Universal Accessibility (Current pictures should be used, if any pictures from the previous years are used the Assessor should state this and provide a reason)	<u>Complete the assessment picture template-</u> Pictures that correlate to the assessment that has taken place are captured on this template. This helps in the pre-approval of a property as the PMA can then see what was assessed. Picture templates for UA are also required to show if a property qualifies or does not qualify for Universal Accessibility. (Current pictures should be used, if any pictures from the previous years are used the Assessor should state this and provide a reason)
<u>Failed Assessment-</u> Properties that do not meet the minimum requirements of grading at the particular star rating, have to be submitted with the failed grading. A written motivation and a picture template are required to substantiate the failed submission.	<u>Failed Assessment-</u> Properties that do not meet the minimum requirements of grading at the particular star rating, have to be submitted with the failed grading. A written motivation and a picture template are required to substantiate the failed submission.
	<u>For upgrades-</u> In cases where properties have done improvements to their facilities which will enhance their star grading, a written motivation and a picture template are required to reflect the necessary changes.
	<u>For downgrades-</u> For properties that have downgraded from the current star grading, a written motivation and a picture template should be provided to reflect the condition of the facilities which will meet the recommended star grading.

Grace Period Requests

- A Grace period is time given to the property in order to assist them in implementing the required requirement to completely meet the quality standard being applied for;
- A grace period time frame is three months but a maximum of six calendar months is permissible;
- The property needs to understand that they will not receive their grading plaque until the grace period requested is completed accordingly. Written confirmation and pictures are required as proof that a grace period has been completed;
- The grace period letter needs to have the properties logo template and be signed by the property owner or manager responsible;
- The Assessor will then submit the grace period letter along with their assessment documents for PMA review;
- The expiry date of the establishment cannot be changed with granting grace period;

Process Name: TGCSA Grading Operating Processes

Company Confidential

- Renewal invoices to generate in a month of within the month of 90days before the expiry day regardless of the grace period;
- If the grace period is rejected, then communication will be sent to the Assessor in this regard within 7 calendar days of the Monthly Property Approvals Exco Meeting;
- The Assessor will then review this feedback from the PMA and submit the required additional information. (2 working days for resubmission is applicable for any property submitted by Monthly Property Approvals EXCO Meeting deadline-less 1 day);
- The PMA will then review the additional feedback and if satisfied will submit the property to the Monthly Property Approvals EXCO meeting.

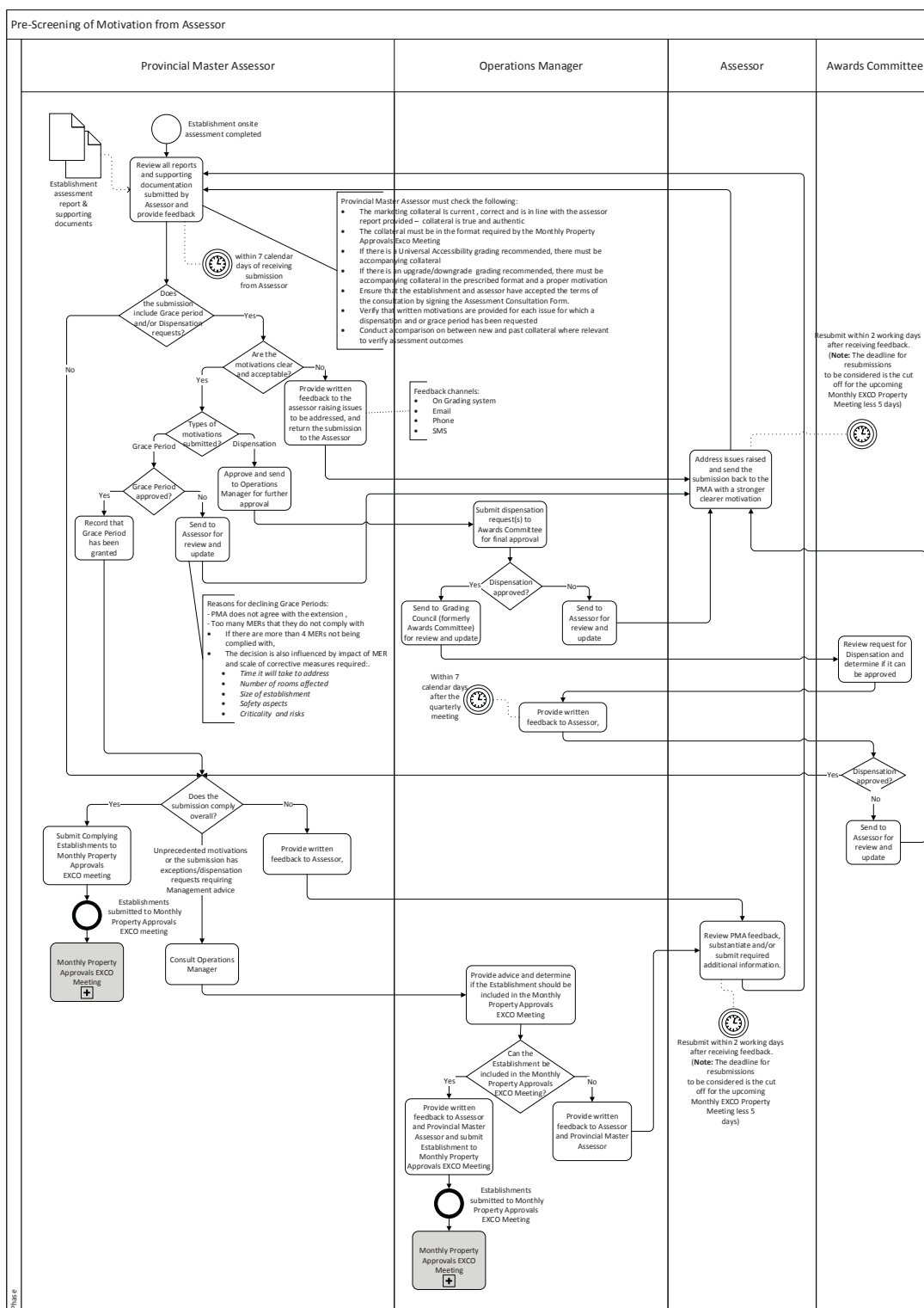
Dispensation Requests

- A Dispensation gives permission to a property not to have a certain minimum requirement due to relevant reasons agreed to by the Grading Council;
- A dispensation request will be reviewed by the Provincial Master Assessor (PMA) at PMA (pre-screening) review and if the PMA agrees with the reasoning for the dispensation they will then send the request to Manager Review;
- The Operations Manager will review the dispensation request and if he/she agrees the request or the reasoning thereof, it will be forwarded to the Monthly Property Approvals EXCO Meeting.
- The dispensation will be reviewed in the Monthly Property Approvals EXCO Meeting and if all are in agreement it is then submitted to the Quality Assurance Sub Committee, through round robin submission, for final approval. The Quality Assurance Sub Committee will express their approval/rejection of the dispensation request within two (2) working days.
- If the dispensation is approved by the Quality Assurance Sub Committee, the property will be submitted to the next Monthly Property Approvals Exco Meeting for approval of their grading;
- If the dispensation is rejected by the Quality Assurance Sub Committee, then the decision will be forwarded to the Assessor with the feedback on a way forward;
- The Assessor will then have to liaise with the property on a way forward before submitting again for approval at the Monthly Property Approvals Exco Meeting.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.6. Pre-Screening of Motivation from Assessor



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.6.1. Pre- Screening of Motivation from Assessor - Textual Description

- Once the Establishment assessment report and supporting documents are submitted, the Provincial Master Assessors (PMA) can Pre-Screen submissions received from Assessors;
- The PMA must review all reports and supporting documentation submitted by Assessor:
 - Input is the Establishment assessment report, and all applicable supporting documents completed during the assessment;
 - The PMA must review the submission and provide written feedback within 7 calendar days of receiving it from Assessor:
 - The feedback is stored on Grading System, and should be downloaded with daily synchronizing;
 - However, the feedback on Grading System can be followed up by supplementary communication, primarily via email; SMS and phone calls only apply only for emergencies, e.g. looming deadlines.
- The PMA must check the following:
 - The marketing collateral is current, correct and is in line with the assessment report provided - collateral is true and authentic;
 - The collateral must be in the format required by the Monthly Property Approvals Exco Meeting;
 - If there is a Universal Accessibility grading recommended, there must be accompanying collateral;
 - If there is an upgrade/downgrade grading recommended, there must be accompanying collateral in the prescribed format and a proper motivation;
 - If there is a failed grading recommended, there must be accompanying collateral in the prescribed format and a proper motivation;
 - Ensure that the Establishment and Assessor have accepted the terms of the consultation by signing the Assessment Consultation Form;
 - Verify that written motivations are provided for each issue for which a dispensation and or grace period has been requested;
 - Conduct a comparison between new and past collateral where relevant to verify assessment outcomes.
- If the submission includes Grace Period and/or Dispensation requests the PMA must check if the motivations are clear and acceptable:
 - If the motivations are not clear and acceptable the PMA must:
 - Provide written feedback to the Assessor raising issues to be addressed, and return the submission to the Assessor;
 - The Assessor must address issues raised and send the submission back to the PMA with a stronger clearer motivation;
 - If they are clear and acceptable the relevant approvals must be given:
 - For Dispensations:

Process Name: TGCSA Grading Operating Processes

Company Confidential

- The PMA must approve the Dispensation and send to Operations Manager for further approval, the Dispensation will then be presented to the Monthly Property Approval Exco Meeting;
- The Monthly Property Approval Exco Meeting will approve and then submit dispensation request(s) to the Quality Assurance Sub Committee meeting for final approval;
- The Quality Assurance Sub Committee will review the request for Dispensation and determine if it can be approved;
- The Assessor must provide feedback to the Assessor within 7 calendar days after the Quarterly Quality Assurance Sub Committee meeting;
- If the dispensation is not approved by any of the required approvers, it will be returned to the Assessor for a review:
 - The Assessor must address issues raised and send the submission back to the PMA with a stronger clearer motivation.
- If the dispensation is approved, it must be noted on Grading System.
- For Grace Periods:
 - If the Grace Period is not approved by any of the required approvers, it will be returned to the Assessor for a review:
 - The Assessor must address issues raised and send the submission back to the PMA with a stronger clearer motivation.
 - Reasons for declining Grace Periods: -
 - PMA does not agree with the extension;
 - Too many MERs that they do not comply with:
 - If there are more than 4 MERs not being complied with;
 - The decision is also influenced by impact of MERs and scale of corrective measures required:
 - Time it will take to address;
 - Number of rooms affected;
 - Size of Establishment;
 - Safety aspects;
 - Criticality and risks.
 - If the Grace Period is granted it must be recorded in Grading System.
- The Assessor must determine if each of the submissions complies with overall grading requirements (taking into consideration dispensations and Grace periods requested, where applicable):
 - If the submissions comply overall all the PMA will submit the complying Establishments to Monthly Property Approvals EXCO Meeting;
 - For any submission that does not comply overall, provide written feedback to Assessor:
 - Assessor must review the PMA feedback and substantiate and/or submit required additional information within 48 hours of receiving feedback;
 - The deadline for resubmissions to be considered is the cut off for the upcoming Monthly Property Approvals EXCO Meeting less 5 days.

Process Name: TGCSA Grading Operating Processes

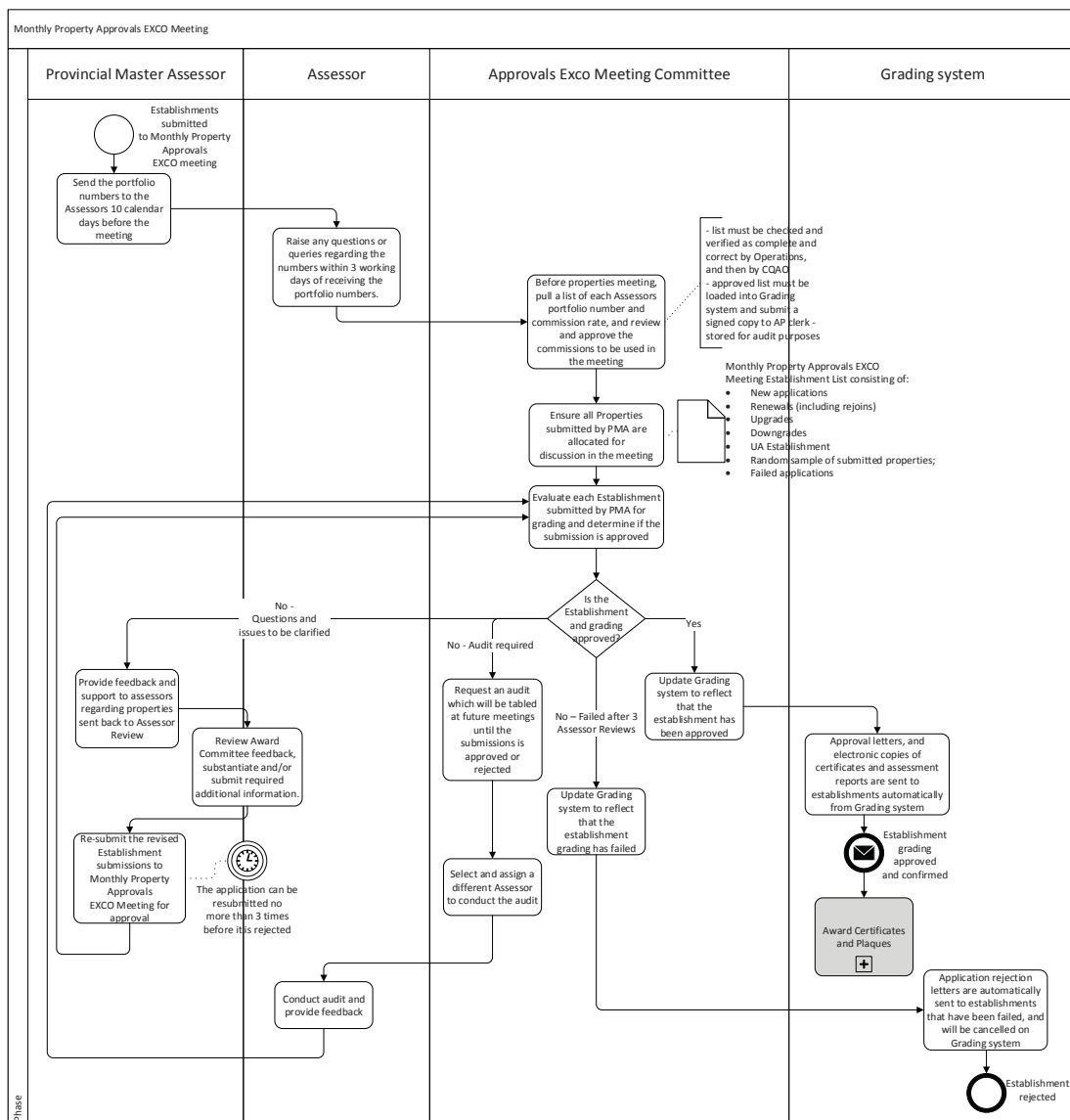
Company Confidential

- o For any submission that contains unprecedented motivations or the submission has exceptions/dispensation requests requiring Management advice, then the PMA must consult the Operations Manager:
 - The Operations Manager must provide advice and determine if the Establishment should be included in the Monthly Property Approvals EXCO Meeting:
 - The Operations Manager will communicate the feedback in writing to the Assessor and the Provincial Master Assessor stating whether they can submit the Establishment to Monthly Property Approvals EXCO Meeting.
- All qualifying Establishments that are submitted to Monthly Property Approvals EXCO Meeting can then be reviewed during the meeting.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.7. Monthly Property Approvals EXCO Meeting



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.7.1. Monthly Property Approvals EXCO Meeting - Textual Description

The Monthly Property Approvals Exco Meeting is usually held mid-month between the 12th and 15th of the month. The meeting is attended by at least one SA Tourism Exco Committee Member, the Operations Team (Operations Manager & Assistant Manager, the PMA's) and the Marketing Manager.

The Meeting is usually chaired by the CQAO. The meeting is broken down into 2 sections, discussion of points pertaining to grading and the review of properties and their approval.

- In order to be graded, Establishments must be pre-screened and submitted to Monthly Property Approvals EXCO Meeting;
- Before the Monthly Property Approvals Exco Meeting, the operations team that participate in the Monthly Property Approvals Exco Meeting Committee (namely Operations Manager & Assistant Operations Manager, the PMA's) must pull a list of each Assessors portfolio number and commission rate, and review and approve the commissions to be used in the meeting:
 - The portfolio numbers must be sent to Assessors by the PMAs 10 calendar days before the meeting;
 - NB: the portfolio numbers are fixed as at end of previous month, so changes should preferably be done before the months' end.
 - The Assessors must raise any questions or queries that they have regarding the numbers within 3 working days of receiving the portfolio numbers;
 - The list must be checked and verified as complete and correct by Operations, and then by CQAO and signed off up to 1 working day before the meeting;
 - The approved list must be loaded into Grading System and a signed copy must be submitted to the Accounts Payable Clerk and TGCSA Finance Manager One day after the Property Approval Meeting - stored for audit purposes;
- The Monthly Property Approvals EXCO Meeting Committee will check each submission and ensure all Properties submitted by PMA are allocated for discussion in the meeting:
 - The meeting is centred around the Monthly Property Approvals EXCO Meeting Establishment List consisting of:
 - New applications;
 - Renewal (including re-joins);
 - Upgrades;
 - Downgrades;
 - Universal Accessibility Establishments;
 - Random sample of submitted properties;
 - Failed applications.
- The Monthly Property Approvals EXCO Meeting Committee will evaluate each Establishment submitted by PMA for grading and determine if the submission can be approved:
 - When reviewing the property, the meeting looks at:

Process Name: TGCSA Grading Operating Processes

Company Confidential

- the pictures submitted by the Assessor (Current vs Last Year);
- the Visit Reports;
- UA facilities;
- Required documentation specific to category application e.g. Captivity permit for Game Lodges)
- The quality checklist (if there are concerns) and the website, if applicable.
- If the Establishment and the grading that has been applied for is approved the Monthly Property Approvals EXCO Meeting Committee must update Grading System to reflect that the Establishment has been approved:
 - Approval letters and electronic copies of certificates and assessment reports are sent to Establishments automatically from Grading System as soon as approval of the meeting is recorded in Grading System;
 - Within 24hrs after the meeting, Assessor Purchase Orders (PO's) are generated in accordance with the number of properties they have submitted for that specific meeting.
- If the Establishment and the grading that has been applied for are not approved, then one of 3 possible scenarios will apply:
 - Questions and issues will be raised:
 - The PMA must provide feedback and support to Assessors regarding properties sent back to Assessor Review;
 - The PMA and Assessor must review Committee feedback and substantiate and/or submit required additional information;
 - The Assessor will have to verify and answer the questions that the meeting has posed. The Assessor through answering the questions will either motivate the reason for their previous decision of grading, or they will have to supply sufficient motivation as to why they feel the property should receive the requested grading. The pre-screening PMA will also assist the Assessor and motivate on their behalf, if they agree with the Assessor's recommendation;
 - With the assistance of the pre-screening PMA the Assessor can resubmit the revised Establishment submissions to Monthly Property Approvals EXCO Meeting for approval:
 - The application can be resubmitted no more than 3 times before it is rejected.
 - An Audit will be required:
 - The Committee will request an audit which will be tabled at future meetings until the submissions is approved or rejected;
 - The Committee must select and assign a different Assessor (not the Assessor who originally assessed the Establishment) to conduct the audit;
 - *NB: TGCSA Business needs to urgently do a System CR so that The Grading System automatically generates a PO email notification and system generated PO for audit assessor payments, as this is currently being done manually*
 - The Assessor will then conduct an audit and provide feedback. The feedback will be evaluated at a future Monthly Property Approvals EXCO Meeting.

Process Name: TGCSA Grading Operating Processes

Company Confidential

- A grading application will be rejected after failing to meet requirements, even after 3 Assessor Reviews:
 - The Committee will update Grading System to reflect that the Establishment grading has failed;
 - Rejection letters are automatically sent to Establishments that have failed the grading, and the memberships will be cancelled on Grading System.
- Establishments for which grading was approved and confirmed will be considered for Awarding Certificates and Plaques.

Grading Awards

Approval of star grading memberships

When the Monthly Property Approvals EXCO Meeting (MPAEM) approves the Establishments, they are awarded the official TGCSA stars ranging from 1 Star to 5 Star from the following grading categories

1. Game / Nature Lodge;
2. Formal Service Accommodation:
 - a. Hotel;
 - b. Or Lodge.
3. Guest Accommodation:
 - a. Bed & Breakfast/
 - b. Country House/
 - c. Guest House
4. Self-Catering:
 - a. Exclusive;
 - b. Shared Vacation)
5. Backpackers and Hostelling;
6. Caravan and Camping Accommodation;
7. Meetings, Exhibitions and Special Events (MESE) Venues

UA Grading

When the Monthly Property Approvals EXCO Meeting (MPAEM) approves the Establishments for UA assessments, they are awarded the UA grading status ranging from level 1 to 3 from the following categories of UA:

1. Mobility;
2. Communication;
3. Visual.

Post Awards Activities:

Approval of the meeting is an automated process and all correspondence (i.e. approval letters and Visitor Reports) get automatically sent to clients from Grading System, usually within 24 hours of the Monthly Property Approvals EXCO Meeting.

The Assistant Operations Manager will manually export the approved list from Grading System and will indicate on the list which properties should receive plaques and certificates (This includes: Category

Process Name: TGCSA Grading Operating Processes

Company Confidential

changes, upgrades & downgrades, UA and completed grace period for issuing of plaques). The list is then sent to Marketing for dispatching of plaques and certificates. **NB: This process must be automated for accuracy during production and to avoid human error.**

Certificates and Plaques are distributed by the TGCSA Marketing team, while Purchase Orders and Payments are handled by the Finance Team.

The Post Awards high level Activities entails the following:

- Operations team approves the meeting;
- Notification are sent to all Establishments from the meeting comprising of the following:
 - Assessment report;
 - Corporate Identity guidelines;
 - Stars images depended on level achieved (1 -5 stars);
 - Electronic grading certificate;
 - An opportunity exists here to provide access to establish dashboard.
- **Funded projects and TOMSA Levy properties:**
 - The Establishments that qualify for funding and TOMSA levies must pay their invoices less the discount as shown on the invoices;
 - A list of funded properties that were approved at the current meeting gets generated and forwarded to G4S to request the relevant discounts/credits to be applied;
 - A separate list of properties that qualify for the TOMSA Levy also gets sent to G4S for the same purpose.
- **Grace Period, Dispensation and Plaque Requests:**
 - The PMA's submit their lists of Grace Period, Dispensation and Plaque requests for that specific four days before the meeting to the Assistant Operations Manager for recording.
- **Integration between Grading System and Finance System:**
 - The PO's get sent to the Assessors who in return must submit invoices against the specific PO's within 3 days;
 - Finance Department processes the payments and sends such to the CQAO for final approval;
 - Electronic Transfers then take place on or before the last working day of each month.
- **Visit Reports, Post Awards Lists and Electronic Certificates:**
 - Visit Reports and Electronic Certificates get generated and sent to clients from Grading System via email;
 - An email is electronically generated and sent to the client to inform them of the outcome of the meeting. The relevant pre-screening PMA is copied in on the email. (See example below).

Process Name: TGCSA Grading Operating Processes

Company Confidential



Dear Me X

Following your recent assessment visit we can confirm that the report for XX is available to view.

Your grading certificate, jpeg image of the TGCSA logo as well as your stars to be used on your Marketing Collateral are also available for download.

Please use the following link and logon credentials to access your report:

Link: <http://application.tourismgrading.co.za/asp/elecreport/elecreportlogin.asp>

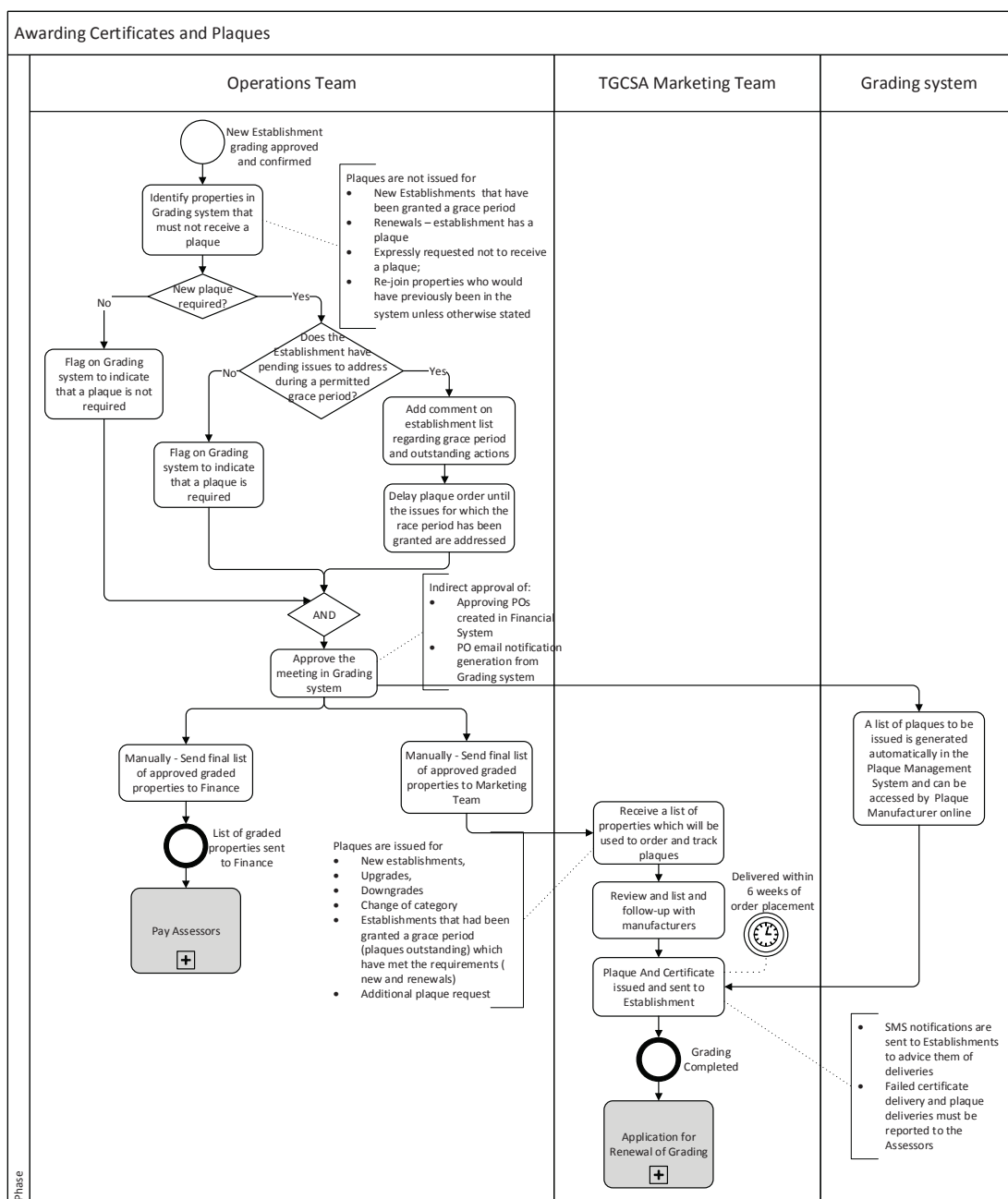
Assessment Id: X
Viewing Code: X

With kind regards
The Tourism Grading Council of South Africa (TGCSA)

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.8. Awarding Certificates and Plaques



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.8.1. Awarding Certificates and Plaques - Textual Description

- Generally, plaques are not issued for:
 - New Establishments that have been granted a grace period;
 - Renewals - Establishment has a plaque for a correct category;
 - Expressly requested not to receive a plaque;
 - Re-join properties who would have previously been in the system unless otherwise stated e.g. re-joined with upgrade or downgrade as well as change of category;
- The Operations Team will flag an Establishment on Grading System to indicate that a plaque is not required;
- If a new plaque is required checks must still be done to verify if it can be ordered, and the decision must be recorded on Grading System:
 - The Operations must check if the Establishment has pending issues to address during a permitted grace period:
 - If there is a grace period, that has been applied for and granted:
 - The Operations team will add comment on the Establishment list regarding grace period and outstanding actions;
- Should there be any issues related to grace completion, there will be a delay of ordering of the plaque until such issues are addressed by Assessor and PMA
- Once the checks are completed and the Operations team must send a final list of approved graded properties including the plaque distribution comments to the Finance Team, and the Marketing Team;
- Grading System send notification to the Plaque Manufacturer who can then access the plaque orders from within Grading System;
 - Due to current manual interventions on the Post Awards list, the Plaque Manufacturer receives a comprehensive list from the Marketing Assistance which he uses for production.
- The list of graded properties sent to Finance will be used to support the process of Paying Assessors;
- The same list of Establishments is used by the Marketing Team and Plaque Manufacturer for plaque orders:
 - The marketing team receives the list of properties which will be used to order plaques and track plaque orders;
 - The marketing team will review the list and follow-up with distributors;
 - Plaques are issued for:
 - New Establishments;
 - Upgrades;
 - Downgrades;
 - Change of category;
 - Establishments that had been granted a grace period (plaques outstanding) which have met the requirements (applies to new applications and renewals);
 - Additional plaque request.

Process Name: TGCSA Grading Operating Processes

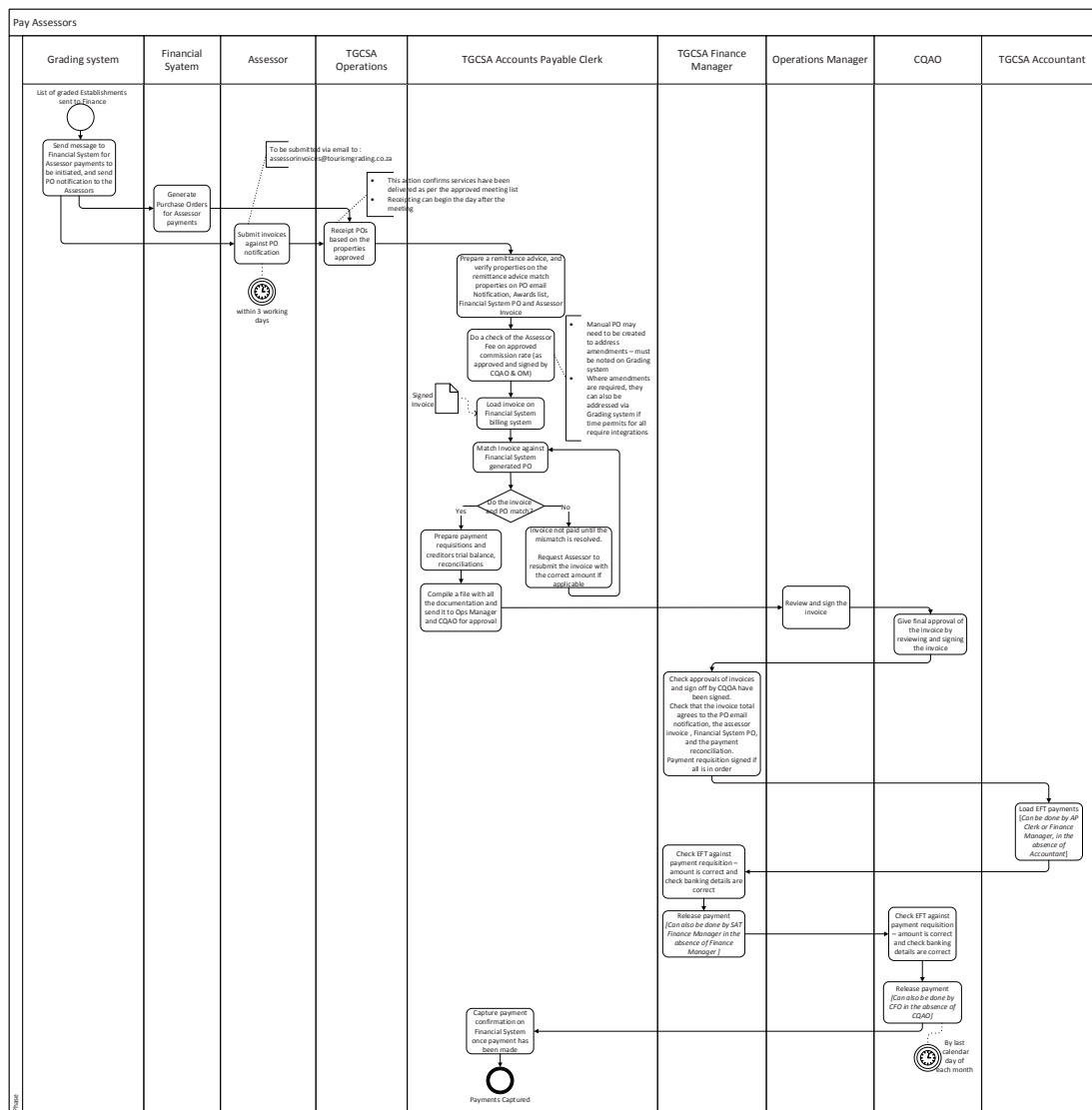
Company Confidential

- o Plaques and Certificates are issued and sent to the Establishments, within 8 weeks of the Monthly Property Approvals EXCO Meeting:
 - The Establishment receives an SMS notification advising them of the date and time when the courier delivery will take place.
- Once the Grading is completed, the next anticipated process involving the Establishment will be application for Renewal of Grading in 1 years' time;
- If any plaques or certificates are not delivered or returned by Post Office, the relevant Assessors are to be notified.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.9. Payment of Assessors



4.9.1. Payment of Assessors - Textual Description

- After the property approvals meeting has been approved and integration message is sent to Finance System by Grading System in order for Assessor payments to be initiated through the raising of Purchase Orders. Grading System sends PO notification emails to the Assessors;
- *NB: FOR AUDIT REQUESTS (TGCSA Business needs to urgently do a System CR so that The Grading System automatically generates a PO email notification and system generated PO for audit assessor payments, as this is currently being done manually)*
- Finance System then generates Purchase Orders for Assessor payments;
- The Assessors must then submit invoices against PO notification within business calendar requirements.
- The Operations team must receipt the Purchase Orders:
 - This action confirms services have been delivered as per the approved meeting list;
 - Receipting can begin the day after the meeting and must be completed.
- The Accounts Payable Clerk will prepare a remittance advice, and verify properties on the remittance advice match properties on PO email Notification, Awards list, Finance System PO and Assessor Invoice;
- The Accounts Payable Clerk will do a check of the Assessor Fee based on the approved commission rate as received from business and as checked and approved and signed by Operations Manager and CQAO;
- Financial System generated PO's may need to be created to address amendments - TGCSA business must advise the Administrators of the grading system to make a note on Grading System for PO's which were generated in the Finance System which did not go through the integration process;
- The Accounts Payable Clerk must load all the assessor invoices on Finance System;
- The Accounts Payable Clerk must match Invoices against Finance System generated PO:
 - If the invoice and PO do not match the Accounts Payable Clerk must not pay the invoice until the mismatch is resolved, however if the PO is less than the invoice payment can be made as per the PO amount:
 - The clerk may request the TGCSA Operations to request from the assessor to resubmit the invoice with the correct amount (if applicable).
 - If the invoice and PO match the Accounts Payable Clerk must do the following:
 - Prepare payment requisitions and creditors trial balance, reconciliations and compile a file for payment;
 - TGCSA Accountant will review and check if above preparations are done correctly;
 - Compiled file with all the documentation is then submitted to Ops Manager and CQAO for approval;
 - The Operations manager must review and sign the invoice which confirms that the following checks were done:
 - The commission rate according to the Assessor portfolio size, is the rate at which the assessor has charged SA Tourism;

Process Name: TGCSA Grading Operating Processes

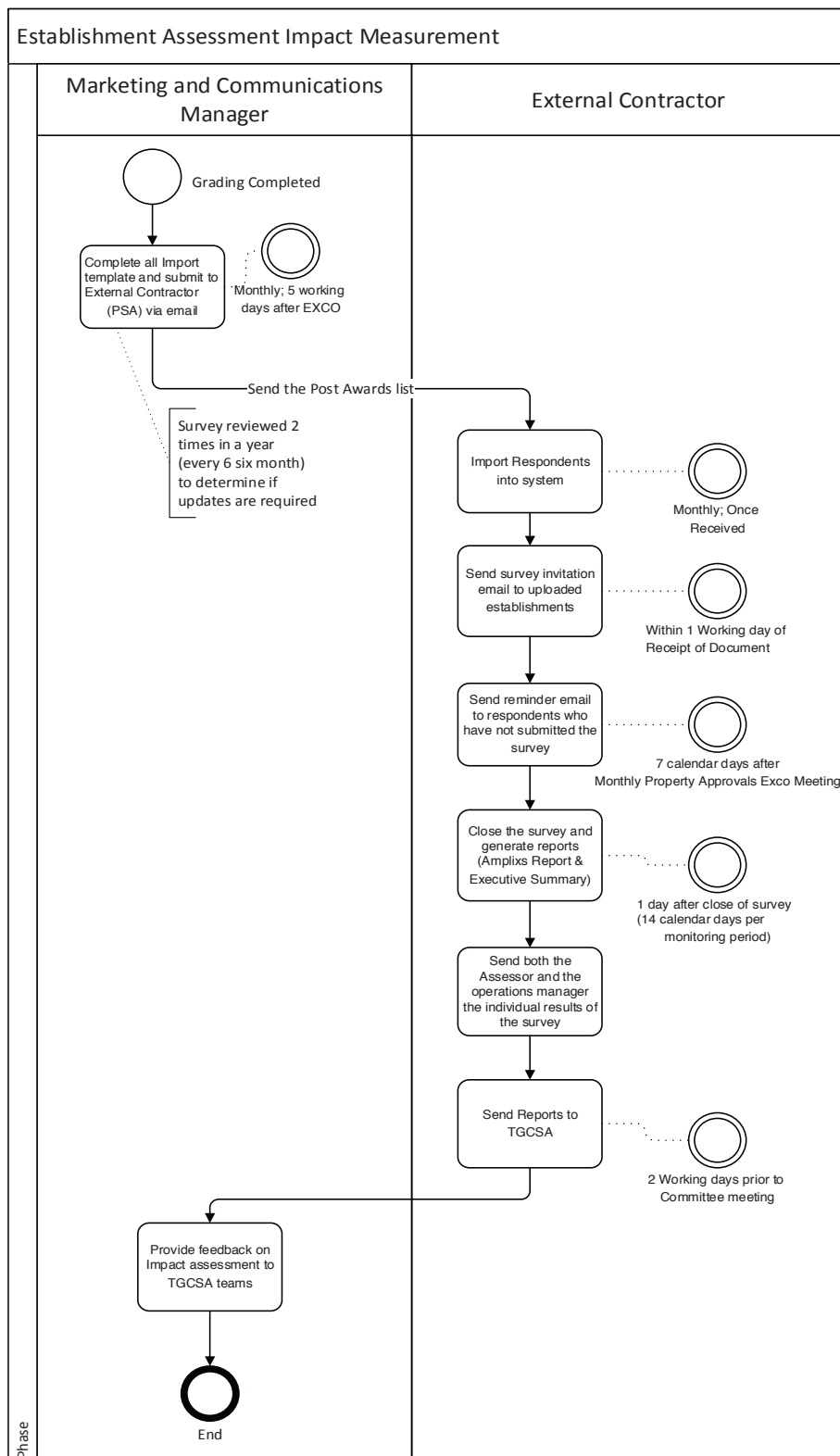
Company Confidential

- That all the properties reflecting on the assessor invoice reflects on the approved awards committee list;
- That the assessor portfolio account is accurate and correct for each assessor as reflected on the signed list submitted to Finance (signed by CQAO and TGCSA OM) reflecting the figures at the end of each month which is used for determining the assessor's commission rate;
- That signed submitted list is accurate and correct and that this list is agreeing to the numbers reflected in the grading system;
- That the assessor portfolio numbers in the grading system are correct, accurate as at end of each month end and agrees to the business provided definition of what is making up each assessor portfolio numbers.
- CQOA gives final approval of the invoice by reviewing and signing the invoice;
- The TGCSA Accountant must then Load EFT payments:
 - This can be done by AP Clerk in the absence of TGCSA Accountant.
- The TGCSA Finance Manager must then check the payment documentation as follows:
 - Check that the invoice total agrees to the PO email notification, the Assessor invoice, Finance System PO, and the payment reconciliation.
 - If all the above is done the TGCSA Finance Manager must sign the payment requisition.
- The TGCSA Finance Manager must then check EFT against payment requisition - specifically amount is correct and check banking details are the same as on the assessor invoice:
 - If the above point is in order the TGCSA Finance Manager can release the payments as the first release (in absence of TGCSA Finance Manager, the SAT Manager Finance can do the first release) and then the second release is done by CFO and in the absence of the CFO by the CQAO.
- The CFO (CQAO) must also check the EFT against the payment requisition to ensure the amount is correct and check banking details are correct, before releasing the payment.
 - If everything is in order the CFO (CQAO) must provide the second approval to release the payments;
 - This must be done by the last day of each calendar month.
- The Accounts Payable Clerk must capture the payment confirmation on Finance System once payment has been made and POP has been printed and attached to the payment requisition.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.10. Establishment Assessment Impact Measurement



Process Name: TGCSA Grading Operating Processes

Company Confidential

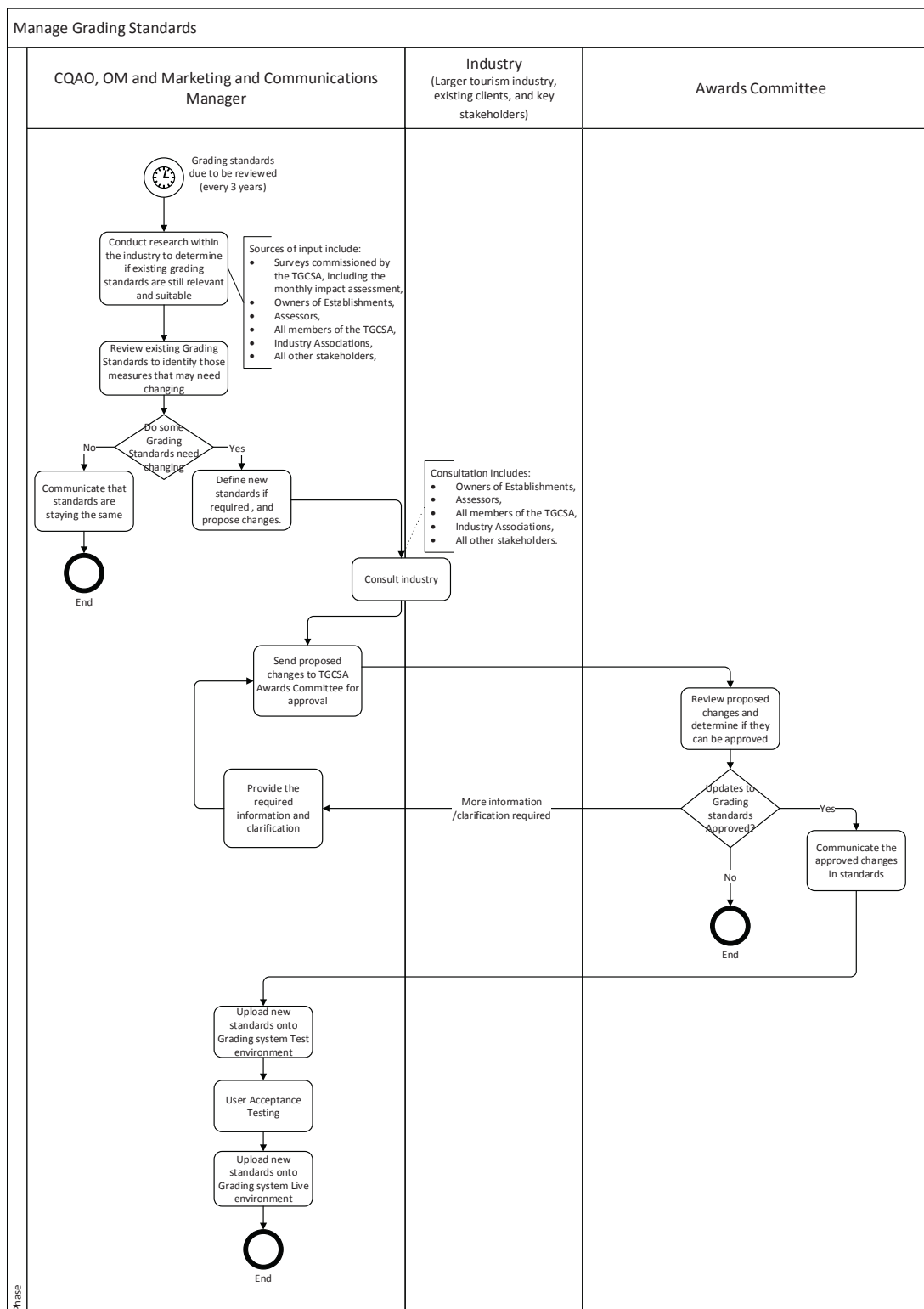
4.10.1. Establishment Assessment Impact Measurement - Textual Description

- Establishment Assessment Impact Measurement is conducted each month after grading has been completed:
 - The content and structure of the survey must be revised every 6 months and subsequently updated if required.
- The operation team has to send the Post Awards list to the External Contractor to commence with the survey;
- The External Contractor will import respondents into their system;
- The External Contractor will send survey invitation emails to the Establishments from the imported list within 1 working day of receiving the import template;
- The External Contractor will send reminder emails to respondents who have not submitted the survey 7 calendar days after the survey invitation emails were sent;
- The External Contractor will close the survey and generate reports (Report & Executive Summary) 1 working day after the close of survey (14 calendar days after the previous Monthly Property Approvals EXCO Meeting);
- The External Contractor will send both the Assessor and the operations manager the individual results of the survey;
- The External Contractor will send reports to TGCSA 2 working days prior to Monthly Property Approvals EXCO Meeting;
- The Marketing and Communications Manager will provide feedback on Impact assessment to TGCSA teams.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.11. Manage Grading Standards



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.11.1. Manage Grading Standards - Textual Description

- Grading standards are reviewed every 3 years;
- The CQAO, Operations Manager and Marketing and Communications Manager will begin the process by conducting research within the industry to determine if existing grading standards are still relevant and suitable. Sources include:
 - Surveys commissioned by the TGCSA, including the monthly impact assessment;
 - Owners of Establishments;
 - Assessors;
 - All members of the TGCSA;
 - Industry Associations;
 - All other stakeholders.
- The CQAO, Operations Manager and Marketing and Communications Manager and TGCSA team will review the existing Grading Standards to identify those measures that may need changing;
- If none of the standards need changing, they will communicate to stakeholders and industry that standards are staying the same;
- If some of the standards need changing, they will define new standards if required and propose changes to the existing standards;
- The CQAO, Operations Manager and Marketing and Communications will consult the industry and will consider industry inputs:
 - Owners of Establishments;
 - Assessors;
 - All members of the TGCSA;
 - Industry Associations;
 - All other stakeholders.
- The CQAO, Operations Manager and Marketing and Communications will then send the proposed changes to the Quality Assurance Sub Committee for approval;
- The Quality Assurance Sub Committee review the proposed changes and determine if they can be approved:
 - If the Quality Assurance Sub Committee requires more information or clarification on the updates:
 - The CQAO, Operations Manager and Marketing and Communications Manager will provide the required information and clarification, and re-send proposed changes to Quality Assurance Sub Committee for approval.
 - If the Quality Assurance Sub Committee does not approve the changes then the standards will remain unchanged:
 - The CQAO, Operations Manager and Marketing and Communications Manager Communicate to stakeholders and industry that standards are staying the same.

Process Name: TGCSA Grading Operating Processes

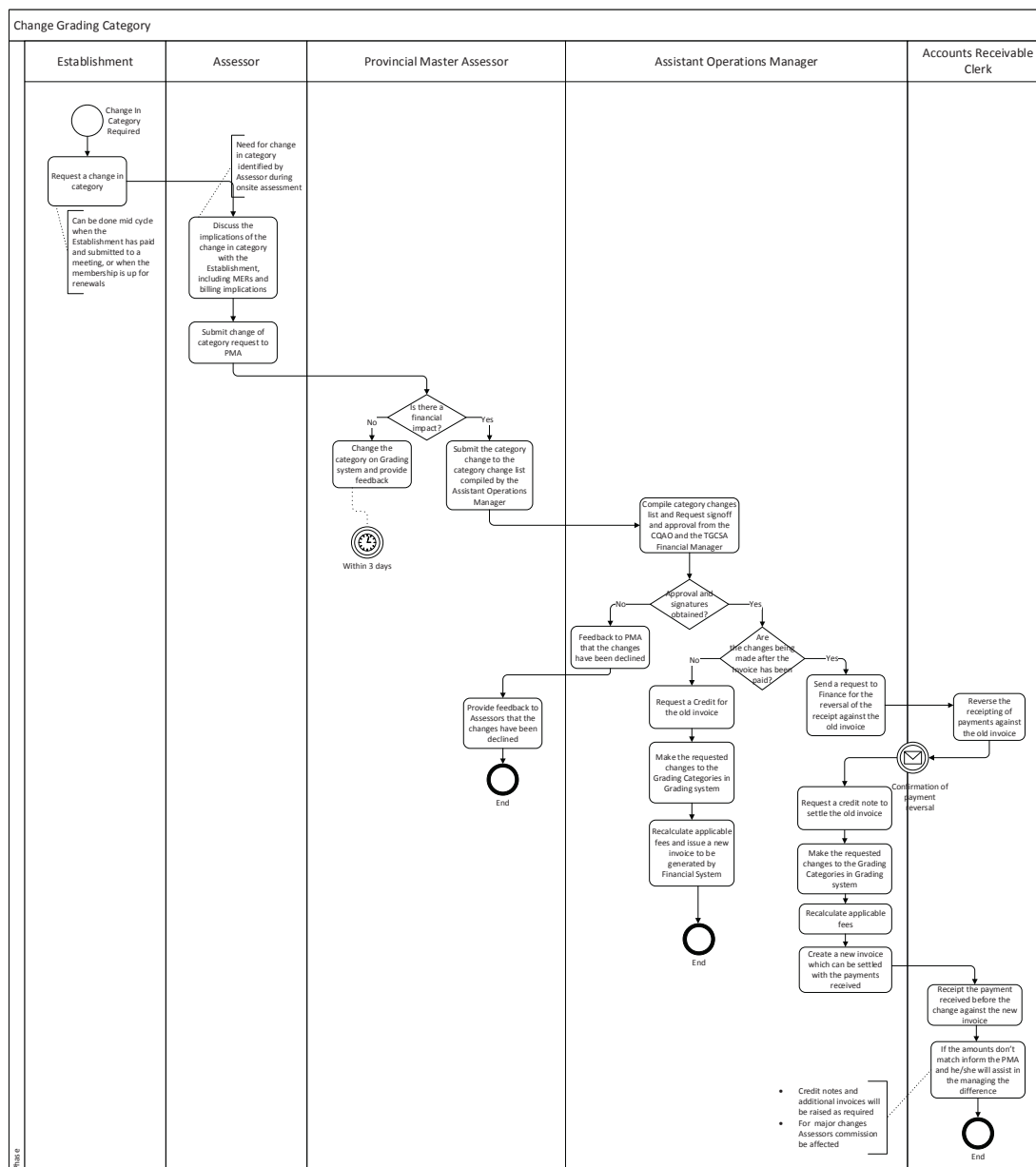
Company Confidential

- o If the updates are approved by the Quality Assurance Sub Committee, the CQAO, Operations Manager and Marketing and Communications Manager communicate the approved changes in standards to the industry:
 - The CQAO, Operations Manager and Marketing and Communications Manager will oversee the following activities:
 - TGCSA will upload new standards onto the Grading System Test environment;
 - TGCSA will conduct User Acceptance Testing on the Grading System Test environment;
 - TGCSA will upload new standards onto the Grading System Live environment.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.12. Change Grading Category



4.12.1. Change Grading Category - Textual Description

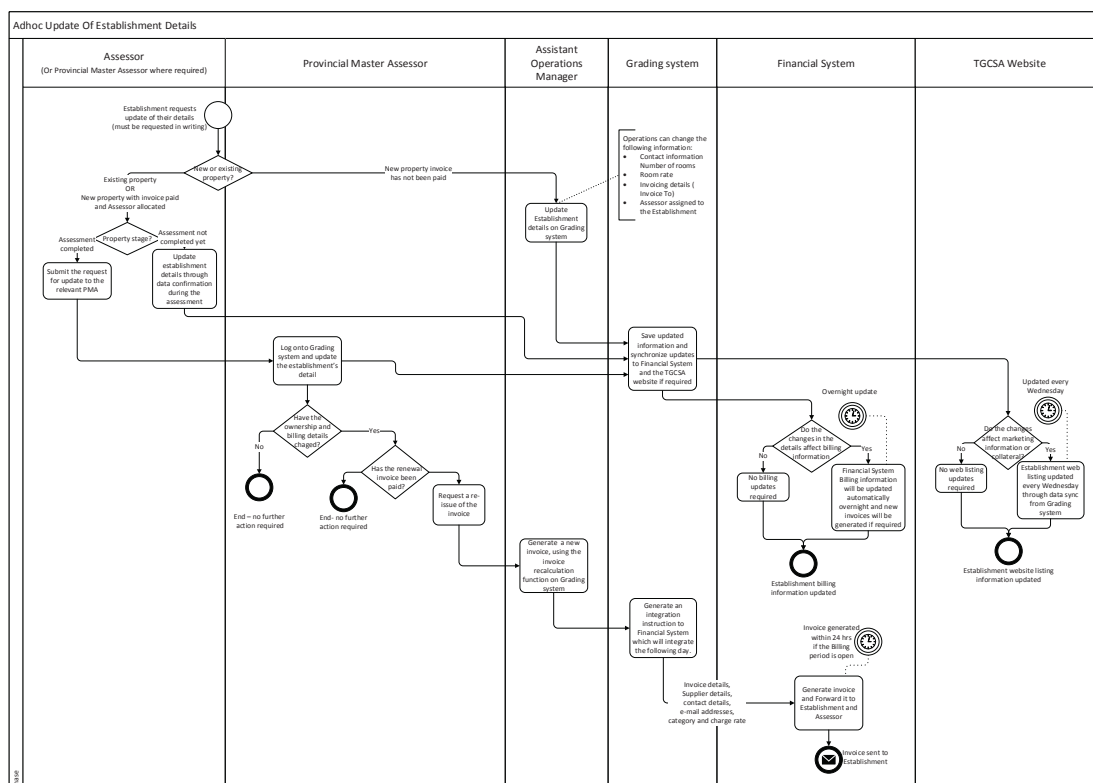
- Establishments are graded for a particular category and the category changes can only be done via recalculation of the invoice while the invoice is still outstanding. The recalculation is done by the TGCSA OM and TGCSA OM;
- Change category can be applied when membership is up for renewal, however these changes should be done by the Ops team before the renewal invoice generates in the month of within the month of 90 days before the expiry date;
- Where payment has been receipted and change of category is requested thereafter such properties are seen as mid cycle, to be able to effect these changes a motivation requesting change of category must be submitted by Operations Team to CQAO and CFO for approval as the revenue stream will be affected by the changes. This process currently is manually applied, G4S and Operations Team are currently busy to automate the full change of category process;
 - Also in case where a property has been submitted to a monthly property EXCO approval Meeting, the same process must be followed i.e. a motivation requesting change of category must be submitted for approval as the revenue stream will be affected by these changes
- The Assessor will discuss the implications of the change in category with the Establishment including MERs and billing implications:
 - The need for change in category is usually identified during onsite assessment;
 - The Assessor should propose a change in category when they realize that there is a need for a change in category.
- The Assessor will notify their **PMA** of the required change and will submit the request for a change of category in writing to the **PMA**;
- If there is no financial implication, the PMA will change the category and provide feedback within 3 calendar days of receiving the request after obtaining CQAO and CFO approval;
- If there is a financial implication the requested change in category will be logged to a category changes list compiled by the Assistant Operations Manager or Operations Manager and the changes must be approved by the CQAO and CFO before it can be implemented;
- If the required approvals and signatures not obtained the Assistant Operations Manager provide feedback to PMA that the changes have been declined:
 - The PMAs will in turn provide feedback to Assessors that the changes have been declined.
- If the required approvals and signatures are obtained, then the changes can be applied as follow:
 - If the changes are being made before the invoice has been paid (approval not required):
 - The Assistant Operations Manager will change category as requested and will recalculate on the assessment screen/finance screen on Grading System, thereafter the credit note to settle the old invoice will be automatically issued upon integration of Grading System & Finance System over night;
 - If the changes are being made after the invoice has been paid (approval is required as the above):
 - The Operations Team must obtain an approval through an Executive approval;

Process Name: TGCSA Grading Operating Processes

Company Confidential

- Where approval is obtained for category changes where there are no financial implications, only revenue account is incorrect (the revenue would have been allocated to the incorrect Revenue account). NB: This process is currently under review.

4.13. Adhoc Update of Establishment Details

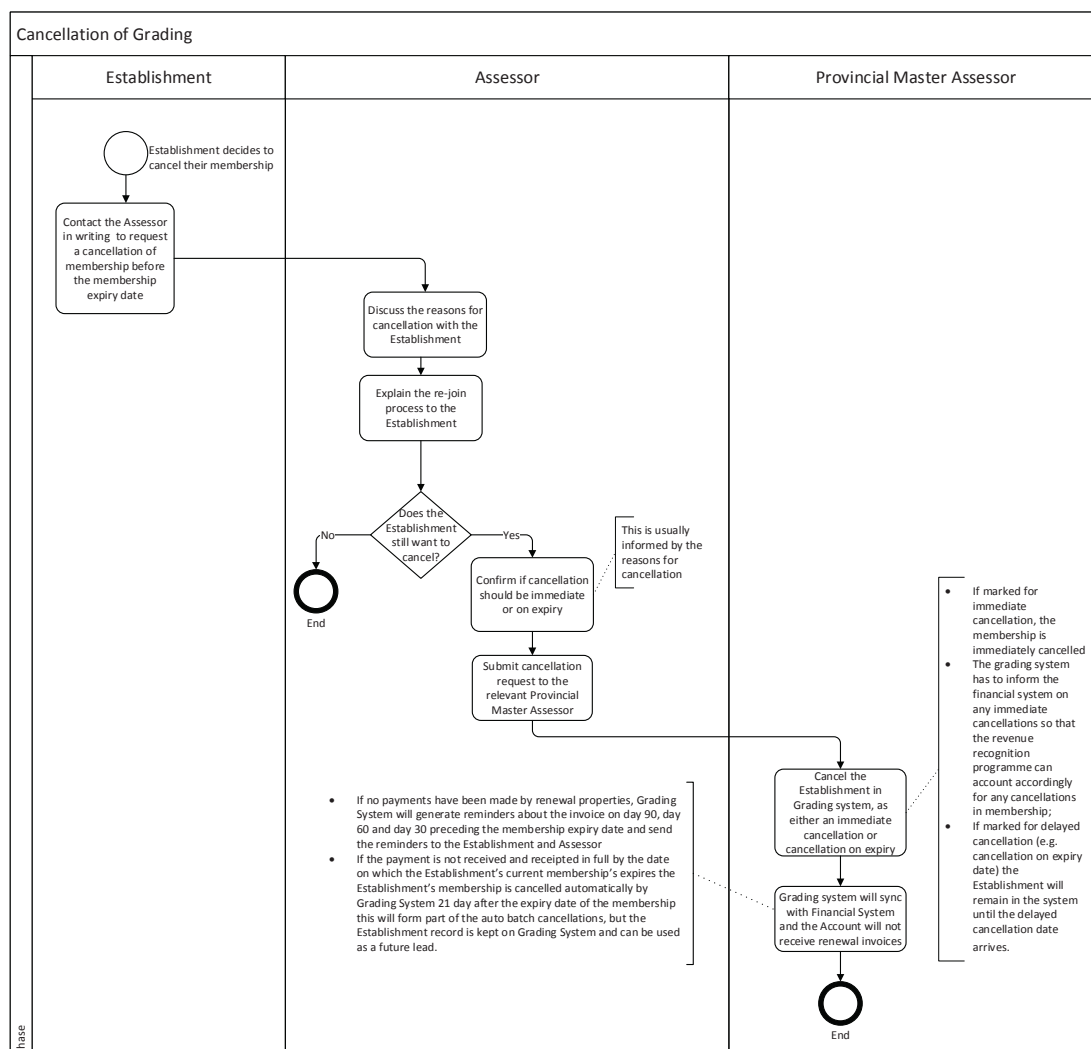


4.13.1. Adhoc Update of Establishment Details - Textual Description

- An Establishment may request an update of their details at any time:
 - It must be a written request.
- If the Establishment is an existing property or a new property for which the invoice has been paid and an Assessor has been allocated, the changes can be made by the Assessor who manages the Establishment through data confirmation during the assessment (the PMA can also make the changes if required):
 - The Assessor (or PMA) must log onto Grading System and update the Establishment's details;
 - At all other times (before and after assessment), the PMA can make the changes on Grading System;
 - If the changes related to change of ownership, and the renewal invoice has not yet been paid, then the PMA must request a re-issue of the renewal invoice from Assistant Operations Manager to the new contact details of the new owners/management of the establishment:
 - Assistant Operations Manager or Operations Manager will generate a new invoice, using the invoice recalculation function on Grading System;
 - Grading System will generate an integration instruction to Finance System which will integrate the following day;
 - Finance System will generate a new renewal invoice and forward it to Establishment and Assessor.
 - If the changes related to change of ownership, and the renewal invoice has already been paid, then there is no need to re-issue the invoice. The current membership must run its course; at renewal the new invoices will be raised with the new contact details of the new owners/management of the establishment.
 - If the changes are for a new property and the invoice has not been paid, the Assistant Operations or Operation Manager will be able to update the following Establishment details:
 - Contact information;
 - Number of rooms;
 - Room rate;
 - Invoicing details (Invoice To);
 - The Assessor that is assigned to an Establishment e.g. at Assessor resignation.
 - The Operations Manager and or Assistant Operations Manager will then request a new invoice, which will be generated from Finance System.
- Once changes are made Grading System will save updated information and update Finance System and the Website during database synchronization if required:
 - If the changes in the details affect billing information Finance System billing information will be updated automatically overnight integrated invoice number;
 - If the changes affect marketing information or collateral the Establishment web listing updated every Wednesday through data sync from Grading System.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.14. Cancellation of Membership**4.14.1. Cancellation of Membership - Textual Description**

- If the Establishment decides to cancel their membership, they must contact the Assessor to request a cancellation of membership in writing before the expiry of the current membership;
- The Assessor must discuss the reasons for cancellation with the Establishment;
- The Assessor must also explain the re-join process to the Establishment;
- If the Establishment still wants to cancel the membership, the Assessor must confirm if cancellation should be immediate or on expiry:
 - This is usually informed by the reasons for cancellation.
- The PMA will submit their list of cancellation to the □ Operations Manager and or Assistance Operations Manager who will present it at the Monthly Property EXCO meeting with stipulated reasons for cancellations:

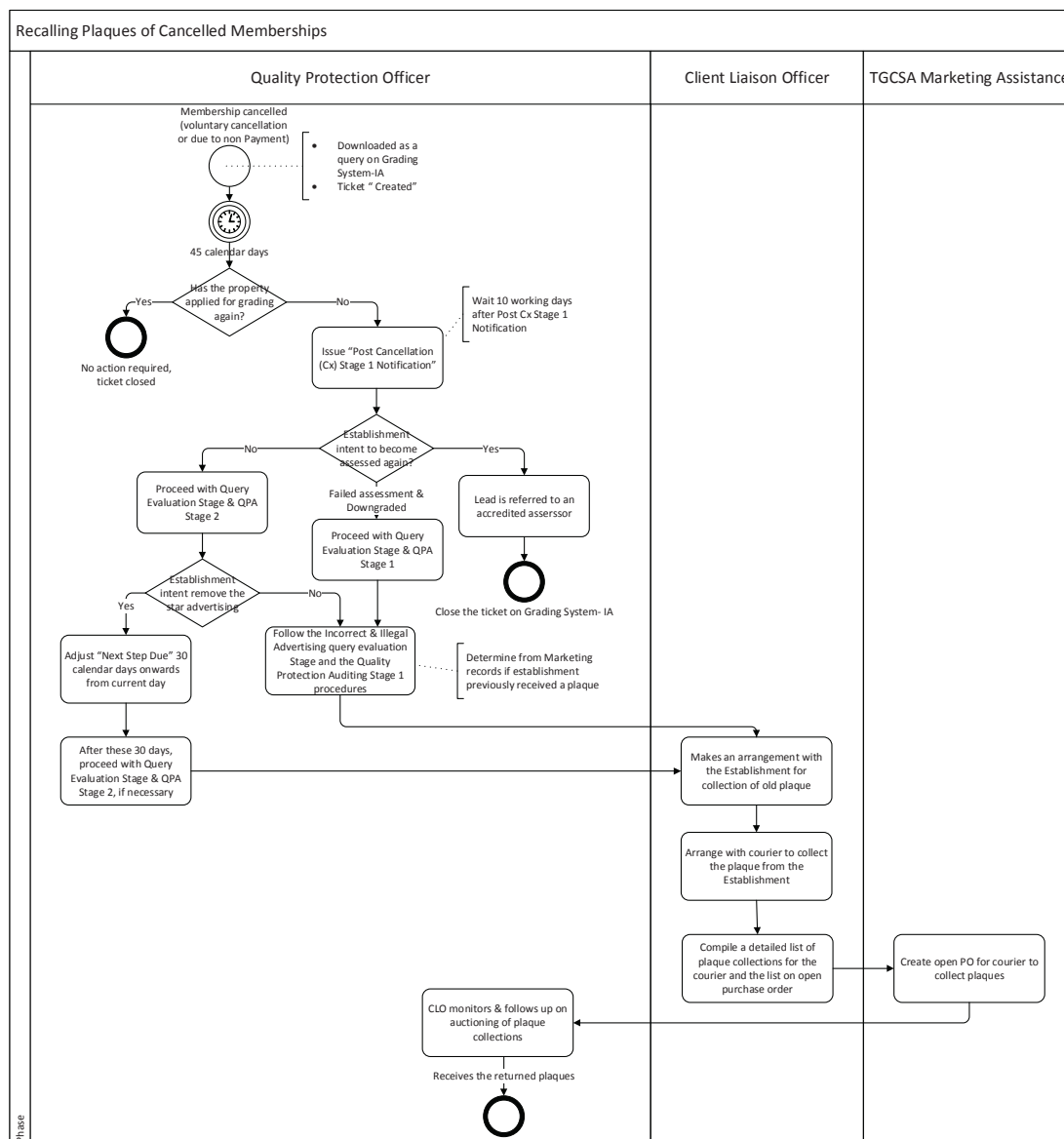
Process Name: TGCSA Grading Operating Processes

Company Confidential

- Once submissions have been manually signed off by Operations Manager & CQAO for cancellation on the last day of the monthly property EXCO meeting, the list can be sent to G4S for cancellation at the back end;
- The PMA will cancel the Establishment in Grading System, as either an immediate cancellation or cancellation on expiry:
 - If marked for immediate cancellation, the membership is immediately cancelled;
 - The grading system has to inform the financial system on any immediate cancellations so that the revenue recognition programme can account accordingly for any cancellations in membership;
 - If marked for delayed cancellation (e.g. cancellation on expiry date) the Establishment will remain in the system until the delayed cancellation date arrives.
- Grading System will synchronise with Finance System and the Establishment will not receive renewal invoices;
- If no payments have been made by renewal properties, Grading System will generate reminders about the invoice on day 60 and day 30 preceding the membership expiry date and send the reminders to the Establishment and Assessor;
- If the payment is not received and receipted in full (less the discounts where applicable) by the date on which the Establishment's current membership's expires the following will happen:
 - The Establishment's membership is cancelled automatically by Grading System 21 day after the expiry date of the membership this will form part of the auto batch cancellations, but the Establishment record is kept on Grading System and can be used as a future lead.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.15. Recalling Plaques of Cancelled Memberships**4.15.1. Recalling Plaques of Cancelled Memberships - Process Textual Description**

- When a membership is cancelled on Grading System it is downloaded on the Grading System-IA "To Do List" as a "created" IA query/ticket;
- At this stage the ticket is on Stage 0 on the Grading System-IA;
- After 45 calendar days from the date of the cancellation on Grading System the QPO checks if the Establishment has completed an online application to become graded again:

Process Name: TGCSA Grading Operating Processes

Company Confidential

- If there has been an online application completed (membership status “Live”) after the cancellation took place, there will be no further action required and the QPO closes the ticket on Grading System-IA;
- If there has not been an online application completed after the cancellation took place, the QPO will issue the Post Cancellation (Cx) Stage 1 Notification Email to the Establishment:
 - If the Establishment replies to the QPO with intent to become assessed again, the grading lead is referred to an accredited assessor, based on recommendation from the TGCSA Assistant Operation Manager or any of the Provincial Master Assessors and the QPO closes the ticket;
 - If the Establishment replies to the QPO with intent to remove all the star advertising the QPO engages with the Establishment accordingly and adjusts “Next Step Due” on Grading System-IA to 30 calendar days from current date;
 - After the above-mentioned 30 calendar days the QPO will proceed with the Query Evaluation Stage and QPA Stage 2, if any illegal display(s) of stars can be accurately detected/proven.
 - If the Establishment does not reply at all within ten working days after Post Cancellation Stage 1 Notification E-mail the QPO will continue with these procedures:
 - Incorrect and Illegal Advertising Query Evaluation Stage as in paragraph 4.18;
 - Quality Protection Auditing Stage 2 as in paragraph 4.19.
 - If a plaque was not issued or it cannot be determined with certainty that a plaque was previously received by the establishment, then no further action is required and the ticket is closed.
- For a cancellation due to “Failed” assessment (Source Type “Awards List: Fail”), as well as for downgrades, the QPO will follow the full procedure to issue a formal letter to the Establishment, by starting with these procedures:
 - Incorrect and Illegal Advertising Query Evaluation Stage as in paragraph 4.17;
 - Quality Protection Auditing Stage 1 as in paragraph 4.18.
 - At this point the QPO or CLO must determine from TGCSA Marketing records whether the establishment actually did previously receive a plaque, before the CLO can contact the establishment further to arrange return of the plaque;
 - If it cannot be determined with certainty that the establishment did receive a grading plaque previously, the CLO cannot contact them to make further arrangements for returning a plaque.
- If a plaque was definitely previously issued and the establishment is not re-applying for an assessment, then the CLO in the Marketing Team must contact the Establishment, to make arrangements for collection of the old plaque:
 - The CLO will then arrange for a SA TOURISM appointed courier to collect the plaque from the Establishment:
 - A detailed list of plaque Collections is sent to the courier and billed to an open Purchase Order that is created by the TGCSA Marketing Assistant.

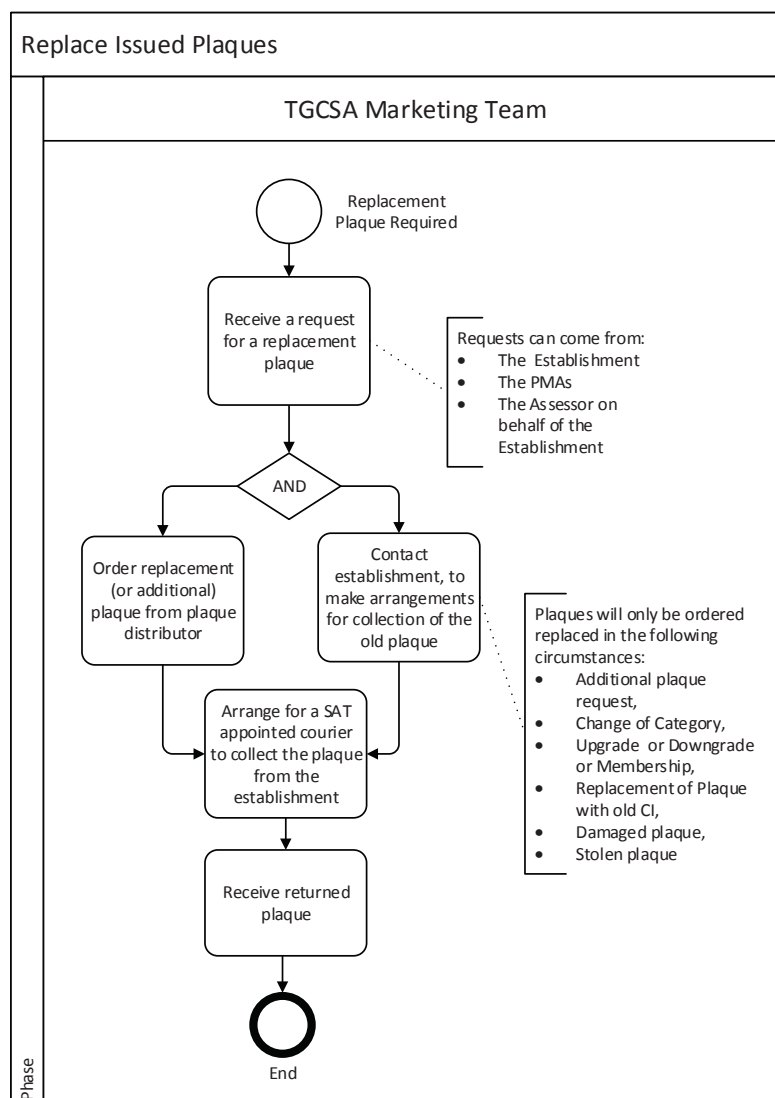
Process Name: TGCSA Grading Operating Processes

Company Confidential

- The CLO follows up and monitors plaque collections as per detailed List of Plaque Collections to be actioned.
- The process ends when the CLO or QPO receives the returned plaque. The received plaque is then locked in a cupboard and the key to the cupboard is kept by the QPO.
- BUT if the online Plaque and Certificate Management System is in full use the “Case” for “Plaque Recovery” will be raised on the Grading System, automatically logging the “Case” on the online Plaque and Certificate Management System for the plaque service provider to action:

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.16. Replace Issued Plaques**4.16.1. Replace Issued Plaques - Textual Description**

- The TGCSA Marketing Team will receive a request for a replacement plaque:
 - The requests can come from:
 - The Establishment;
 - The PMAs;
 - The Assessor on behalf of the Establishment.
- The TGCSA Marketing Team will contact the Establishment, to make arrangements for collection of the old plaque (unless it was stolen):
 - Plaques will only be ordered or replaced in the following circumstances:
 - The Establishment has requested an additional plaque if they have more than one entrance;
 - Change of Category;

Process Name: TGCSA Grading Operating Processes

Company Confidential

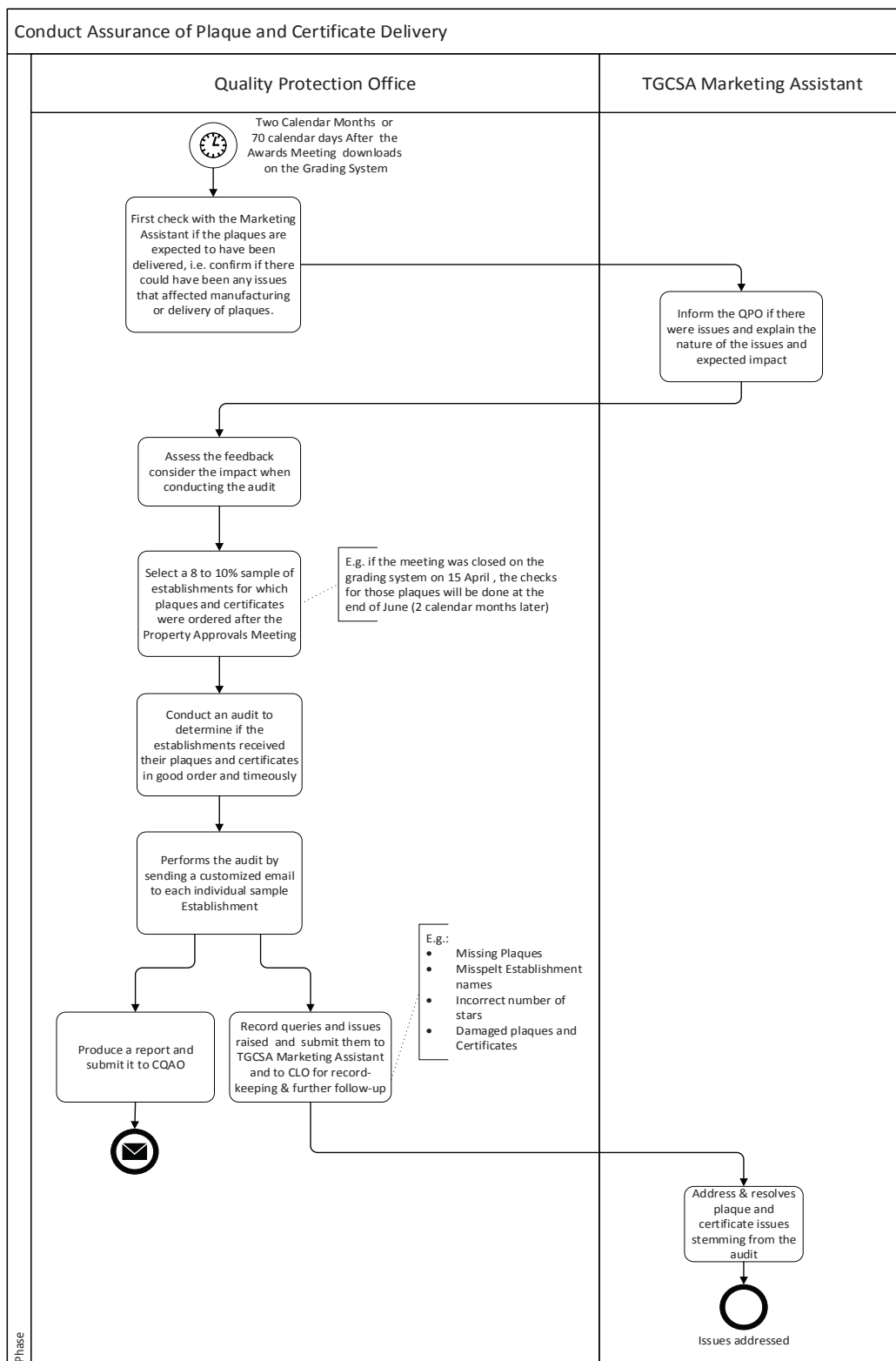
- Upgrade or Downgrade of membership;
- Stolen plaque;
- Damaged plaque;
- Replacement of plaque with old CI.
- The TGCSA Marketing Team will arrange for a TGCSA appointed courier to collect the plaque from the Establishment.
- At the same time the TGCSA Marketing Team will order replacement (or additional) plaque from plaque distributor;
- The TGCSA Marketing Team will receive the returned plaque.

4.16.2. Internal control and management of returned plaques

- The MA, CLO and QPO can all receive plaques that are returned for various reasons pertaining to each of these positions' duties;
- Plaques are only returned to the TGCSA from accommodation properties as a last option within SOP, due to the shortage of storage space within the South African Tourism infrastructure;
- Plaques that must be returned for any reason would mainly be handled and recycled by the plaque manufacturer that is appointed by the TGCSA;
- For plaques that are received at the South African Tourism premises, there is a centralised plaque register, which is saved under the "MARKETING" folder on the TGCSA's G-drive, where the serial number and/or property name pertaining to the returned plaque is recorded;
- The returned plaque is then stored in the South African Tourism basement storeroom or in a locked cupboard in the TGCSA office, depending on where there is space available.
 - This storage area (basement storeroom or TGCSA office cupboard) is also recorded on the centralised plaque register, mentioned above.
- The Manager: Administration of South African Tourism keeps the keys of the basement storeroom;
- The QPO keeps the keys of the returned plaques cupboard in the TGCSA office.
- Plaques that have been stored for two years or longer will from July 2016 and onwards be recycled, with the permission and sign-off of the CQAO.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.17. Conduct Assurance of Plaque and Certificate Delivery

Process Name: TGCSA Grading Operating Processes

Company Confidential

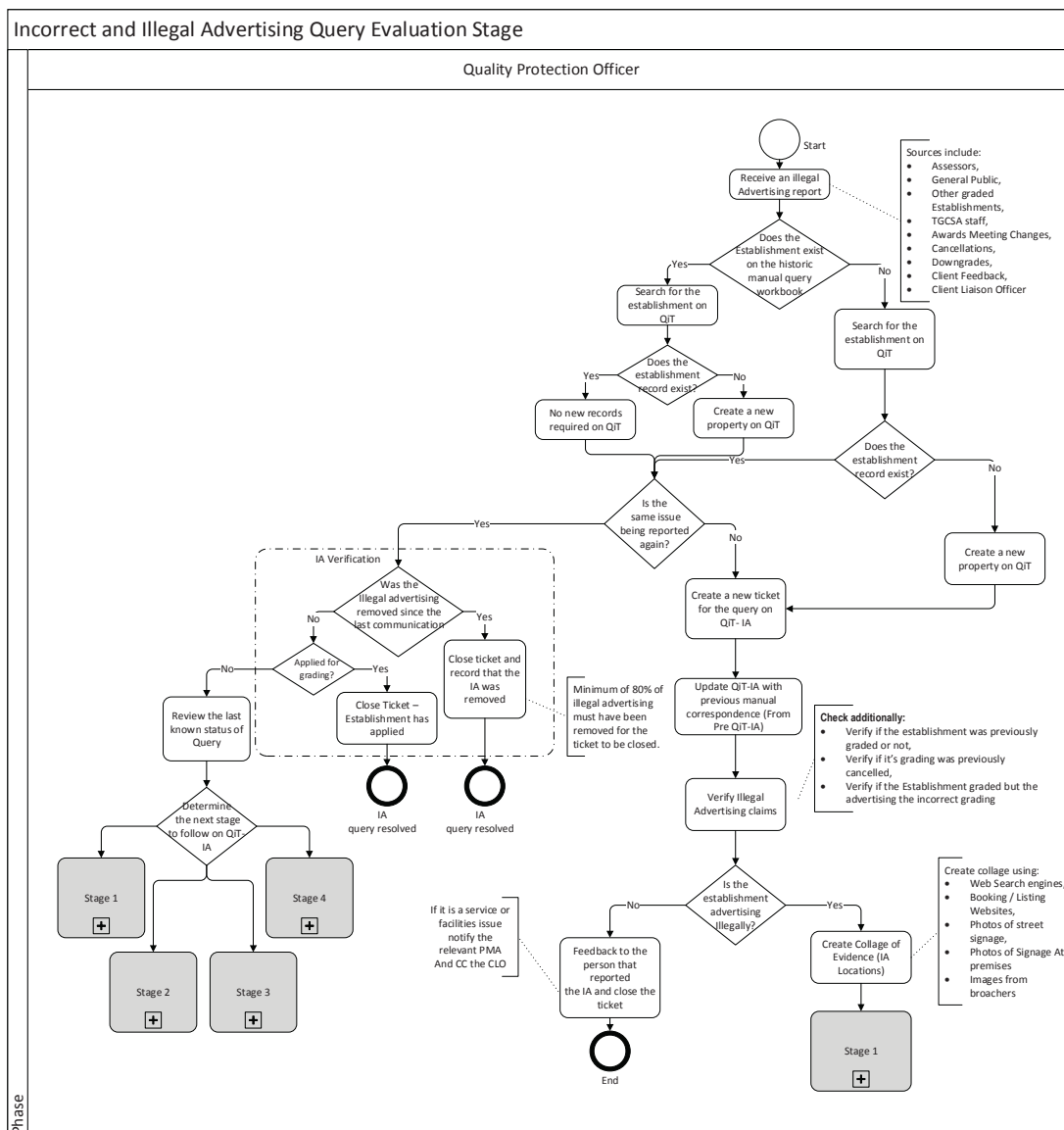
4.17.1. Conduct Assurance of Plaque and Certificate Delivery - Textual Description

- The QPO must conduct an audit of the delivery of Plaques and certificates, two calendar months or 70 calendar days after the Property Approvals Meeting downloads into Grading System;
- The QPO must first check with the TGCSA Marketing Assistant if the plaques are expected to have been delivered, i.e. confirm if there could have been any issues that affected manufacturing or delivery of plaques;
- The TGCSA Marketing Assistant will inform the QPO if there were issues and explain the nature of the issues and expected impact;
- The QPO will assess the feedback and consider the impact when conducting the audit;
- The QPO will then select an 8 to 10% sample of establishments for which plaques and certificates were ordered after the Property Approvals Meeting download:
 - E.g. if the meeting was on 15 April, the checks for those plaques will be done at the end of June.
- The QPO will conduct the 8 to 10% audit to determine if the establishments received their plaques and certificates in good order and timeously;
- The QPO performs the audit by sending a customised email to every individual Establishment in the sample;
- The QPO will produce a report and submit it to CQAO on a monthly basis;
- The QPO will record queries and issues raised by sample Establishments and submit them to TGCSA Marketing Assistant and Client Liaison Officer (CLO) to resolve:
 - E.g.:
 - Plaques and/or original certificates not yet received
 - Missing Plaques;
 - Misspelt Establishment names;
 - Incorrect number of stars;
 - Damaged plaques or certificates.
- The TGCSA Marketing Assistant will address and resolve plaque and certificate issues stemming from the audit;
- The CLO will keep record and follow-up with TGCSA Marketing Assistant on the resolving of these queries.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.18. Query Evaluation Stage



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.18.1. Query Evaluation Stage - Textual Description

- The QPO receives an Illegal Adverting query from the following sources:
 - Assessors;
 - General Public;
 - Other graded Establishments;
 - TGCSA staff;
 - Awards Meeting Changes;
 - Cancellations;
 - Downgrades;
 - Client Feedback;
 - Client Liaison Officer (CLO).
- Check if the Establishment exist on the historic manual query workbook (previous MS Excel records);
- Search for the establishment on Grading System;
- Determine if the Establishment record exist on Grading System:
 - If it does not exist, create a new property on the main Grading System;
 - If it does exist, check if the query has been worked on before on either Grading System-IA or the previous manual MS Excel workbook process.
 - If it has been worked on before on Grading System-IA, proceed to IA verification steps (repeat of query evaluation stage and then following the next correspondence stage);
 - If it has been worked on before on the previous manual MS Excel process only but the establishment exists on the Grading System:
 - Create a new ticket for the query on Grading System-IA
 - Update Grading System-IA with previous manual correspondence (From Pre - Grading System-IA)
 - If it is a new query, create a new ticket for the query on Grading System-IA and proceed to IA verification steps.
- Illegal Advertising (IA) verification steps:
 - If the query has been worked on before, check if the Establishment has since applied for grading:
 - If there is a live application on Grading System for the Establishment, the IA query is resolved and QPO closes ticket;
 - If there is no live application on Grading System for the Establishment;
 - Review the last known status and correspondence of the query;
 - Check if 80% or more of IA locations have been rectified:
 - If 80% or more of IA locations have been rectified, the IA query is resolved and QPO closes ticket;
 - If less than 80% of IA have been rectified, QPO determines the next stage to follow on Grading System-IA, which may include adding IA locations to the collage.
 - If it is a new query
 - Verify if the establishment was previously graded or not;
 - Verify if it's grading was previously cancelled;
 - Verify if the Establishment graded but is advertising the incorrect number of stars;

Process Name: TGCSA Grading Operating Processes

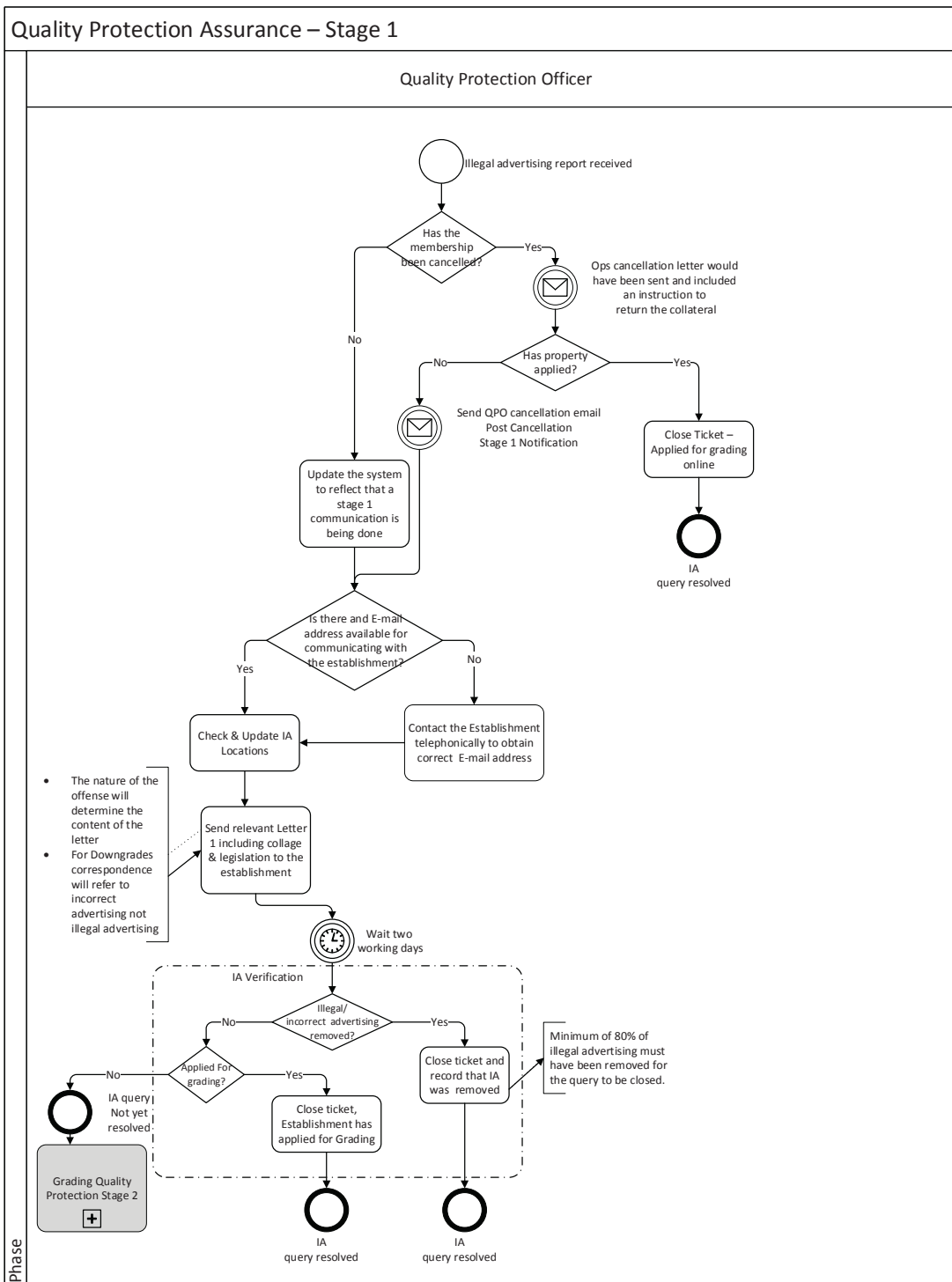
Company Confidential

- Determine if the establishment is advertising Illegally:
 - If no, provide feedback to the person that reported the IA and close the ticket:
 - If it is a service or facility issue, notify the CLO after closing ticket.
 - If yes, create Collage of Evidence (IA Locations) using the following:
 - Web Search engines;
 - Booking / Listing Websites;
 - Photos of street signage;
 - Photos of Signage at premises;
 - Images from brochures.
- Proceed to the applicable Stage on Grading System-IA.
 - This results in an e-mail being sent to the establishment (automatically copying the CLO) with the following attachments:
 - An appropriate formal letter;
 - A collage of examples of illegal advertising;
 - A document with applicable sections of legislation.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.19. Quality Protection Assurance - Stage 1



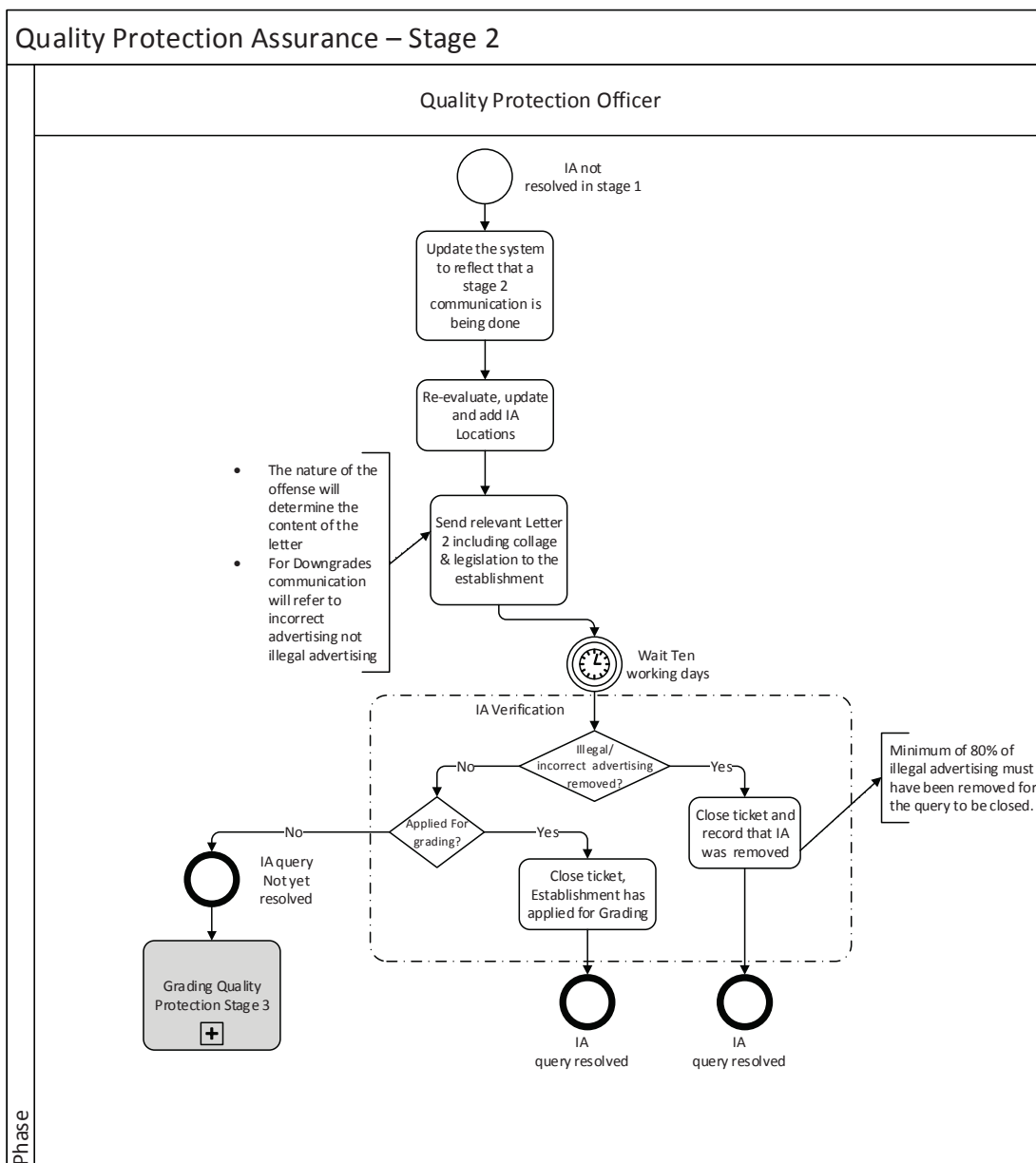
4.19.1. Quality Protection Assurance - Stage 1 - Textual Description

- Determine whether the Establishment previously had a membership that was cancelled:
 - If yes, an Operations Cancellation E-mail would have been sent to the Establishment, including an instruction to remove and return star collateral:
 - If the property has subsequently applied for grading:
 - IA query is resolved and QPO closes the ticket.
 - If there is no online application on Grading System:
 - The QPO sends customised Post Cancellation Stage 1 Notification E-mail to the Establishment.
 - If no, QPO updates Grading System-IA system to reflect that a Stage 1 is been done.
- The QPO determines if there is a valid E-mail address available on the system
 - If no, contact the Establishment telephonically to obtain valid E-mail address
 - The QPO captures the correct E-mail address on Grading System-IA (In the "Alt Email" field)
- The QPO investigates and captures IA locations;
- The QPO sends relevant Letter 1 with collage and legislation document:
 - The nature of the offense will determine the content of the Letter;
 - For Downgrades the correspondence will refer to incorrect advertising not illegal advertising.
- After two working days, the QPO follows the Illegal Advertising (IA) Verification Steps again as stipulated in the Query Evaluation Stage paragraph;
- If the IA query has not been resolved at this point, the Grading System-IA system will indicate that the next stage is expected to be performed according to the SLA of the Grading System-IA;
- The QPO can skip a Grading System-IA Stage if:
 - That IA has been previously dealt with manually by the QPO or any other stakeholder;
 - The merits, profile and gravity of the specific case warrants it.
- In such a situation, the QPO will capture notes on Grading System-IA relating to previous manual correspondence or regarding the profile of the case.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.20. Quality Protection Assurance - Stage 2



Process Name: TGCSA Grading Operating Processes

Company Confidential

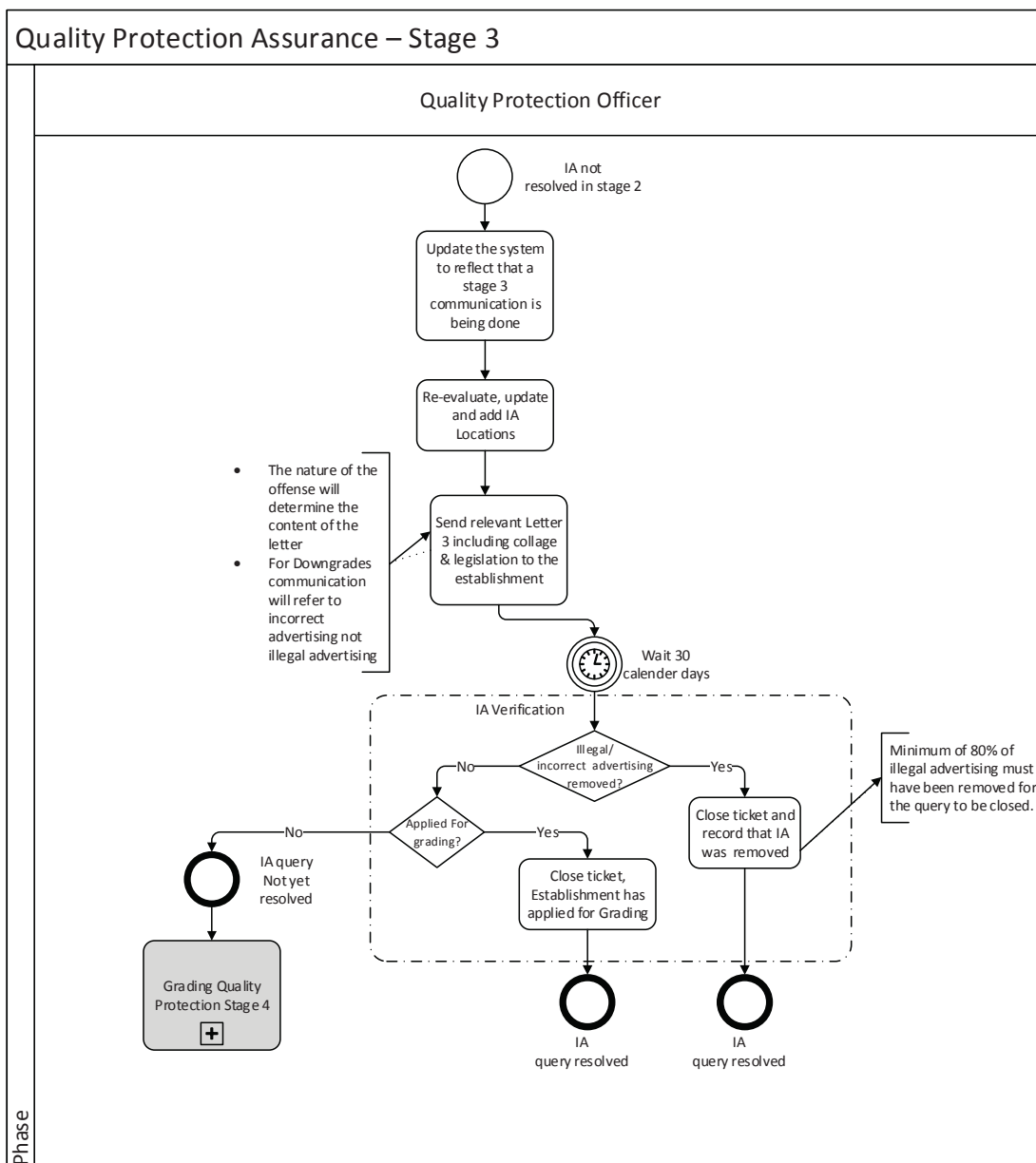
4.20.1. Quality Protection Assurance - Stage 2 - Textual Description

- The QPO updates the Grading System-IA system to reflect that a Stage 2 is being done;
- The QPO re-evaluates, updates and adds IA Locations where applicable;
- The QPO sends relevant Letter 2 including collage & legislation document to the establishment;
 - The nature of the offense will determine the content of the Letter;
 - For Downgrades the correspondence will refer to incorrect advertising not illegal advertising.
- After ten working days, the QPO follows the Illegal Advertising (IA) Verification Steps as stipulated in the Query Evaluation Stage paragraph;
- If the IA query has not been resolved at this point, the Grading System-IA system will indicate that the next stage is expected to be performed according to the SLA of the Grading System-IA;
- The QPO can skip a Grading System-IA Stage if:
 - That IA has been previously dealt with manually by the QPO or any other stakeholder;
 - The merits, profile and gravity of the specific case warrants it.
- In such a situation, the QPO will capture notes on Grading System-IA relating to previous manual correspondence or regarding the profile of the case.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.21. Quality Protection Assurance - Stage 3



Process Name: TGCSA Grading Operating Processes

Company Confidential

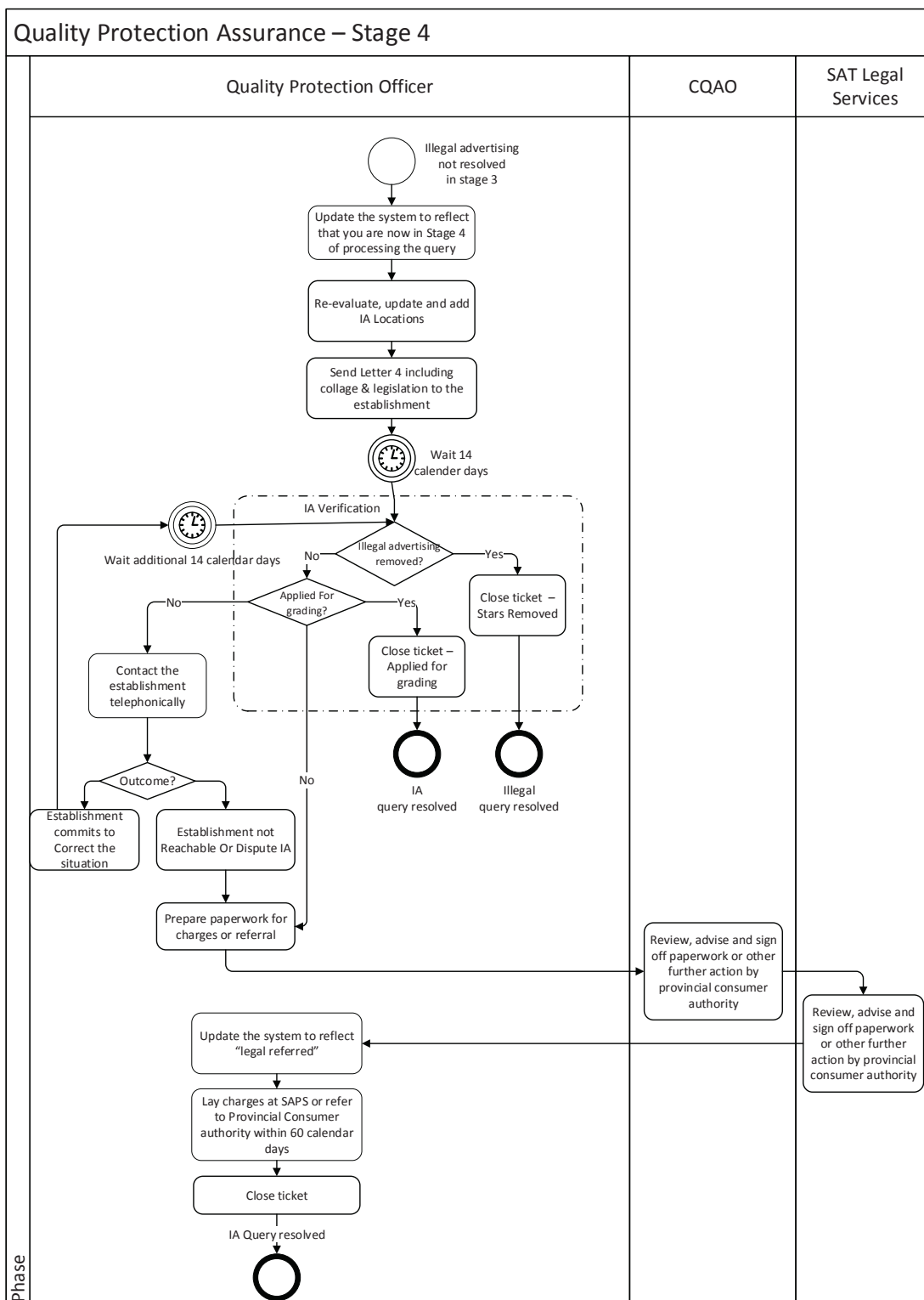
4.21.1. Quality Protection Assurance - Stage 3 - Textual Description

- The QPO updates the Grading System-IA system to reflect that a Stage 3 is being done;
- The QPO re-evaluates, updates and adds IA Locations where applicable;
- The QPO sends relevant Letter 3 including collage & legislation document to the establishment;
 - The nature of the offense will determine the content of the Letter;
 - For Downgrades the correspondence will refer to incorrect advertising not illegal advertising.
- After 30 calendar days, the QPO follows the Illegal Advertising (IA) Verification Steps as stipulated in the Query Evaluation Stage paragraph;
- If the IA query has not been resolved at this point, the Grading System-IA system will indicate that the next stage is expected to be performed according to the SLA of the Grading System-IA;
- The QPO can skip a Grading System-IA Stage if:
 - That IA has been previously dealt with manually by the QPO or any other stakeholder;
 - The merits, profile and gravity of the specific case warrants it.
- In such a situation, the QPO will capture notes on Grading System-IA relating to previous manual correspondence or regarding the profile of the case.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.22. Quality Protection Assurance - Stage 4



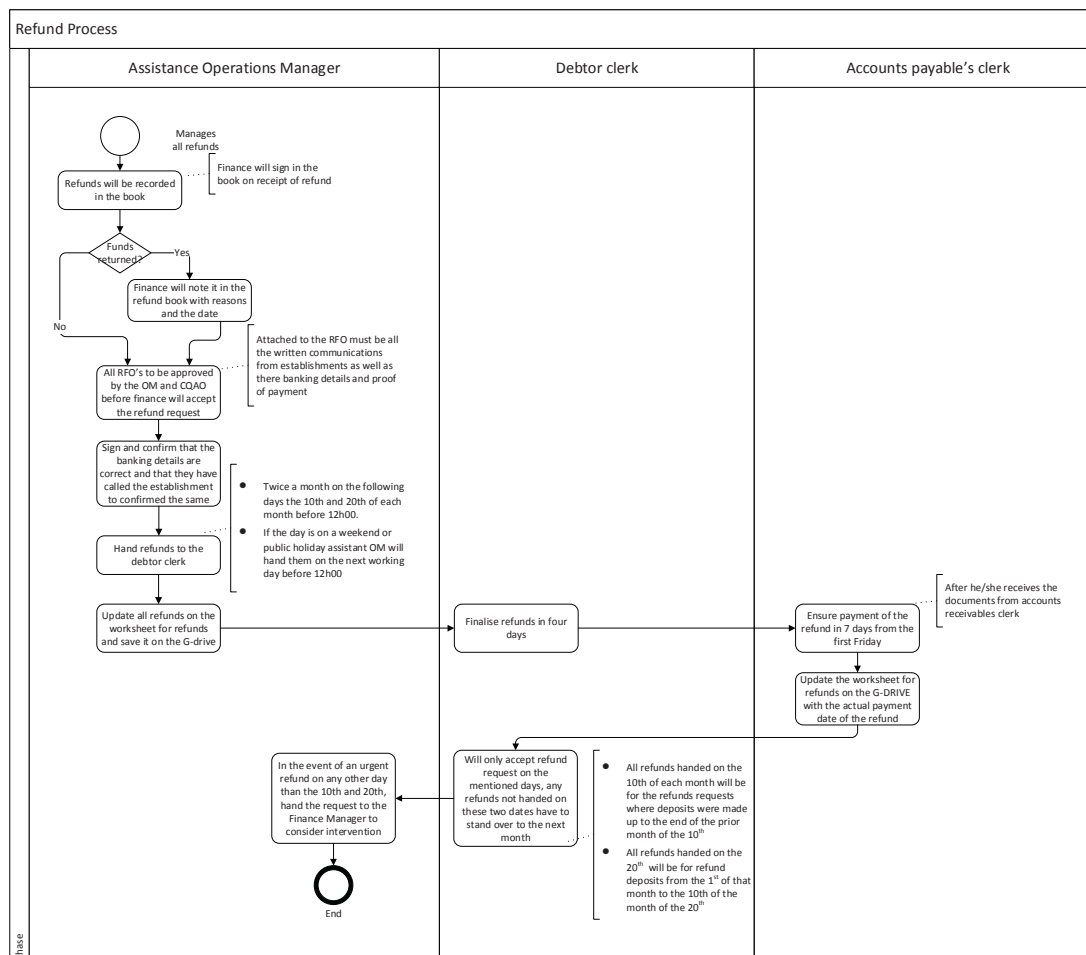
4.22.1. Quality Protection Assurance - Stage 4 - Textual Description

- The QPO updates the Grading System-IA system to reflect that a Stage 4 is being done;
- The QPO re-evaluates, updates and adds IA Locations where applicable;
- The QPO sends Letter 4 including collage & legislation document to the establishment;
- After 14 calendar days, check if the Establishment has since applied for grading:
 - If there is a live application on Grading System for the Establishment, the IA query is resolved and QPO closes ticket;
 - If there is no live application on Grading System for the Establishment;
 - Review the last known status and correspondence of the query;
 - Check if 80% or more of IA have been rectified:
 - If 80% or more of IA have been rectified, the IA query is resolved and QPO closes ticket;
 - If less than 80% of IA have been rectified, QPO contacts Establishment telephonically to prevent further legal steps:
 - If the Establishment commits to correct the situation, the QPO allows an additional 14 calendar days before repeating the Illegal Advertising (IA) Verification Steps as stipulated in the Query Evaluation Stage paragraph:
 - If these Illegal Advertising (IA) Verification Steps result in a satisfactory outcome: the query is then resolved and the QPO closes the ticket.
 - If these IA Verification Steps result in an unsatisfactory outcome, the QPO prepares paperwork for criminal charges or for referral to the Provincial Consumer Affairs Office/Authority;
 - If the Establishment is not reachable telephonically or still disputes the IA:
 - The QPO prepares paperwork for criminal charges or for referral to the Provincial Consumer Affairs Office/Authority;
- The CQAO reviews, advises on and signs off this paperwork;
- The QPO update the Grading System-IA system to reflect status “legal referred”
- SA TOURISM Legal Services review, advise on and sign off the above mentioned paperwork;
- The QPO has 60 calendar days after sign off by Legal Services to lay charges at SAPS or to refer the matter to the Provincial Consumer Affairs Office for further investigation
- The QPO closes the ticket on Grading System-IA.

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.23. Refund Process



Process Name: TGCSA Grading Operating Processes

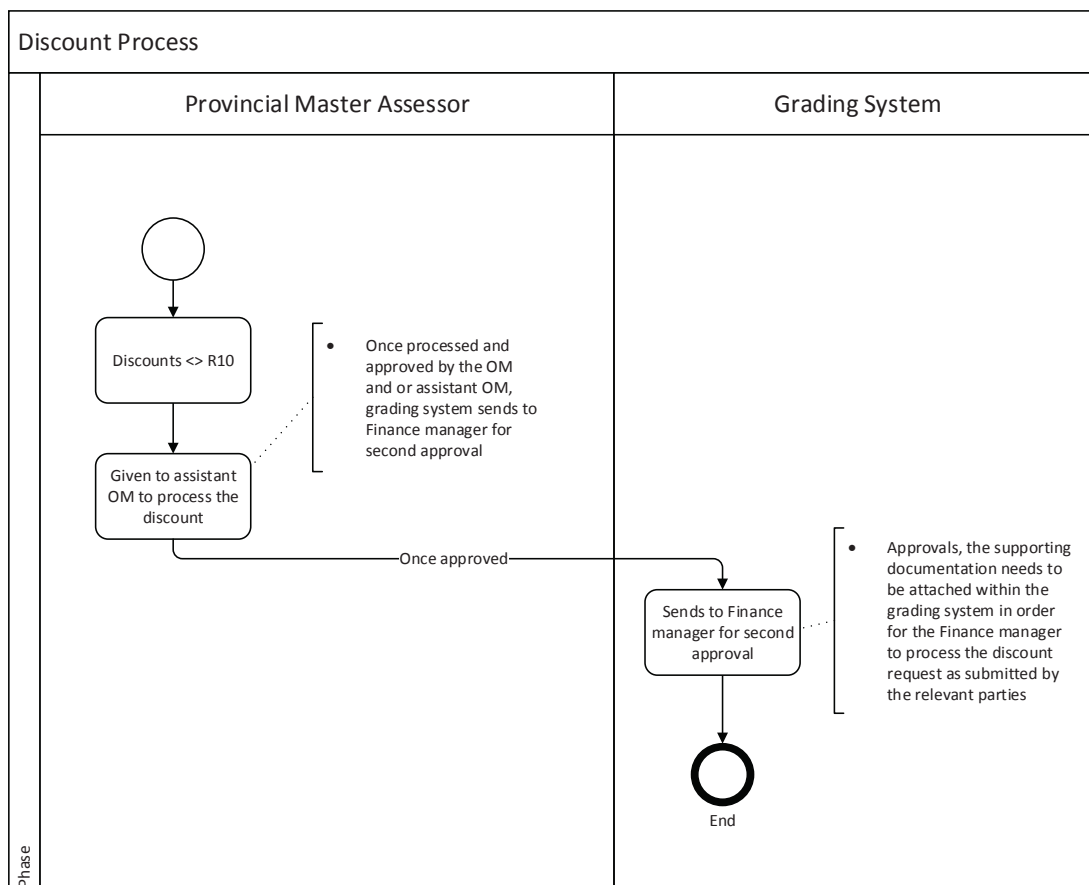
Company Confidential

4.23.1. Refund Process - Textual Description

- Assistant OM manages all refunds.
 - All refunds will be recorded in the book and finance will sign in the book on receipt of the refund.
 - If the refund is returned to Assistant OM, finance will note it in the refund book with reasons and the date.
- All Return for Order (RFO's) to be approved by the Operations Manager and CQAO before finance will accept the refund request;
- Attached to the RFO must be all the written communications from establishments as well as their banking details from their bankers and proof of payment;
- The operations team must also sign and confirm that the banking details are correct and that they have called the establishment to confirm the same;
- The assistant OM will hand refunds to the debtor clerk twice a month on the following days, the 10th and 20th of each month before 12h00. If the day is on a weekend or public holiday assistant OM will hand them on the next working day before 12h00;
- The assistant OM will also update all refunds on the worksheet for refunds and save it on the G-drive;
- Debtor clerk will have four working days to finalize and to hand to Accounts payable's clerk.
- The accounts payable's clerk will ensure payment of the refund in 7 days from the first Friday after he/she receives the documents from accounts receivables clerk;
- The accounts payable's clerk will update the worksheet for refunds on the G-DRIVE with the actual payment date of the refund;
- All refunds handed to receivables clerk on the 10th of each month will be for the refunds requests where deposits were made up to the end of the prior month of the 10th;
- All refunds handed to receivables clerk on the 20th will be for refund deposits from the 1st of that month to the 10th of the month of the 20th;
- The account receivables clerk will only accept refund request on the above mentioned days, any refunds not handed on these two dates have to stand over to the next month;
- In the event of an urgent refund on any other day than the 10th and 20th, the assistant operations manager will then discuss the request with the Finance Manager to consider intervention.

Process Name: TGCSA Grading Operating Processes

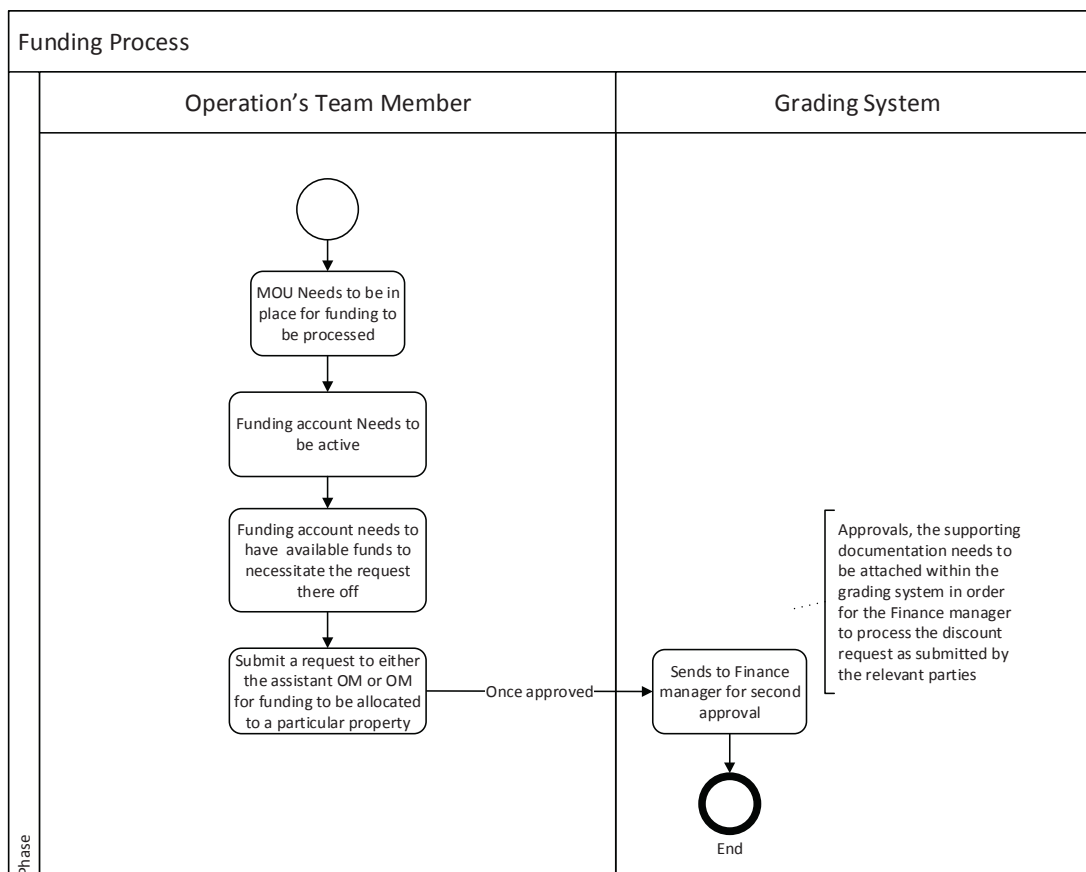
Company Confidential

4.24. Discount Process**4.24.1. Discount Process - Textual Description**

- Discounts less than R10
 - PMA can obtain approval from the CQAO and given to assistant OM to process the discount;
 - Once processed and approved by the OM and or assistant OM, grading system sends to Finance manager for second approval;
- Discounts over than R10
 - PMA can obtain approval from the CQAO and given to assistant OM to process the discount;
 - Once processed and approved by the OM and or assistant OM, grading system sends to Finance manager for second approval if applicable;
- For both above approvals, the supporting documentation needs to be attached within the grading system in order for the Finance manager to process the discount request as submitted by the relevant parties.

Process Name: TGCSA Grading Operating Processes

Company Confidential

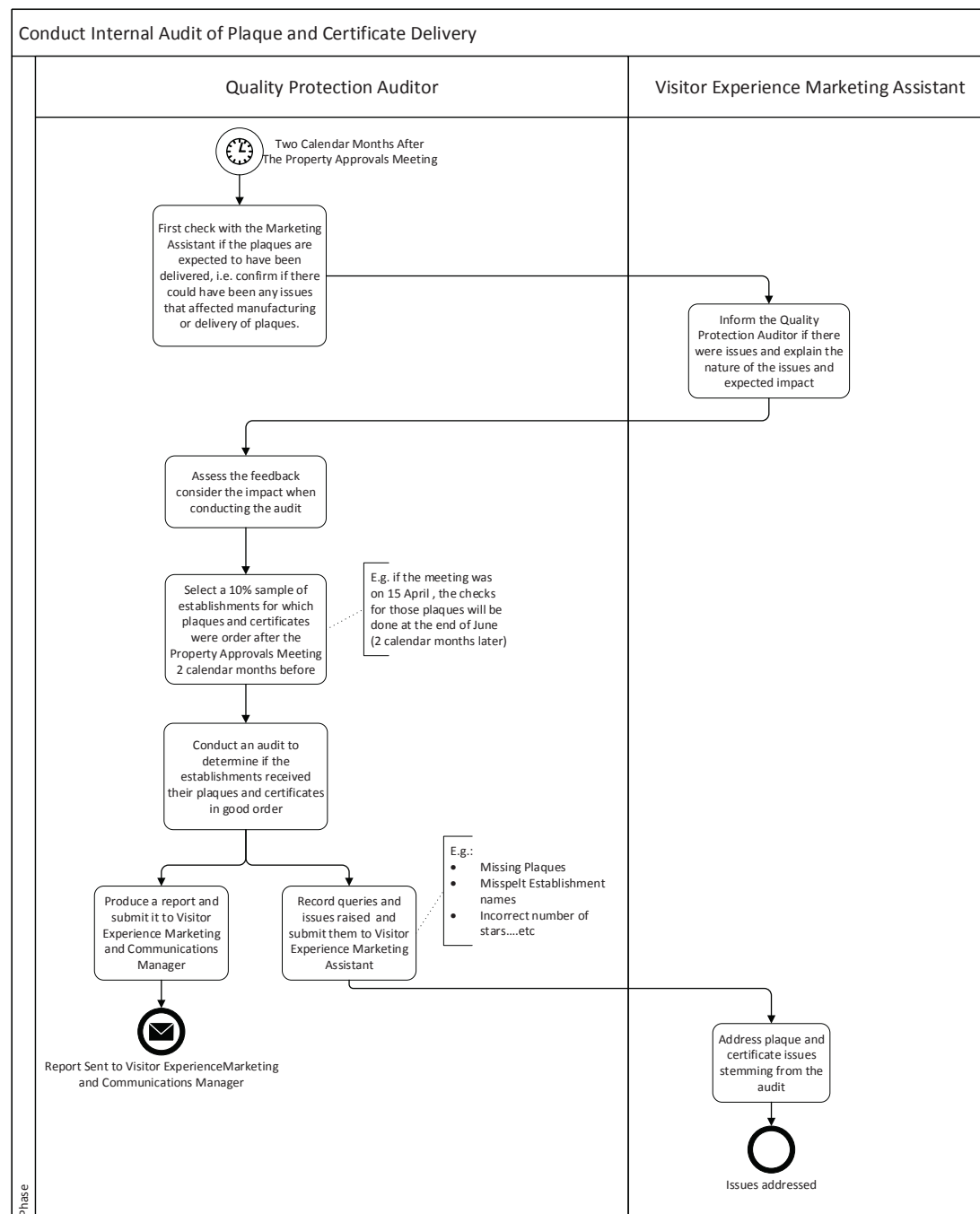
4.25. Funding - Process**4.25.1. Funding - Textual Description**

- For funding to be processed, it is vital that an MOU is in place and that a funding account is active and has available funds to necessitate the request thereof. The following needs to happen:
 - The Operation's team member responsible for that funding project will submit a request to either the assistant OM or OM for funding to be allocated to a particular property.
 - The operations team must keep records of all supporting documentation for all funding requests (for safe keeping on request of the AG, internal audit, finance, etc.)
- Once processed and approved by the OM and or assistant OM, grading system the funding will generated automatically provided there are funds in the funding account;
- The operations team must keep records of all supporting documentation for all funding requests (for safe keeping on request of the AG, internal audit, finance, etc.)

Process Name: TGCSA Grading Operating Processes

Company Confidential

4.26. Customer Feedback



4.26.1. Customer Feedback - Textual Description

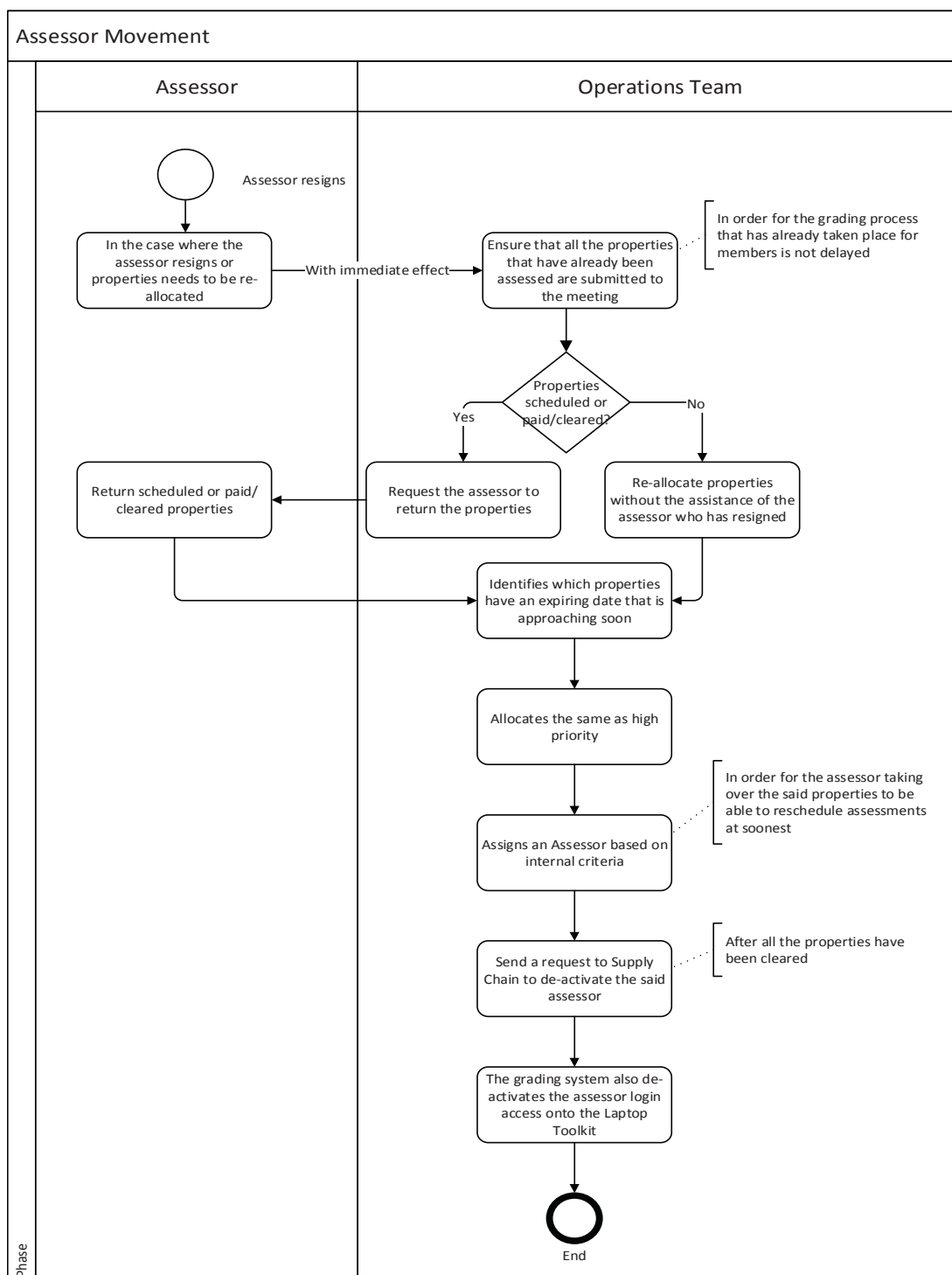
- Client liaison officer's role is to manage feedback received from internal and external stakeholders including graded /ungraded Establishments, Assessor, industry stakeholders and the travelling public.
 - Internal (Establishments, Assessors, SA TOURISM staff, NTD, Portfolio committee, etc.)
 - External (Hospitality Industries e.g. associations, APEX bodies & the travelling public, etc.)
- Feedback is submitted through the following channels:
 - Website:
 - The customer logs onto: www.tourismgrading.co.za;
 - Select about the TGCSA;
 - Select get in touch;
 - Send feedback.
 - Email:
 - The customer sends an e-mail to: feedback@tourismgrading.co.za
 - Telephone:
 - The customer calls: 011 895 3013
- CLO receives Feedback from Establishments pertaining to the following:
 - Grading Membership Queries (Invoices, grading certificates plaques, Grading status, etc.)
 - How to get graded;
 - Grading fees and grading criteria enquires.
- CLO receives Feedback from Assessors pertaining to the following:
 - Receipting of payments;
 - Invoice requests;
 - Request for Establishments marketing collateral (grading certificates / plaques, website listing, etc.)
 - Assistance with basket of benefits;
 - Assistance with assessment related queries.
- CLO receives Feedback from external customers pertaining to the following:
 - General public and or industry stakeholders:
 - Experience at graded and ungraded Establishments (Positive & Negative);
 - Confirmation / verification of grading status;
- Steps when query is logged via E-mail / website:
 - An automated acknowledgement email is sent to the Client confirming receipt and informing client of the TGCSA working hours turn-around time.
 - CLO reviews feedback, depending on complexity:
 - Resolves, respond to the Client and close the query or;
 - Sends query to relevant person / department (CLO must be copied in all communications).
 - If no respond is received within the 48 hours, sends the reminder;
 - If no respond is received after the 48 hours, escalates to the relevant line manager;
 - Only upon receipt of confirmation from responsible persons / departments that query has been resolved does the CLO close the query.
- Steps when query is logged via telephone:
 - CLO request the client to submit query via email:
 - CLO follows e-mail / website process above.

Process Name: TGCSA Grading Operating Processes

Company Confidential

- Generate internal and external monthly reports and submit to Marketing and Communications Manager every first Thursday of the month.

4.27. Assessor Movement



Process Name: TGCSA Grading Operating Processes

Company Confidential

4.27.1. Assessor Movement - Textual Description

- In the case where the assessor resigns, the following happens to the properties that were already allocated;
- With immediate effect, Ops team ensure that all the properties that have already been assessed are submitted to the meeting.
 - In order for the grading process that has already taken place for members is not delayed.
- For properties that have been scheduled or paid/cleared, the assessor is requested to return those properties;
- For properties that have not been scheduled or paid, the Ops team re-allocate those properties without the assistance of the assessor who has resigned;
- The Ops team then identifies which properties have an expiring date that is approaching soon;
- The Ops team allocates the same as high priority;
- The Ops team assigns an Assessor based on internal criteria;
 - In order for the assessor taking over the said properties to be able to reschedule assessments at soonest.
- Re-allocating of properties, Ops team following the criteria as per Standard Operating Procedure.
- After all the properties have been cleared; Supply Chain is sent a request to de-activate the said assessor and consequently the grading system also de-activates their login access onto the Laptop Toolkit.

Process Name: TGCSA Grading Operating Processes

Company Confidential

5. PROCESS EXCEPTIONS AND DEVIATIONS

Requests that fall outside of the process defined above must be submitted to the Operations Team for consideration and tabling at Monthly Property Approvals EXCO Meeting.

The Meeting can address most requests through data updates, which inform changes in the system process.

6. CONTROLS AND MEASURES

Include controls and measures applicable to the process/procedure.

Measure	Target	Accountable Person
Pre-approve new applications	Daily	Operations Management
Allocate Receipts for Payments Received (New applications and Renewals)	Daily	Accounts Receivable Clerk
Allocate unidentified Payments	Within 1 week (within 7 calendar days) once the payer has been identified	Accounts Receivable Clerk
Set up appointment for onsite assessment of Establishment	Within 3 working days of the Establishment being allocated to the Assessor	Assessor
Conduct onsite Grading assessment of New Membership	Within 4 calendar months of invoice payment	Assessor
Conduct Grading assessment for a renewal of Membership	Before the expiry: i.e. between the date of receipting and assigning to the Assessor to before the Monthly Property Approvals EXCO Meeting within the month of expiry	Assessor
Submit Assessment Report & supporting documents	Within 7 calendar days of assessment	Assessor
Review Assessment Reports	Within 7 calendar days of submission	PMA
Deadline to submit Establishments for the Monthly Property Approvals Exco Meeting	1 working day before the Meeting	PMA

Process Name: TGCSA Grading Operating Processes

Company Confidential

Measure	Target	Accountable Person
Feedback on an Assessor Review	2 working days	Assessor
Number of reviews permitted on a submission	3	Assessor
Submit invoices against PO Notification	3 working days	Assessor
Pay Assessors	Last day of Month	CQAO
Review Grading Standards	Every 3 years	CQAO & Marketing and Communications Manager
Sign off Monthly Property Approvals Exco Meeting	Within 24 hours of Meeting	CQAO
Conduct Internal Audit of Plaque and Certificate delivery	2 calendar months after the Monthly Property Approvals Exco Meeting	QPA

Process Name: TGCSA Grading Operating Processes

Company Confidential

7. REFERENCES**7.1. Applicable Documents**

Document Type	Document Number	Document Name
Contract	N/A	Service Partner Agreement
Contract	N/A	Grading Terms And Conditions

7.2. Applicable Forms

Document Type	Document Number	Document Name
Form	N/A	Online Grading Application Form
Form	N/A	Consultation form
Form	N/A	MER checklist
Form	N/A	Quality checklist
Form	N/A	UA Checklist
Form	N/A	UA Exclusion form
Form	N/A	Visit report
Template	N/A	Assessment picture template

8. APPENDICES

None.

Responsible Tourism Requirements

Level 1

Responsible Tourism Requirements

Final

Level 1 (Core)

03 March 2017

A: Sustainable Operations and Management

A: Sustainable Operations and Management		Core	Not Applicable
1	The organisation shall comply with all relevant national, provincial and local legislation, regulations, licences and permits, as may be required (Business is registered with SARS for VAT, PAYE and income tax and payments are up-to-date (tax clearance certificate))	✓	
	Business is registered with CIPRO and/or has a licence to trade	✓	
	Business is registered for and pays applicable rates and taxes	✓	
	Business has applicable liquor licence	✓	
	Business pays applicable skills development levy	✓	
	All employees are registered for UIF and payments are up-to-date	✓	
	Business pays applicable Occupational Health and Safety levy	✓	
	Compliance with Promotion of Access to Information Act	✓	
	Business pays applicable SAMRO and SAMPO fees	✓	
2	The organisation shall establish a responsible tourism policy that is suitable to its reality and scale, and that considers environmental, socio-cultural, economical, quality, health and safety issues	Core	Not Applicable
	Suitable and applicable responsible tourism policy	✓	
3	The organisation shall facilitate staff awareness of and training in its responsible tourism policy	Core	Not Applicable
	Staff have received training on the organisation's responsible tourism policy	✓	
	Staff are aware of the organisation's responsible tourism policy	✓	
	Staff understand and apply the organisation's responsible tourism policy	✓	
4	Promotional materials shall be accurate and complete, shall not promise more than can be delivered by the organisation and shall not make misleading claims regarding sustainability	Core	Not Applicable
	All promotional material about the business/ organisation (printed, electronic, on social media, etc) are accurate and complete and do not promise more than can be delivered and do not make misleading claims regarding sustainability	✓	

1 of 4

Responsible Tourism Requirements

Level 1

B: Social and Cultural Criteria		Core	Not Applicable
5	The organisation shall contribute to the protection of sites that are of local historical, archaeological, cultural and spiritual importance and that are located on its properties		
	Sites that are of local historical, archaeological, cultural and/or spiritual importance have been identified and located on the property	✓	
	There is a policy in place for the protection of the identified sites	✓	
	The identified sites are appropriately protected	✓	
6	The activities of the tourism organisation shall not jeopardise the provision of basic services, such as water, energy and sanitation, to neighbouring communities	Core	Not Applicable
	The activities of the organisation to not jeopardise the provision of water to neighbouring communities	✓	
	The activities of the organisation to not jeopardise the provision of energy to neighbouring communities	✓	
	The activities of the organisation to not jeopardise the provision of sanitation to neighbouring communities	✓	
	The activities of the organisation to not jeopardise the provision of any other basic services to neighbouring communities	✓	
7	The organisation shall provide opportunities for visitors to purchase local products and services	Core	Not Applicable
	Local products and services are sold in the organisation's curio or similar shop	✓	✓
	And/or visitors are provided with an opportunity to purchase local products and services directly from the seller (either on or off-site)	✓	
8	Historical and archaeological artefacts may not be sold, traded or displayed, unless permitted by law	Core	Not Applicable
	No evidence of historical and archaeological artefacts are sold, traded or displayed	✓	
9	The organisation shall provide information to staff about HIV/Aids and general well-being	Core	Not Applicable
	The organisation has an appropriate HIV/Aids and dread disease policy	✓	
	Employees are aware of and understand the organisation's HIV/Aids and dread disease policy	✓	
	Employees have received training on the organisation's HIV/Aids and dread diseases policy	✓	
	The organisation makes available applicable information on HIV/Aids and dread disease	✓	
	The organisation provides appropriate support for the prevention of HIV/Aids and other dread diseases	✓	

2 of 4

Responsible Tourism Requirements

Level 1

C: Economic Criteria		Core	Not Applicable
10	The organisation shall use fair and equitable processes for recruitment and advancement, in relation to race, gender and disability	✓	
	The organisation has a policy for the fair and equitable recruitment and advancement of employees irrespective of race, gender and disability		
	The organisation demonstrates fair and equitable processes in the recruitment of employees	✓	
	The organisation demonstrates fair and equitable processes in the advancement of employees	✓	
11	The organisation shall provide training opportunities for staff relevant to the organisation context	Core	Not Applicable
	The organisation has a policy for the training and development of staff	✓	
	The organisation provides appropriate and regular training and development opportunities for all staff	✓	
	Staff skills and knowledge are effectively and appropriately developed such that they are able to deliver excellent service which enhances the customer experience	✓	
12	The organisation shall purchase local and fair trade services and goods, where available, and set targets for improvement	Core	Not Applicable
	The property supports local community initiatives	✓	
	The property supports local producers and buys in bulk where possible	✓	
13	The organisation shall demonstrate support to small enterprises	Core	Not Applicable
	Evidence of procurement is sourced from small or micro enterprises	✓	
	Evidence of procurement sourced from small or micro enterprises for an on-site shop	✓	✓
14	The organisation shall pay employees a living wage that is equal to or above the legal minimum wage	Core	Not Applicable
	Management confirm that all employees are paid a wage that is equal to or above the legal minimum wage for the hospitality sector	✓	
15	The organisation shall prohibit child labour, forced labour and sexual exploitation	Core	Not Applicable
	The organisation has a policy on the protection of child labour, including child performers	✓	
	The organisation has a policy on the prevention of forced labour	✓	
	The organisation has a policy on the prevention of sexual exploitation	✓	
	Staff have been trained on, and are aware of, the organisation's policies on child labour, forced labour and sexual exploitation	✓	
	The organisation does not have any employees (permanent, temporary or part-time) who are younger than 15-years of age	✓	
	There is no evidence of forced labour in the organisation	✓	
	Child performers are protected	✓	
	There is no evidence of sexual exploitation in the organisation	✓	

3 of 4

Responsible Tourism Requirements

Level 1

D: Environmental Criteria			
16	The organisation shall measure energy consumption, indicating all energy sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption	Core	Not Applicable
	TVs, stereos, DVD players and other electrical equipment shall be switched off (not on stand-by mode) between guest visits	✓	
	Energy saving light bulbs are used for lighting fixtures	✓	
	Solar power/ heating initiatives in place	✓	
17	The organisation shall measure water consumption, indicating all sources as a percentage of the overall consumption, and shall adopt quantitative goals and measures to decrease overall consumption and improve the reuse of waste water	Core	Not Applicable
	Water efficient appliances installed	✓	
	Water savings fittings in place	✓	
	No towel and linen change options for guests. Guests need to be informed on how to opt for this service	✓	
	Garden watering done either early morning or later afternoon to minimise evaporation	✓	
	Garden landscaping designed to reduce water requirements	✓	
	Reduced flush or twin flush cisterns in all or most toilets	✓	
18	The organisation shall implement a waste management plan, addressing both solid and liquid wastes, with quantitative goals to minimise waste produced	Core	Not Applicable
	The property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges, batteries, etc are separated and recycled	✓	
	Evidence of preference for the use of recycled paper products (e.g. forms, menus, serviettes, letterheads, photo-copy paper, etc)	✓	
19	The organisation shall adhere to any national or international requirements that govern the trade in listed, endangered or threatened (or any combination of these) species and shall alert visitors to these requirements	Core	Not Applicable
	No evidence of trade in listed, endangered or threatened species	✓	
	Proof of adhere to any national or international requirements if there is evidence of trade in listed, endangered or threatened (or any combination of these) species. In which case visitors are alerted to these requirements (evidence provided)	✓	
20	The organisation shall not hold captive any wildlife without the required permits and appropriate enclosures:	Core	Not Applicable
	No evidence of wildlife being held captive without the required permits and appropriate enclosures	✓	
	Appropriate and valid permits and appropriate enclosures for any captive wildlife	✓	
	No interaction (touching) between visitors and wildlife	✓	

4 of 4

Core Requirements

Hotel Accommodation

Core Requirements Hotel Accommodation

Final
03 March 2017

A: Exterior		Applicability per Sub-Category								
		Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1	Building Exterior									
2	Grounds and Gardens	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3	Parking / Driveway / Signage	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Provision of fit for purpose on-site and/ or designated parking areas	✓	✓	✓		*	*	*	*	*
	Directional signage - acceptable condition, clearly visible, fit for purpose.	✓	✓	✓		*	*	*	*	*
	Tidy, well maintained parking area	✓	✓	✓		*	*	*	*	*
	Well lit parking area	✓	✓	✓		*	*	*	*	*
	Valet service available (minimum 18 hours per day) where the guest can have their vehicle parked at check in/out by dedicated staff (unless parking is available directly in front of the hotel)	✓	✓	✓	✓					*
	Sufficient covered/ weatherproof guest parking facilities available	✓	✓	✓						*
	Covered drop-off or Porte Cochere (or fit-for-purpose weather protection provided for arriving/ departing guests)	✓	✓	✓						*
4	Safety and Security	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Appropriate, fit for purpose safety and security measures throughout the establishment at all times.	✓	✓	✓		*	*	*	*	*
	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.	✓	✓	✓		*	*	*	*	*
	Emergency information (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explanatory tour available on request	✓	✓	✓		*	*	*	*	*
	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓	✓	✓		*	*	*	*	*
	Guests to have secure access into facility / establishment.	✓	✓	✓		*	*	*	*	*
	High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)	✓	✓	✓		*	*	*	*	*

Core Requirements

Hotel Accommodation

B: Bedrooms (note: assessment will apply to the room with the lowest rating)										
		Applicability per Sub-Category								
	Bedroom Entrance, Safety & Security	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
5										
	Information on how to call for assistance and evacuation procedures in the event of an emergency to be displayed in each guestroom	✓	✓	✓		*	*	*	*	*
	Emergency lighting (alternative to grid electricity) available for each guestroom (e.g. backup generator, torch, solar lights, etc.)	✓	✓	✓		*	*	*	*	*
	All bedroom doors must be lockable/ secure (from the inside and outside of the bedroom)	✓	✓	✓		*	*	*	*	*
	Secondary guest controlled internal door lock (without staff override)	✓	✓	✓				*	*	*
	Secondary security device to be provided where bedrooms have direct external access (e.g. into a garden, road, etc.)	✓	✓	✓		*	*	*	*	*
	Peephole facility in bedroom doors	✓	✓	✓				*	*	*
	Safety deposit facility available on request.	✓	✓	✓		*	*			
	In-room safe (appropriate to the market)	✓	✓	✓				*	*	*
6										
	Beds, Bases & Mattresses	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Sofa beds and foam mattresses are not acceptable as permanent bed spaces.	✓	✓	✓		*	*	*	*	*
	Bed provided for each advertised sleeping position	✓	✓	✓		*	*	*	*	*
	There should be access to both sides of beds for double occupancy.	✓	✓	✓		*	*	*	*	*
	An acceptable form of headboard firmly secured	✓	✓	✓		*	*	*	*	*
	All single sleeper beds are a standard size or bigger. Minimum dimensions for a standard single bed: L188cm x W92cm.	✓	✓	✓		*	*	*	*	*
	All single sleeper beds are a 3/4 size or bigger and extra length. Minimum dimensions for a 3/4 single bed: L200cm x W107cm.	✓	✓	✓						*
	All 2 sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓	✓		*	*	*		
	All 2 sleeper beds are Extra Length Queen or standard King-sized beds or bigger. Minimum dimensions: Queen bed L200cm x W152cm, King bed L188cm x W180cm or 2 single beds of L188cm x W92cm	✓	✓	✓				*	*	*
	If using a divan bed set the sprung base must be upholstered or have a valance on the base.	✓	✓	✓		*	*	*	*	*
7										
	Bedding & Linen	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Mattress protectors and pillow protectors are required to be fitted to all mattresses and pillows.	✓	✓	✓		*	*	*	*	*
	All bedding well-fitted and appropriately sized (flat sheets minimum of 6 to 8cm overhang past the mattress depth)	✓	✓	✓		*	*	*	*	*
	All bedding must be free of stains, holes and fraying	✓	✓	✓		*	*	*	*	*
	Fitted/ flat undersheet and duvet with duvet cover OR fitted or flat undersheet, topsheet, blanket and a bedspread per bed	✓	✓	✓		*	*	*		
	Fitted or flat undersheet, a flat top sheet and duvet with duvet cover OR fitted or flat undersheet, flat topsheet, blanket, flat topsheet above blanket and an optional bedspread per bed	✓	✓	✓					*	*
	Additional bedding available on request.	✓	✓	✓		*	*	*	*	*
	Additional blanket available in the bedroom - depending on location and time of year	✓	✓	✓					*	
	Additional blanket, hygienically sealed in a linen/ plastic bag, available in the bedroom	✓	✓	✓						*

Hotel Accommodation

Core Requirements

		✓	✓	✓	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
One pillow per sleeping position with pillow case		✓	✓	✓	✓			*	*		
Two pillows per sleeping position with pillow case		✓	✓	✓	✓				*	*	*
Additional (spare) pillow, hygienically sealed in a linen/ plastic bag, available in the bedroom		✓	✓	✓	✓						*
Additional pillows available on request.		✓	✓	✓	✓		*	*	*	*	*
Special requirement pillows available on request		✓	✓	✓	✓					*	*
8 Furniture		Hotel	Small Hotel	Apartment Hotel	Not Applicable option						
A bedside table or shelf, located beside all permanent sleeping positions. One bedside table between twin beds is acceptable		✓	✓	✓			*	*	*	*	*
One bedside table between twin beds is acceptable		✓	✓	✓			*	*	*	*	
At least one chair to be provided in each room.		✓	✓	✓			*	*			
At least two chairs to be provided in each room		✓	✓	✓					*		
At least 1 comfortable chair/ seating position (in addition to desk/ dressing table chair)		✓	✓	✓						*	
One comfortable chair/ seating position per permanent sleeping position (in addition to desk/ dressing table chair)		✓	✓	✓							*
Desk and/or dressing table with an appropriate chair and mirror above the desk/ table		✓	✓	✓						*	
Desk and/or dressing table with an appropriate chair and mirror above the desk/ table. The desk space should be large enough to be used as both a desk and dressing table simultaneously - alternatively a separate desk and dressing table should be provided.		✓	✓	✓							*
9 Wardrobes, Shelves & Luggage Storage		Hotel	Small Hotel	Apartment Hotel	Not Applicable option		1-Star	2-Star	3-Star	4-Star	5-Star
Provision of a fit-for-purpose clothes hanging space/ wardrobe.		✓	✓	✓			*	*	*	*	*
Provision of adequate hanging space to accommodate full length clothing		✓	✓	✓					*	*	*
Wardrobe large enough to accommodate additional pillows, blankets, etc.		✓	✓	✓					*	*	*
A minimum of 1 drawer or shelves appropriate and fit for purpose, per room.		✓	✓	✓		*	*	*			
A minimum of 1 drawer or shelf per sleeping position		✓	✓	✓							
Minimum 2 drawers or enclosed shelves per sleeping position for the first 2 sleeping positions and minimum 1 drawer/ enclosed shelf for each sleeping position above 2		✓	✓	✓						*	*
Minimum 5 hangers per sleeping position		✓	✓	✓			*	*	*	*	*
Provision of specialised hangers		✓	✓	✓						*	*
Appropriate wardrobe lighting		✓	✓	✓							*
Fit for purpose luggage rack/ stand provided in each room		✓	✓	✓					*	*	*
10 Curtains & Window Coverings		Hotel	Small Hotel	Apartment Hotel	Not Applicable option		1-Star	2-Star	3-Star	4-Star	5-Star
Window dressings must be large enough to draw easily and completely across the width and height of the window		✓	✓	✓			*	*	*	*	*
All around floor bedrooms must provide additional privacy without restricting the natural light.		✓	✓	✓			*	*	*	*	*

Core Requirements

Hotel Accommodation

		✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
11	Window coverings must provide full block out. Flooring, Ceiling, Skirting & Cornices	✓	Small Hotel	Apartment Hotel					*	*
	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.	✓	✓	✓		*	*	*	*	*
12	Temperature Control & Ventilation	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	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 establishment.	✓	✓	✓		*	*	*	*	*
13	Lighting, Power & Switches	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Light switch to be located by the entrance door.	✓	✓	✓		*	*	*	*	*
	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.	✓	✓	✓				*	*	*
	One bedside light per sleeping position with switches conveniently placed within reach of the guests' sleeping position.	✓	✓	✓				*	*	*
	Two bedside lights in a twin bedded room.	✓	✓	✓				*	*	*
	Provision of direct lighting at dressing table/desk (study light)	✓	✓	✓				*	*	*
	Spare and convenient power points in each room	✓	✓	✓				*	*	*
	An international multi-power point/plug is available on request.	✓	✓	✓		*	*	*	*	*
	Integrated multi-power plug with USB port and international plug points – located on or near the desk/ bedside table and should be easily accessible	✓	✓	✓				*	*	*
14	Electronic Appliances	Hotel	Small Hotel	Apartment Hotel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Hair-dryer available on request	✓	✓	✓		*	*			
	Hair-dryer (minimum 1 600W) to be provided in each room	✓	✓	✓				*	*	*
	Hair-dryer/ hair-dryer plug point located close to a mirror	✓	✓	✓				*	*	*
	Television in each guest room, with working remote control	✓	✓	✓		*	*			
	Flat panel, high definition television in all rooms, with working remote control and minimum size of 32 inches	✓	✓	✓				*	*	*
	Televisions to be conveniently located and large enough for the screen to be visible from the bed Note: when upgrading televisions owners/ operators are encouraged to purchase smart televisions which offer on-demand/ on-line viewing and which are of an appropriate size for comfortable viewing.	✓	✓	✓		*	*	*	*	*
	Free to air channels available only	✓	✓	✓		*	*			
	Multi-channels (minimum 9 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓				*		
	Multi-channels (minimum 12 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓					*	
	Multi-channels (>12 channels) including radio programmes available in each room. Channel choice should be appropriate to the market served	✓	✓	✓						*
	Wi-Fi to be available throughout the establishment (public areas and guest rooms). Exemption allowed if there is no signal/ service	✓	✓	✓				*	*	*

Hotel Accommodation

Core Requirements

[illegible]

C: Bathrooms

Applicability per Sub-Category

C.	Bathrooms	Applicability per job category							
		Hotel	Small Hotel	Apartment Hotel	Not Applicable	4 Stars	3 Stars	2 Stars	1 Star
18	Type of Bathroom								

Core Requirements

Hotel Accommodation

19	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 an adequate door to ensure guest privacy.	✓	✓	✓		*	*	*	*	*	*
		✓	✓	✓		*	*	*	*	*	*
		✓	✓	✓		*	*	*	*	*	*
20	Flooring and Ceiling An impervious surface to be provided on walls, floors and ceilings. Lighting and Ventilation Individually controlled lighting Sufficient lighting to light the bathroom Direct frontal light source provided at washbasin and mirror Sufficient and appropriate ventilation for the bathroom	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
		✓	✓	✓		*	*	*	*	*	
		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
21	Fixtures and Fittings All basins, baths and showers supplied with sufficient hot and cold water supply Basins, Baths and showers providing a strong and easily adjustable flow of water. Towel rails/racks/shelf to be sufficient for the number of guests in the room. A mirror must be situated above or adjacent to the hand basin. Sufficient vanity space for the maximum number of guests. Spacious vanity space to accommodate guest amenities according to the sleeping capacity of the guestroom. Window treatment to ensure privacy.	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
		✓	✓	✓		*	*	*	*	*	
		✓	✓	✓		*	*	*	*	*	
22	Bathrooms to include at least one hand basin All bathrooms to include a bath or a shower (shower over bath is also acceptable) All bathrooms to have a separate shower All bathrooms to have a separate shower and a bath. Shower curtains are acceptable. Must be free of stains, tears, holes and mould. The shower must have a screen (shower curtains not acceptable) A hook for clothes. A minimum of two hooks Towelling Bath mat should be provided. Towelling bath mat	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
		✓	✓	✓		*	*	*	*	*	
		✓	✓	✓		*	*	*	*	*	

Hotel Accommodation

Core Requirements

[illegible]

Core Requirements

Hotel Accommodation

	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Microwave oven			✓		*		*	*	*
Oven or convection microwave			✓				*	*	*
2-plate hob			✓		*		*		
3- or 4-plate hob			✓					*	
4-plate hob			✓						*
Extractor fan			✓	✓					*
Mini-bar refrigerator with a freezer compartment			✓		*				
Refrigerator with freezer compartment			✓				*	*	*
Dishwasher or daily cleaning service (plus additional cleaning service available on request)			✓	✓					*
Covered waste disposal bin, inclusive of bin liner			✓		*		*	*	*
Kettle			✓		*		*	*	*
Toaster			✓	✓	*		*	*	*
Blender			✓	✓					*
Coffee machine			✓	✓					*
Cutlery, Crockery and Utensils									
Cutlery (knife, fork, dessert spoon and teaspoon) sufficient for the maximum number of occupants in the unit			✓		*		*	*	*
Cutlery box or drawer divider			✓				*	*	*
Drinking glasses - sufficient for the maximum number of occupants in the unit			✓		*		*	*	*
Crockery (dinner plate, side plate, bowl and coffee/tea mug or teacup and saucer) sufficient for the maximum number of occupants in the unit			✓		*		*	*	*
2 pots/ saucepans of varying sizes			✓		*		*		
3 or more pots/ saucepans of varying sizes (small, medium and large)			✓				*	*	*
Frying pan			✓		*		*		
2 or more frying pans of different sizes			✓					*	*
Teapot			✓		*		*	*	*
Sugar bowl			✓		*		*	*	*
Condiment set			✓		*		*	*	*
Oven gloves or similar			✓		*		*	*	*
Table cloth or placemats (sufficient for the maximum number of occupants in the unit)			✓		*		*	*	*
Chopping board (made of hygienic, impervious material)			✓		*		*	*	*
Salad bowl			✓		*		*	*	*
Salad servers			✓		*		*	*	*

30

Hotel Accommodation

Core Requirements

	Roasting tray				✓		*	*	*	*	*	*	*
	Wooden spoon or equivalent				✓		*	*	*	*	*	*	*
	Whisk				✓								*
	Bread knife				✓		*	*	*	*	*	*	*
	Paring knife				✓		*	*	*	*	*	*	*
	Meat knife (or similar)				✓		*	*	*	*	*	*	*
	Serving spoon				✓		*	*	*	*	*	*	*
	Egg lifter/ spatula				✓		*	*	*	*	*	*	*
	Braai tongs (if braai facilities provided)				✓		*	*	*	*	*	*	*
	Grater				✓		*	*	*	*	*	*	*
	Vegetable peeler				✓		*	*	*	*	*	*	*
	Mixing bowl				✓		*	*	*	*	*	*	*
	More than 1 mixing bowl				✓					*	*	*	*
	Colander				✓		*	*	*	*	*	*	*
	Slotted spoon				✓					*	*	*	*
	Ladle				✓					*	*	*	*
	Jug				✓		*	*	*	*	*	*	*
	Storage containers (more than 1)				✓		*	*	*	*	*	*	*
31	Cleaning Equipment	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
	Tea towel			✓		*	*	*	*	*	*	*	*
	Washing up brush or sponge			✓		*	*	*	*	*	*	*	*
	Dish cloth			✓		*	*	*	*	*	*	*	*
	Basic Cleaning agents (including dishwashing agents if dishwasher provided)			✓	✓	*	*	*	*	*	*	*	*
	Dustpan and brush			✓		*	*	*	*	*	*	*	*
32	In Room Dining Table/ Area	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
	Seating provided at a dining table/ eating area - sufficient to accommodate maximum sleeping positions in the unit			✓		*	*	*	*	*	*	*	*
E: Public Areas													
	Decoration	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
33	Some use of objects of interest and artwork.	✓	✓	✓				*	*	*			
	Interesting architectural features, objects of interest, artwork and objects d'art.	✓	✓	✓									*

Core Requirements

Hotel Accommodation

34	Furnishing and Fittings	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
35	Bar, Lounge & Sitting Areas	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
36	Flooring, Ceiling, Skirting & Cornices	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
37	Lighting, Heating/Cooling & Ventilation	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
38	Other Public Areas Including Passages & Staircases	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
39	Toilet Areas	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
40	Elevators/ Lifts	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
41	Meal provision	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
42	Food & Beverage Facilities	Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*
		✓	✓	✓		*	*	*	*	*

Core Requirements

Hotel Accommodation

42	Furnishings		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Sufficient tables and chairs to accommodate guests irrespective of the weather.	✓	✓	✓	✓		*	*	*	*	*
43	Flooring, Ceiling, Skirting & Cornices		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	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.	✓	✓	✓	✓		*	*	*	*	*
44	Lighting		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Acceptable levels of lighting, appropriately positioned for safety and comfort.	✓	✓	✓	✓		*	*	*	*	*
45	Menu Presentation		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Professional and appropriate presentation of the menu to the market being served (excluding buffet service)	✓	✓	✓	✓		*	*	*	*	*
46	Table Appointments		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Table appointments appropriate to the meal being served i.e. breakfast or dinner.	✓	✓	✓	✓		*	*	*	*	*
47	Dinner / Lunch Quality and Presentation (if provided)		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All foods well-presented and served at the correct temperature	✓	✓	✓	✓		*	*	*	*	*
	Provision made for a variety of dietary requirements	✓	✓	✓	✓		*	*	*	*	*
	Three courses available for dinner.	✓	✓	✓	✓		*	*	*	*	*
	A broad range of dishes of outstanding quality and presentation meeting high international standards.	✓	✓	✓	✓		*	*	*	*	*
48	Breakfast Quality and Presentation		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Continental breakfast provided with an acceptable range of cereals, bread and condiments.	✓	✓	✓	✓		*	*	*	*	*
	A good range of hot and cold items offered for breakfast (e.g. Hot breakfast should include a minimum of 5 items; Cold breakfast could include cereals, breads, cold meats, fruit and cheese) with a choice of accompaniments	✓	✓	✓	✓		*	*	*	*	*
	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.	✓	✓	✓	✓		*	*	*	*	*
	Guests are offered a wide choice of how their eggs are cooked, including fried, poached, boiled and scrambled.	✓	✓	✓	✓		*	*	*	*	*
	All foods well-presented and served at the correct temperature	✓	✓	✓	✓		*	*	*	*	*
	Provision made for a variety of dietary requirements	✓	✓	✓	✓		*	*	*	*	*

G: General Services and Service

49	Welcome, Friendliness and Attitude		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Professional, skilful and competent service and attention to detail is expected	✓	✓	✓	✓		*	*	*	*	*
50	Appearance of Staff		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Service staff to wear name badges at all times	✓	✓	✓	✓		*	*	*	*	*
	Staff appearance to be professional and neat at all times.	✓	✓	✓	✓		*	*	*	*	*
51	Reception / Lobby		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	A clearly designated reception area should be provided.	✓	✓	✓	✓		*	*	*	*	*

Core Requirements

Hotel Accommodation

Communications & Business Facilities		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
57	Computer, printer and internet facilities available for guest use	✓	✓	✓		*	*	*	*	*
H: Housekeeping										
Housekeeping Provision		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
58	Housekeeping Services available during working hours.	✓	✓	✓		*	*	*		
	Housekeeping Services available 18 hours per day (limited services available afterhours)	✓	✓	✓					*	
	Housekeeping Services available 24 hours per day (limited services available afterhours)	✓	✓	✓						*
Bedrooms and Bathrooms		Hotel	Small Hotel	Apartment Hotel	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
59	All bedrooms and bathrooms cleaned daily.	✓	✓	✓		*	*	*	*	*
	All beds made daily.	✓	✓	✓		*	*	*	*	*
	All linen including duvet covers changed for each new guest, on request or for long-stay guests at least every 5-days. "No change" option available	✓	✓	✓		*	*			
	All linen, including duvet covers changed at least every 3 days or on request and for each new guest. "No change" option available.	✓	✓	✓				*	*	
	All linen, including duvet covers changed at least every 2 days or on request and for each new guest. "No change" option available.	✓	✓	✓						*
	Comprehensive bedroom / bathroom turn-down service to be provided daily	✓	✓	✓					*	*

Applicability per Sub-Category									
	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1 Building Exterior									
2 Grounds and Gardens	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3 Parking, Driveways and Parking Signage	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
4 Safety and Security	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	✓	✓	✓		*	*	*	*	*
	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	✓	✓	✓		*	*	*	*	*
Provision of fit for purpose on-site and/ or designated parking areas (ideally 1 parking space per room. Location and market to be considered during assessment)									
Directional signage - acceptable condition, clearly visible, fit for purpose.									
Well lit parking area									
Appropriate, fit for purpose safety and security measures throughout the establishment at all times.									
Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.									
Emergency information (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explanation/ tour available on request									
An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress									
Guests to have secure access into facility / establishment.									
High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, secure entrance gate and intercom, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)									
Guests provided with unrestricted and secure access to shared/ public areas									
Telephone available at reception (cellular or landline)									

Core Requirements

Guest Accommodation

B: Bedrooms (note: assessment will apply to the room with the lowest rating)										
Applicability per Sub-Category										
	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
5	Bedroom Entrance, Safety & Security									
	Information on how to call for assistance (including telephone numbers) and evacuation procedures in the event of an emergency to be displayed in every bedroom	✓	✓		*	*	*	*	*	
	Emergency lighting (alternative to grid electricity) available for each guestroom e.g. torch, solar lights, backup generator, etc.	✓	✓		*	*	*	*	*	
	All bedroom doors must be lockable/ secure (from the inside and outside of the bedroom)	✓	✓		*	*	*	*	*	
	Secondary security device to be provided where bedrooms have external access (outside of the property)	✓	✓		*	*	*	*	*	
	On-site safe or safety deposit facility available on request.	✓	✓		*	*				
	In-room safe (appropriate to the market)	✓	✓				*	*	*	
6	Beds, Bases & Mattresses	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Sofa beds are not acceptable as permanent bed spaces	✓	✓	✓		*	*	*	*	*
	Permanent sleeping positions (beds) fitted with foam mattresses permissible	✓	✓	✓		*	*			
	Bed provided for each advertised sleeping position	✓	✓	✓		*	*	*	*	*
	There should be access to both sides of beds for double occupancy.	✓	✓	✓		*	*	*	*	*
	An acceptable form of headboard firmly secured - could be a continental pillow	✓	✓	✓		*	*			
	An acceptable form of headboard firmly secured	✓	✓	✓				*	*	*
	All single sleeper beds are a standard size or bigger. Minimum dimensions for a standard single bed: L188cm x W92cm.	✓	✓	✓		*	*	*	*	*
	All single sleeper beds are a 3/4 size or bigger. Minimum dimensions for a 3/4 single bed: L188cm x W107cm.	✓	✓	✓						*
	All 2 sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm.	✓	✓	✓		*	*	*		
	All 2 sleeper beds are Queen-sized or bigger. Minimum dimensions for a Queen bed: L188cm x W152cm, King bed: L188cm x W180cm or 2 single beds: L188cm x W92cm	✓	✓	✓				*		
	All 2 sleeper beds are Extra Length Queen or standard King-sized beds or bigger. Minimum dimensions: Queen bed L200cm x W152cm, King bed L188cm x W180cm or 2 single beds of L188cm x W92cm	✓	✓	✓						*
	If using a divan bed set the sprung base must be upholstered or have a valance on the base.	✓	✓	✓		*	*	*	*	*
7	Bedding & Linen	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Mattress protectors and pillow protectors are required to be fitted to all mattresses and pillows.	✓	✓	✓		*	*	*	*	*
	All bedding well- fitted and appropriately sized (flat sheets minimum of 6 to 8cm overhang past the mattress depth)	✓	✓	✓		*	*	*	*	*
	All bedding must be free of stains, holes and fraying	✓	✓	✓		*	*	*	*	*
	Fitted/ flat undersheet and duvet with duvet cover OR fitted or flat undersheet, topsheet, blanket and a bedspread per bed	✓	✓	✓		*	*	*		

[illegible]

Core Requirements

Guest Accommodation

10	Curtains & Window Coverings	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Window dressings must be large enough to draw easily and completely across the width and height of the window	✓	✓	✓		*	*	*	*	*
	All ground floor bedrooms must provide additional privacy without restricting natural light	✓	✓	✓		*	*	*	*	*
	Window coverings must provide full block out.	✓	✓							
11	Flooring, Ceiling, Skirting & Cornices	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
12	Temperature Control & Ventilation	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
	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.	✓	✓	✓		*	*	*	*	*
13	Lighting, Power & Switches	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
	Light switch to be located by the entrance door.	✓	✓	✓		*	*	*	*	*
	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.	✓	✓	✓		*	*	*	*	*
	One bedside light per sleeping position with switches conveniently placed within reach of the guests' sleeping position.	✓	✓	✓		*	*	*	*	*
	Two bedside lights in a twin bedded room.	✓	✓	✓		*	*	*	*	*
	Provision of direct lighting at dressing table/desk (study lamp)	✓	✓	✓		*	*	*	*	*
	An international multi-power point/plug is available on request.	✓	✓	✓		*	*	*	*	*
	Integrated multi-power plug with USB port and international plug points - located on or near the desk/ bedside table and should be easily accessible	✓	✓	✓		*	*	*	*	*
14	Electronic Appliances	Guest House	Country House	Bed & Breakfast	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
	Hair-dryer available on request	✓	✓	✓		*	*	*	*	*
	Hair-dryer (minimum 1 600W) to be provided in each room	✓	✓	✓		*	*	*	*	*
	Hair-dryer/ hair-dryer plug point located close to a mirror	✓	✓	✓		*	*	*	*	*
	Television available in resident's lounge	✓	✓	✓		*	*	*	*	*
	Television in each guest room, with working remote control	✓	✓	✓		*	*	*	*	*
	Flat panel television in each guest room, with working remote control	✓	✓	✓		*	*	*	*	*
	Flat panel, high definition television in all rooms, with working remote control and minimum size of 32 inches	✓	✓	✓		*	*	*	*	*

Core Requirements

Guest Accommodation

15	Televisions to be conveniently located and large enough for the screen to be visible from the bed Note: when upgrading televisions owners/operators are encouraged to purchase smart televisions which offer on-demand/ on-line viewing and which are of an appropriate size for comfortable viewing.	✓	✓	✓		*	*	*	*	*	*
	Free to air channels available only	✓	✓	✓			*				
	Multi-channels (minimum 9 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓				*			
	Multi-channels (minimum 12 channels) available in each room. Channel choice should be appropriate to the market served Multi-channels (>12 channels) including radio programmes available in each room. Channel choice should be appropriate to the market served	✓	✓	✓					*		*
16	Wi-Fi to be available in a public area. Exemption allowed if there is no signal/ service	✓	✓	✓				*			
	Wi-Fi to be available throughout the establishment (public areas and guest rooms). Exemption allowed if there is no signal/ service	✓	✓	✓						*	*
	Mirror & Mirror Lighting	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Reasonably sized mirror with adequate lighting	✓	✓	✓		*	*				
17	Full length mirror in guestroom or bathroom	✓	✓	✓				*	*	*	*
	A well lit mirror in close proximity to a plug point	✓	✓	✓				*	*	*	*
	Accessories and Hospitality Stations	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Adequate, fit for purpose and appropriate protection against insects available on request e.g. insect repellent, mosquito net, insect pesticide, etc. applicable to location and time of year.	✓	✓	✓		*	*	*	*	*	*
	Iron and ironing board (or steamer) or ironing / pressing service to be made available on request	✓	✓	✓		*	*	*	*	*	*
	Tea and coffee available in a common area.	✓	✓	✓		*	*				
	Tea and coffee making facilities provided in all rooms. Adequate crockery and cutlery should be provided for each guest in the room. Electric kettle and complimentary tea (minimum rootbols and black tea), coffee, milk and sugar (at least two sachets & tea bags per guest per day) are required. Adequate preparation space located near the kettle and near a dedicated power point required.	✓	✓	✓				*	*	*	*
	Filtered water or mineral water provided	✓	✓	✓					*	*	*
	Drinking glass/ cup provided per sleeping position (in addition to glasses in bathroom)	✓	✓	✓					*	*	*
	Local Tourism Information and Entertainment Guide to be made available.	✓	✓	✓		*	*	*	*	*	*
	Information on surrounding restaurants and take-away menus to be made available (if no lunch/ dinner dining facilities offered)	✓	✓	✓		*	*	*	*	*	*
	Instructions on how to use the television and heating /cooling system (if applicable)	✓	✓	✓		*	*	*	*	*	*
	Mini-bar fridge available on request	✓	✓	✓					*		
	Mini bar fridge in each guest room (stocked on request)	✓	✓	✓						*	*
	Spaciousness & Overall Impression	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Unrestricted access to all storage facilities within the room.	✓	✓	✓		*	*	*	*	*	*

Core Requirements

5 of 13

Core Requirements

Guest Accommodation

Bathrooms to include at least one hand basin	✓	✓	✓			*	*	*	*	*
All bathrooms to include a bath or a shower (shower over bath is also acceptable)	✓	✓	✓				*	*	*	*
All bathrooms to have a shower or shower over bath	✓	✓	✓						*	*
All bathrooms to have a shower and a bath.	✓	✓	✓							*
Shower curtains are acceptable. Must be good quality and free of stains, tears, holes and mould.	✓	✓	✓				*	*	*	*
The shower must have a screen (shower curtains not acceptable)	✓	✓	✓				*	*	*	*
A hook for clothes.	✓	✓	✓				*	*	*	*
A minimum of two hooks	✓	✓	✓						*	*
22 Towelling	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
Bath mat provided.	✓	✓	✓		*	*	*			
Towelling bath mat	✓	✓	✓					*	*	*
Clean, absorbent hand and bath towel provided per sleeping position	✓	✓	✓		*	*	*			
Clean, absorbent hand towel and a large bath towel provided per sleeping position	✓	✓	✓					*	*	*
Clean, absorbent hand towel, 2 bath sheets (or a bath towel and a bath sheet) and bath robe provided per person (robe to be changed for each new guest)	✓	✓	✓							*
23 Accessories	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
Toilet seat cover and mat sets are not acceptable	✓	✓	✓							
Sealed, individually wrapped soap and/or liquid soap provided	✓	✓	✓		*	*	*	*	*	*
Shampoo provided.	✓	✓	✓				*	*	*	*
Tissues provided	✓	✓	✓				*	*	*	*
Bathroom equipped with a lidded bin.	✓	✓	✓		*	*	*	*	*	*
Bathroom equipped with double ply toilet paper and holder plus a minimum of 1 spare toilet roll.	✓	✓	✓		*	*	*	*	*	*
Bathroom equipped with toilet brush.	✓	✓	✓		*	*	*	*	*	*
Drinking glass/ cup provided for each sleeping position	✓	✓	✓		*	*	*	*	*	*
Comprehensive personal amenities including shower cap, conditioner, shower gel, body lotion, vanity kit, etc.	✓	✓	✓					*	*	*
Magnifying mirror provided in bathroom or bedroom	✓	✓	✓							*

D: Kitchens (for all self-catering rooms/ units in guest accommodation)

24 Type of Kitchen	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
----------------------------------	-------------	---------------	-----------------	----------------	--------	--------	--------	--------	--------	--

8 of 13

Guest Accommodation	Core Requirements									
	✓	✓	✓						*	*
Cutlery box or drawer divider	✓	✓	✓						*	*
Drinking glasses - sufficient for the maximum number of occupants in the unit	✓	✓	✓					*	*	*
Crockery (dinner plate, side plate, bowl and coffee/tea mug or teacup and saucer) sufficient for the maximum number of occupants in the unit	✓	✓	✓					*	*	*
2 pots/ saucepans of varying sizes	✓	✓	✓					*	*	*
3 or more pots/ saucepans of varying sizes (small, medium and large)	✓	✓	✓					*	*	*
Frying pan	✓	✓	✓					*	*	*
2 or more frying pans of different sizes	✓	✓	✓					*	*	*
Teapot	✓	✓	✓					*	*	*
Sugar bowl	✓	✓	✓					*	*	*
Condiment set	✓	✓	✓					*	*	*
Oven gloves or similar	✓	✓	✓					*	*	*
Table cloth or placemats (sufficient for the maximum number of occupants in the unit)	✓	✓	✓					*	*	*
Chopping board (made of hygienic, impervious material)	✓	✓	✓					*	*	*
Salad bowl	✓	✓	✓					*	*	*
Salad servers	✓	✓	✓					*	*	*
Roasting tray	✓	✓	✓					*	*	*
Wooden spoon or equivalent	✓	✓	✓					*	*	*
Whisk	✓	✓	✓					*	*	*
Bread knife	✓	✓	✓					*	*	*
Paring knife	✓	✓	✓					*	*	*
Meat knife (or similar)	✓	✓	✓					*	*	*
Serving spoon	✓	✓	✓					*	*	*
Egg lifter/ spatula	✓	✓	✓					*	*	*
Braai tongs (if braai facilities provided)	✓	✓	✓					*	*	*
Grater	✓	✓	✓					*	*	*
Vegetable peeler	✓	✓	✓					*	*	*
Mixing bowl	✓	✓	✓					*	*	*
More than 1 mixing bowl	✓	✓	✓					*	*	*

Guest Accommodation

Core Requirements

Colander	✓	✓	✓			*	*	*	*	*
Slotted spoon	✓	✓	✓					*	*	*
Ladle	✓	✓	✓					*	*	*
Jug	✓	✓	✓			*	*	*	*	*
Storage containers (more than 1)	✓	✓	✓			*	*	*	*	*
31 Cleaning Equipment		Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Tea towel	✓	✓	✓	✓		*	*	*	*	*
Washing up brush or sponge	✓	✓	✓	✓		*	*	*	*	*
Dish cloth	✓	✓	✓	✓		*	*	*	*	*
Cleaning agents (including dishwashing agents if dishwasher provided)	✓	✓	✓	✓	✓	*	*	*	*	*
Dustpan and brush	✓	✓	✓	✓		*	*	*	*	*
32 In Room Dining Table/ Area		Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Seating provided at a dining table/eating area - sufficient to accommodate maximum sleeping positions in the unit	✓	✓	✓	✓		*	*	*	*	*

E: Shared/ Public Areas

E: Shared/ Public Areas		Applicability per Sub-Category								
		Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
33	Decoration	✓	✓	✓				*		
	Some use of objects of interest and artwork.									
	Interesting architectural features, objects of interest, artwork and objects d'art.	✓	✓	✓						*
34	Furnishing and Fittings	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
35	Bar, Lounge & Sitting Areas	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Guest lounge may be shared between the host and guest.			✓		*	*	*	*	*
	A lounge with adequate comfortable seating for resident guests accessible throughout the day and evening (if large enough this may be provided in the guest bedroom)	✓	✓	✓		*	*	*	*	*
	All seating areas to be of an acceptable size to provide a reasonable amount of space for guests to easily move around.	✓	✓	✓		*	*	*	*	*
	Shared lounge / sitting areas must be accessible during all reasonable hours	✓	✓	✓		*	*	*	*	*
36	Flooring, Ceiling, Skirting & Cornices	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	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.	✓	✓	✓		*	*	*	*	*
37	Lighting, Heating/Cooling & Ventilation	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

Guest Accommodation

Core Requirements

38	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings	✓	✓	✓			*	*	*	*	*	*
	Acceptable temperature control and ventilation.	✓	✓	✓			*	*	*	*	*	*
	Other Public Areas Including Passages & Staircases	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
39	Passages and stairs free from obstruction. Well lit 24 hours a day, although energy saving initiatives are to be respected.	✓	✓	✓			*	*	*	*	*	*
	Clear, directional signage to bedrooms and reception (where needed).	✓	✓	✓			*	*	*	*	*	*
	Toilet Areas	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
40	All toilets regularly cleaned, checked and adequately ventilated.	✓	✓	✓			*	*	*	*	*	*
	Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seat and lid, covered light (no exposed light bulbs or wires), mirror, hook on door, dustbin, sanitary facilities for ladies.	✓	✓	✓			*	*	*	*	*	*
	Spacious and luxurious toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.	✓	✓	✓			*	*	*	*	*	*

F: Breakfast and Dining Facilities

		Applicability per Sub-Category										
		Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
40	Breakfast	✓	✓	✓		*	*	*	*	*		
	Breakfast provided.	✓	✓	✓		*	*	*	*	*		
	Continental breakfast provided with an acceptable range of cereals, bread and condiments.	✓	✓	✓		*	*	*	*	*		
41	A good range of hot and cold items offered for breakfast (e.g. Hot breakfast should include a minimum of 5 items; Cold breakfast could include cereals, breads, cold meats, fruit and cheese) with a choice of accompaniments	✓	✓	✓				*	*	*		
	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.	✓	✓	✓				*	*	*		
	Guests are offered a wide choice of how their eggs are cooked, including fried, poached, boiled and scrambled.	✓	✓	✓				*	*	*		
42	All foods well-presented and served at the correct temperature	✓	✓	✓		*	*	*	*	*		
	Provision made for a variety of dietary requirements	✓	✓	✓		*	*	*	*	*		
	Meal provision	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
43	Dinner must be provided by the host if no suitable restaurants are in close proximity/ meals are not easily accessible	✓	✓	✓		*	*	*	*	*		
	Dinner provided by arrangement	✓	✓	✓				*	*	*		
	Lunch provided by arrangement	✓	✓	✓				*	*	*		
44	Dining facility provided	✓	✓	✓		*	*	*	*	*		
	Meal times by arrangement with the guest or as advertised	✓	✓	✓		*	*	*	*	*		
	Where a communal dining table is provided, additional individual tables should be available on guest request.	✓	✓	✓		*	*	*	*	*		
45	Furnishings	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
	Sufficient tables and chairs to accommodate guests irrespective of the weather.	✓	✓	✓		*	*	*	*	*		

Core Requirements

Guest Accommodation

43	Flooring, Ceiling, Skirting & Cornices 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.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
44	Lighting Acceptable levels of lighting, appropriately positioned for safety and comfort.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
45	Menu Presentation	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
46	Table Appointments Table appointments appropriate to the meal being served i.e. breakfast or dinner.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*

G: General Services and Service

47	Welcome, Friendliness and Attitude Personalised service and attention to detail is expected.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
48	Appearance of Staff Staff appearance to be professional and neat at all times.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
49	Reception / Meet & Greet Guest to be met on arrival by authorised establishment representative A designated meet and greet area. An afterhours key service may be provided. Functional meet and greet area available for guest check-in Spacious and impressive entrance foyer or lobby Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, website, word of mouth or other means to all guests upon request.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
50	Reservation, Check In, Check Out & General Efficiency Prompt thorough reservation and check-in system, including capture of guest records and responding to guest requests. All information accurately provided to guests including layout of property, available facilities, meal times, emergency and evacuation procedures etc. Bill/Invoice to be correct with all details and clearly presented and explained.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*
51	Laundry Services A limited laundry or dry cleaning service for a minimum of 3 days a week Laundry or dry cleaning services provided for a minimum of 5 days a week Laundry bags and laundry price list are to be provided to guests at reception, with an indication of the days the service is available.	Guest House	Country House	Bed & Breakfast	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
		✓	✓	✓		*	*	*	*	*

Guest Accommodation

Core Requirements

52	Meal & Beverage Services	Laundry bags and laundry price lists are to be provided in guest rooms.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓					
			✓	✓	✓	✓					
53	Communications & Business Facilities	Establishment should make available business facilities where possible (e.g. computer, internet, printer, etc.)	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓					
			✓	✓	✓	✓					

H: Housekeeping

54	Bedrooms and Bathrooms	All bedrooms and bathrooms cleaned daily.	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓	*	*	*	*	*
	All linen including duvet covers changed for each new guest, on request or for long-stay guests at least every 5-days. "No change" option available.	All linen including duvet covers changed for each new guest, on request or for long-stay guests at least every 3-days. "No change" option available	✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓	*	*	*	*	*
	Comprehensive bedroom / bathroom turn-down service to be provided daily		✓	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓	*	*	*	*	*
			✓	✓	✓	✓	*	*	*	*	*

Core Requirements

Final

03 March 2017

Backpacker/ Hostel Accommodation

Core Requirements

Backpackers and Hostels

Exterior	Applicable						
	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1 Building Exterior							
2 Grounds and Gardens	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3 Parking / Driveway / Signage	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of fit for purpose on-site and/ or designated guest parking areas and/or alternative guest parking arrangements.	✓		*	*	*	*	*
Directional signage - acceptable condition, clearly visible, fit for purpose.	✓		*	*	*	*	*
Well lit parking area	✓		*	*	*	*	*
4 Safety and Security	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Appropriate, fit for purpose safety and security measures throughout the establishment at all times (high regard for security and safety of guests, which is unobtrusive)	✓		*	*	*	*	*
Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.	✓		*	*	*	*	*
Emergency information (including relevant telephone numbers) & evacuation signage and procedures clearly displayed	✓		*	*	*	*	*
An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓		*	*	*	*	*
Guests provided with familiarisation tours on all emergency exits and key emergency information on arrival	✓		*	*	*	*	*
Guests to have secure access into facility / establishment.	✓		*	*	*	*	*
Guests provided with unrestricted and secure access to communal/ public areas	✓		*	*	*	*	*
Telephone available for guest use (cellular or landline)	✓		*	*	*	*	*

Backpacker/ Hostel Accommodation

Core Requirements

5	Power Supply and Wi-Fi	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	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 points (with USB port and international plug points as applicable) for the safe use of electrical equipment, should be provided.	✓		*	*	*	*	*
	Wi-Fi to be available throughout the establishment or in a specified, designated area/s. Exemption allowed if there is no signal/ service in which case this should be clearly stated	✓	✓	*	*	*	*	*
		✓	✓	*	*	*	*	*

Private and Shared Bedrooms (note: assessment will apply to the room with the lowest rating)

6	Bedroom/ Dormitory Size	Applicable Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	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 drawers and doors fully.	✓		*	*	*	*	*
	Allow approximately 5m ² floor space per bed/bunk bed.	✓				*	*	
	More spacious rooms/ dormitories. Allow approximately 7m ² floor space per bed/bunk bed.	✓						*
7	Bedroom Entrance, Safety & Security	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Information on how to call for assistance (including telephone numbers) and evacuation procedures in the event of an emergency to be displayed in each bedroom/ dormitory	✓		*	*	*	*	*
	Emergency lighting (alternative to grid electricity but not an open flame) available for each bedroom/ dormitory and relevant shared and public areas	✓		*	*	*	*	*
	Doors into private bedrooms must be lockable/ secure (from the inside and outside of the bedroom)	✓		*	*	*	*	*
	On-site safe or safety deposit facility available	✓		*	*	*	*	
	In-room safe in private rooms	✓						*

Backpacker/ Hostel Accommodation

Core Requirements

8	Beds, Bases & Mattresses	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Sofa beds are not acceptable as permanent bed spaces.	✓		*	*	*	*	*
	All beds to be of sound condition	✓		*	*	*	*	*
	All mattresses made of foam or sprung interior (or similar)	✓		*	*	*	*	*
	There should be access to both sides of beds for double occupancy.	✓				*	*	*
	An acceptable form of headboard - could be a continental pillow	✓		*	*			
	An acceptable form of headboard firmly secured	✓				*	*	*
	Minimum dimensions for a standard single bed: L188cm x W91cm.	✓				*	*	*
	Minimum dimensions for a standard double bed: L188cm x W137cm.	✓		*	*	*	*	*
	Bunk beds maximum of 2 sleeping positions high	✓				*	*	*
	A ladder or equivalent should be provided for guests to climb to the top bunk	✓		*	*	*	*	*
9	Bedding & Linen	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	All bedding provided should be clean for each new guest	✓		*	*	*	*	*
	All bedding well-fitted and appropriately sized	✓		*	*	*	*	*
	All bedding must be free of stains, holes and fraying	✓		*	*	*	*	*
	All occupied beds to be fitted with a bottom sheet, pillow and pillowcase and a duvet with duvet cover. A top sheet and blanket can be provided as an alternative to a duvet	✓		*	*	*	*	*
	2 pillows per sleeping position in private rooms	✓						*
	Mattresses covered with mattress protectors (in private and dormitory rooms)	✓						*

Backpacker/ Hostel Accommodation							Core Requirements				
10	Furniture	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star			
	At least one bedside table in each single and double room (could be a dressing table which doubles as a bedside table)	✓				*	*				
	Each sleeping position should have an individual bedside table or shelf, including dormitory beds	✓						*			
	Private rooms to have at least one comfortable seating position/ chair	✓						*			
	Private rooms to have a dressing table with a chair or stool	✓						*			
11	Wardrobes, Shelves & Luggage Storage	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star			
	Dormitories should have sufficient lockers, lockable cupboards or lockable drawers - sufficient for each sleeping position	✓		*	*	*	*	*			
	Private rooms should have facilities to hang clothes (wardrobe or hooks or similar)	✓		*	*	*					
	Dormitories should have provision to hang clothes e.g. wall plaque with hooks or individual bunk hooks	✓		*	*	*					
	Wardrobes or open cupboards with hanging space or a rail to be provided in private rooms and dormitories	✓					*	*			
12	Curtains & Window Coverings	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star			
	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.	✓		*	*	*	*	*			
13	Flooring, Ceiling, Skirting & Cornices	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star			
	Flooring may vary considerably and any fit-for-purpose flooring, in good condition may be appropriate (ease of cleaning and hygiene should be considered)	✓		*	*	*	*	*			
	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.	✓		*	*	*	*	*			
14	Temperature Control & Ventilation	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star			
	Adequate ventilation in each dormitory or private room. There should be at least one window to allow natural light and adequate ventilation. If the window can't be opened or is small an alternative ventilation system must be provided.	✓		*	*	*	*	*			
	Wall panel heater (or similar) and ceiling/ free standing fan in each room depending on the climatic conditions.	✓						*			

Core Requirements

Backpacker/ Hostel Accommodation

15	Lighting	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	All light bulbs should have a shade or cover unless they are of a decorative nature. Minimum of 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.	✓		*	*	*	*	*
	Minimum of one bedside or bedhead light in each single or double room for each sleeping position.	✓					*	*
	Each dormitory bed should have a central or main room light.	✓		*	*	*	*	*
	Each dormitory bed should have an individual light.	✓						*
	Light switches in convenient locations (next to door and next to beds)	✓						*
16	Accessories	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Waste bin in each dormitory and private bedroom	✓		*	*	*	*	*
	Mirror in each dormitory	✓		*	*	*	*	*
	Mirror in each private room (if not provided in ensuite bathroom)	✓		*	*	*	*	*
	Television provided in each private room	✓						
	Hairdryer provided in private bedrooms	✓						*
	Hairdryer available on request and a hair drying station/area provided in a communal area	✓						*
	Smoking not permitted in dormitories and non-smoking private rooms to be provided	✓		*	*	*	*	*

Core Requirements

Backpacker/ Hostel Accommodation

Bathrooms		Applicable						
		Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
17	Communal bathrooms							
	Where appropriate, in communal bathrooms there should be privacy between the sexes for washing, showering and toilet facilities and, as far as possible, between members of the same sex. Unisex bathroom facilities must have private cubicles for each shower and toilet/ unit.	✓		*	*	*	*	*
	Minimum of one bath or shower for every 12 guests in shared accommodation	✓		*	*	*		
	Minimum one toilet for every 10 guests in shared accommodation	✓		*	*	*		
	Minimum one washbasin for every 10 guests in shared accommodation	✓		*	*	*		
	Minimum of one bath or shower for every 8 guests in shared accommodation	✓					*	*
	Minimum of one toilet for every 8 guests in shared accommodation	✓					*	*
	Minimum of one washbasin for every 8 guests in shared accommodation	✓					*	*
	All basins, baths and showers supplied with sufficient hot and cold water at all reasonable time	✓					*	*
18	Fixtures and Fittings: Communal bathrooms	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	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	✓		*	*	*	*	*
	All communal bathrooms should be equipped with hand soap and hand drying facilities.	✓					*	*
	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.	✓		*	*	*	*	*
	No shower curtains should be used - all showers should be enclosed and if applicable have solid or glass doors (exemption allowed for building design/build that cannot accommodate doors, in which case excellent quality shower curtains or similar are expected)	✓						*
	Each toilet unit should have: Toilet with seat and lid, toilet roll holder and toilet paper, covered waste bin, adequate ventilation via an extractor fan or externally opening window, toilet brush in holder.	✓		*	*	*	*	*
	A mirror must be situated above or adjacent to hand basins.	✓		*	*	*	*	*
	Sufficient open vanity space for toiletries	✓						*

Core Requirements

Backpacker/ Hostel Accommodation

		Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
19	En-suite bathrooms							
	Each private room must have an en-suite bathroom.	✓						*
	All basins, baths and showers supplied with sufficient hot and cold water at all reasonable time	✓				*	*	*
20	Fixtures and Fittings: En-suite bathrooms	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	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	✓		*	*	*	*	*
	Towel rails/racks/shelf to be sufficient for the number of guests in the room.	✓		*	*	*	*	*
	A mirror must be situated above or adjacent to the hand basin.	✓		*	*	*	*	*
	Sufficient vanity space for the maximum number of guests.	✓		*	*	*	*	*
	Each toilet should have: Toilet with seat and lid, toilet roll holder and toilet paper, covered waste bin, adequate ventilation via an extractor fan or externally opening window.	✓		*	*	*	*	*
	Bathrooms to include at least one hand basin	✓		*	*	*	*	*
	All bathrooms to include a bath or a shower (shower over bath is also acceptable)	✓		*	*	*	*	*
	Shower curtains are acceptable. Must be free of stains, tears, holes and mould.	✓		*	*	*	*	*
	No shower curtains should be used - all showers should be enclosed and if applicable have solid or glass doors (exemption allowed for building design/build that cannot accommodate doors, in which case excellent quality shower curtains or similar are expected)	✓					*	*
	A hook for clothes.	✓		*	*	*	*	*
21	Bathroom Size	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	All bathrooms should have sufficient space to allow for comfortable freedom of movement for guests and access to all fittings	✓		*	*	*	*	*
22	Towelling: En-Suite bathrooms	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	All guests in private and en-suite rooms provided with individual towel and soap upon arrival	✓					*	*
23	Flooring and Ceiling	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls, floors and ceilings.	✓		*	*	*	*	*

Backpacker/ Hostel Accommodation

Core Requirements

24	Lighting and Ventilation	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Light switch near the entrance to the bathroom.	✓		*	*	*	*	*
	Sufficient lighting to light the bathroom	✓		*	*	*	*	*
	All bathroom windows should be tinted, opaque or similar to ensure guest privacy. Alternatively, windows could be covered with an opaque curtain, blind or shutter.	✓		*	*	*	*	*
	Sufficient and appropriate ventilation for the bathroom	✓		*	*	*	*	*
25	Living and Dining Areas	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	A guest dining area is available.	✓		*	*	*	*	*
	Dining area large enough to accommodate most of the guests at the establishment (approximately 25% of total guest capacity can be accommodated at one time)	✓		*	*	*	*	*
	Minimum of one lounge or relaxing area (dining area may suffice as a lounge or relaxing area)	✓		*	*	*	*	*
	If only outdoor dining and/or relaxing areas are provided then the area must be covered to protect guests from inclement weather (rain, sunshine, etc)	✓		*	*	*	*	*
	Television provided in communal area (if fit for purpose)	✓	✓					*
26	Lighting, Heating/Cooling & Ventilation	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings	✓		*	*	*	*	*
	Acceptable temperature control and ventilation (ventilation system needs to be provided if a room/ area does not have an opening window)	✓		*	*	*	*	*
27	Other Public Areas Including Passages & Staircases	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Passages and stairs free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected.	✓		*	*	*	*	*
	Clear, directional signage to bedrooms and reception (where needed).	✓		*	*	*	*	*
	All emergency information and signage to be clearly displayed in public areas.	✓		*	*	*	*	*
28	Toilet Areas	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	All toilets regularly cleaned, checked and adequately ventilated.	✓		*	*	*	*	*

Core Requirements

Backpacker/ Hostel Accommodation

Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seat with lid, covered light (no exposed light bulbs or wires), mirror, hook on door, lidded sanitary bin and sanitary bags for ladies.		✓			*	*	*	*	*	
Food and Beverage Facilities										
29	Meal provision	Applicable		Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	If a food and/or beverage service is provided, staff should demonstrate adequate levels of product knowledge and provide efficient service.	✓				*	*	*	*	*
	All food must be hygienically stored, prepared and presented.	✓				*	*	*	*	*
30	Communal Kitchen	Applicable		Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	A self-catering communal kitchen should be provided.	✓				*	*	*	*	*
	All fixtures, furniture, furnishings, crockery, cutlery and glassware must be in an acceptable condition and functional	✓				*	*	*	*	*
	Adequate number of crockery, cutlery and glassware to provide for at least 25% of the maximum number of occupants at any one time	✓				*	*	*	*	*
	Sufficient storage or shelving space for crockery, cutlery, kitchen and cleaning equipment.	✓				*	*	*	*	*
	Sufficient hot plates on which to cook meals	✓				*	*	*	*	*
	An oven, microwave or braai facilities provided	✓				*	*	*	*	*
	Refrigerator in each kitchen	✓				*	*	*	*	*
	Sink equipped with a draining board and running water supply in each kitchen	✓				*	*	*	*	*
	Facility available for boiling water (kettle, geyser, etc.) in each kitchen	✓				*	*	*	*	*
	Minimum of one hygienic working surface in each kitchen	✓				*	*	*	*	*
	Sufficient storage space for guest's food (including dry goods) in each kitchen	✓				*	*	*	*	*
	An open window or an appropriate ventilation system in each kitchen	✓				*	*	*	*	*
	Covered waste disposal bin in each kitchen	✓				*	*	*	*	*
	Fire extinguisher and fire blanket readily available in each kitchen	✓				*	*	*	*	*
	Freezer or large freezer section in fridge	✓							*	*
	Toaster	✓			✓				*	*
	Microwave oven	✓			✓				*	*

Backpacker/ Hostel Accommodation										Core Requirements				
Oven and/or convection microwave oven		✓	✓						*	*				
Hand soap and dishwashing liquid provided		✓							*	*				
Range of herbs and spices.		✓							*	*				
Other Facilities														
Clothes Washing, Hanging and Drying Facilities		Applicable	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star					
Facilities for drying and hanging wet clothes should be provided or laundry service should be available		✓			*	*	*	*	*					
Dedicated clothes washing sink with running water should be provided or laundry service should be available.		✓			*	*	*	*	*					
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 for guest use		✓							*					
Tumble drying machines (these may be coin operated) should be available for guest use		✓							*					
General Facilities, Services and Service														
Courtesy		Applicable	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star					
Staff should be helpful and attentive and show courtesy to all guests at all times.		✓			*	*	*	*	*					
Staff should be clean, neatly and appropriately dressed, helpful and attentive to guests		✓			*	*	*	*	*					
There should be reasonable levels of tourist information available, particularly with regard to local places of interest and activities available.		✓			*	*	*	*	*					

Core Requirements

Backpacker/ Hostel Accommodation

33 Reception / Meet & Greet	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Guest to be met on arrival by authorised establishment representative 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.	✓		*	*	*	*	*
34 Additional Facilities/ Services	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
Swimming pool for guest use	✓						
Braai area for guest use	✓						
Luggage storage for early arrivals/ late departures	✓						
Shuttle service or equivalent provided for guests	✓						
Tour booking service available	✓						

Housekeeping

35 Cleanliness	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
A high standard of general cleanliness should be maintained throughout the establishment at all times.	✓		*	*	*	*	*
36 Bedrooms and Bathrooms	Backpacker/ Hostel	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
All bedrooms and bathrooms cleaned daily.	✓		*	*	*	*	*
All bed linen including duvet covers changed for each new guest, on request, when soiled or for long-stay guests at least every 7-days. "No Change" option available	✓		*	*	*	*	*
All towel and bathroom linen changed for each new guest, on request, when soiled or for long-stay guests at least every 7-days. "No Change" option available	✓		*	*	*	*	*

A: Exterior		Applicability per Sub-Category											
		In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
1	Building Exterior		✓	✓	✓	✓	✓		*	*	*	*	*
	Clearly identifiable reception area/ building entrance	Hotel grading											
	Doorway & entrance clearly illuminated			✓	✓	✓	✓		*	*	*	*	*
	Lighting in all public areas, including stairways			✓	✓	✓	✓		*	*	*	*	*
2	Grounds and Gardens	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
3	Parking / Driveway / Signage	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Provision of on-site and/ or pre-arranged parking areas - sufficient for the likely number of attendees. If necessary a shuttle service to be provided between arranged parking and the venue.		✓	✓	✓	✓	✓		*	*	*	*	*
	Clearly visible driveway and parking signage	Hotel grading	✓	✓	✓		✓		*	*	*	*	*
	Clear walkway or path between designated parking and the venue		✓	✓	✓	✓	✓		*	*	*	*	*
	A porte-cochere or similar stopping area for VIPs, coaches and buses		✓	✓	✓	✓							*
4	Bus & Coach Pick-Up / Drop-Off Points	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Specified area for coaches and buses to allow delegates/ guests to embark and disembark safely	✓	✓	✓	✓				*	*	*	*	*
5	Loading area/ bays	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Back loading entrance acceptable for most types of functions held at the venue.	✓	✓	✓	✓						*	*	*
B: Venues/ Rooms and Event Support Areas													
6	Venues	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Lockable and/or secure venues/ rooms	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Dedicated cleaning staff available during all functions and events	✓	✓	✓	✓	✓	✓				*	*	*

Core Requirements

Venues

7	Furniture	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Sufficient inventory of furniture in order to be able to set up a minimum of 60% of all meeting/event space simultaneously. Access to sufficient inventory of appropriate furniture in order to set up all meeting/ event space simultaneously	✓	✓	✓	✓	✓	✓		*	*	*	*	*
8	Venue Lighting	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Appropriate lighting in each room/ venue	✓	✓	✓	✓	✓	✓		*	*			
	Each room/ venue with independently operated and appropriate lighting (also applicable to each subdivision)	✓	✓	✓	✓	✓	✓				*	*	*
	Lighting with dimming facilities in each room/ venue	✓	✓	✓	✓		✓					*	*
9	Venue Ventilation	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Appropriate ventilation in each room/ venue	✓	✓	✓	✓	✓	✓		*	*			
	Each room/ venue with independently controlled and appropriate temperature control system (air-conditioning) (not necessarily applicable to subdivisions)	✓	✓	✓	✓	✓	✓				*	*	*
10	Venue Power	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Appropriate in-room power in each venue/ room	✓	✓	✓	✓	✓	✓		*	*			
	Each room/ venue with independently controlled power (preferably 3-phase)	✓	✓	✓	✓	✓	✓				*	*	*
	Ducted electrical cables for electricity into the venue	✓	✓	✓	✓				*	*	*	*	*
	Availability of electrical extension cords and multiplugs and/or plug points available throughout the venue	✓	✓	✓	✓	✓	✓				*	*	*
11	Venue Connectivity and Audio-Visual equipment	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Access to basic staging and audio-visual equipment i.e. raised platform, dance floor, flipchart, screen, digital projector, microphone	✓	✓	✓	✓	✓	✓		*	*			
	Access to more than basic staging and audio-visual equipment (applicable to the range and extent of events which can be hosted)	✓	✓	✓	✓	✓	✓				*	*	*
	Access to any staging and audio-visual equipment (applicable to the range and extent of events that can be hosted)	✓	✓	✓	✓	✓	✓					*	*
	Access to technologically advanced staging and audio-visual equipment in the venue (applicable to the range and extent of events that can be hosted)	✓	✓	✓	✓	✓	✓					*	*
	Each room/ venue with in-room telephone connectivity (could be VOIP technology)	✓	✓	✓	✓								*
	Each room/ venue with in-room internet and/or wireless internet connectivity (Wi-Fi) (NA if no signal)	✓	✓	✓	✓			✓			*	*	*
	Each room/ venue with in-room LAN internet connectivity or high speed Wi-Fi (can be outsourced) (NA if no signal)	✓	✓	✓	✓			✓				*	*
	Technical support on site during event (in-house or outsourced)	✓	✓	✓	✓						*	*	*
	Highly qualified technical staff (in-house or outsourced) to set-up and maintain equipment and to advise clients as required. Based on-site during the event.	✓	✓	✓	✓								*

Core Requirements

Venues

		In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
12	Blinds, Curtaining and Black-out Materials												
	Window coverings must be large enough to draw easily and completely cover the window opening	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Window coverings must provide a partially darkened room	✓	✓	✓	✓	✓	✓	✓		*	*		
	Window coverings must provide full block out for the venue	✓	✓	✓	✓	✓	✓	✓				*	*
13	Flooring and Floor Loading	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the event	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Floor loading capacities (in each venue) must be communicated to users and suppliers in advance of the venue space being used.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
14	Walls, Partitions and Operable Walls	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Permanent walls in venues are attractively decorated (as appropriate) e.g. wallpaper, visual effects, etc. and are appropriately soundproofed.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Sub-visible venues should have suitable partitions and/or operable walls.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Access to a stand-building provider for constructible partitions.	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Partitions that divide the venue effectively - ceiling to floor, solid partitions need not be light and soundproof	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Partially sound dampened and fully lightproof partitions that are easy to operate and that blend with the decor of the venue. Must be lockable/ secure	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Sound dampened and lightproof partitions, that are easy to operate and that blend with the decor of the venue. Must be lockable/ secure	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
15	Meeting supplies	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Pen per delegate	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Paper provided for each delegate	✓	✓	✓	✓	✓	✓	✓			*	*	*
	Water station provided in the venue	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Filtered water provided at tables	✓	✓	✓	✓	✓	✓	✓					
	Cordials/ flavoured water/ cooldrinks provided	✓	✓	✓	✓	✓	✓	✓				*	*
	Refreshments provided i.e. mints, fruit, etc.	✓	✓	✓	✓	✓	✓	✓				*	*
	Drinking cups provided	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Drinking glass per delegate	✓	✓	✓	✓	✓	✓	✓				*	*
	Coaster per delegate	✓	✓	✓	✓	✓	✓	✓				*	*

Core Requirements

Venues

		In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
16	Service and Utility Pit / Grid (connectivity to power, water, drainage)												
17	Boardroom/s (applicable to permanent boardrooms)	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Table large enough to accommodate number of delegates advertised	✓	✓	✓	✓			✓	*	*	*	*	*
	Sufficient boardroom chairs to accommodate number of delegates advertised	✓	✓	✓	✓			✓	*	*	*	*	*
	High-back, swivel boardroom chairs	✓	✓	✓	✓			✓					*
	Appropriate, screen/TV in each boardroom	✓	✓	✓	✓			✓					*
	Digital projector in/ available for each boardroom	✓	✓	✓	✓			✓					*
	Easily accessible and sufficient network and power points	✓	✓	✓	✓			✓					*
	Position for permanent tea/ coffee station and refreshments	✓	✓	✓	✓			✓					*
	Coffee/ Cappuccino machine	✓	✓	✓	✓			✓					*
	Fridge	✓	✓	✓	✓			✓					*
	Interesting architectural features, objects of interest, artwork and object d'art.	✓	✓	✓	✓			✓					*
18	Hospitality/ VIP suite/s	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	A meeting room/ venue that can be utilised as a private holding room.	✓	✓	✓	✓						*	*	*
	A private, purpose-built, temperature controlled suite (holding room)			✓	✓								*
	En-suite private toilet and/or bathroom			✓	✓								*
19	Media Centre	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Venue or room adapted to meet media specific requirements.	✓	✓	✓	✓						*	*	*
	Dedicated, purpose-built centre to meet specific media requirements.				✓			✓				*	*
	Accessibility to electricity, telecommunications, internet and Wi-Fi within media centre				✓			✓				*	*
20	Storage Space	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Storage space that can safely store event materials and equipment overnight	✓	✓	✓	✓				*	*	*		
	Exclusive, lockable storage area available for each event hosted at the venue	✓	✓	✓	✓							*	*
21	Ticket Office / Ticketing Kiosk	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Booth, room, space or area adapted to meet specific event ticket sales requirements			✓	✓			✓	*	*	*	*	*

Core Requirements

Venues

Applicability per Sub-Category													
	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
22 Signage		✓	✓	✓	✓	✓		*	*	*	*	*	
Directional (orientation) and informational signage to guide visitors to reception, car park, exits, entrances, toilets, medical facilities and function or meeting venues.													
Signage should be clearly visible, seen from a distance and preferably lit in the dark.													
23 Decoration		✓	✓	✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
Some use of objects of interest and artwork.													
Interesting architectural features, objects of interest, artwork and object d'art.													
24 Lounge/ Sitting Areas		✓	✓	✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
All lounge and seating areas to be furnished with sufficient occasional tables, chairs and functional surfaces.													
All seating areas to be of an acceptable layout to provide a reasonable amount of space for guests/ delegates to easily move around.													
25 Flooring, Ceiling, Skirting & Cornices		✓	✓	✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
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.													
26 Lighting, Heating/Cooling & Ventilation		✓	✓	✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings													
Acceptable temperature control and ventilation.													
27 Connectivity and Power		✓	✓	✓	✓	✓	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
Access to power in public areas													
Access to Wi-Fi in public areas (NA if no signal)													

Core Requirements

Venues

28	Business Centre/ Services	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	#REF!	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Office equipment for basic business services easily accessible i.e. photocopy, print, internet (connectivity)	✓	✓	✓	✓	✓	✓	✓				*	*	*
	Colour photocopying and printing available	✓	✓	✓	✓	✓	✓	✓					*	*
29	Reception area/ desk	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable		1-Star	2-Star	3-Star	4-Star	5-Star
	Reception desk/ area available for the venue	✓	✓	✓	✓	✓	✓	✓					*	*
30	Information points/ desks	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable		1-Star	2-Star	3-Star	4-Star	5-Star
	General Tourism Information available		✓	✓	✓	✓	✓	✓		*	*	*		
	A designated information desk/ point available within the venue (this could be at the reception desk/ area) for tourism, venue and other information		✓	✓	✓	✓	✓	✓					*	
	Staffed information desk - operational during reasonable venue operating hours (venue and tourism information provided)		✓	✓	✓	✓	✓	✓						*
31	Lifts – Passenger and Freight	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable		1-Star	2-Star	3-Star	4-Star	5-Star
	A lift is required where there are venues that are 3 floors or more higher or lower than the entrance level floor.	✓	✓	✓	✓	✓	✓	✓	✓			*	*	
	A lift is required where there are venues that are 2 or more floors higher or lower than the entrance level floor.	✓	✓	✓	✓	✓	✓	✓	✓					*
	Separate passenger and freight lifts	✓	✓	✓	✓	✓	✓	✓	✓					*
32	Escalators and Stairwells	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable		1-Star	2-Star	3-Star	4-Star	5-Star
	Escalators are installed where lifts would be impractical to move large volumes of pedestrian traffic up and down within a building.	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Stairwells and landings well lit	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
	Handrails installed in stairwells	✓	✓	✓	✓	✓	✓	✓	✓	*	*	*	*	*
33	Toilets and Restrooms	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable		1-Star	2-Star	3-Star	4-Star	5-Star
	Well ventilated toilets in private cubicles	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Washbasin with soap	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Liquid soap	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Hot air dryers and/or single-use, paper/ towelling hand towels	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Toilet seat with lid	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Covered light	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Mirror	✓	✓	✓	✓	✓	✓	✓		*	*	*	*	*

[illegible]

D: Dining and Refreshment Facilities		Applicability per Sub-Category											
		In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
34	Food and Beverage - Restaurants / Serving Areas and Refreshment Stations												
	Dining/ eating area/s provided for delegates hosted	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Refreshment station/s provided and appropriate for delegates hosted	✓	✓	✓	✓	✓	✓		*	*	*	*	*
35	Food and Beverage - Refreshments	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Tea, coffee, water and other suitable refreshments provided/ available	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Range of high quality refreshments available as requested	✓	✓	✓	✓	✓	✓						
36	Food and Beverage - Food Service	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Food service available/ provided commensurate to the size and type of events hosted	✓	✓	✓	✓	✓	✓		*	*	*	*	*
	Variety of quality meal service options available	✓	✓	✓	✓	✓	✓						
37	Flooring, Ceiling, Skirting & Cornices	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	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.	✓	✓	✓	✓	✓	✓		*	*	*	*	*
38	Menu Presentation	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Professional and appropriate presentation of the menu to the market being served (written, verbal, labels, etc.)	✓	✓	✓	✓	✓	✓		*	*	*	*	*

Core Requirements

Venues

Table Appointments	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Table appointments appropriate to the meal being served	✓	✓	✓	✓	✓	✓		*	*	*	*	*
40 Meal Quality and Presentation	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
All foods well-presented and served at the correct temperature	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Provision made for a variety of dietary requirements	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Selection or variety of food options for clients to choose from	✓	✓	✓	✓	✓	✓		*	*	*	*	*
A reasonable variety of food options for clients to choose from	✓	✓	✓	✓	✓	✓		*	*	*	*	*
A substantial choice of hot and cold dishes for clients to choose from	✓	✓	✓	✓	✓	✓		*	*	*	*	*
A broad range of dishes of outstanding quality and presentation meeting high international standards, for clients to choose from.	✓	✓	✓	✓	✓	✓		*	*	*	*	*

E: Services

Services	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
41 Welcome, Friendliness & Attitude	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Professional, skilful and competent service and attention to detail is expected	✓	✓	✓	✓	✓	✓		*	*	*	*	*
42 Appearance of Staff	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Service staff to be identifiable by a uniform or similar	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Service staff to wear name badges	✓	✓	✓	✓	✓	✓		*	*	*	*	*
43 Sales / Event Co-ordination / Management	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Event support provided to clients	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Prompt and thorough dealing with enquiries, bookings, correspondence and complaints.	✓	✓	✓	✓	✓	✓		*	*	*	*	*
All details of booking process, payment process and cancellation information are made clear to the client.	✓	✓	✓	✓	✓	✓		*	*	*	*	*
The amenities, facilities and services provided by the venue are described fairly and truthfully to clients	✓	✓	✓	✓	✓	✓		*	*	*	*	*
44 Safety and Security	In-Hotel conference centre	Conference/ Exhibition centre	Convention centre	Events venue	Historical venue	Function venue	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Management Representative responsible for safety and security on call 24 hours a day, 7 days a week	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Management representative on site during an event	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Emergency information & procedures clearly displayed in English and in pictograms where possible. No obstruction of emergency exit doorways or stairwells	✓	✓	✓	✓	✓	✓		*	*	*	*	*
Appropriate safety and security measures throughout the establishment	✓	✓	✓	✓	✓	✓		*	*	*	*	*

Venues	Core Requirements												
Emergency equipment to be installed, maintained and available in accordance with the Occupational Health and Safety Act.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*
All equipment to be regularly inspected serviced and well maintained. Service certificates should be made available on request.	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*
Safety briefing before commencement of each event	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*
Staff are trained on emergency evacuation procedures	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	*	*

Core Requirements

Final Draft

03 March 2017

Caravan and Camping

Core Requirements

Caravan and Camping Sites and Parks

A: Exterior	Applicability per Sub-Category									
	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
1 Building Exterior										
2 Grounds and Gardens	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
3 Parking, Driveways and Parking Signage	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
Provision of fit for purpose on-site and/ or designated parking areas (ideally 1 parking space/ area per site)	✓	✓		*	*	*	*	*		*
Directional signage on and off the property - acceptable condition, clearly visible, fit for purpose.	✓	✓		*	*	*	*	*		*
Directional signage to guide guests around the property and to amenities	✓	✓		*	*	*	*	*		*
Traffic calming measures adequately sign posted and marked	✓	✓	✓	*	*	*	*	*		*
Weatherproof, well constructed service roads, allowing free access to all sites.	✓	✓		*	*	*	*	*		*
4 Exterior Lighting	Caravan & Camp Site	Camp Site	Not Applicable option	*	*	*	*	*		*
Adequately lit pathways (appropriate to the environment and limiting light pollution)	✓			*	*	*	*	*		*
Entrances to facilities (ablutions, communal areas, etc) appropriately lit	✓	✓		*	*	*	*	*		*
Internal roads are appropriately lit	✓						*	*		*
5 Safety and Security	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
Appropriate, fit for purpose safety and security measures throughout the establishment at all times.	✓	✓		*	*	*	*	*		*
Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.	✓	✓		*	*	*	*	*		*
Emergency information (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explanation/ tour available on request	✓	✓		*	*	*	*	*		*
An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓	✓		*	*	*	*	*		*
Guests to have secure access into facility / establishment.	✓	✓		*	*	*	*	*		*
High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, secure entrance gate and intercom, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)	✓	✓		*	*	*	*	*		*
Guests provided with unrestricted and secure access to shared/ public areas	✓	✓		*	*	*	*	*		*

Core Requirements

Caravan and Camping

Telephone available at reception (cellular or landline)												
B: Bathrooms and Ablutions												
Applicability per Sub-Category												
6	Type of Bathroom	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
	Separate bathrooms provided for male and female guests unless private or family facilities are offered	✓	✓		*	*	*	*	*			
	Bathroom/s to include toilet, hand basin and bath or shower cubicles	✓	✓		*	*	*	*	*			
	Where appropriate, privacy provided between individual washing, shower, bath and toilet facilities	✓	✓		*	*	*	*	*			
	At least 1 male and 1 female shower or bath, toilet and washbasin for every 8 six-person sites in the park.	✓	✓		*	*	*	*	*			
	All toilets, showers, baths and other plumbing must be a good working condition and free from trapping surfaces such as chips cracks and broken seat toilet.	✓	✓		*	*	*	*	*			
	Communal bathrooms have both shower and bath cubicles	✓	✓				*	*	*			
	Private or family bathrooms may be open plan i.e. separate cubicles not necessary for toilet, shower, etc.	✓	✓	✓				*	*			
7	Fixtures and Fittings	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
	All basins, baths and showers supplied with sufficient hot and cold water supply (unless advertised otherwise)	✓	✓		*	*	*	*	*			
	Basins, baths and showers provide a strong and easily adjustable flow of water.	✓	✓		*	*	*	*	*			
	Sufficient towel rails or clothes hooks for the number of guests using the facility (should at minimum be within shower/ bath cubicle)	✓	✓		*	*	*	*	*			
	A mirror must be situated above or adjacent to the hand basin.	✓	✓		*	*	*	*	*			
	Bathroom has vanity space at hand wash basins	✓	✓				*					
	Bathroom has ample vanity space at hand wash basin.	✓	✓					*	*			
	Internal locks or bolts on cubicle (toilet, shower, bath) doors (where applicable)	✓	✓		*	*	*	*	*			
	A stool / sitting area in each bathroom	✓	✓		*	*	*	*	*			
	At least one full length mirror must be provided in each female ablution block	✓	✓					*	*			
8	Shower and Bath Cubicles and Dressing areas	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			
	Privacy provided between individual bath and shower cubicles	✓	✓		*	*	*	*	*			
	All communal bath/shower have access to adjacent dry area in which to hang clothes, get dressed, etc.	✓	✓		*	*	*	*	*			
	A stool / sitting area in each shower/bath cubicle	✓	✓					*	*			
	At least one clothes hook located in shower cubicle (dry area but in easy reach of shower/ bath)	✓	✓		*	*	*					
	More than one clothes hook located in shower cubicle (dry area but in easy reach of shower/ bath)	✓	✓				*	*	*			
	Fixed soap dish/stand to be provided in each bath/shower cubicle.	✓	✓		*	*	*					
	Shower or bath caddy fitted in each shower as well as within easy reach from bathtubs	✓	✓					*	*			

Core Requirements

Caravan and Camping

9	Shower must have a screen or a good quality shower curtain	✓	✓		*	*	*			
	Shower screen doors	✓	✓						*	*
	Non slip surfaces or mats for use in showers.	✓	✓		*	*	*		*	*
	Shower rose to be of good quality, with good water dispersion	✓	✓						*	*
	Safety grab rail should fitted in at least 1 bath, 1 toilet and 1 shower cubicle in both male and female bathrooms	✓	✓						*	*
	Safety grab rail should fitted in 2 or more bath, toilet and shower cubicles in both male and female bathrooms	✓	✓							
	Toilet Cubicles	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
	Privacy provided between individual toilet facilities.	✓	✓		*	*	*	*	*	*
	All doors lockable from inside	✓	✓		*	*	*	*	*	*
10	Toilets should have separate seat and lid, and should be in good condition	✓	✓		*	*	*	*	*	*
	All toilet cubicles equipped with lidded disposable bins (and/or sanitary bin/ bags in ladies toilet)	✓	✓		*	*	*	*	*	*
	Each toilet equipped with toilet paper holder and toilet paper (single ply is acceptable). Spare rolls should also be available.	✓	✓		*	*	*	*	*	*
	Each toilet equipped with toilet paper holder and toilet paper (double ply). Spare rolls should also be available.	✓	✓							
	Each toilet equipped with toilet brush and holder	✓	✓		*	*	*	*	*	*
	Urinals must be suitably deodorised or designed to ensure that they are odour free.	✓	✓							
	At least one clothes/bag hook fitted in each toilet cubicle	✓	✓							
	Safety grab rail must be fitted in at least one of the toilet cubicles in both male and female facilities	✓	✓							
	Safety grab rail must be fitted more than one of the toilet cubicles in both male and female facilities	✓	✓							
11	Portable Chemical Toilet and Disposal Area	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
	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.	✓						*	*	*
	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.	✓						*	*	*
	The area is enclosed or under cover and provided with lighting	✓						*	*	*
	The portable chemical toilet service area must be a separate facility within an enclosed area.	✓						*	*	*
	Hand Washing and Drying Facilities	Caravan & Camp Site	Camp Site	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star	
	Paper towel or hot air hand drying facility must be provided for hand drying purposes. Alternatively, clean, stain free, absorbent, cotton hand towel to be provided and replaced daily.	✓	✓		*	*	*	*	*	*
	Liquid soap dispenser must be provided. Alternatively, individually wrapped hand soap must be provided daily at all wash basins.	✓	✓		*	*	*	*	*	*

Caravan and Camping

Core Requirements

12	Flooring and Ceiling	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls, floors and ceilings. Flooring to have a non-slip coated surface.	✓	✓		*	*	*	*	*
	Ceiling fitted. In thatched roof these ceiling criteria may be excluded	✓	✓				*	*	*
13	Walls: Tiling and Paintwork	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Walls painted or tiled	✓	✓		*	*	*		
	Walls tiled, tiles covering at least 50% of the wall height from the floor up (preferably tiled to ceiling in 5-star)	✓	✓					*	*
14	Lighting and Ventilation	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate ventilation and extraction via opening window or extractor fan provided in all bathrooms	✓	✓		*	*	*	*	*
	Adequate and sufficient lighting to light the bathroom	✓	✓		*	*	*	*	*
	Light switches located at the entrance door to the bathroom facility	✓	✓		*	*	*	*	*
	No uncovered /exposed globes, cracked or damaged fittings or lights that are not working	✓	✓		*	*	*	*	*
	Direct frontal lighting provided at all washbasins	✓	✓					*	*
15	Windows, Doors and Frames	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	For guest privacy all windows should be either tinted, frosted, opaque or covered with a curtain, shutter, blind or similar	✓	✓		*	*	*	*	*

C: Sculleries and Camp Kitchens

Applicability per Sub-Category

✓

16	Type of sculleries and camp kitchen	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Scullery for dishwashing purposes and/or camp kitchen provided for guest use	✓	✓		*	*	*	*	*
	Permanent structure with a roof and preferably providing protection from the elements	✓	✓		*	*	*	*	*
	Easily adjustable flow of running water available at all times	✓	✓		*	*	*	*	*
	Sufficient space to allow for freedom of movement for guests to access fittings	✓	✓		*	*	*	*	*
	All sinks and work surfaces and plumbing must be in good working condition and free from trapping surfaces such as cracks, chips and broken tiles.	✓	✓		*	*	*	*	*
	May not be situated within ablutions or bathrooms.	✓	✓		*	*	*	*	*

Caravan and Camping

Core Requirements

17	Fixtures and Fittings	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Covered waste disposal bin with liner must be provided	✓	✓		*	*	*	*	*
	A stove with at least 2 hot plates provided in a camp kitchen	✓	✓	✓	*	*	*	*	*
	Washing up sink, with hot and cold running water, a plug and a draining board for typical amount of guests	✓	✓		*	*	*		
	Double washing up sink, with hot and cold running water, a plug and a draining board for typical amount of guests	✓	✓					*	*
	Hygienic and clean dish drying rack.	✓	✓				*	*	*
	Suitable refrigeration and freezer facilities made available to guests travelling without this facility (in all camp kitchens)	✓		✓	*	*	*	*	*
	A table with sufficient seating provided in all camp kitchens	✓		✓	*	*	*	*	*
	Hot water urn provided for tea or coffee making in camp kitchens	✓		✓	*	*	*	*	*
	An appropriate fire extinguisher designated as suitable for kitchen fires located at or near the entrance of the facility.	✓	✓		*	*	*	*	*
	If the kitchen is situated in an enclosed indoor area, there should be an externally opening window.	✓	✓	✓	*	*	*	*	*
	Functional and hygienic working surface/s available	✓	✓		*	*	*		
	Durable kitchen surfaces, of high quality, showing no signs of wear and tear or visible marking	✓	✓					*	*
	Broom, mop, dustpan and brush provided in each scullery or camp kitchen	✓	✓		*	*	*	*	*
	Plumbing below washbasins must be suitably screened and water pipes are not visible either above or below sinks and counters.	✓	✓					*	*
18	Flooring and Ceiling	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls, floors and ceilings. Flooring to have a non-slip coated surface.	✓	✓		*	*	*	*	*
	Ceiling fitted. In thatched roof these ceiling criteria may be excluded	✓	✓				*	*	*
19	Walls: Tiling and Paintwork	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Walls painted or tiled	✓	✓		*	*	*		
	Walls tiled, tiles covering at least 50% of the wall height from the floor up (preferably tiled to ceiling in 5-star)	✓	✓					*	*
20	Ventilation and Lighting	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Direct lighting onto all work areas.	✓	✓		*	*	*	*	*
	Light switches located at the entrance door to the scullery or camp kitchen.	✓	✓		*	*	*	*	*
	Adequate ventilation and extraction via opening window or extractor fan must be provided in all sculleries and/or camp kitchens. Alternatively suitable ventilation system to be provided	✓	✓		*	*	*	*	*

Core Requirements

Caravan and Camping

D: Laundry and Drying Areas	Type of Laundries and Drying Areas	Applicability per Sub-Category		1-Star	2-Star	3-Star	4-Star	5-Star
		Caravan & Camp Site	Camp Site					
21	If appropriate to the market and not readily available in the surrounding area, a laundry facility should be provided for guest use	✓		*	*	*	*	*
	Laundries must have sufficient space to allow for movement of all guests and access to all fittings	✓		*	*	*	*	*
	Laundry may not be located within ablutions or bathrooms.	✓		*	*	*	*	*
	Laundry area is hidden from general view and enclosed.	✓		*	*	*	*	*
	Fixtures and Fittings	Caravan & Camp Site	Camp Site	1-Star	2-Star	3-Star	4-Star	5-Star
22	The laundry should be equipped and fitted with at least a washing machine (coin or disk operated equipment is acceptable) and/or deep hand-washing troughs.	✓		*	*	*	*	*
	Clear operating instructions for all equipment with usage tariffs and acceptable means of payment must be clearly displayed.	✓		✓	*	*	*	*
	Appropriate fire extinguisher designated and suitable for kitchen fires should be located at or near the entrance to the facility.	✓		*	*	*	*	*
	Clean running cold and hot water available at all times, unless otherwise advertised.	✓		✓	*	*	*	*
	Clothes drying/hanging area must be provided for guest use.	✓		*	*	*	*	*
	Drying/ hanging area to be screen from general view	✓					*	*
	Broom, mop dustpan and brush should be provided in each laundry (if separate to the scullery/ camp kitchen)	✓		*	*	*	*	*
	At least 1 work surface suitable for clothes sorting and folding should be provided	✓		*	*	*	*	*
	Electrical power available in the laundry area	✓		✓		*	*	*
	Ironing boards must be provided in the laundry area	✓		✓		*	*	*
23	All plumbing below wash troughs should be suitably screened and water pipes are not visible.	✓					*	*
	Ventilation and lighting	Caravan & Camp Site	Camp Site	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate lighting in all the areas	✓		*	*	*	*	*
24	Light switches located at the entrance door of the facility	✓		*	*	*	*	*
	If situated in an enclosed indoor area, there should be an externally opening window. Alternatively, adequate ventilation for the facility must be provided	✓		*	*	*	*	*
	Walls: tiling and paintwork	Caravan & Camp Site	Camp Site	1-Star	2-Star	3-Star	4-Star	5-Star
25	All walls to be painted or tiled	✓		*	*	*	*	*
	Flooring and Ceiling	Caravan & Camp Site	Camp Site	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls and ceilings. Flooring to have a non-slip coated surface. Ceiling fitted. In thatched roof these ceiling criteria may be excluded	✓		*	*	*	*	*

Core Requirements

Caravan and Camping

E: Caravan/ Camping Sites		Applicability per Sub-Category								
	26 Size and Demarcation of Sites	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Caravan and camping sites provided for guest use	✓	✓		*	*	*	*	*	
	All caravan and camping sites should be positioned for relatively easy access to communal facilities	✓	✓		*	*	*	*	*	
	Caravans or tents on adjacent sites should be a reasonable and safe distance	✓	✓		*	*	*	*	*	
	Minimum recommended site size for a stand is approximately 8m x 10m. Sites should be large enough to accommodate a caravan/motor home/tent and towing vehicle and there should be sufficient space to erect a side tent if necessary within the boundaries of the site.	✓	✓		*	*	*			
	Sites for caravans at least 10m x 12m	✓	✓	✓				*	*	
	All sites should be markedly generous in size, with greater ease of access and comfort	✓	✓					*	*	
	All sites clearly numbered for easy identification	✓	✓					*	*	
	Demarcated sites e.g. with stones, plants, painted lines, hedges, wooden barriers, etc.	✓	✓					*	*	
	All sites are level	✓	✓					*	*	
	Sites must have shade - either trees or other means	✓	✓	✓			*	*	*	
	A reasonable number of private or secluded sites available	✓	✓					*	*	
27	Access and Overhead Clearance	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Caravan and camping sites must be accessible to and from a service road	✓	✓		*	*	*	*	*	
	Access to site should be easy with motor vehicle and caravan/ trailer still hitched	✓	✓					*	*	
	Acceptable clearance for most types of caravans and tents	✓	✓		*	*	*			
	There must be no overhead branches from trees or shrubs that are able to touch or brush against the caravan or tent	✓	✓					*	*	
	Clearance above ground must be at least 2.7m	✓	✓					*	*	
28	Surfaces and drainage	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	All caravan and camping sites must have even-surface and well-drained	✓	✓		*	*	*	*	*	
	Trenches dug by campers prior to vacating the site must be filled and evened out as soon as possible.	✓	✓		*	*	*	*	*	
	The camping surface may be fully or partially grassed, well maintained gravel surface, brick paved or a combination of these surfaces (concrete is not recommended)	✓	✓		*	*	*	*	*	
	Allowance must be made for campers to insert pegs between paving bricks or blocks.	✓	✓		*	*	*	*	*	
	Brick paved camping surface should be an area of at least 3m x 5m	✓	✓	✓	*	*	*	*	*	

Core Requirements

Caravan and Camping

29	Electrical Power points	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	If electricity is not offered to one or more sites, this must be clearly specified	✓	✓		*	*	*	*	*
	Sites that accommodate caravans must be supplied with electricity, unless otherwise advertised.	✓	✓	✓	*	*	*	*	*
	There must be at least one power outlet per site	✓	✓	✓	*	*	*	*	*
	There should be a maximum of 4 electrical outlets per power box.	✓	✓	✓	*	*	*	*	*
	The distance from the site to the closest power point should be a maximum of 25m to prevent long lead cords being used. There should be no lead cords across roads, walkways or other campsites.	✓	✓	✓	*	*	*	*	*
	All electrical power points on caravan and camping sites should meet SABS 10142 standards, be certified and conform to legal standards (e.g. each electrical box must be waterproof, fitted with earth leakage circuit breakers and all wiring must be suitably enclosed inside the power box to prevent any accidental contact with exposed wiring).	✓	✓	✓	*	*	*	*	*
	All power boxes must be securely mounted on a suitable post at a height and location that is clearly visible to guests.	✓	✓	✓	*	*	*	*	*
	Power outlets should be at least 1.8m away from any water outlets.	✓	✓	✓	*	*	*	*	*
	Each site should have its own electrical point of not less than 10A with a separate circuit breaker for each point.	✓	✓	✓	*	*	*	*	*
30	Water points and Drainage	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Easily accessible taps with running water and adequate pressure available for guest use	✓	✓		*	*	*	*	*
	All taps are securely mounted, clearly visible and positioned at a comfortable height	✓	✓		*	*	*	*	*
	At least 1 tap for every 3-4 sites	✓	✓					*	
	At least 1 tap for every 2 sites	✓	✓						*
	Drainage system is installed at each tap to allow for wastewater run-off	✓	✓					*	*
31	Refuse Bins	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Sites are provided with suitable refuse disposal facilities	✓	✓		*	*	*	*	*
	All bins emptied and cleaned at least daily	✓	✓		*	*	*	*	*
	Refuse bins are lined and have a lid	✓	✓					*	*
	At least 1 bin for every 3 - 4 sites	✓	✓					*	
	At least 1 bin for every 2 sites	✓	✓						*

Caravan and Camping

Core Requirements

32	Braai Facilities	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	If provided, all braais, whether fixed or portable, should be cleaned daily	✓	✓	✓	*	*	*	*	*
	All guest braais should be cleaned daily	✓	✓					*	*
	Sufficient "Ash only" refuse bins should be provided and these should be emptied regularly and kept clean	✓	✓	✓	*	*	*	*	*
	Each site should have a braai (fixed or portable)	✓	✓					*	*
	All braais should have a suitable braai grid	✓	✓					*	*
33	Site keeping and appearance	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All sites should be kept clean and litter free	✓	✓		*	*	*	*	*
	Areas around sites and caravans/ campers to be well maintained and kept clean	✓	✓		*	*	*	*	*
	Grass to be well kept (taking into account recent weather conditions and location)	✓	✓		*	*	*	*	*

F: Reception and Public Areas		Applicability per Sub-Category							
34	Fixtures and Fittings	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate and clearly identifiable reception area or office	✓	✓		*	*	*	*	*
	Corridors and stairs well lit	✓	✓	✓	*	*	*	*	*
	Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed.	✓	✓		*	*	*	*	*
	Seating layout in halls, reception and other public areas should provide reasonable space for guests to move about easily	✓	✓		*	*	*	*	*
35	Ventilation and lighting	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate ventilation via opening windows/ doors or suitable ventilation system	✓	✓		*	*	*	*	*
	Light switches located at the entrance door to the facility	✓	✓		*	*	*	*	*
	Adequate lighting in all areas	✓	✓		*	*	*	*	*
36	Walls: Tiling and Paintwork	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All walls to be painted or tiled	✓	✓		*	*	*	*	*
37	Flooring and Ceilings	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Flooring to be fit for purpose	✓	✓		*	*	*	*	*

Caravan and Camping

Core Requirements

38	Public Area Toilet/s	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Public toilets may be unisex	✓	✓	✓	*	*	*	*	*
	Hand basin with running water and soap to be provided	✓	✓	✓	*	*	*	*	*
	Mirror above hand basin	✓	✓	✓	*	*	*	*	*
	Toilet sit and lid	✓	✓	✓	*	*	*	*	*
	Hand drying facility (clean towel, paper towel or hot air dryer)	✓	✓	✓	*	*	*	*	*
	Covered light	✓	✓	✓	*	*	*	*	*
	Hook on cubicle door	✓	✓	✓	*	*	*	*	*
	Lidded disposal bin and/or sanitary bags	✓	✓	✓	*	*	*	*	*
	Toilet paper and holder plus spare toilet rolls	✓	✓	✓	*	*	*	*	*
	Toilet brush with holder	✓	✓	✓	*	*	*	*	*

G: Housekeeping									
Applicability per Sub-Category									
		Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
39	Bathrooms/ Ablutions	✓	✓		*	*	*	*	*
	All ablution facilities to be thoroughly cleaned, at least daily.								
	Ablution attendant on duty to facilitate continuous cleaning, particularly during busy periods	✓	✓						
40	Sculleries and Camp Kitchens	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All sculleries and camp kitchens to be thoroughly cleaned, at least daily.	✓	✓		*	*	*	*	*
	Kitchen attendant on duty to facilitate additional cleaning, particularly during busy periods	✓	✓						
41	Laundries and Drying Areas	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Laundries thoroughly cleaned thoroughly at least daily	✓	✓	✓	*	*	*	*	*
42	Public Areas	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All public areas and halls should be thoroughly cleaned at least once a day with all surfaces, counters, furniture and floors showing good housekeeping and maintenance	✓	✓	✓	*	*	*	*	*

Core Requirements

Caravan and Camping

H: Communal Braai Areas and Bomas	Applicability per Sub-Category									
	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
43	✓									
	Fixture and fittings									
	Braai area and Boma should be clearly identifiable and have appropriate covering over braai area									
	Braai facility is cleaned daily									
	Braai grids are provided									
	Braai accessories provided (such as tongs, forks, coal rakes, etc.)									
	Seating provided (sufficient for the size of the braai area/ boma)									
	Table/ work surface provided (sufficient for the size of the braai area/ boma)									
44	Ventilation and lighting									
	Design of boma and braai area should allow for adequate ventilation and extraction of braai smoke in particular									
	Adequate lighting in all areas									
	Light switch/s located at the entrance to the facility									
45	Flooring									
	Flooring to be fit for purpose									

I:	Recreational facilities (e.g. Games room, TV Room, etc. including equipment)	Applicability per Sub-Category					✓					
		Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star		3-Star	4-Star	5-Star		
46	Fixtures, Fittings and Equipment											
	If recreational facilities are present, they should be adequately equipped	✓			*	*	*	*	*	*		
	Facilities should be conveniently located and in good condition	✓			*	*	*	*	*	*		
	Functional colour TV with remote control	✓			*	*	*	*	*	*		
	Television appropriately sized for the room/ seating area	✓			*	*	*	*	*	*		
	Access to available free-to-air channels	✓			*	*						
	Multi-channels (minimum 9 channels) available at each TV. Channel choice should be appropriate to the market served	✓					*					
	Multi-channels (minimum 12 channels) available at each TV. Channel choice should be appropriate to the market served	✓						*				
	Multi-channels (>12 channels) available at each TV. Channel choice should be appropriate to the market served	✓								*		
	Wi-Fi available. Exemption allowed if there is no signal/ service	✓						*	*	*		
	Appropriate, functional seating provided	✓			*	*	*	*	*	*		
	Plastic furniture is acceptable	✓			*	*	*	*	*	*		
47	Ventilation and Lighting	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star			

Caravan and Camping

Core Requirements

48	Adequate ventilation and extraction via opening windows, extractor fans or air-condition must be provided	✓			*	*	*	*	*
	Adequate lighting in all areas	✓			*	*	*	*	*
	Light switches located at the entrance doo to the facility.	✓			*	*	*	*	*
	Flooring and Ceiling	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
49	Flooring must be fit for purpose	✓			*	*	*	*	*
	Ceiling, if fitted, must be well painted, free from mildew or damage.	✓			*	*	*	*	*
	No sagging panels should be visible	✓					*	*	*
	Windows, Doors and Frames	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
50	No cracked windows panes evident	✓			*	*	*	*	*
	All doors and windows are able to open, close and latch easily	✓			*	*	*	*	*
	Other Recreational Facilities (e.g. swimming pool, children's play area, trampoline, etc._	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	If provided, facilities should be in a good condition	✓			✓	*	*	*	*
51	Added facilities for guest comfort e.g. loungers at the swimming pool, umbrellas, landscaped garden areas, etc.	✓			✓			*	*
	Shops, bars bottle stores and/or take aways								
	Fixtures, fittings and equipment	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequately stocked and clearly identifiable shop, bar bottle store and/or take away	✓			*	*	*	*	*
52	Acceptable range of basic products available, although not fully comprehensive supply of goods	✓				*			
	Reasonable selection of products available	✓					*		
	Reasonable range of take-away food available	✓					*		
	Product range and variety is high and well suited to the market	✓						*	
53	A good range of take-away foods available	✓						*	
	Varied selection of quality fresh produce and/or home-made meals available. Shopping experience with a local feel/ flavour	✓							*
	Excellent range of take-away foods available	✓							*
	Well organised shelves and stock all clearly priced	✓						*	*
54	Ventilation and Lighting	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All shops, take-aways, bottle stores, etc. must be adequately ventilated with adequate windows opening directly into open air or suitable ventilation system must be provided	✓			*	*	*	*	*
	Adequate lighting in all areas	✓				*	*	*	*
	Walls: Tiling and paintwork	Caravan & Camp Site	Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star

Core Requirements

Caravan and Camping

	All walls to be painted and/or tiled	✓			*	*	*	*	*	*
54	Flooring and ceiling	Caravan & Camp Site		Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Flooring to be fit for purpose	✓				*	*	*	*	*
K. Services Offered										
Applicability per Sub-Category										
55	Arrival and Check-in	Caravan & Camp Site		Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Park layout plans, indicating location of sites and facilities, be on display or available	✓		✓		*	*	*	*	*
	Staff assistance for caravan placement and tent erection should be offered and available	✓		✓						*
56	Appearance of Staff	Caravan & Camp Site		Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Staff to be neatly dressed	✓		✓		*	*	*	*	*
57	Tourist Information	Caravan & Camp Site		Camp Site	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Tourist information available (at reception or similar) - on local attractions and areas of interest (if appropriate to the market and location)	✓		✓	✓	*	*	*	*	*

Core Requirements

Final Draft
03 March 2017

Self-Catering Accommodation

Core Requirements
Self-Catering Accommodation

A: Exterior		Applicability per Sub-Category									
		Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
1	Building Exterior										
	Reception and/or unit entrances clearly identifiable and well lit at night.	✓	✓		*	*	*	*	*	*	
2	Grounds and Gardens	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
3	Parking, Driveways and Parking Signage	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
	Provision of fit for purpose on-site and/ or designated parking	✓	✓		*	*	*	*	*	*	
	Directional signage - acceptable condition, clearly visible, fit for purpose.	✓	✓		*	*	*	*	*	*	
	Tidy, well maintained parking area	✓	✓		*	*	*	*	*	*	
	Well lit parking area	✓	✓		*	*	*	*	*	*	
	Sufficient covered/ weatherproof guest parking facilities available	✓	✓							*	
h	Safety and Security	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star		
	Appropriate, fit for purpose safety and security measures throughout the establishment/ unit at all times.	✓	✓		*	*	*	*	*	*	
	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.	✓	✓		*	*	*	*	*	*	
	Emergency information (including relevant telephone numbers) & evacuation signage and procedures clearly displayed and explanation/ tour available on request	✓	✓		*	*	*	*	*	*	
	Means of communication with staff 24 hours a day in the event of an emergency must be provided and advertised in the unit.	✓	✓		*	*	*	*	*	*	
	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress	✓	✓		*	*	*	*	*	*	
	Guests to have secure access into facility / establishment.	✓	✓		*	*	*	*	*	*	
	High regard for security and safety of guests, which is unobtrusive (e.g. on-site security, private security, armed-response, night watchman, panic buttons, internal radio communication, radio contact with local police, suitable perimeter security, part of a Community Policing Forum, video surveillance (CCTV) cameras, medical support on call, etc.)	✓	✓		*	*	*	*	*	*	
	Guests provided with unrestricted and secure access to shared/ public areas		✓		*	*	*	*	*	*	
	Telephone available at reception (cellular or landline)		✓		*	*	*	*	*	*	

Core Requirements

Self-Catering Accommodation

B: Unit Bedrooms (note: assessment will apply to the room with the lowest rating)		Applicability per Sub-Category							
		Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
5	Unit Entrance, Safety & Security								
	Information on how to call for assistance (including telephone numbers) and evacuation procedures in the event of an emergency to be displayed in every unit	✓	✓		*	*	*	*	*
	Emergency lighting (alternative to grid electricity) available in each unit (e.g. backup generator, torch, solar lights, etc.)	✓	✓		*	*	*	*	*
	All unit external/ entrance doors must be lockable/ secure (from the inside and outside of the unit)	✓	✓		*	*	*	*	*
	Secondary security device to be provided on doors where units have external access i.e. stand alone units, units entering a garden, etc.	✓	✓		*	*	*	*	*
	On-site safe or safety deposit facility available on request.	✓	✓		*	*			
6	In-room/unit safe	✓	✓				*	*	*
	Beds, Bases & Mattresses (applicable to each bedroom in each unit)	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Sofa beds are not acceptable as permanent bed spaces but can be used for additional, temporary sleeping spaces for children 12-years and under.	✓	✓		*	*	*	*	*
	Bed provided for each advertised sleeping position	✓	✓		*	*	*	*	*
	There should be access to both sides of beds for double occupancy.	✓	✓		*	*	*	*	*
	An acceptable form of headboard required for each permanent sleeping position	✓	✓		*	*			
	An acceptable form of headboard firmly secured	✓	✓				*	*	*
	All single sleeper beds are a standard size or bigger. Minimum dimensions for a standard single bed: L188cm x W92cm.	✓	✓		*	*	*	*	*
	All single sleeper beds are a 3/4 size or bigger and extra length. Minimum dimensions for a 3/4 single bed: L200cm x W107cm.	✓	✓						*
	All 2 sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓		*	*	*		
7	All 2 sleeper beds are Extra Length Queen or standard King-sized beds or bigger. Minimum dimensions: Queen bed L200cm x W152cm, King bed L188cm x W180cm or 2 single beds of L188cm x W92cm	✓	✓					*	*
	If using a divan bed set the sprung base must be upholstered or have a valance on the base.	✓	✓		*	*	*	*	*
	Permanent sleeping positions (beds) fitted with foam mattresses permissible	✓	✓		*	*			
	If using a sleeper couch/ sofa bed, it must be upholstered.	✓	✓					*	*
	Bunk beds should be safe with a fitted ladder	✓	✓		*	*	*	*	*
	Bedding & Linen (applicable to each bedroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Mattress protectors and pillow protectors are required to be fitted to all beds and pillows.	✓	✓		*	*	*	*	*	
7	All bedding well- fitted and appropriately sized (flat sheets minimum of 6 to 8cm overhang past the mattress depth)	✓	✓		*	*	*	*	*
	All bedding must be free of stains, holes and fraying.	✓	✓		*	*	*	*	*

Core Requirements

Self-Catering Accommodation

		Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
10	Curtains & Window Coverings (applicable to each bedroom in each unit)								
	Window dressings must be large enough to draw easily and completely across the width and height of the window	✓	✓		*	*	*	*	*
	All ground floor bedrooms must provide additional privacy without restricting natural light	✓	✓		*	*	*	*	*
	Window coverings must provide full block out.	✓	✓					*	*
11	Flooring, Ceiling, Skirting & Cornices (applicable to each bedroom in each unit)	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	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.	✓	✓		*	*	*	*	*
12	Temperature Control & Ventilation (applicable to each bedroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate ventilation in each room.	✓	✓		*	*	*	*	*
	Heating and cooling system appropriate to the level of star grading being applied for, that can be individually controlled per unit to the comfort levels of the guest based on the geographical location of the establishments and for all seasons.	✓	✓		*	*	*	*	*
13	Lighting, Power & Switches (applicable to each bedroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Light switch to be located by the entrance door of each bedroom	✓	✓		*	*	*	*	*
	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.	✓	✓		*	*	*	*	*
	Two bedside lights in a twin bedded room.	✓	✓					*	*
	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position.	✓	✓				*	*	*
	Provision of direct lighting at dressing table/desk (study lamp)	✓	✓					*	*
	Spare and convenient power points in each room	✓	✓				*	*	*
14	Electronic Appliances (applicable to each unit)	Exclusive	Shared	Not Applicable option	1-Star	2-Star	3-Star	4-Star	5-Star
	Hair-dryer available on request	✓	✓		*	*			
	Hair-dryer (minimum 1 600W) to be provided in each unit	✓	✓				*	*	*
	Hair-dryer located close to a mirror	✓	✓				*	*	*
	If a television is provided in the unit, then a separate television is required in at least one bedroom	✓	✓	✓					*
15	Mirror & Mirror Lighting	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Reasonably sized mirror with adequate lighting in at least one bedroom	✓	✓		*	*			
	Full length mirror with direct lighting in at least one bedroom/ bathroom	✓	✓				*	*	*
	A well lit mirror at dressing table area in close proximity to a plug point in at least one bedroom	✓	✓				*	*	*

Self-Catering Accommodation

Core Requirements

16	Accessories (applicable to each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate, fit for purpose and appropriate protection against insects available on request e.g. insect repellent, mosquito net, insect pesticide, etc. applicable to location and time of year.	✓	✓	✓	*	*	*	*	*
	Local Tourism Information and Entertainment Guide to be made available.	✓	✓	✓	*	*	*	*	*
	Information on surrounding restaurants and take-away menus to be made available	✓	✓	✓	*	*	*	*	*
	Instructions on how to use the television and heating /cooling system (if applicable)	✓	✓	✓	*	*	*	*	*
17	Spaciousness & Overall Impression	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Unrestricted access to all storage facilities within the room.	✓	✓	Not Applicable	*	*	*	*	*
	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.	✓	✓		*	*			
	Good amount of space allowing for ease of movement and relaxation.	✓	✓				*		
	Each bedroom has a well-planned layout and is quite spacious.	✓	✓					*	
	Each bedroom has a well-planned layout - very spacious, allowing generous ease of movement, comfort and relaxation.	✓	✓						*

C: Bathrooms

18	Type of Bathroom	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Bathroom can be internal or external to unit depending on the location of unit - e.g. bush location vs city location.	✓	✓		*	*			
	If bathrooms are located external to unit, one bathroom per every 6 guests is acceptable	✓	✓		*	*			
	At least one self-contained bathroom in the unit	✓	✓				*	*	*
	In multiple bedroom units there must be at least 2 bathrooms of which 1 bathroom must be private and en suite.	✓	✓	✓				*	
	In multiple bedroom units there must be at least 1 en-suite bathroom and for the remaining bedrooms, a maximum of 1,5 bedrooms per bathroom.	✓	✓	✓					*
19	Flooring and Ceiling (applicable to each bathroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls, floors and ceilings.	✓	✓		*	*	*	*	*
20	Lighting and Ventilation (applicable to each bathroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Individually controlled lighting	✓	✓		*	*	*	*	*
	Sufficient lighting to light the bathroom	✓	✓		*	*	*	*	*
	Direct frontal light source provided at washbasin and mirror	✓	✓					*	*
	Sufficient and appropriate ventilation for the bathroom	✓	✓		*	*	*	*	*
21	Fixtures and Fittings (applicable to each bathroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All basins, baths and showers supplied with sufficient hot and cold water supply	✓	✓		*	*	*	*	*

Self-Catering Accommodation

Core Requirements

Basins, Baths and showers providing a strong and easily adjustable flow of water.	✓	✓		*	*	*	*	*	*	*
Towel rails/racks/shelf to be sufficient for the number of guests in the unit	✓	✓		*	*	*	*	*	*	*
A well-lit mirror must be situated above or adjacent to the hand basin.	✓	✓		*	*	*	*	*	*	*
Sufficient vanity space for the maximum number of guests.	✓	✓		*	*	*	*	*	*	*
Spacious vanity space to accommodate guest amenities according to the sleeping capacity of the guestroom.	✓	✓								*
Window treatment to ensure privacy.	✓	✓	✓	*	*	*	*	*	*	*
Bathrooms to include WC (toilet) with seat and lid	✓	✓		*	*	*	*	*	*	*
Bathrooms to include at least one hand basin	✓	✓		*	*	*	*	*	*	*
All bathrooms to have internal lock or bolt on bathroom doors except where open plan design exists	✓	✓		*	*	*	*	*	*	*
In instance of open plan bathroom, toilet should have internal lock or bolt on the door.	✓	✓		*	*	*	*	*	*	*
All bathrooms to include a bath or a shower (shower over bath is also acceptable)	✓	✓		*	*	*	*	*	*	*
There must be a separate shower in the unit	✓	✓							*	
In single bedroom units there must be separate shower and bath	✓	✓	✓							*
In multiple bedroom units there must be at least one shower and one bath in the unit.	✓	✓	✓							*
Shower curtains are acceptable. Must be free of stains, tears, holes and mould.	✓	✓		*	*	*	*	*	*	
The shower must have a screen (shower curtains not acceptable)	✓	✓							*	*
A hook for clothes.	✓	✓		*	*	*	*	*	*	
A minimum of two separate hooks	✓	✓							*	*
22 Towelling (applicable to each bathroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
Bath mat provided.	✓	✓		*	*	*	*			
Towelling bath mat	✓	✓					*		*	*
Clean, absorbent hand and bath towel provided per sleeping position	✓	✓		*	*	*	*			
Clean, absorbent hand towel and a large bath towel provided per sleeping position	✓	✓					*		*	
Clean, absorbent hand towel, 2 bath sheets (or a bath towel and a bath sheet) and bath robe provided per person (robe to be changed for each new guest)	✓	✓					*		*	*
23 Accessories (applicable to each bathroom in each unit)	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star		
Toilet seat cover and mat sets are not acceptable	✓	✓								
Sealed, individually wrapped soap and/or liquid soap provided	✓	✓		*	*	*	*	*	*	*
Shampoo provided.	✓	✓					*	*	*	*

Self-Catering Accommodation

Core Requirements

Tissues provided	✓	✓						*	*	*	*
Bathroom equipped with a lidded bin.	✓	✓						*	*	*	*
Bathroom equipped with double ply toilet paper and holder plus a minimum of 1 spare toilet roll.	✓	✓						*	*	*	*
Bathroom equipped with toilet brush	✓	✓						*	*	*	*
Comprehensive personal amenities including shower cap, conditioner, shower gel, body lotion and vanity kit.	✓	✓								*	*
Magnifying mirror provided in bathroom or bedroom	✓	✓									*
Slippers (sealed and clean/ new) provided per sleeping position	✓	✓									*

D: Kitchens (for all self-catering rooms/ units)

Applicability per Sub-Category

	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
24/ Type of Kitchen								
A facility/ area designed for the preparation of food and appropriate to the nature and style of the establishment	✓	✓		*	*	*	*	*
25/ Safety and Security								
Fire safety equipment to be provided (e.g. fire blanket, extinguisher, etc.)	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
26/ Flooring, Walling and Ceiling								
An impervious surface to be provided on walls, floors and ceilings.	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
27/ Lighting								
Direct lighting onto all work areas	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
28/ Furnishings and Fittings								
Opening window or effective air extraction	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
At least one hygienic and durable work surface	✓	✓		*	*	*	*	*
Washing up sink, with hot and cold running water, a plug and a draining board	✓	✓		*	*	*	*	*
Sufficient storage space for crockery, cutlery, kitchen equipment, cleaning equipment and guest supplies	✓	✓		*	*	*	*	*
29/ Electrical Equipment								
Microwave oven	✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Oven or convection microwave	✓	✓	✓	*	*	*	*	*
2-Plate hob	✓	✓		*	*	*	*	*
3- or 4-plate hob	✓	✓					*	*
4-plate hob	✓	✓						*
Extractor fan	✓	✓	✓					*

Self-Catering Accommodation

Core Requirements

		✓	✓	✓		*	*	2-Star	3-Star	4-Star	5-Star
Mini-bar refrigerator without a freezer compartment		✓	✓	✓					*	*	*
Refrigerator with freezer compartment		✓	✓	✓							*
Dishwasher		✓	✓	✓	✓						*
Covered waste disposal bin, inclusive of bin liner		✓	✓	✓		*	*	*	*	*	*
Kettle (need not be electrical)		✓	✓	✓		*	*	*	*	*	*
Toaster		✓	✓	✓	✓	*	*	*	*	*	*
Blender		✓	✓	✓	✓						*
Coffee machine		✓	✓	✓	✓						*
Cutlery, Crockery and Utensils		Exclusive	Shared	Not Applicable		1-Star	2-Star	3-Star	4-Star	5-Star	
Cutlery (knife, fork, dessert spoon and teaspoon) sufficient for the maximum number of occupants in the unit		✓	✓			*	*	*	*	*	*
Cutlery box or drawer divider		✓	✓					*	*	*	*
Drinking glasses - sufficient for the maximum number of occupants in the unit		✓	✓			*	*	*	*	*	*
Crockery (dinner plate, side plate, bowl and coffee/tea mug or teacup and saucer) sufficient for the maximum number of occupants in the unit		✓	✓			*	*	*	*	*	*
2 pots/ saucepans of varying sizes		✓	✓			*	*	*	*	*	*
3 or more pots/ saucepans of varying sizes (small, medium and large)		✓	✓						*	*	*
Frying pan		✓	✓			*	*	*			
2 or more frying pans of different sizes		✓	✓						*	*	*
Teapot		✓	✓			*	*	*	*	*	*
Sugar bowl		✓	✓			*	*	*	*	*	*
Condiment set		✓	✓			*	*	*	*	*	*
Oven gloves or similar		✓	✓			*	*	*	*	*	*
Table cloth or placemats (sufficient for the maximum number of occupants in the unit)		✓	✓			*	*	*	*	*	*
Chopping board (made of hygienic, impervious material)		✓	✓			*	*	*	*	*	*
Salad bowl		✓	✓			*	*	*	*	*	*
Salad servers		✓	✓			*	*	*	*	*	*
Roasting tray		✓	✓			*	*	*	*	*	*
Wooden spoon or equivalent		✓	✓			*	*	*	*	*	*
Whisk		✓	✓					*	*	*	*
Bread knife		✓	✓			*	*	*	*	*	*
Paring knife		✓	✓			*	*	*	*	*	*

Self-Catering Accommodation

Core Requirements

		✓	✓	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Meat knife (or similar)		✓	✓		*	*	*	*	*
Serving spoon		✓	✓		*	*	*	*	*
Egg lifter/ spatula		✓	✓		*	*	*	*	*
Braai tongs (if braai facilities provided)		✓	✓		*	*	*	*	*
Grater		✓	✓		*	*	*	*	*
Vegetable peeler		✓	✓		*	*	*	*	*
Mixing bowl		✓	✓		*	*			
More than 1 mixing bowl		✓	✓				*	*	*
Colander		✓	✓		*	*	*	*	*
Slotted spoon		✓	✓				*	*	*
Ladle		✓	✓				*	*	*
Jug		✓	✓		*	*	*	*	*
Storage containers (more than 1)		✓	✓		*	*	*	*	*
Cleaning and Laundry Equipment		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Tea towel		✓	✓		*	*	*	*	*
Washing up brush or sponge		✓	✓		*	*	*	*	*
Dish cloth		✓	✓		*	*	*	*	*
Basic cleaning agents (including dishwashing agents if dishwasher provided - unless clearly stipulated that these are not provided)		✓	✓	✓	*	*	*	*	*
Dustpan and brush		✓	✓		*	*	*	*	*
Broom (or a cleaning service provided)		✓	✓	✓	*	*	*	*	*
Bucket with mop (or a cleaning service provided)		✓	✓	✓	*	*	*	*	*
Iron and ironing board (or a laundry service)		✓	✓	✓	*	*	*	*	*

E: Lounge, Dining Room and Patio

Lounge, Dining Room and Patio	Applicability per Sub-Category							
	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
Furnishing and Fittings								
Indoor or outdoor seating area that can accommodate all permanent sleeping positions	✓	✓		*	*			
Indoor seating area that can accommodate all permanent sleeping positions	✓	✓				*	*	*
Outdoor seating which can accommodate all permanent sleeping positions	✓	✓	✓			*	*	*
Indoor dining facilities (sufficient to accommodate all permanent sleeping positions)	✓	✓					*	*
Plastic furniture not acceptable	✓	✓					*	*

Self-Catering Accommodation	Window treatment to ensure privacy	Core Requirements	*
			*
			*
			*
			*
			✓
			✓

Self-Catering Accommodation

Core Requirements

33	Flooring, Ceiling, Skirting & Cornices	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	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.	✓	✓		*	*	*	*	*
34	Temperature control	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Heating and cooling system appropriate to the level of star grading being applied for, that can be individually controlled per unit to the comfort levels of the guest based on the geographical location of the establishments and for all seasons.	✓	✓		*	*	*	*	*
35	Entertainment Facilities	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Where television/s are not provided in the units, there should be an appropriately sized television located in an easily accessible communal lounge which has comfortable seating.	✓	✓	✓	*	*			
	Flat panel, high definition television in each unit, with working remote control and minimum size of 32 inches (if appropriate to the market)	✓	✓	✓			*	*	*
	Where provided, televisions to be conveniently located and large enough for the screen to be visible	✓	✓	✓	*	*	*	*	*
	Note: when upgrading televisions owners/operators are encouraged to purchase smart televisions which offer on-demand/ on-line viewing and which are of an appropriate size for comfortable viewing.	✓	✓	✓					
	Free to air channels available only	✓	✓	✓	*	*			
	Multi-channels (minimum 9 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓			*		
	Multi-channels (minimum 12 channels) available in each room. Channel choice should be appropriate to the market served	✓	✓	✓				*	
	Multi-channels (>12 channels) including radio programmes available in each room. Channel choice should be appropriate to the market served	✓	✓	✓					*
	Wi-Fi to be available throughout the establishment (public areas and guest rooms). Exemption allowed if there is no signal/ service	✓	✓				*	*	*
	Televisions to be conveniently located and large enough for the screen to be visible in the unit living area	✓	✓	✓	*	*	*	*	*
	An international multi-power point/plug is available on request.	✓	✓		*	*	*		
	Integrated multi-power plug with USB port and international plug points provided per unit - easily accessible	✓	✓					*	*

F: Public Areas (includes all areas accessible to the public, including lounges, bars, reception areas, recreational rooms/ areas, etc.)

36	Decoration	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Some use of objects of interest and artwork.		✓	✓			*	*	
	Interesting architectural features, objects of interest, artwork and objects d'art.		✓	✓					*
37	Furnishing and Fittings	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
38	Bar, Lounge & Sitting Areas	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All bar, lounge and seating areas to be furnished with sufficient occasional tables, chairs and functional surfaces.		✓	✓	*	*	*	*	*
	All seating areas to be of an acceptable size and appropriately furnished to provide a reasonable amount of space for guests to easily move around.		✓	✓	*	*	*	*	*

Core Requirements

Self-Catering Accommodation

		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
39	Flooring, Ceiling, Skirting & Cornices								
	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.		✓	✓	*	*	*	*	*
40	Lighting, Heating/Cooling & Ventilation	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings		✓	✓	*	*	*	*	*
	Acceptable temperature control and ventilation.		✓	✓	*	*	*	*	*
41	Other Public Areas including Passages & Staircases	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Passages and stairs free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected.		✓	✓	*	*	*	*	*
	Clear, directional signage to recreational areas, units and reception (where needed).		✓	✓	*	*	*	*	*
42	Toilet Areas	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All toilets regularly cleaned, checked and adequately ventilated.		✓	✓	*	*	*	*	*
	Minimum facilities provided: washbasin with soap, hand drying facility, toilet with seat and lid, covered light (no exposed light bulbs or wires), mirror, hook on door, waste bin, lidded sanitary bin (ladies).		✓	✓	*	*	*	*	*
	Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories.		✓	✓					*
43	Elevators/ Lifts	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	A lift is required when there is a guest unit that is more than two floors higher or lower than the entrance level floor i.e. on the third floor.	✓	✓	✓				*	*

G: Food & Beverage Facilities (if applicable)

		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
44	Furnishings			Not Applicable					
	Sufficient tables and chairs to accommodate maximum number of guests as advertised (may be indoor or outdoor)		✓	✓	*	*	*	*	*
45	Flooring, Ceiling, Skirting & Cornices	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	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.		✓	✓	*	*	*	*	*
46	Lighting	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Acceptable levels of lighting, appropriately positioned for safety and comfort in all dining areas.		✓	✓	*	*	*	*	*
47	Menu Presentation	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Professional and appropriate presentation of the menu to the market being served (excluding buffet service)		✓	✓	*	*	*	*	*
48	Table Appointments	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Table appointments appropriate to the meal being served i.e. breakfast or dinner.		✓	✓	*	*	*	*	*

Self-Catering Accommodation

Core Requirements

49	Meal Quality and Presentation	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All foods well-presented and served at the correct temperature		✓	✓	*	*	*	*	*
	Provision made for a variety of dietary requirements		✓	✓			*	*	*
	A broad range of dishes of outstanding quality and presentation meeting high international standards.		✓	✓					*
50	Breakfast Quality and Presentation	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Continental breakfast provided with an acceptable range of cereals, bread and condiments.		✓	✓	*	*			
	A good range of hot and cold items offered for breakfast (e.g. Hot breakfast should include a minimum of 5 items; Cold breakfast could include cereals, breads, cold meats, fruit and cheese) with a choice of accompaniments		✓	✓			*	*	
	A comprehensive range of outstanding quality hot and cold dishes available for breakfast and presented in an outstanding way.		✓	✓					*
	Guests are offered a wide choice of how their eggs are cooked, including fried, poached, boiled and scrambled.		✓	✓			*	*	*
	All foods well-presented and served at the correct temperature		✓	✓	*	*	*	*	*
	Provision made for a variety of dietary requirements		✓	✓	*	*	*	*	*

H: General Services and Service

General Services and Service										Applicability per Sub-Category				
		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star					
51	Welcome, Friendliness and Attitude													
	Personalised service and attention to detail is expected.	✓	✓		*	*	*	*	*					
52	Appearance of Staff													
	Service staff appearance to be professional and neat at all times.	✓	✓		*	*	*	*	*					
	Service staff to wear name badges at all times		✓		*	*	*	*	*					
53	Reception / Meet & Greet													
	Guest to be met on arrival by authorised establishment representative	✓	✓		*	*	*	*	*					
	Meet and greet provided in unit or administration/ reception area. An afterhours key service may be provided.	✓	✓		*	*	*	*	*					
54	Reservation, Check In, Check Out & General Efficiency													
	Prompt thorough reservation and check-in system, including capture of guest records and responding to guest requests.	✓	✓		*	*	*	*	*					
	All information accurately provided to guests including layout of property, available facilities, emergency and evacuation procedures etc.	✓	✓		*	*	*	*	*					
	Bill/invoice to be correct with all details and clearly presented and explained.	✓	✓		*	*	*	*	*					

Self-Catering Accommodation

Core Requirements

55	Laundry Services		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Laundry facility is provided with drying facilities (in unit or communal)		✓	✓	✓			*		
	High quality washing machine and tumble dryer required in each unit OR full laundry service to be provided OR high quality communal facility (with sufficient washing and drying machines)		✓	✓	✓				*	*
I: Housekeeping										
			Applicability per Sub-Category							
56	Bedrooms and Bathrooms		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Guests to be informed on/prior to arrival of cleaning service routine		✓	✓		*	*	*	*	*
	Daily unit cleaning service available		✓	✓					*	*
J: Communal Laundry and Drying Areas (if applicable)										
			Applicability per Sub-Category							
57	Type of Laundries and Drying Areas		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Laundries must have sufficient space to allow for movement of all guests and access to all fittings			✓	✓	*	*	*	*	*
	Laundry area is hidden from general view and enclosed.			✓	✓	*	*	*	*	*
58	Fixtures and Fittings		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	The laundry should be equipped and fitted with at least a washing machine (coin or disk operated equipment is acceptable) and/or deep hand-washing troughs.			✓	✓	*	*	*	*	*
	Clear operating instructions for all equipment with usage tariffs and acceptable means of payment must be clearly displayed.			✓	✓	*	*	*	*	*
	Appropriate fire extinguisher designated and suitable for kitchen fires should be located at or near the entrance to the facility.			✓	✓	*	*	*	*	*
	At least 1 work surface suitable for clothes sorting and folding should be provided			✓	✓	*	*	*	*	*
	Electrical power available in the laundry area			✓	✓			*	*	*
	Ironing boards provided in the laundry area			✓	✓			*	*	*
	All plumbing below wash troughs should be suitably screened and water pipes are not visible.			✓	✓			*	*	*
59	Ventilation and lighting		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Adequate lighting in all the areas			✓	✓	*	*	*	*	*
	Light switches located at the entrance door of the facility			✓	✓	*	*	*	*	*
	If situated in an enclosed indoor area, there should be an externally opening window. Alternatively, adequate ventilation for the facility must be provided			✓	✓	*	*	*	*	*
59	Walls: tiling and paintwork		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	All walls to be painted or tiled			✓	✓	*	*	*	*	*

Self-Catering Accommodation

Core Requirements

60	Flooring and Ceiling	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	An impervious surface to be provided on walls and ceilings. Flooring to have a non-slip coated surface.		✓	✓	*	*	*	*	*
	Ceiling fitted. In thatched roof these ceiling criteria may be excluded		✓	✓			*	*	*

K: Communal Braai Areas and Bomas (if applicable)

61	Fixture and fittings	Applicability per Sub-Category							
		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Braai area and Boma should be clearly identifiable and have appropriate covering over braai area		✓	✓	*	*	*	*	*
	Braai facility is cleaned daily		✓	✓	*	*	*	*	*
	Braai grids are provided		✓	✓			*	*	*
	Braai accessories provided (such as tongs, coal rakes, etc.)		✓	✓					*
	Seating provided (sufficient for the size of the braai area/ boma)		✓	✓				*	*
	Table/ work surface provided (sufficient for the size of the braai area/ boma)		✓	✓				*	*
62	Ventilation and lighting	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Design of boma and braai area should allow for adequate ventilation and extraction of braai smoke in particular		✓	✓	*	*	*	*	*
	Adequate lighting in all areas		✓	✓	*	*	*	*	*
	Light switch/s located at the entrance to the facility		✓	✓	*	*	*	*	*
63	Flooring	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	Flooring to be fit for purpose		✓	✓	*	*	*	*	*

L: Recreational facilities (e.g. Games room, TV Room, etc. including equipment) (if applicable)

64	Fixtures, Fittings and Equipment	Applicability per Sub-Category							
		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
	If recreational facilities are present, they should be adequately equipped		✓	✓	*	*	*	*	*
	Facilities should be conveniently located and in good condition		✓	✓	*	*	*	*	*
	Functional colour TV with remote control		✓	✓	*	*	*	*	*
	Television appropriately sized for the room/ seating area		✓	✓	*	*	*	*	*
	Access to available free-to-air channels		✓	✓	*	*	*	*	*
	Multi-channels (minimum 9 channels) available at each TV. Channel choice should be appropriate to the market served		✓	✓			*		
	Multi-channels (minimum 12 channels) available at each TV. Channel choice should be appropriate to the market served		✓	✓				*	
	Multi-channels (>12 channels) available at each TV. Channel choice should be appropriate to the market served		✓	✓					*
	Wi-Fi available. Exemption allowed if there is no signal/ service		✓	✓				*	*

Core Requirements

Self-Catering Accommodation

65	Appropriate, functional seating provided	✓		✓	✓	*	*	*	*	*	*
	Plastic furniture is acceptable	✓		✓	✓	*	*	*	*	*	*
	Ventilation and Lighting		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Adequate ventilation and extraction via opening windows, extractor fans or air-condition must be provided	✓		✓	✓	*	*	*	*	*	*
	Adequate lighting in all areas	✓		✓	✓	*	*	*	*	*	*
	Light switches located at the entrance door to the facility.	✓		✓	✓	*	*	*	*	*	*
66	Flooring and Ceiling		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Flooring must be fit for purpose	✓		✓	✓	*	*	*	*	*	*
	Ceiling, if fitted, must be well painted, free from mildew or damage.	✓		✓	✓	*	*	*	*	*	*
67	Windows, Doors and Frames		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	No cracked windows panes evident	✓		✓	✓	*	*	*	*	*	*
	All doors and windows are able to open, close and latch easily	✓		✓	✓	*	*	*	*	*	*
68	Other Recreational Facilities (e.g. swimming pool, children's play area, trampoline, etc.)		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	If provided, facilities should be in a good condition	✓		✓	✓	*	*	*	*	*	*
	Added facilities for guest comfort e.g. loungers at the swimming pool, umbrellas, landscaped garden areas, etc.	✓		✓	✓	*	*	*	*	*	*
M. Shops, bars bottle stores and/or take aways (if applicable)											
69	Fixtures, fittings and equipment		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star	
	Adequately stocked and clearly identifiable shop, bar bottle store and/or take away	✓		✓	✓	*	*	*	*	*	*
	Acceptable range of basic products available, although not fully comprehensive supply of goods	✓		✓	✓	*	*	*	*	*	*
	Reasonable selection of products available	✓		✓	✓	*	*	*	*	*	*
	Reasonable range of take-away food available	✓		✓	✓	*	*	*	*	*	*
	Product range and variety is high and well suited to the market	✓		✓	✓	*	*	*	*	*	*
	A good range of take-away foods available	✓		✓	✓	*	*	*	*	*	*
	Varied selection of quality fresh produce and/or home-made meals available. Shopping experience with a local feel/ flavour	✓		✓	✓	*	*	*	*	*	*
	Excellent range of take-away foods available	✓		✓	✓	*	*	*	*	*	*
	Well organised shelves and stock all clearly priced	✓		✓	✓	*	*	*	*	*	*

Self-Catering Accommodation		Core Requirements							
		Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
70	Ventilation and Lighting All shops, take-aways, bottle stores, etc. must be adequately ventilated with adequate windows opening directly into open air or suitable ventilation system must be provided		✓	✓	*	*	*	*	*
	Adequate lighting in all areas		✓	✓	*	*	*	*	*
71	Walls: Tiling and paintwork All walls to be painted and/or tiled	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
			✓	✓	*	*	*	*	*
72	Flooring and ceiling Flooring to be fit for purpose	Exclusive	Shared	Not Applicable	1-Star	2-Star	3-Star	4-Star	5-Star
			✓	✓	*	*	*	*	*