



TOURISM GRADING COUNCIL OF SOUTH AFRICA

**CORE GRADING REQUIREMENTS
IMPLEMENTED 1 APRIL 2019**



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

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FOREWORD

When one starts to plan a holiday and considers destinations to travel to, one often does so without a thorough understanding of the kinds of accommodation and quality of the accommodation available at a destination. The growing utilisation of the many reference and data points that exist in the digital space mean travellers are often left confused about what they can expect and what they will eventually encounter when they arrive at the chosen holiday destination.

This is where the Tourism Grading Council of South Africa (TGCSA) continues to play a huge role that enables product and empowers travellers. As the entity mandated to assure and improve quality and service standards in the tourism sector across South Africa, it remains our objective to use the widely recognised star grading system to assist product in positioning their offerings and, in addition, to assist consumers in providing them with a trusted and credible mechanism to ensure their requirements and expectations are met. The TGCSA has had the pleasure of delivering on this mandate since 2002.

This booklet and its contents are the culmination of an extensive triennial review and enhancement of our grading system and standards, which was completed in 2018, approved by the Minister of Tourism in November 2018, and implemented on 1 April 2019. We diligently continue to review our grading system and standards to ensure we remain relevant, globally benchmarked, a competitive destination, and that we stay abreast of technological developments that are affecting the sector and the tourist and guest experience.

The latest iteration of the TGCSA grading criteria are far more consistent and comprehensive and follow stringent quantitative and qualitative core requirements and quality standards. We have not just reviewed our grading standards, but we've also refreshed and fine-tuned our entire TGCSA operating system, which now runs so much smoother.

The latest grading system has introduced some exciting enhancements:

- Aligned to international best practice, our Star Grading Levels of 1 to 5 Stars have been augmented with the introduction of a 5 Star "Premium" level. This aspirational level, reserved for the most ultra-luxurious product offerings in South Africa, allows for the recognition of exceptional 5-star properties.
- We have also taken global best practice and industry needs into account and introduced three new categories to cater for Small Hotels, Boutique Hotels and Apartment Hotels.
- One final big amendment is the renaming of the category previously known as Meetings, Exhibitions and Special Events Centres (MESE). This category has been renamed VENUES and some exciting new sub-categories have been added.

These add to South Africa's wide variety of products that boast the highest service excellence and quality assurance.

Much time and energy has gone into setting grading standards that best support our stakeholders, industry players and the destination. This work helps South Africa in maintaining our international competitiveness as a destination. The tangible rewards of our efforts show that we too are world leaders when it comes to quality assurance and tourist experience.

Immense gratitude goes to the thousands of graded establishments, our valuable industry stakeholders, as well as our accredited grading assessors whose professionalism and dedication have enabled the completion and publication of this latest set of standards.



Darryl Erasmus
Chief Quality Assurance Officer



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PROJECT OVERVIEW, CLASSIFICATIONS AND DEFINITIONS

SUB-CATEGORY	DEFINITION
HOTEL ACCOMMODATION	
Hotel	A Hotel provides accommodation with full or limited service to the travelling public and has a minimum of 80 rooms. A Hotel has a reception area and offers a dining facility.
Small Hotel	A Small Hotel provides accommodation with full or limited service to the travelling public and has up to approximately 10 rooms. A Small Hotel has a reception area and offers a dining facility.
Apartment Hotel	An Apartment Hotel provides accommodation with full or limited service to the travelling public and has a minimum of 10 rooms. An Apartment Hotel has a reception area and offers a dining facility. There is a kitchenette and dining area in each room.
Boutique Hotel	A Boutique Hotel provides accommodation with full or limited service to a travelling public. A Boutique Hotel offers unique rooms, has a reception area and offers a dining facility.
GUEST ACCOMMODATION	
Country House	Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast and dinner and has public areas for the exclusive use of guests. Located in natural, peaceful surroundings.
Guest House	Accommodation provided in a house, renovated house or a specifically designed building. Includes the provision of breakfast, and has public areas for the exclusive use of guests.
Bed and Breakfast	Accommodation provided in a home with the host living in the house or on the property. Guests share the public facilities/areas (dining area, lounge, etc.) with the host. Includes the provision of breakfast.

SELF-CATERING ACCOMMODATION

Self-Catering Exclusive

One or more exclusive use self-catering units, with no or very limited shared public facilities.

Self-Catering Shared

Multiple self-catering accommodation units located on one property, with shared public facilities (minimum of reception) and recreational amenities.

CARAVAN AND CAMPING

Caravan and Camping

A caravan and/or camping facility provides space for guests to provide their own accommodation, such as tents, a motor home and/or caravan. Communal ablution facilities are always provided. Communal kitchen, laundry, recreational facilities and amenities, etc. may be provided. Self-catering accommodation units may be provided on the property.

A camping facility that specifies that caravans can be accommodated.

Campsite

A caravan and/or camping facility provides space for guests to provide their own accommodation, such as tents, a motor home and/or caravan. Communal ablution facilities are always provided. Communal kitchen, laundry, recreational facilities and amenities, etc. may be provided. Self-catering accommodation units may be provided on the property.

A camping facility that does not specify that caravans can be accommodated.

BACKPACKERS AND HOSTELS

Backpackers and Hostels

An accommodation facility that provides social and communal guest facilities including dormitories and/or private rooms. Only establishments that cater for travellers may qualify for grading.

GAME/NATURE LODGE

Nature Lodge

A nature lodge (incl. private nature reserves) is a formal accommodation facility, located in natural surroundings beyond that of an immediate garden area and, but not always, away from human settlements. At least one guided experience and/or activity is provided, i.e. natural or cultural experiences.

Guests should have a reasonable probability of seeing/experiencing/viewing specific species of animal, or enjoying cultural experiences as stated in the marketing of the establishment.

Game Lodge

A game lodge is an accommodation facility, located in natural surroundings beyond that of an immediate garden area and, but not always, away from human settlements. At least one guided experience and/or activity is provided i.e., natural or cultural experiences. Guests should have a reasonable probability of viewing specific species of animal or experiencing cultural experiences as stated in the establishment's marketing collateral.

If the lodge is a 'game lodge', then the wild animals accessible to guests need to be free roaming and not contained in enclosures.

VENUES

In-Hotel Conference Centre

A Hotel/Small Hotel/Apartment Hotel with Venue/s that can cumulatively accommodate 50 or more delegates (in the maximum seating style).

Conference Centre

A facility that provides a dedicated environment for meetings, especially small to medium sized events. Dedicated meeting and breakaway rooms are designed for maximum productivity.

Convention and Exhibition Centre

A large Conference Centre that typically includes a variety of different venues for events: exhibition space, an auditorium, halls, meeting rooms, conference rooms, boardrooms, etc.

Events Venue

An indoor or outdoor multi-purpose facility designed for hosting an event, e.g., sports, concerts, religious, political or other special events.

Historical Venue

A building that reflects historical value or a landmark that has been adapted to host a special event e.g., gallery, city hall, museum, castle, theatre, country club, winery, stately home, etc.

Function Venue

A venue that provides space for smaller, special events.

HOTEL ACCOMMODATION



KEY REQUIREMENT

Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Daily servicing of rooms	★	★	★	★	★
Bathroom facilities must be en-suite	★	★	★	★	★
Where applicable, any meals and beverages provided	★	★	★	★	★
Small Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Daily servicing of rooms	★	★	★	★	★
Bathroom facilities must be en-suite	★	★	★	★	★
Where applicable, any meals and beverages provided	★	★	★	★	★
Apartment Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Daily servicing of rooms	★	★	★	★	★
Bathroom facilities must be en-suite	★	★	★	★	★
Where applicable, any meals and beverages provided	★	★	★	★	★
Kitchen/kitchenette and dining area to be provided in more than 60% of guest rooms	★	★	★	★	★
Boutique Hotel	1-Star	2-Star	3-Star	4-Star	5-Star
An on-site representative contactable 24 hours a day, 7 days a week				★	★
Daily servicing of rooms				★	★
Bathroom facilities must be en-suite				★	★
Where applicable, any meals and beverages provided				★	★

HOTEL ACCOMMODATION

A. EXTERIOR					APPLICABILITY PER SUB-CATEGORY				
1. Building Exterior	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section									
2. Grounds and Gardens	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section									
3. Parking/Driveway/Signage	Hotel	Small Hotel	Apartment Hotel	N/A 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. Covering can be off-site	✓	✓	✓						★
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	N/A 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 duty responsible for safety and security on call 24 hours a day, 7 days a week	✓	✓	✓		★	★	★	★	★
Emergency information (including relevant telephone numbers) and 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/exit	✓	✓	✓		★	★	★	★	★
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.	✓	✓	✓		★	★	★	★	★

B. BEDROOMS (note: assessment will apply to the room with the lowest rating)	APPLICABILITY PER SUB-CATEGORY
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5. Bedroom Entrance, Safety and Security	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 alternate energy, torch, solar lights, etc. Candles not acceptable	✓	✓	✓		★	★	★	★	★
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 such as bolt/flip latch 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 and Mattresses	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Bed provided for each advertised sleeping position. Sofa beds and sponge mattresses are not acceptable as permanent bed spaces	✓	✓	✓		★	★	★	★	★
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 two-sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓	✓		★	★	★		
All two-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 two single beds of L188cm x W92cm	✓	✓	✓					★	★
If using a divan bed set, the base must be upholstered or have a valance on the base	✓	✓	✓		★	★	★	★	★
7. Bedding and Linen	Hotel	Small Hotel	Apartment Hotel	N/A option	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, top sheet, 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 top sheet, blanket, flat top sheet 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-hygienically sealed in a linen/plastic bag	✓	✓	✓					★	
Additional blanket, hygienically sealed in a linen/plastic bag, available in the bedroom	✓	✓	✓						★

One pillow per sleeping position with pillowcase	✓	✓	✓		★	★			
Two pillows per sleeping position with pillowcase	✓	✓	✓				★	★	★
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	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A bedside table or shelf, located beside all permanent sleeping positions	✓	✓	✓		★	★	★	★	★
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 one comfortable chair/seating position (in addition to desk/table chair)	✓	✓	✓					★	
One comfortable chair/seating position per permanent sleeping position, in addition to desk/table chair	✓	✓	✓						★
Desk and/or table with an appropriate chair and mirror above the desk/table	✓	✓	✓				★	★	
Desk and/or 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 table should be provided	✓	✓	✓						★
9. Hanging Space, Shelves and Luggage Storage	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of a fit-for-purpose clothes hanging space	✓	✓	✓		★	★	★	★	★
Provision of adequate hanging space to accommodate full-length clothing	✓	✓	✓				★	★	★
Hanging space large enough to accommodate additional pillows, blankets, etc.	✓	✓	✓				★	★	★
A minimum of one drawer or shelves appropriate and fit for purpose, per room	✓	✓	✓		★	★			

A minimum of one drawer or shelf per sleeping position	✓	✓	✓				★		
Minimum two drawers or enclosed shelves per sleeping position for the first two sleeping positions and minimum one drawer/enclosed shelf for each sleeping position above two	✓	✓	✓					★	★
Minimum five hangers per sleeping position. No wire hangers and all hangers matching	✓	✓	✓		★	★	★	★	★
Provision of specialised hangers	✓	✓	✓					★	★
Appropriate lighting	✓	✓	✓						★
Fit-for-purpose luggage rack/stand provided in each room	✓	✓	✓				★	★	★
10. Curtains and Window Coverings	Hotel	Small Hotel	Apartment Hotel	N/A 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 the natural light	✓	✓	✓		★	★	★	★	★
Window coverings must provide full block out	✓	✓	✓					★	★
11. Flooring, Ceiling, Skirting and Cornices	Hotel	Small Hotel	Apartment Hotel	N/A 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 and Ventilation	Hotel	Small Hotel	Apartment Hotel	N/A option	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 and Switches	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Light switch to be located by the entrance door	✓	✓	✓		★	★	★	★	★
Adequate lighting 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 guest's sleeping position	✓	✓	✓					★	★
Provision of direct lighting at 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	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Mini-bar fridge available on request	✓	✓	✓						★
Hairdryer available on request	✓	✓	✓		★	★			
Hairdryer (minimum 1 600W) to be provided in each room	✓	✓	✓				★	★	★
Hairdryer/hairdryer plug point located close to a mirror	✓	✓	✓				★	★	★
Television in each guestroom, with working remote control when upgrading televisions owners/operators are encouraged to purchase smart televisions that offer on-demand/online viewing and which are of an appropriate size for comfortable viewing	✓	✓	✓		★	★	★	★	★
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	✓	✓	✓		★	★	★	★	★
Free-to-air channels available only	✓	✓	✓		★	★			
Multi-channels (minimum nine 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	✓	✓	✓					★	
WiFi to be available throughout the establishment (public areas and guestrooms). Exemption allowed if there is no signal/service	✓	✓	✓				★	★	★
Telephone in each bedroom (or similar for internal, two-way communication). Note: owners/operators are encouraged to consider new technology for internal communication	✓	✓	✓		★	★	★	★	★

15. Mirror and Mirror Lighting	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Reasonably-sized mirror with adequate lighting	✓	✓	✓		★	★			
Full-length mirror in guestroom or bathroom	✓	✓	✓				★	★	★
A well-lit mirror at dressing table area in close proximity to a plug point	✓	✓	✓				★	★	★
16. Accessories and Hospitality Stations	Hotel	Small Hotel	Apartment Hotel	N/A option	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 to be made available on request	✓	✓	✓		★	★			
Iron and ironing board in guestroom or ironing/pressing service to be made available	✓	✓	✓				★	★	★
Tea and coffee available in a common area	✓	✓	✓		★	★			
Tea and coffee making facilities provided in all rooms. A kettle and adequate crockery and cutlery should be provided for each guest in the room. Complimentary sachets of tea, coffee and sugar (at least two sachets per guest per day) are required. Adequate preparation space located near the crockery, cutlery and near a dedicated power point in the bedroom are 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 takeaway menus to be made available	✓	✓	✓	✓	★	★	★	★	
Instructions on how to use the television and heating/cooling system (if applicable)	✓	✓	✓	✓	★	★	★	★	★
Mini-bar fridge in each guestroom (stocked on request)	✓	✓	✓					★	

17. Spaciousness and Overall Impression	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Unrestricted access to all storage facilities within the room	✓	✓	✓		★	★	★	★	★
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	✓	✓	✓				★		
Well-planned layout – quite spacious, allowing ease of movement, comfort and relaxation	✓	✓	✓					★	
Well-planned layout – very spacious, allowing generous ease of movement, comfort, dining and relaxation	✓	✓	✓						★

C. BATHROOMS	APPLICABILITY PER SUB-CATEGORY
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18. Type of Bathroom	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
If an establishment incorporates an open plan bathroom within the room, showers, baths and handbasins may be open plan, but the toilet must be separate with an adequate door to ensure guest privacy	✓	✓	✓		★	★	★	★	★
All bathrooms must have a door from the bedroom if not open plan	✓	✓	✓		★	★	★	★	★
Bathroom facilities must be en-suite	✓	✓	✓		★	★	★	★	★

19. Flooring and Ceilings	Hotel	Small Hotel	Apartment Hotel	N/A option	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	Hotel	Small Hotel	Apartment Hotel	N/A option	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	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 handbasin	✓	✓	✓		★	★	★	★	★
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 toilet with seat and lid	✓	✓	✓		★	★	★	★	★
Bathrooms to include at least one handbasin	✓	✓	✓		★	★	★	★	★
All bathrooms to include a bath or a shower (shower over bath is also acceptable). Guest safety appropriately-fitted grab rail	✓	✓	✓		★	★	★		
All bathrooms to have a separate shower	✓	✓	✓					★	
All bathrooms to have a separate shower and a bath, alternatively a walk-in shower of luxury nature. Clearly listed in all marketing collateral	✓	✓	✓						★
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	✓	✓	✓					★	★

22. Towelling	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Bath mat should be 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, two bath sheets (or a bath towel and a bath sheet) and bathrobe provided per person (robe to be changed for each new guest)	✓	✓	✓						★
Pool towels available on request	✓	✓	✓	✓	★	★	★	★	★

23. Accessories	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Note: 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. Liner bags preferable	✓	✓	✓		★	★	★	★	★
Bathroom equipped with double ply toilet paper and holder plus a minimum of one spare toilet roll. Bio-degradable eco-friendly toilet paper acceptable if establishment uses septic tanks	✓	✓	✓		★	★	★	★	★
Bathroom equipped with closed 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	✓	✓	✓						★
Slippers (sealed and clean/new) provided per sleeping position	✓	✓	✓						★

D. KITCHENS (for all self-catering rooms/units)					APPLICABILITY PER SUB-CATEGORY				
24. Type of Kitchen	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A facility/area designed for the preparation of food and appropriate to the nature and style of the establishment			✓		★	★	★	★	★
25. Safety and Security	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Fire safety equipment to be provided, e.g. fire blanket, extinguisher, etc.			✓		★	★	★	★	★
26. Flooring, Walling and Ceiling	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings			✓		★	★	★	★	★
27. Lighting	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Direct lighting onto all work areas			✓		★	★	★	★	★
28. Furnishings and Fittings	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Opening window or effective air extraction			✓		★	★	★	★	★
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	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Microwave oven			✓		★	★	★	★	★
Oven or convection microwave			✓					★	★

Two-plate hob			✓		★	★	★		
Three- or four-plate hob			✓					★	
Four-plate hob			✓						★
Extractor fan or suitable ventilation			✓		★	★	★	★	★
Mini-bar fridge 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			✓						★
30. Cutlery, Crockery and Utensils	Hotel	Small Hotel	Apartment Hotel	N/A option	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			✓		★	★	★	★	★
Two pots/saucepans of varying sizes			✓		★	★	★		

Three or more pots/saucepans of varying sizes (small, medium and large)			✓						★	★
Frying pan			✓		★	★	★			
Two 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 one mixing bowl			✓				★	★	★
Colander			✓		★	★	★	★	★
Slotted spoon			✓				★	★	★
Ladle			✓				★	★	★
Jug			✓		★	★	★	★	★
Storage containers (more than one)			✓		★	★	★	★	★
31. Cleaning Equipment	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Tea towel			✓		★	★	★	★	★
Washing up brush or sponge			✓		★	★	★	★	★
Dishcloth			✓		★	★	★	★	★
Basic cleaning agents (including dishwashing agents if dishwasher provided)			✓	✓	★	★	★	★	★
Dustpan and brush			✓		★	★	★	★	★
32. In-room Dining Table/Area	Hotel	Small Hotel	Apartment Hotel	N/A option	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					APPLICABILITY PER SUB-CATEGORY				
33. Decoration	Hotel	Small Hotel	Apartment Hotel	N/A 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 objects d'art	✓	✓	✓						★
34. Bar, Lounge and Sitting Areas	Hotel	Small Hotel	Apartment Hotel	N/A option	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 to provide a reasonable amount of space for guests to easily move around	✓	✓	✓		★	★	★	★	★
Bar area not required, but common area must be available where beverages can be consumed	✓	✓	✓		★	★	★	★	★
A beverage service to be offered	✓	✓	✓				★		
A beverage service to be offered throughout the day and reasonable evening hours	✓	✓	✓					★	★
35. Flooring, Ceiling, Skirting and Cornices	Hotel	Small Hotel	Apartment Hotel	N/A 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	✓	✓	✓		★	★	★	★	★
36. Lighting, Heating/Cooling and Ventilation	Hotel	Small Hotel	Apartment Hotel	N/A 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	✓	✓	✓		★	★	★	★	★

37. Other Public Areas Including Passages and Staircases	Hotel	Small Hotel	Apartment Hotel	N/A 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	✓	✓	✓		★	★	★	★	★

38. Toilet Areas	Hotel	Small Hotel	Apartment Hotel	N/A option	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, dustbin and sanitary facilities for ladies	✓	✓	✓		★	★	★	★	★
Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories	✓	✓	✓						★

39. Elevators/Lifts	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor, i.e. on the third floor	✓	✓	✓	✓	★	★	★	★	★

F. FOOD AND BEVERAGE FACILITIES	APPLICABILITY PER SUB-CATEGORY
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40. Meal Provision	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Dining facility provided	✓	✓	✓		★	★	★	★	★
Breakfast provided	✓	✓	✓		★	★	★	★	★
Dinner available (not prepared or consumed on-site)	✓	✓	✓				★		
Dinner provided in a dining area	✓	✓	✓					★	★
Lunch provided	✓	✓	✓						★
Meal times as advertised	✓	✓	✓		★	★	★	★	★

41. Furnishings	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Sufficient tables and chairs to accommodate guests, irrespective of the weather	✓	✓	✓		★	★	★	★	★
42. Flooring, Ceiling, Skirting and Cornices	Hotel	Small Hotel	Apartment Hotel	N/A 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	✓	✓	✓		★	★	★	★	★
43. Lighting	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Acceptable levels of lighting, appropriately positioned for safety and comfort	✓	✓	✓		★	★	★	★	★
44. Menu Presentation	Hotel	Small Hotel	Apartment Hotel	N/A option	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)	✓	✓	✓		★	★	★	★	★
45. Table Appointments	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Table appointments appropriate to the meal being served, i.e. breakfast or dinner	✓	✓	✓		★	★	★	★	★
46. Dinner/Lunch Quality and Presentation (if provided)	Hotel	Small Hotel	Apartment Hotel	N/A option	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	✓	✓	✓						★

47. Breakfast Quality and Presentation	Hotel	Small Hotel	Apartment Hotel	N/A option	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 five 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	APPLICABILITY PER SUB-CATEGORY
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48. Welcome, Friendliness and Attitude	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Professional, skilful and competent service and attention to detail is expected	✓	✓	✓		★	★	★	★	★

49. Appearance of Staff	Hotel	Small Hotel	Apartment Hotel	N/A option	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	✓	✓	✓		★	★	★	★	★

50. Reception/Lobby	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A clearly-designated reception area should be provided	✓	✓	✓		★	★	★	★	★
Spacious and impressive entrance foyer or lobby	✓	✓	✓						★
All guests should be met on arrival for check in/check out	✓	✓	✓		★	★	★	★	★

Reception area can be staffed for limited hours, plus night bell or direct line to the host/manager	✓	✓	✓		★	★			
Reception area should be staffed a minimum of 18 hours a day. The hours of operation for reception are to be displayed in a prominent public area position. However, at other times, a staff member can be summoned by bell or telephone with minimal delay	✓	✓	✓				★		
Reception area should be staffed 24 hours a day	✓	✓	✓					★	★
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	✓	✓	✓		★	★	★	★	★
51. Reservation, Check In/Out and General Efficiency	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	✓	✓	✓		★	★	★	★	★
52. Porterage, Concierge and Luggage Handling	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Secure short-term luggage storage available	✓	✓	✓		★	★	★	★	★
Assistance with luggage made available on request	✓	✓	✓				★		
Porterage services and assistance with luggage available or on request	✓	✓	✓					★	
Full concierge and porterage services available for at least 18 hours per day – staff assisting with luggage on arrival outside, prompt delivery in bedroom, and departure service. Service after hours to be available on request	✓	✓	✓						★
53. Room Service	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
If provided, room service may be limited in choice	✓	✓	✓		★	★			
12-hour room service of hot and cold drinks and light snacks (e.g. sandwiches) or takeaway meals available during daytime and evening	✓	✓	✓				★		

18-hour room service must be available for breakfast, lunch and dinner	✓	✓	✓					★	★
18-hour room service must be available for breakfast, lunch and dinner			✓					★	★
24-hour room service must be available for breakfast, lunch and dinner	✓	✓							★
A room service menu for breakfast must be in the room or at reception for the guest to complete and must offer a choice of items			✓					★	★
All hot foods well presented and served at the correct temperature	✓	✓			★	★	★	★	★
54. Laundry Services	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A limited laundry service for a minimum of three days a week is a requirement	✓	✓	✓				★		
Same-day laundry or dry cleaning services provided for a minimum of five days a week	✓	✓	✓					★	★
Express (within three hours) laundry and valet service available	✓	✓	✓						★
Laundry bags and laundry price lists are to be provided to guests in the room for daily availability	✓	✓	✓				★	★	★
55. Meal and Beverage Services	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Unobtrusive, polite and courteous service. Well-trained and professional staff	✓	✓	✓		★	★	★	★	★
Staff demonstrating outstanding levels of food, beverage and wine product knowledge and service skills	✓	✓	✓					★	★
56. Communications and Business Facilities	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Computer, printer and internet facilities available for guest use	✓	✓	✓		★	★	★	★	★

H. HOUSEKEEPING
APPLICABILITY PER SUB-CATEGORY

57. Housekeeping Provision	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Housekeeping services available during working hours	✓	✓	✓		★	★	★		
Housekeeping services available 18 hours per day (limited services available after hours)	✓	✓	✓					★	
Housekeeping services available 24 hours per day (limited services available after hours)	✓	✓	✓						★

58. Bedrooms and Bathrooms	Hotel	Small Hotel	Apartment Hotel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 five days. "No change" option available	✓	✓	✓		★	★			
All linen, including duvet covers, changed at least every three days or on request and for each new guest. "No change" option available	✓	✓	✓				★	★	
All linen, including duvet covers, changed at least every two days or on request and for each new guest. "No change" option available	✓	✓	✓						★
Comprehensive bedroom/bathroom turn-down service to be provided daily on request	✓	✓	✓					★	
Comprehensive bedroom/bathroom turn-down service to be provided daily	✓	✓	✓						★

BOUTIQUE HOTEL ACCOMMODATION

A. EXTERIOR			APPLICABILITY PER SUB-CATEGORY	
	Boutique Hotel	N/A option	4-Star	5-Star
1. Building Exterior				
Relevant quality criteria will apply to this section				
2. Grounds and Gardens				
Relevant quality criteria will apply to this section				
3. Parking/Driveway/Signage				
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 (can be off-site)	✓			★
Covered drop-off or Porte Cochere (or fit-for-purpose weather protection provided for arriving/departing guests)	✓			★

4. Safety and Security	Boutique Hotel	N/A option	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 duty, responsible for safety and security, on call 24 hours a day, 7 days a week	✓		★	★
Emergency information (including relevant telephone numbers) and 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/exit	✓		★	★
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.	✓		★	★

B. BEDROOMS (note: assessment will apply to the room with the lowest rating)	APPLICABILITY PER SUB-CATEGORY
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5. Bedroom Entrance, Safety and Security	Boutique Hotel	N/A option	4-Star	5-Star
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 alternative energy, torch, solar lights, etc. (candles not acceptable)	✓		★	★
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 such as a bolt/flip latch to be provided where bedrooms have direct external access, e.g. into a garden, road, etc.	✓		★	★
Peephole facility in bedroom doors	✓		★	★
In-room safe (appropriate to the market)	✓		★	★

6. Beds, Bases and Mattresses	Boutique Hotel	N/A option	4-Star	5-Star
Bed provided for each advertised sleeping position (sofa beds and foam/sponge mattresses are not acceptable as permanent bed spaces)	✓		★	★
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 two-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 two single beds of L188cm x W92cm	✓		★	★
If using a divan bed set, the base must be upholstered or have a valance on the base	✓		★	★
7. Bedding and Linen	Boutique Hotel	N/A option	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 or flat undersheet, a flat top sheet and duvet with duvet cover OR fitted or flat undersheet, flat top sheet, blanket, flat top sheet 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 – hygienically sealed in a linen/plastic bag	✓		★	
Additional blanket, hygienically sealed in a linen/plastic bag, available in the bedroom	✓			★
Two pillows per sleeping position with pillowcases	✓		★	★
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	Boutique Hotel	N/A option	4-Star	5-Star
A bedside table or shelf, located beside all permanent sleeping positions	✓		★	★
One bedside table between twin beds is acceptable	✓		★	
At least one comfortable chair/seating position (in addition to desk/table chair)	✓		★	
One comfortable chair/seating position per permanent sleeping position (in addition to desk/table chair)	✓			★
Desk and/or table with an appropriate chair and mirror above the desk/table	✓		★	
Desk and/or 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 table should be provided	✓			★
9. Hanging Space, Shelves and Luggage Storage	Boutique Hotel	N/A option	4-Star	5-Star
Provision of a fit-for-purpose clothes hanging space	✓		★	★
Provision of adequate hanging space to accommodate full-length clothing	✓		★	★
Hanging space large enough to accommodate additional pillows, blankets, etc.	✓		★	★
Minimum two drawers or enclosed shelves per sleeping position for the first two sleeping positions, and minimum one drawer/enclosed shelf for each sleeping position above two	✓		★	★
Minimum five hangers per sleeping position (wire not permitted, hangers must be matching)	✓		★	★
Provision of specialised hangers	✓		★	★
Appropriate lighting	✓			★
Fit-for-purpose luggage rack/stand provided in each room	✓		★	★
10. Curtains and Window Coverings	Boutique Hotel	N/A option	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 the natural light	✓		★	★

Window coverings must provide full block out	✓		★	★
11. Flooring, Ceiling, Skirting and Cornices	Boutique Hotel	N/A option	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 and Ventilation	Boutique Hotel	N/A option	4-Star	5-Star
Adequate ventilation in the room	✓		★	★
Heating and cooling system, with instructions, 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 and Switches	Boutique Hotel	N/A option	4-Star	5-Star
Light switch to be located by the entrance door	✓		★	★
One bedside light per sleeping position with switches conveniently placed within reach of the guests' sleeping positions	✓		★	★
Two bedside lights in a twin-bedded room	✓		★	★
Provision of direct lighting at table/desk (study light)	✓		★	★
Spare and convenient power points in each room	✓		★	★
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	Boutique Hotel	N/A option	4-Star	5-Star
Hairdryer (minimum 1 600W) to be provided in each room	✓		★	★
Hairdryer/hairdryer plug point located close to a mirror	✓		★	★
Flat panel, high-definition television in all rooms, with working remote control and minimum size of 32 inches	✓		★	★
Televisions, with instructions, to be conveniently located and large enough for the screen to be visible from the bed. When upgrading televisions owners/operators are encouraged to purchase smart televisions that offer on-demand/online viewing and which are of an appropriate size for comfortable viewing	✓		★	★

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	✓			★
WiFi to be available throughout the establishment (public areas and guest rooms). Exemption allowed if there is no signal/service	✓		★	★
Telephone in each bedroom (or similar for internal, two-way communication). Note: owners/operators are encouraged to consider new technology for internal communication	✓		★	★
15. Mirror and Mirror Lighting	Boutique Hotel	N/A option	4-Star	5-Star
Full-length mirror in guestroom or bathroom	✓		★	★
A well-lit mirror at the dressing table area, in close proximity to a plug point	✓		★	★
16. Accessories and Hospitality Stations	Boutique Hotel	N/A option	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 in guest room or ironing/pressing service to be made available	✓		★	★
Tea and coffee making facilities provided in all rooms. A kettle and adequate crockery and cutlery should be provided for each guest in the room. Complimentary sachets of tea, coffee and sugar (at least two sachets per guest per day) are required. Adequate preparation space located near the crockery, cutlery and near a dedicated power point in the bedroom are 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 takeaway menus to be made available	✓		★	
Mini-bar fridge available on request	✓		★	
Mini-bar fridge in each guestroom (stocked on request)	✓			★

17. Spaciousness and Overall Impression	Boutique Hotel	N/A option	4-Star	5-Star
Unrestricted access to all storage facilities within the room	✓		★	★
Well-planned layout – quite spacious, allowing ease of movement, comfort and relaxation	✓		★	
Well-planned layout – very spacious, allowing generous ease of movement, comfort, dining and relaxation	✓			★

C. BATHROOMS	APPLICABILITY PER SUB-CATEGORY			
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18. Type of Bathroom	Boutique Hotel	N/A option	4-Star	5-Star
If an establishment incorporates an open plan bathroom within the room, showers, baths and handbasins may be open plan, but the toilet must be separate with an adequate door to ensure guest privacy	✓		★	★
All bathrooms must have a door from the bedroom if not open plan	✓		★	★
Bathroom facilities must be en-suite	✓		★	★

19. Flooring and Ceiling	Boutique Hotel	N/A option	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings	✓		★	★

20. Lighting and Ventilation	Boutique Hotel	N/A option	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	Boutique Hotel	N/A option	4-Star	5-Star
All basins, baths and showers supplied with sufficient hot and cold water	✓		★	★
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 handbasin	✓		★	★
Spacious vanity space to accommodate guest amenities according to the sleeping capacity of the guestroom	✓		★	★
Window treatment to ensure privacy	✓	✓	★	★
Bathrooms to include toilet with seat and lid	✓		★	★
Bathrooms to include at least one handbasin	✓		★	★
All bathrooms to have a separate shower	✓		★	
All bathrooms to have a shower and a bath, or alternatively a walk-in shower of a luxury nature. Where there is no bath, it should be clearly listed in marketing collateral	✓			★
The shower must have a screen (shower curtains not acceptable)	✓		★	★
A minimum of two hooks for clothes	✓		★	★
22. Towelling	Boutique Hotel	N/A option	4-Star	5-Star
Towelling bath mat	✓		★	★
Clean, absorbent hand towel and a large bath towel provided per sleeping position	✓		★	
Clean, absorbent hand towel, two bathsheets (or a bath towel and a bath sheet) and bathrobe provided per person (robe to be changed for each new guest)	✓			★
Pool towels available on request	✓	✓	★	★

23. Accessories	Boutique Hotel	N/A option	4-Star	5-Star
Sealed, individually-wrapped soap and/or liquid soap provided	✓		★	★
Shampoo provided	✓		★	★
Tissues provided	✓		★	★
Bathroom equipped with a lidded bin – liner bags preferable	✓		★	★
Bathroom equipped with double ply toilet paper and holder, plus a minimum of one spare toilet roll. Bio-degradable eco-friendly toilet paper acceptable if establishment uses septic tanks	✓		★	★
Bathroom equipped with closed 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	✓			★
Slippers (sealed and clean/new) provided per sleeping position	✓			★

D. PUBLIC AREAS	APPLICABILITY PER SUB-CATEGORY
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24. Decoration	Boutique Hotel	N/A option	4-Star	5-Star
Some use of objects of interest and artwork	✓		★	
Interesting architectural features, objects of interest, artwork and objects d'art	✓			★

25. Bar, Lounge and Sitting Areas	Boutique Hotel	N/A option	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 to provide a reasonable amount of space for guests to easily move around	✓		★	★

Bar area not required, but common area must be available where beverages can be consumed	✓		★	★
A beverage service to be offered throughout the day and reasonable evening hours	✓		★	★
26. Flooring, Ceiling, Skirting and Cornices	Boutique Hotel	N/A option	4-Star	5-Star
A reasonable effort is made to minimise noise levels, taking into consideration the size and location of the establishment, as well as the profile of the guest	✓		★	★
27. Lighting, Heating/Cooling and Ventilation	Boutique Hotel	N/A option	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	✓		★	★
28. Other Public Areas Including Passages and Staircases	Boutique Hotel	N/A option	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)	✓		★	★
29. Toilet Areas	Boutique Hotel	N/A option	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, dustbin and sanitary facilities for ladies	✓		★	★
Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories	✓			★
30. Elevators/Lifts	Boutique Hotel	N/A option	4-Star	5-Star
A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor, i.e. on the third floor	✓	✓	★	★

E. FOOD AND BEVERAGE FACILITIES			APPLICABILITY PER SUB-CATEGORY	
	Boutique Hotel	N/A option	4-Star	5-Star
31. Meal Provision				
Dining facility provided	✓		★	★
Breakfast provided	✓		★	★
Dinner provided in a dining area	✓		★	★
Lunch provided	✓			★
Meal times as advertised	✓		★	★
32. Furnishings				
Sufficient tables and chairs to accommodate guests, irrespective of the weather	✓		★	★
33. Flooring, Ceiling, Skirting and 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	✓		★	★
34. Lighting				
Acceptable levels of lighting, appropriately positioned for safety and comfort	✓		★	★
35. Menu Presentation				
Professional and appropriate presentation of the menu to the market being served (excluding buffet service)	✓		★	★
36. Table Appointments				
Table appointments appropriate to the meal being served, i.e. breakfast or dinner	✓		★	★

37. Dinner/Lunch Quality and Presentation (if provided)	Boutique Hotel	N/A option	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 international high standards	✓			★

38. Breakfast Quality and Presentation	Boutique Hotel	N/A option	4-Star	5-Star
A good range of hot and cold items offered for breakfast, e.g. hot breakfast should include a minimum of five 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	✓		★	★

F. GENERAL SERVICES AND SERVICE	APPLICABILITY PER SUB-CATEGORY
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39. Welcome, Friendliness and Attitude	Boutique Hotel	N/A option	4-Star	5-Star
Professional, skilful and competent service and attention to detail is expected	✓		★	★

40. Appearance of Staff	Boutique Hotel	N/A option	4-Star	5-Star
Service staff to wear name badges at all times	✓		★	★
Staff appearance to be professional and neat at all times	✓		★	★

41. Reception/Lobby	Boutique Hotel	N/A option	4-Star	5-Star
A clearly-designated reception area should be provided	✓		★	★
Spacious and impressive entrance foyer or lobby	✓			★
All guests should be met on arrival for check in/check out	✓		★	★
Reception area should be staffed 24 hours a day	✓		★	★
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	✓		★	★
42. Reservation, Check In/Out and General Efficiency	Boutique Hotel	N/A option	4-Star	5-Star
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	✓		★	★
43. Porterage, Concierge and Luggage Handling	Boutique Hotel	N/A option	4-Star	5-Star
Secure short-term luggage storage available	✓		★	★
Porterage services and assistance with luggage available or on request	✓		★	
Full concierge and porterage services available for at least 18 hours per day – staff assisting with luggage on arrival outside, prompt delivery in bedroom, and departure service. Service after hours to be available on request	✓			★
44. Room Service	Boutique Hotel	N/A option	4-Star	5-Star
18-hour room service must be available for breakfast, lunch and dinner	✓		★	
24-hour room service must be available for breakfast, lunch and dinner	✓			★
A room service menu for breakfast must be in the room or at reception for the guest to complete and must offer a choice of items	✓		★	★
All hot foods well presented and served at the correct temperature	✓		★	★

45. Laundry Services	Boutique Hotel	N/A option	4-Star	5-Star
Same-day laundry or dry cleaning services provided for a minimum of five days a week	✓		★	★
Express (within three hours) laundry and valet service available	✓			★
Laundry bags and laundry price lists are to be provided to guests in the room for daily availability	✓		★	★
46. Meal and Beverage Services	Boutique Hotel	N/A option	4-Star	5-Star
Unobtrusive, polite and courteous service. Well trained and professional staff	✓		★	★
Staff demonstrating outstanding levels of food, beverage and wine product knowledge, and service skills	✓		★	★
47. Communications and Business Facilities	Boutique Hotel	N/A option	4-Star	5-Star
Computer, printer and internet facilities available for guest use	✓		★	★

G. HOUSEKEEPING		APPLICABILITY PER SUB-CATEGORY		
48. Housekeeping Provision	Boutique Hotel	N/A option	4-Star	5-Star
Housekeeping services available 18 hours per day (limited services available after hours)	✓		★	
Housekeeping services available 24 hours per day (limited services available after hours)	✓			★
Bedrooms and Bathrooms	Boutique Hotel	N/A option	4-Star	5-Star
All bedrooms and bathrooms cleaned daily	✓		★	★
All beds made daily	✓		★	★
All linen, including duvet covers changed at least every three days, or on request, and for each new guest. "No change" option available	✓		★	
All linen, including duvet covers changed at least every two days, or on request, and for each new guest. "No change" option available	✓			★
Comprehensive bedroom/bathroom turn-down service to be provided daily on request	✓		★	
Comprehensive bedroom/bathroom turn-down service to be provided daily	✓			★

GUEST ACCOMMODATION



KEY REQUIREMENT

Guesthouse	1-Star	2-Star	3-Star	4-Star	5-Star
Host/representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative must be available on site to check guests in/out or within a 5-minute drive from the property	★	★	★	★	★
Public areas/facilities must include a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests (host/owner/manager should not share these with the guests)	★	★	★	★	★
Daily servicing of rooms and bedrooms including weekends and public holidays	★	★	★	★	★
Bathroom facilities en-suite or exclusive use of bathroom facilities	★	★	★	★	★
Breakfast to be provided	★	★	★	★	★
Dinner to be provided/made available, which may/may not be prepared or served on the property	★	★	★	★	★
Country House	1-Star	2-Star	3-Star	4-Star	5-Star
Scenic or natural vista (beyond that of the immediate garden area) e.g. water view, rural outlook, mountain view or natural bush setting	★	★	★	★	★
Host/representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative must be available on site to check guests in/out or within a 5-minute drive from the property	★	★	★	★	★
Public areas/facilities must include a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests (host/owner/manager should not share these with the guests)	★	★	★	★	★
Daily servicing of rooms and bedrooms including weekends and public holidays	★	★	★	★	★
Bathroom facilities en-suite or exclusive use of bathroom facilities	★	★	★	★	★
Breakfast to be provided	★	★	★	★	★
Dinner to be provided/made available, which may/may not be prepared or served on the property	★	★	★	★	★
Bed and Breakfast	1-Star	2-Star	3-Star	4-Star	5-Star
The host/representative must live in the house or on the property	★	★	★	★	★
Host/representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative must be available on site to check guests in/out or within a 5-minute drive from the property	★	★	★	★	★
Daily servicing of rooms and bedrooms including weekends and public holidays	★	★	★	★	★
Bathroom facilities en-suite or exclusive use of bathroom facilities			★	★	★
Breakfast must be provided	★	★	★	★	★

GUEST ACCOMMODATION

A. EXTERIOR					APPLICABILITY PER SUB-CATEGORY				
	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
1. Building Exterior									
Relevant quality criteria will apply to this section	✓	✓	✓						
2. Grounds and Gardens									
Relevant quality criteria will apply to this section	✓	✓	✓						
3. Parking, Driveways and Parking Signage									
Provision of fit-for-purpose safe on-site and/or designated parking areas (ideally one 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	✓	✓	✓		★	★	★	★	★
4. Safety and Security									
Appropriate, fit-for-purpose safety and security measures throughout the establishment at all times	✓	✓	✓		★	★	★	★	★
Management representative/the most senior representative on duty responsible for safety and security on call 24 hours a day, 7 days a week	✓	✓	✓		★	★	★	★	★
Emergency information (including relevant telephone numbers) and 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/exit	✓	✓	✓		★	★	★	★	★
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 for guest use (cellular or landline)	✓	✓	✓		★	★	★	★	★

B. BEDROOMS (note: assessment will apply to the room with the lowest rating)	APPLICABILITY PER SUB-CATEGORY
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1. Bedroom Entrance, Safety and Security	Guest House	Country House	Bed & Breakfast	N/A 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 every bedroom	✓	✓	✓		★	★	★	★	★
Emergency lighting (alternative to grid electricity) available for each guestroom, e.g. torch, solar lights, backup, alternate energy, etc. (no candles)	✓	✓	✓		★	★	★	★	★
All bedroom doors must be lockable/secure (from the inside and outside of the bedroom)	✓	✓	✓		★	★	★	★	★
Secondary security device such as bolt/flip latch 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)	✓	✓	✓				★	★	★

Beds, Bases and Mattresses	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Permanent sleeping positions (beds) fitted with foam mattresses permissible	✓	✓	✓		★	★			
Bed provided for each advertised sleeping position (sofa beds and foam sponge mattresses are not acceptable as permanent bed spaces)	✓	✓	✓		★	★	★	★	★
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	✓	✓	✓				★	★	★
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 two-sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓	✓		★	★	★		
All two-sleeper beds are queen-sized or bigger. Minimum dimensions for a queen bed: L188cm x W152cm, king bed: L188cm x W180cm or two-single beds: L188cm x W92cm	✓	✓	✓					★	
All two-sleeper beds are extra length queen or standard king size beds or bigger. Minimum dimensions: queen bed L200cm x W152cm, king bed L188cm x W180cm or two single beds of L188cm x W92cm	✓	✓	✓						★
If using a divan bed set, the base must be upholstered or have a valance on the base	✓	✓	✓		★	★	★	★	★
Bedding and Linen	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Mattress protectors and pillow protectors are required to be fitted on 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 hygienically sealed in a linen/plastic bag	✓	✓	✓					★	
Additional blanket, hygienically sealed in a linen/ plastic bag, available in the bedroom	✓	✓	✓						★
One pillow per sleeping position with pillowcase	✓	✓	✓		★	★			

Two pillows per sleeping position	✓	✓	✓				★	★	★
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	✓	✓	✓						★
Furniture	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A bedside table or shelf, located beside all permanent sleeping positions	✓	✓	✓		★	★	★	★	★
One bedside table between twin beds is acceptable	✓	✓	✓		★	★	★	★	
At least one chair to be provided in each room	✓	✓	✓		★	★	★		
At least one comfortable chair/seating position (in addition to desk/table chair)	✓	✓	✓					★	
One comfortable chair/seating position per permanent sleeping position (in addition to desk/table chair)	✓	✓	✓						★
Desk and/or table with an appropriate chair and mirror above the desk/table	✓	✓	✓					★	
Desk and/or 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 table should be provided	✓	✓	✓						★
Hanging Spaces, Shelves and Luggage Storage	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of a fit-for-purpose clothes hanging space	✓	✓	✓		★	★	★	★	★
Provision of adequate hanging space to accommodate full-length clothing	✓	✓	✓				★	★	★
Hanging space large enough to accommodate additional pillows, blankets, etc.	✓	✓	✓					★	★
A minimum of one drawer or shelf appropriate and fit for purpose, per room	✓	✓	✓		★	★			
A minimum of one drawer or shelf per sleeping position	✓	✓	✓				★		
Minimum two drawers or enclosed shelves per sleeping position for the first two sleeping positions and minimum one drawer/enclosed shelf for each sleeping position above two	✓	✓	✓					★	★

Minimum five hangers per sleeping position (wire not permitted, hangers must be matching)	✓	✓	✓		★	★	★	★	★
Provision of specialised hangers on request	✓	✓	✓					★	★
Appropriate lighting	✓	✓	✓						★
Fit-for-purpose luggage rack/stand provided in each room	✓	✓	✓					★	★
Curtains and Window Coverings	Guest House	Country House	Bed & Breakfast	N/A 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	✓	✓	✓					★	★
Flooring, Ceiling, Skirting and Cornices	Guest House	Country House	Bed & Breakfast	N/A 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	✓	✓	✓		★	★	★	★	★
Temperature Control and Ventilation	Guest House	Country House	Bed & Breakfast	N/A option	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	✓	✓	✓		★	★	★	★	★
Lighting, Power and Switches	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Light switch to be located by the entrance door	✓	✓	✓		★	★	★	★	★
Adequate lighting 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 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	✓	✓	✓					★	★
Electronic Appliances	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Hairdryer available on request	✓	✓	✓		★	★			
Hairdryer (minimum 1 600W) to be provided for each room	✓	✓	✓				★	★	★
Hairdryer/hairdryer 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	✓	✓	✓					★	★
Televisions to be conveniently located and large enough for the screen to be visible from the bed	✓	✓			★	★	★	★	★
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 that offer on-demand/online viewing and which are of an appropriate size for comfortable viewing	✓	✓	✓						
Free-to-air channels available only	✓	✓	✓		★	★			
Multi-channels (minimum nine 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	✓	✓	✓						★

WiFi to be available in a public area. Exemption allowed if there is no signal/service	✓	✓	✓				★		
WiFi to be available throughout the establishment (public areas and guest rooms). Exemption allowed if there is no signal/service	✓	✓	✓					★	★
Mirror and Mirror Lighting	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Reasonably-sized mirror with adequate lighting	★	★	★		★	★			
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	N/A option	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 rooibos and black tea), coffee, milk and sugar (at least two sachets and 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 takeaway menus to be made available	✓	✓	✓	✓	★	★	★	★	★
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 and Overall Impression	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Unrestricted access to all storage facilities within the room	✓	✓	✓		★	★	★	★	★
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	✓	✓	✓				★		
Well-planned layout – quite spacious, allowing ease of movement, comfort and relaxation	✓	✓	✓					★	
Well-planned layout – very spacious, allowing generous ease of movement, comfort, dining and relaxation	✓	✓	✓						★

C. BATHROOMS	APPLICABILITY PER SUB-CATEGORY
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Type of Bathroom	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
If an establishment incorporates an open plan bathroom within the room, showers, baths and handbasins may be open plan but the toilet must be separate with an adequate door to ensure guest privacy	✓	✓	✓		★	★	★	★	★
All bathrooms must have a door from the bedroom if not open plan	✓	✓	✓		★	★	★	★	★
Shared bathroom facilities	✓	✓	✓		★				
Exclusive use of bathroom facilities if bathroom not en-suite (one bathroom per guestroom, marked appropriately)	✓	✓	✓		★	★	★	★	
Each guestroom must have an en-suite bathroom	✓	✓	✓						★

Flooring and Ceiling	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings	✓	✓	✓		★	★	★	★	★

Lighting and Ventilation	Guest House	Country House	Bed & Breakfast	N/A option	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	✓	✓	✓		★	★	★	★	★
Fixtures and Fittings	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 handbasin	✓	✓	✓		★	★	★	★	★
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 toilet with seat and lid	✓	✓	✓		★	★	★	★	★
Bathrooms to include at least one handbasin	✓	✓	✓		★	★	★	★	★
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 (guest safety: appropriately-fitted grab rail)	✓	✓	✓					★	
All bathrooms to have a shower and a bath. Alternatively a walk-in shower of luxury nature (clearly listed in all marketing collateral)	✓	✓	✓						★
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	✓	✓	✓					★	★

Towelling	Guest House	Country House	Bed & Breakfast	N/A option	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 (robe provided if not en-suite)	✓	✓	✓		★	★	★		
Clean, absorbent hand towel and a large bath towel provided per sleeping position (robe provided if not en-suite)	✓	✓	✓					★	
Clean, absorbent hand towel, two bath sheets (or a bath towel and a bath sheet) and bath robe provided per person (robe to be changed for each new guest)	✓	✓	✓						★
Pool towels to be made available on request	✓	✓	✓		★	★	★	★	★

Accessories	Guest House	Country House	Bed & Breakfast	N/A option	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 (liner bags preferable)	✓	✓	✓		★	★	★	★	★
Bathroom equipped with double ply toilet paper and holder plus a minimum of one 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)
APPLICABILITY PER SUB-CATEGORY

Type of Kitchen	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A facility/area designed for the preparation of food and appropriate to the nature and style of the establishment	✓	✓	✓		★	★	★	★	★
Safety and Security	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Fire safety equipment to be provided (e.g. fire blanket, extinguisher, etc.)	✓	✓	✓		★	★	★	★	★
Flooring, Walling and Ceiling	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings	✓	✓	✓		★	★	★	★	★
Lighting	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Direct lighting onto all work areas	✓	✓	✓		★	★	★	★	★
Furnishings and Fittings	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Opening window or effective air extraction	✓	✓	✓		★	★	★	★	★
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	✓	✓	✓		★	★	★	★	★
Electrical Equipment	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Microwave oven	✓	✓	✓		★	★	★	★	★
Oven or convection microwave	✓	✓	✓					★	★
Two-plate hob	✓	✓	✓		★	★	★	★	

Four-plate hob	✓	✓	✓						★
Extractor fan or suitable ventilation	✓	✓	✓		★	★	★	★	★
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									
	Guest House	Country House	Bed & Breakfast	N/A option	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	✓	✓	✓		★	★	★	★	★
Two pots/saucepans of varying sizes	✓	✓	✓		★	★	★		
Three or more pots/saucepans of varying sizes (small, medium and large)	✓	✓	✓					★	★
Frying pan	✓	✓	✓		★	★	★		
Two 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 one mixing bowl	✓	✓	✓				★	★	★
Colander	✓	✓	✓		★	★	★	★	★

Slotted spoon	✓	✓	✓				★	★	★
Ladle	✓	✓	✓				★	★	★
Jug	✓	✓	✓		★	★	★	★	★
Storage containers (more than one)	✓	✓	✓		★	★	★	★	★

Cleaning Equipment	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Tea towel	✓	✓	✓		★	★	★	★	★
Washing up brush or sponge	✓	✓	✓		★	★	★	★	★
Dishcloth	✓	✓	✓		★	★	★	★	★
Cleaning agents (including dishwashing agents if dishwasher provided)	✓	✓	✓	✓	★	★	★	★	★
Dustpan and brush	✓	✓	✓		★	★	★	★	★

In-room Dining Table/Area	Guest House	Country House	Bed & Breakfast	N/A option	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	APPLICABILITY PER SUB-CATEGORY
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Decoration	Guest House	Country House	Bed & Breakfast	N/A 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 objects d'art	✓	✓	✓						★

Bar, Lounge and Sitting Areas	Guest House	Country House	Bed & Breakfast	N/A option	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	✓	✓	✓		★	★	★	★	★
Flooring, Ceiling, Skirting and Cornices	Guest House	Country House	Bed & Breakfast	N/A 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	✓	✓	✓		★	★	★	★	★
Lighting, Heating/Cooling and Ventilation	Guest House	Country House	Bed & Breakfast	N/A 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	✓	✓	✓		★	★	★	★	★
Other Public Areas including Passages and Staircases	Guest House	Country House	Bed & Breakfast	N/A 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 saving initiatives are to be respected	✓	✓	✓		★	★	★	★	★
Clear, directional signage to bedrooms and reception (where needed)	✓	✓	✓		★	★	★	★	★
Toilet Areas	Guest House	Country House	Bed & Breakfast	N/A option	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, dustbin and 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

Breakfast	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Breakfast provided	✓	✓	✓		★	★	★	★	★
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 five 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	✓	✓	✓		★	★	★	★	★
Meal Provision	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	✓	✓							★
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	✓	✓	✓		★	★	★	★	★
Furnishings	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Sufficient tables and chairs to accommodate guests irrespective of the weather	✓	✓	✓		★	★	★	★	★

Flooring, Ceiling, Skirting and Cornices	Guest House	Country House	Bed & Breakfast	N/A 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	✓	✓	✓		★	★	★	★	★

Lighting	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Acceptable levels of lighting, appropriately positioned for safety and comfort	✓	✓	✓		★	★	★	★	★

Table Appointments	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Table appointments appropriate to the meal being served, i.e. breakfast or dinner	✓	✓	✓		★	★	★	★	★

G. GENERAL SERVICES AND SERVICE	APPLICABILITY PER SUB-CATEGORY
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Welcome, Friendliness and Attitude	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Personalised service and attention to detail is expected	✓	✓	✓		★	★	★	★	★

Appearance of Staff	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Staff appearance to be professional and neat at all times	✓	✓	✓		★	★	★	★	★

Reception/Meet and Greet	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Guest to be met on arrival by authorised establishment representative	✓	✓	✓		★	★	★	★	★
A designated meet and greet area. An after-hours 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	✓	✓	✓		★	★	★	★	★

Reservation, Check In, Check Out and General Efficiency	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	✓	✓	✓		★	★	★	★	★
Laundry Services	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A limited laundry or dry cleaning service for a minimum of three days a week	✓	✓	✓				★		
Laundry or dry cleaning services provided for a minimum of five 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	✓	✓	✓				★	★	
Laundry bags and laundry price lists are to be provided in guestrooms	✓	✓	✓						★
Meal and Beverage Services	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Unobtrusive, polite and courteous service. Well-trained and professional staff	✓	✓	✓		★	★	★	★	★
Staff demonstrating outstanding levels of food, beverage and wine product knowledge and service skills	✓	✓	✓					★	★
Communications and Business Facilities	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Computer, printer and internet facilities available for guest use	✓	✓	✓		★	★	★	★	★

H. HOUSEKEEPING

APPLICABILITY PER SUB-CATEGORY

Bedrooms and Bathrooms	Guest House	Country House	Bed & Breakfast	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 five 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 three days. "No change" option available	✓	✓	✓				★	★	★
Comprehensive bedroom/bathroom turn-down service to be provided daily	✓	✓	✓						★

SELF-CATERING ACCOMMODATION



KEY REQUIREMENT

Self-Catering Resort	1-Star	2-Star	3-Star	4-Star	5-Star
Management representative/most senior representative on duty responsible for safety and security on call 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative must be available on site to check guests in/out or within a 5-minute drive from the property	★	★	★	★	★
Bathroom facilities in each room (3-star to 5-star)	★	★	★	★	★
A facility/area designed for the preparation of food and appropriate to the nature and style of the establishment	★	★	★	★	★

Self-Catering Unit/s	1-Star	2-Star	3-Star	4-Star	5-Star
Management representative/most senior representative on duty responsible for safety and security on call 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative must be available on site to check guests in/out or within a 5-minute drive from the property	★	★	★	★	★
Bathroom facilities in each room (3-star to 5-star)	★	★	★	★	★
A facility/area designed for the preparation of food and appropriate to the nature and style of the establishment	★	★	★	★	★

SELF-CATERING ACCOMMODATION

A. EXTERIOR				APPLICABILITY PER SUB-CATEGORY				
1. Building Exterior	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Reception and/or unit entrances clearly identifiable and well-lit at night	✓	✓		★	★	★	★	★
2. Grounds and Gardens	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section								
3. Parking, Driveways and Parking Signage	Exclusive	Shared	N/A 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 (covering can be off site)	✓	✓						★
4. Safety and Security	Exclusive	Shared	N/A 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 duty responsible for safety and security on call 24 hours a day, 7 days a week	✓	✓		★	★	★	★	★
Emergency information (including relevant telephone numbers) and 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/exit	✓	✓		★	★	★	★	★
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 for guest use (cellular or landline)		✓		★	★	★	★	★

B. UNIT BEDROOMS (note: assessment will apply to the room with the lowest rating)	APPLICABILITY PER SUB-CATEGORY
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5. Unit Entrance, Safety and Security	Exclusive	Shared	N/A 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 every unit	✓	✓		★	★	★	★	★
Emergency lighting (alternative to grid electricity) available in each unit (e.g. backup alternate energy, torch, solar lights, etc.) (no candles)	✓	✓		★	★	★	★	★
All unit external/entrance doors must be lockable/secure from the inside and outside of the unit	✓	✓		★	★	★	★	★
Secondary security device such as bolt/flip latch 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	✓	✓		★	★			
In-room/unit safe	✓	✓				★	★	★

6. Beds, Bases and Mattresses (Applicable to each bedroom in each unit)	Exclusive	Shared	N/A 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 two sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓		★	★	★		
All two sleeper beds are extra length queen-sized or standard king-sized beds or bigger. Minimum dimensions: queen-size bed L200cm x W152cm, king-size bed L188cm x W180cm or two single beds of L188cm x W92cm	✓	✓					★	★
If using a divan bed set the 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	✓	✓		★	★	★	★	★
7. Bedding and Linen (Applicable to each bedroom in each unit)	Exclusive	Shared	N/A option	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	✓	✓		★	★	★	★	★
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 or flat undersheet and duvet with duvet cover OR fitted or flat undersheet, top sheet, 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 top sheet, blanket, flat top sheet above blanket and an optional bedspread per bed	✓	✓					★	★
Additional bedding available on request	✓	✓		★	★	★	★	
Additional blankets available in the unit - depending on location and time of year hygienically sealed in a linen/plastic bag	✓	✓					★	
Additional blankets, hygienically sealed in a linen/plastic bag, available in the unit	✓	✓						★
One pillow per sleeping position with pillowcase	✓	✓		★	★			
Two pillows per sleeping position with pillowcase	✓	✓				★	★	★
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	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A bedside table or shelf, located beside all permanent sleeping positions	✓	✓		★	★	★	★	★
One bedside table between twin beds is acceptable	✓	✓		★	★	★	★	★
Desk and/or table with an appropriate chair and mirror above the desk/table to be provided in at least one bedroom	✓	✓					★	
Desk and/or table with an appropriate chair and mirror above the desk/table to be provided in all bedrooms	✓	✓						★
9. Hanging Spaces, Shelves and Luggage Storage (Applicable to each bedroom in each unit)	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of a fit-for-purpose clothes hanging space	✓	✓		★	★			
Provision of adequate hanging space to accommodate full-length clothing	✓	✓				★	★	★
Hanging space large enough to accommodate additional pillows, blankets, etc.	✓	✓				★	★	★

A minimum of one drawer or shelves appropriate and fit for purpose, per room	✓	✓		★	★			
A minimum of one drawer or shelf per sleeping position	✓	✓				★		
Minimum two drawers or enclosed shelves per sleeping position for the first two sleeping positions and minimum one drawer/enclosed shelf for each sleeping position above two	✓	✓					★	★
Minimum five hangers per sleeping position (wire not permitted, hangers must be matching)	✓	✓		★	★	★	★	★
Provision of specialised hangers i.e. peg, skirt, satin, padded, trouser hangers, etc.	✓	✓					★	★
Appropriate lighting	✓	✓						★
Fit-for-purpose luggage rack/stand provided in each room	✓	✓					★	★
10. Curtains and Window Coverings (Applicable to each bedroom in each unit)	Exclusive	Shared	N/A 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 and Cornices (Applicable to each bedroom in each unit)	Exclusive	Shared	N/A 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 and Ventilation (Applicable to each bedroom in each unit)	Exclusive	Shared	N/A option	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 and Switches (Applicable to each bedroom in each unit)	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Light switch to be located by the entrance door of each bedroom	✓	✓		★	★	★	★	★
Adequate lighting 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 table/desk (study lamp)	✓	✓					★	★
Spare and convenient power points in each room	✓	✓				★	★	★
14. Electronic Appliances (Applicable to each unit)	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Hairdryer available on request	✓	✓		★	★			
Hairdryer (minimum 1600W) to be provided in each unit	✓	✓				★	★	★
Hairdryer 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 and Mirror Lighting	Exclusive	Shared	N/A option	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 table in close proximity to a plug point in at least one bedroom	✓	✓				★	★	★
16. Accessories (Applicable to each unit)	Exclusive	Shared	N/A option	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 takeaway menus to be made available	✓	✓	✓	★	★	★	★	★
Instructions on how to use the television and heating/cooling system (if applicable)	✓	✓	✓	★	★	★	★	★
17. Spaciousness and Overall Impression	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Unrestricted access to sufficient storage facilities within the room	✓	✓		★	★	★	★	★
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	APPLICABILITY PER SUB-CATEGORY
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18. Type of Bathroom	Exclusive	Shared	N/A option	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 six guests is acceptable	✓	✓		★	★			
At least one self-contained bathroom in the unit	✓	✓				★	★	★
In multiple bedroom units there must be at least two bathrooms of which one bathroom must be private and en suite	✓	✓	✓				★	
In multiple bedroom units there must be at least one 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	N/A option	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	N/A option	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	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 unit	✓	✓		★	★	★	★	★
A well-lit mirror must be situated above or adjacent to the handbasin	✓	✓		★	★	★	★	★
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 toilet with seat and lid	✓	✓		★	★	★	★	★
Bathrooms to include at least one handbasin	✓	✓		★	★	★	★	★
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) (guest safety: appropriately fitted grab rail)	✓	✓		★	★	★		
There must be a separate shower in the unit	✓	✓					★	
In single bedroom units there must be separate shower and bath alternatively a walk-in shower of luxury nature (clearly listed in all marketing collateral)	✓	✓	✓					★

In multiple bedroom units there must be at least one shower and one bath in the unit. alternatively a walk-in shower of luxury nature (clearly listed in all marketing collateral)	✓	✓	✓						★
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	N/A option	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, two bath sheets (or a bath towel and a bath sheet) and bathrobe provided per person (robe to be changed for each new guest)	✓	✓						★
Pool towels available on request	✓		✓	★	★	★	★	★

23. Accessories (Applicable to each bathroom in each unit)	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Note: 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 (liner bags preferable)	✓	✓		★	★	★	★	★

Bathroom equipped with double-ply toilet paper and holder, plus a minimum of one spare toilet roll bio-degradable eco-friendly toilet paper acceptable if establishment uses septic tanks)	✓	✓		★	★	★	★	★
Bathroom equipped with closed 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				
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24. Type of Kitchen	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A facility/area designed for the preparation of food and appropriate to the nature and style of the establishment	✓	✓		★	★	★	★	★

25. Safety and Security	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Fire safety equipment to be provided (e.g. fire blanket, extinguisher, etc.)	✓	✓		★	★	★	★	★

26. Flooring, Walling and Ceiling	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings	✓	✓		★	★	★	★	★

27. Lighting	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Direct lighting onto all work areas	✓	✓		★	★	★	★	★

28. Furnishings and Fittings	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Opening window or effective air extraction	✓	✓		★	★	★	★	★

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	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Microwave oven	✓	✓		★	★	★	★	★
Oven or convection microwave	✓	✓					★	★
Two-plate hob/induction cooker	✓	✓		★	★	★	★	★
Four-plate hob (If more than four sleeping positions)	✓	✓	✓				★	★
Extractor fan or suitable ventilation	✓	✓	✓	★	★	★	★	★
Mini-bar refrigerator without a freezer compartment	✓	✓		★	★			
Refrigerator with freezer compartment	✓	✓				★	★	★
Dishwasher (If not serviced)	✓	✓	✓					★
Covered waste disposal bin, inclusive of bin liner	✓	✓		★	★	★	★	★
Kettle (need not be electrical)	✓	✓		★	★	★	★	★
Toaster	✓	✓		★	★	★	★	★
Blender	✓	✓						★
Coffee machine	✓	✓						★
30. Cutlery, Crockery and Utensils	Exclusive	Shared	N/A option	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	✓	✓		★	★	★	★	★
Two pots/saucepans of varying sizes	✓	✓		★	★	★		
Three or more pots/saucepans of varying sizes (small, medium and large)	✓	✓					★	★
Frying pan	✓	✓		★	★	★		
Two or more frying pans of different sizes	✓	✓					★	★
Teapot	✓	✓		★	★	★	★	★
Sugar bowl	✓	✓		★	★	★	★	★
Condiment set	✓	✓		★	★	★	★	★
Oven gloves or similar	✓	✓		★	★	★	★	★
Table cloth and/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	✓	✓	✓	★	★	★	★	★
Grater	✓	✓		★	★	★	★	★
Vegetable peeler	✓	✓		★	★	★	★	★
Mixing bowl	✓	✓		★	★			
More than one mixing bowl	✓	✓				★	★	★
Colander	✓	✓		★	★	★	★	★
Slotted spoon	✓	✓				★	★	★
Ladle	✓	✓				★	★	★
Jug	✓	✓		★	★	★	★	★
Storage containers (more than one)	✓	✓		★	★	★	★	★
31. Cleaning and Laundry Equipment	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Tea towel/s	✓	✓		★	★	★	★	★
Washing up brush or sponge	✓	✓		★	★	★	★	★
Dishcloth/s	✓	✓		★	★	★	★	★
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	APPLICABILITY PER SUB-CATEGORY
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32. Furnishing and Fittings	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Indoor or outdoor seating area that can accommodate all permanent sleeping positions (no plastic furniture)	✓	✓		★	★			
Indoor seating area that can accommodate all permanent sleeping positions (no plastic furniture)	✓	✓				★	★	★
Outdoor seating which can accommodate all permanent sleeping positions	✓	✓	✓			★	★	★
Indoor dining facilities (sufficient to accommodate all permanent sleeping positions)	✓	✓					★	★
Budget stacking plastic furniture not acceptable	✓	✓					★	★
Window treatment to ensure privacy	✓	✓		★	★	★	★	★

33. Flooring, Ceiling, Skirting and Cornices	Exclusive	Shared	N/A 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	✓	✓		★	★	★	★	★

34. Temperature control	Exclusive	Shared	N/A option	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	N/A option	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 that has comfortable seating	✓	✓		★	★			
Flat panel, high-definition television in each unit, with working remote control and minimum size of 32 inches	✓	✓				★	★	★
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/online viewing and that are of an appropriate size for comfortable viewing	✓	✓						

Free-to-air channels available only	✓	✓		★	★			
Multi-channels (minimum nine 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	✓	✓						★
WiFi 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.)	APPLICABILITY PER SUB-CATEGORY
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36. Decoration	Exclusive	Shared	N/A 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 objects d'art		✓						★

37. Bar, Lounge and Sitting Areas	Exclusive	Shared	N/A option	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		✓	✓	★	★	★	★	★

38. Flooring, Ceiling, Skirting and Cornices	Exclusive	Shared	N/A 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		✓	✓	★	★	★	★	★
39. Lighting, Heating/Cooling and Ventilation	Exclusive	Shared	N/A 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		✓	✓	★	★	★	★	★
40. Other Public Areas Including Passages and Staircases	Exclusive	Shared	N/A 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 recreational areas, units and reception (where needed)		✓	✓	★	★	★	★	★
41. Toilet Areas	Exclusive	Shared	N/A option	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		✓	✓					★
42. Elevators/Lifts	Exclusive	Shared	N/A option	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 AND BEVERAGE FACILITIES (if applicable)				APPLICABILITY PER SUB-CATEGORY				
43. Furnishings	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Sufficient tables and chairs to accommodate maximum number of guests as advertised (may be indoor or outdoor)		✓	✓	★	★	★	★	★
44. Flooring, Ceiling, Skirting and Cornices	Exclusive	Shared	N/A 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		✓	✓	★	★	★	★	★
45. Lighting	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Acceptable levels of lighting, appropriately positioned for safety and comfort in all dining areas		✓	✓	★	★	★	★	★
46. Menu Presentation	Exclusive	Shared	N/A option	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)		✓	✓	★	★	★	★	★
47. Table Appointments	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Table appointments appropriate to the meal being served i.e. breakfast or dinner		✓	✓	★	★	★	★	★
48. Meal Quality and Presentation	Exclusive	Shared	N/A option	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		✓	✓					★

49. Breakfast Quality and Presentation	Exclusive	Shared	N/A option	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 five 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	APPLICABILITY PER SUB-CATEGORY
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50. Welcome, Friendliness and Attitude	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Personalised service and attention to detail is expected	✓	✓		★	★	★	★	★

51. Appearance of Staff	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Service staff appearance to be professional and neat at all times	✓	✓		★	★	★	★	★
Service staff to wear name badges at all times		✓		★	★	★	★	★

52. Reception/Meet and Greet	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	✓	✓		★	★	★	★	★

53. Reservation, Check In, Check Out and General Efficiency	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	✓	✓		★	★	★	★	★

54. Laundry Services	Exclusive	Shared	N/A option	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
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55. Bedrooms and Bathrooms	Exclusive	Shared	N/A option	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
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56. Type of Laundries and Drying Areas	Exclusive	Shared	N/A option	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		✓	✓	★	★	★	★	★

57. Fixtures and Fittings	Exclusive	Shared	N/A option	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 one 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		✓	✓				★	★
58. Ventilation and Lighting	Exclusive	Shared	N/A option	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		✓	✓	★	★	★	★	★
50. Walls: Tiling and Paintwork	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All walls to be painted or tiled		✓	✓	★	★	★	★	★
60. Flooring and Ceiling	Exclusive	Shared	N/A option	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)				APPLICABILITY PER SUB-CATEGORY				
61. Fixture and Fittings	Exclusive	Shared	N/A option	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, 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)		✓	✓				★	★
62. Ventilation and Lighting	Exclusive	Shared	N/A option	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	N/A option	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)) **APPLICABILITY PER SUB-CATEGORY**

64. Fixtures, Fittings and Equipment	Exclusive	Shared	N/A option	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 nine 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		✓	✓					★
WiFi available. Exemption allowed if there is no signal/service		✓	✓				★	★
Appropriate, functional seating provided		✓	✓	★	★	★	★	★
Plastic furniture is acceptable		✓	✓	★	★	★		
65. Ventilation and Lighting	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Adequate ventilation and extraction via opening windows, extractor fans or air conditioning must be provided		✓	✓	★	★	★	★	★
Adequate lighting in all areas		✓	✓	★	★	★	★	★
Light switches located at the entrance door to the facility		✓	✓	★	★	★	★	★

66. Flooring and Ceiling	Exclusive	Shared	N/A option	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	N/A option	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	N/A option	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 TAKEAWAYS (if applicable)	APPLICABILITY PER SUB-CATEGORY
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69. Fixtures, Fittings and Equipment	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Adequately stocked and clearly identifiable shop, bar, bottle store and/or takeaway		✓	✓	★	★	★	★	★
Acceptable range of basic products available, although not fully comprehensive supply of goods		✓	✓		★			
Reasonable selection of products available		✓	✓			★		
Reasonable range of takeaway food available		✓	✓			★		
Product range and variety is high and well suited to the market		✓	✓				★	
A good range of takeaway foods available		✓	✓				★	

Varied selection of quality fresh produce and/or homemade meals available. Shopping experience with a local feel/flavour		✓	✓						★
Excellent range of takeaway foods available		✓	✓						★
Well-organised shelves and stock all clearly priced		✓	✓				★		★
70. Ventilation and Lighting	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star	
All shops, takeaways, 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	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star	
All walls to be painted and/or tiled		✓	✓	★	★	★	★	★	
72. Flooring and Ceiling	Exclusive	Shared	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star	
Flooring to be fit for purpose		✓	✓	★	★	★	★	★	

CARAVAN AND CAMPING



KEY REQUIREMENT

Caravan and Camping Facility	1-Star	2-Star	3-Star	4-Star	5-Star
Only establishments that cater for transient guests (travelling public) can qualify for grading. If permanent/semi-permanent guests are accommodated, facilities for such guests should be distinctly separate to those provided for the public travelling for leisure and/or short-term purposes	★	★	★	★	★
Host/representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative must be available on site to check guests in/out or within a 5-minute drive from the property	★	★	★	★	★
Bathroom facilities may be separate communal male and female facilities, or may be private or family bathrooms	★	★	★	★	★

CARAVAN AND CAMPING

A. EXTERIOR				APPLICABILITY PER SUB-CATEGORY				
1. Building Exterior	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section								
2. Grounds and Gardens	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section								
3. Parking, Driveways and Parking Signage	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of fit-for-purpose on-site and/or designated parking areas (ideally one 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	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	N/A 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) and 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)	✓	✓		★	★	★	★	★

B. BATHROOMS AND ABLUTIONS	APPLICABILITY PER SUB-CATEGORY
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6. Type of Bathroom	Caravan & Camp Site	Camp Site	N/A option	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, handbasin	✓	✓		★	★	★	★	★
Where appropriate, privacy provided between individual washing, shower, bath and toilet facilities	✓	✓		★	★	★	★	★

At least one male and one female shower or bath, toilet and washbasin for every four, six-person sites in the park	✓	✓		★	★	★	★	★
All toilets, showers, baths and other plumbing must be in a good working condition and free from trapping surfaces such as chips, cracks and broken toilet seat	✓	✓		★	★	★	★	★
Communal bathrooms have both shower and/or bath cubicles	✓	✓		★	★	★		
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	N/A option	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 handbasin	✓	✓		★	★	★	★	★
Bathroom has vanity space at hand washbasins	✓	✓				★		
Bathroom has ample vanity space at hand washbasin	✓	✓					★	★
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 male and female ablution block	✓	✓					★	★
8. Shower and Bath Cubicles and Dressing Areas	Caravan & Camp Site	Camp Site	N/A option	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/caddy to be provided in each bath/shower cubicle	✓	✓		★	★	★	★	★
Shower must have a screen or a good quality shower curtain	✓	✓		★	★	★		
Shower screen	✓	✓					★	★
Non-slip surfaces or mats for use in showers	✓	✓		★	★	★	★	★
Shower rose to be of good quality, with good water dispersion	✓	✓		★	★	★	★	★
Note: safety grab rail appropriate for the market	✓	✓					★	★
9. Toilet Cubicles	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Privacy provided between individual toilet facilities	✓	✓		★	★	★	★	★
All doors lockable from inside	✓	✓		★	★	★	★	★
Toilets should have separate seat and lid, and should be in good condition	✓	✓		★	★	★	★	★
All toilet cubicles equipped with lidded disposable bins (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 closed 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	✓	✓				★	★	★
Note: safety grab rail appropriate for the market	✓	✓					★	★

10. Portable Chemical Toilet and Disposal Area	Caravan & Camp Site	Camp Site	N/A 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	✓						★	★
Lidded bin in communal ablutions block	✓	✓		★	★	★	★	★
11. Hand Washing and Drying Facilities	Caravan & Camp Site	Camp Site	N/A 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 washbasins	✓	✓		★	★	★	★	★
12. Walls, Floors and Ceiling	Caravan & Camp Site	Camp Site	N/A option	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. Lighting and Ventilation	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓					★	★

14. Windows, Doors and Frames	Caravan & Camp Site	Camp Site	N/A option	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
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15. Type of Sculleries and Camp Kitchen	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓		★	★	★	★	★

16. Fixtures and Fittings	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Covered waste disposal bin with liner must be provided	✓	✓		★	★	★	★	★
A stove with at least two hot plates provided (if a camp kitchen is available)	✓	✓	✓	★	★	★	★	★
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 (if a camp kitchen is available)	✓		✓	★	★	★	★	★

A table with sufficient seating provided (if a camp kitchen is available)	✓		✓	★	★	★	★	★
Hot water urn provided for tea or coffee making (if a camp kitchen is available)	✓		✓	★	★	★	★	★
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 available (if a camp kitchen is available)	✓	✓	✓	★	★	★	★	★
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	✓						★	★
17. Flooring and Ceiling	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓				★	★	★
18. Ventilation and Lighting	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓		★	★	★	★	★

D. LAUNDRY AND DRYING AREAS

APPLICABILITY PER SUB-CATEGORY

19. Type of Laundries and Drying Areas	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	✓		✓	★	★	★	★	★
20. Fixtures and Fittings	Caravan & Camp Site	Camp Site	N/A option	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 if there is provision of the machine	✓		✓	★	★	★	★	★
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 one 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	✓		✓			★	★	★
All plumbing below wash troughs should be suitably screened and water pipes are not visible	✓						★	★

21. Ventilation and Lighting	Caravan & Camp Site	Camp Site	N/A option	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	✓			★	★	★	★	★
22. Walls: Tiling and Paintwork	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All walls to be painted or tiled	✓			★	★	★	★	★
23. Flooring and Ceiling	Caravan & Camp Site	Camp Site	N/A option	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	✓					★	★	★

E. CARAVAN/CAMPING SITES	APPLICABILITY PER SUB-CATEGORY
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24. Size and Demarcation of Sites	Caravan & Camp Site	Camp Site	N/A option	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 clearly numbered for easy identification	✓	✓		★	★	★	★	★
Demarcated sites, e.g. with stones, plants, painted lines, hedges, wooden barriers, etc.	✓	✓					★	★
All sites are level	✓	✓					★	★
A reasonable number of private or secluded sites available	✓	✓					★	★
25. Access and Overhead Clearance	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓		★	★	★	★	★
26. Surfaces and Drainage	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All caravan and camping sites must have even surface and be 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	✓	✓		★	★	★	★	★
If brick paving is provided camping surface should be an area of at least 3m x 5m	✓	✓	✓	★	★	★	★	★
27. Electrical Power Points	Caravan & Camp Site	Camp Site	N/A option	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 four 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	✓	✓	✓	★	★	★	★	★

28. Water Points and Drainage	Caravan & Camp Site	Camp Site	N/A option	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 one tap for every three to four sites	✓	✓					★	
At least one tap for every two sites	✓	✓						★
Drainage system is installed at each tap to allow for wastewater run-off	✓	✓					★	★

29. Refuse Bins	Caravan & Camp Site	Camp Site	N/A option	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 one bin for every three to four sites	✓	✓					★	

At least one bin for every two sites	✓	✓							★
30. Braai Facilities	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓					★	★	
31. Site Keeping and Appearance	Caravan & Camp Site	Camp Site	N/A option	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					
32. Fixtures and Fittings	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓		★	★	★	★	★	

33. Ventilation and Lighting	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓		★	★	★	★	★
34. Walls: Tiling and Paintwork	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All walls to be painted or tiled	✓	✓		★	★	★	★	★
35. Flooring and Ceilings	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Flooring to be fit for purpose	✓	✓		★	★	★	★	★
36. Public Area Toilet/s	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Public toilets may be unisex	✓	✓	✓	★	★	★	★	★
Handbasin with running water and soap to be provided	✓	✓	✓	★	★	★	★	★
Mirror above handbasin	✓	✓	✓	★	★	★	★	★
Toilet seat 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				
37. Bathrooms/Ablutions	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All ablution facilities to be thoroughly cleaned, at least daily	✓	✓		★	★	★	★	★
Ablution attendant on duty to facilitate continuous cleaning, particularly during busy periods	✓	✓					★	★
38. Sculleries and Camp Kitchens	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓					★	★
39. Laundries and Drying Areas	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Laundries thoroughly cleaned at least daily	✓	✓	✓	★	★	★	★	★
40. Public Areas	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓	✓	★	★	★	★	★
H. COMMUNAL BRAAI AREAS AND BOMAS				APPLICABILITY PER SUB-CATEGORY				
41. Fixture and Fittings	Caravan & Camp Site	Camp Site	N/A option	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, 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)	✓	✓						★	★

42. Ventilation and Lighting	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓		★	★	★	★	★

43. Flooring	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Flooring to be fit for purpose	✓	✓		★	★	★	★	★

I. RECREATIONAL FACILITIES (e.g. Games room, TV room, etc. including equipment)	APPLICABILITY PER SUB-CATEGORY
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44. Fixtures, Fittings and Equipment	Caravan & Camp Site	Camp Site	N/A option	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 nine 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	✓								★
WiFi available. Exemption allowed if there is no signal/service	✓							★	★
Appropriate, functional seating provided	✓					★	★	★	★
Plastic furniture is acceptable	✓					★	★	★	★
45. Ventilation and Lighting	Caravan & Camp Site	Camp Site	N/A option	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 to the facility	✓			★	★	★	★	★	
46. Flooring and Ceiling	Caravan & Camp Site	Camp Site	N/A option	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.	✓			★	★	★	★	★	
No sagging panels should be visible	✓					★	★	★	
47. Windows, Doors and Frames	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star	
No cracked window panes evident	✓			★	★	★	★	★	
All doors and windows are able to open, close and latch easily	✓			★	★	★	★	★	
48. Other Recreational Facilities (e.g. swimming pool, children's play area, trampoline, etc.)	Caravan & Camp Site	Camp Site	N/A option	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.	✓		✓				★	★	

J. SHOPS, BARS, BOTTLE STORES AND/OR TAKEAWAYS				APPLICABILITY PER SUB-CATEGORY				
49. Fixtures, Fittings and Equipment	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Adequately stocked and clearly identifiable shop, bar, bottle store and/or take away (seasonality)	✓			★	★	★	★	★
Acceptable range of basic products available, although not fully comprehensive supply of goods	✓				★			
Reasonable selection of products available	✓					★		
Reasonable range of takeaway food available (seasonality)	✓					★		
Product range and variety is high and well-suited to the market	✓						★	
A good range of takeaway foods available (seasonality)	✓						★	
Varied selection of quality fresh produce and/or homemade meals available. Shopping experience with a local feel/flavour	✓							★
Excellent range of takeaway foods available (seasonality)	✓							★
Well organised shelves and stock all clearly priced	✓						★	★
50. Ventilation and Lighting	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All shops, takeaways, 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	✓			★	★	★	★	★
51. Walls: Tiling and Paintwork	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All walls to be painted and/or tiled	✓			★	★	★	★	★
52. Flooring and Ceiling	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Flooring to be fit for purpose	✓			★	★	★	★	★

K. SERVICES OFFERED				APPLICABILITY PER SUB-CATEGORY				
53. Arrival and Check-in	Caravan & Camp Site	Camp Site	N/A option	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	✓	✓					★	★
54. Appearance of Staff	Caravan & Camp Site	Camp Site	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Staff to be neatly dressed	✓	✓		★	★	★	★	★
55. Tourist Information	Caravan & Camp Site	Camp Site	N/A option	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)	✓	✓	✓	★	★	★	★	★

BACKPACKERS AND HOSTELS



KEY REQUIREMENT

Backpacker and Hostel	1-Star	2-Star	3-Star	4-Star	5-Star
If the owner/manager and guests are accommodated in the same building, there must be separate living areas for the owner/manager	★	★	★	★	★
The owner/representative must be contactable 24 hours, 7 days per week	★	★	★	★	★
The owner/representative must be available to check guests in/out or within a 10-minute drive from the property during specified check-in times	★	★	★	★	★
Daily servicing of the rooms must be included in the tariff	★	★	★	★	★
Servicing of rooms 7 days a week (includes linen/towel change when applicable, removal of rubbish)	★	★	★	★	★
Shared facilities (not with owner/manager): must be a minimum of shared spaces to cook, eat, relax	★	★	★	★	★
Establishment must provide a communal self-catering kitchen	★	★	★	★	★

BACKPACKERS AND HOSTELS

A. EXTERIOR		APPLICABILITY PER SUB-CATEGORY					
1. Building Exterior	Backpacker/ Hostel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section							
2. Grounds and Gardens	Backpacker/ Hostel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section							
3. Parking/Driveway/Signage	Backpacker/ Hostel	N/A 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	N/A 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) and 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)	✓		★	★	★	★	★

5. Power Supply and WiFi	Backpacker/ Hostel	N/A 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) should be provided for the safe use of electrical equipment	✓	✓	★	★	★	★	★
WiFi to be available throughout the establishment or in specified, designated area/s. Exemption allowed if there is no signal/service, in which case this should be clearly stated	✓	✓	★	★	★	★	★

B. PRIVATE AND SHARED BEDROOMS (note: assessment will apply to the room with the lowest rating) **APPLICABILITY PER SUB-CATEGORY**

6. Bedroom/Dormitory Size	Backpacker/ Hostel	N/A 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 and Security	Backpacker/ Hostel	N/A 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	✓						★
8. Beds, Bases and Mattresses	Backpacker/ Hostel	N/A 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 two sleeping positions high	✓				★	★	★
A ladder or equivalent should be provided for guests to climb to the top bunk	✓		★	★	★	★	★
9. Bedding and Linen	Backpacker/ Hostel	N/A 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	✓		★	★	★	★	★

Two pillows per sleeping position in private rooms	✓				★	★	
Mattresses, pillows covered with protectors (in private and dormitory rooms)	✓		★	★	★	★	
10. Furniture	Backpacker/ Hostel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
At least one bedside table in each single and double private 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. Hanging Space, Shelves and Luggage Storage	Backpacker/ Hostel	N/A 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 (hanging space or hooks or similar)	✓		★	★	★		
Dormitories should have provision to hang clothes, e.g. wall plaque with hooks or individual bunk hooks	✓		★	★	★		
Hanging space or open cupboards with hanging space or a rail to be provided in private rooms and dormitories	✓					★	★
12. Curtains and Window Coverings	Backpacker/ Hostel	N/A 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 and Cornices	Backpacker/ Hostel	N/A 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 and Ventilation	Backpacker/ Hostel	N/A 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 cannot 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	✓					★	★
15. Lighting	Backpacker/ Hostel	N/A 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 bedroom 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	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Waste bin in each dormitory and private bedroom	✓		★	★	★	★	★
Suitably-sized mirror in each dormitory	✓		★	★	★	★	★
Suitably-sized mirror in each private room (if not provided in en-suite bathroom)	✓		★	★	★	★	★
Hairdryer provided in private bedrooms	✓	✓					★
Hairdryer available on request and a hairdrying station/area provided in a communal area	✓					★	★
Smoking not permitted in dormitories, and non-smoking private rooms to be provided	✓		★	★	★	★	★

C. BATHROOMS	APPLICABILITY PER SUB-CATEGORY				
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17. Communal Bathrooms	Backpacker/ Hostel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 of one toilet for every 10 guests in shared accommodation	✓		★	★	★		
Minimum of one washbasin for every 10 guests in shared accommodation	✓		★	★	★		
Minimum of one bath or shower for every eight guests in shared accommodation	✓					★	★
Minimum of one toilet for every eight guests in shared accommodation	✓					★	★
Minimum of one washbasin for every eight guests in shared accommodation	✓					★	★
All basins, baths and showers supplied with sufficient hot and cold water at all reasonable times	✓		★	★	★	★	★
18. Fixtures and Fittings: Communal Bathrooms	Backpacker/ Hostel	N/A 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), and at least two clothes hooks	✓		★	★	★	★	★
No shower curtains should be used – all showers should be enclosed and if applicable and have solid or glass doors	✓						★
Each toilet unit should have: a 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 handbasins	✓		★	★	★	★	★
Sufficient open vanity space for toiletries	✓		★	★	★	★	★

19. En-suite Bathrooms	Backpacker/ Hostel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Each private room must have an en-suite bathroom	✓						★
All basins, baths and showers supplied with sufficient hot and cold water at all reasonable times	✓		★	★	★	★	★
20. Fixtures and Fittings: En-suite Bathrooms	Backpacker/ Hostel	N/A 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 handbasin	✓		★	★	★	★	★
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 handbasin	✓		★	★	★	★	★
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 and have solid or glass doors	✓					★	★
Two hooks for clothes	✓		★	★	★	★	★
21. Bathroom Size	Backpacker/ Hostel	N/A 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	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All guests in private and en-suite rooms to be provided with individual towel and soap upon arrival	✓					★	★

23. Flooring and Ceiling	Backpacker/ Hostel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings	✓		★	★	★	★	★
24. Lighting and Ventilation	Backpacker/ Hostel	N/A 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	✓		★	★	★	★	★

D. PUBLIC AREAS	APPLICABILITY PER SUB-CATEGORY
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25. Living and Dining Areas	Backpacker/ Hostel	N/A 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	✓		★	★	★	★	★
Minimum of one lounge or relaxing area (lounge/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 a communal area (if fit for purpose)	✓	✓			★	★	★
26. Lighting, Heating/Cooling and Ventilation	Backpacker/ Hostel	N/A 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 that does not have an opening window)	✓		★	★	★	★	★

27. Other Public Areas Including Passages and Staircases	Backpacker/ Hostel	N/A 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	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All toilets regularly cleaned, checked (minimum daily) 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, lidded sanitary bin and sanitary bags for ladies	✓		★	★	★	★	★

E. FOOD AND BEVERAGE FACILITIES	APPLICABILITY PER SUB-CATEGORY
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29. Meal Provision	Backpacker/ Hostel	N/A 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	Backpacker/ Hostel	N/A 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 items to be provided	✓		★	★	★	★	★
Sufficient storage or shelving space for crockery, cutlery, kitchen and cleaning equipment	✓		★	★	★	★	★
Sufficient hot plates on which to cook meals	✓		★	★	★	★	★

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	✓	✓	★	★	★	★	★
Oven and/or convection microwave oven	✓	✓				★	★
Dishwashing liquid provided	✓		★	★	★	★	★
Range of herbs and spices	✓					★	★

F. OTHER FACILITIES			APPLICABILITY PER SUB-CATEGORY				
31. Clothes Washing, Hanging and Drying Facilities	Backpacker/ Hostel	N/A 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) available for guest use	✓	✓					★
Tumble dryers (these may be coin operated) available for guest use	✓	✓					★

G. GENERAL FACILITIES, SERVICES AND SERVICE	APPLICABILITY PER SUB-CATEGORY
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32. Courtesy	Backpacker/ Hostel	N/A 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	✓		★	★	★	★	★

33. Reception/Meet and Greet	Backpacker/ Hostel	N/A 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	✓		★	★	★	★	★

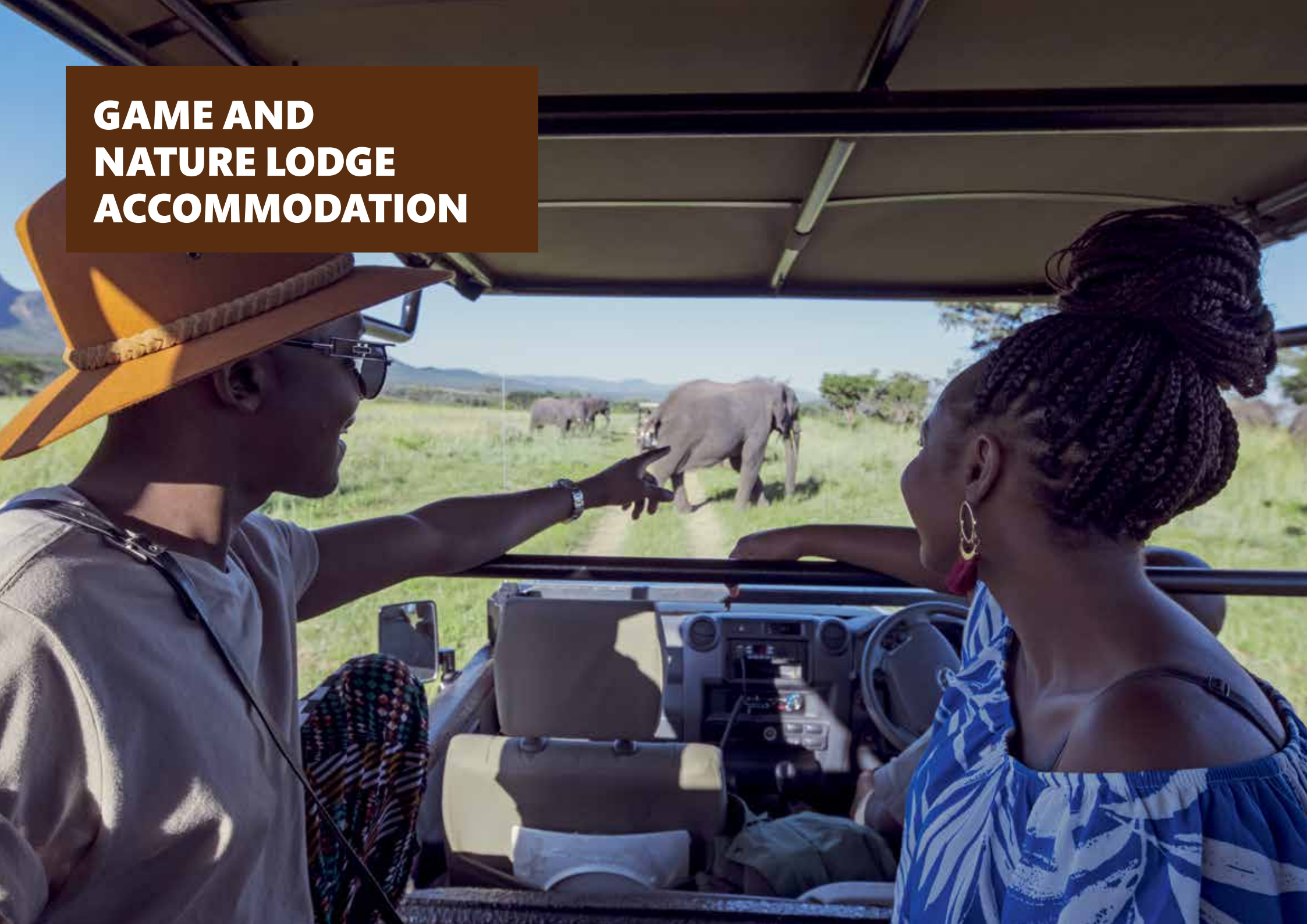
34. Additional Facilities/Services	Backpacker/ Hostel	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Swimming pool for guest use	✓	✓	★	★	★	★	★
Braai area for guest use	✓	✓	★	★	★	★	★
Luggage storage for early arrivals/late departures	✓	✓	★	★	★	★	★
Shuttle service or equivalent provided for guests	✓	✓	★	★	★	★	★
Tour booking service available	✓	✓	★	★	★	★	★

H. HOUSEKEEPING	APPLICABILITY PER SUB-CATEGORY				
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35. Cleanliness	Backpacker/ Hostel	N/A 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	N/A 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 at least every seven days for long-stay guests. "No change" option available	✓		★	★	★	★	★
All towelling and bathroom linen changed for each new guest, on request, when soiled, or at least every seven days for long-stay guests. "No change" option available	✓		★	★	★	★	★

GAME AND NATURE LODGE ACCOMMODATION



KEY REQUIREMENT

Game Lodge and Nature Lodge	1-Star	2-Star	3-Star	4-Star	5-Star
Host/representative contactable 24 hours a day, 7 days a week	★	★	★	★	★
Host/representative must be available on site to check guests in/out or within a 10-minute drive from the property	★	★	★	★	★
Public areas/facilities must include a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests	★	★	★	★	★
Daily servicing of rooms and bedrooms including weekends and public holidays	★	★	★	★	★
Bathroom facilities en-suite or exclusive use of bathroom facilities	★	★	★	★	★
Meals and beverages to be provided	★	★	★	★	★
At least one guided experience provided (natural or cultural)	★	★	★	★	★

GAME AND NATURE LODGE ACCOMMODATION

A. EXTERIOR				APPLICABILITY PER SUB-CATEGORY				
1. Building Exterior	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section								
2. Grounds and Gardens	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Relevant quality criteria will apply to this section								
3. Parking, Driveways and Parking Signage	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of fit-for-purpose on site and/or designated parking areas (ideally one parking space per room)	✓	✓		★	★	★	★	★
Directional signage – acceptable condition, clearly visible, fit for purpose	✓	✓		★	★	★	★	★
Covered/weatherproof guest parking facilities	✓	✓						★
Valet or shuttle service should parking not be located near to the lodge	✓	✓		★	★	★	★	★
4. Safety and Security	Game Lodge	Nature Lodge	N/A 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 (speed limit, getting out of private cars)	✓	✓		★	★	★	★	★

Management representative/the most senior representative on duty responsible for safety and security on call 24 hours a day, 7 days a week	✓	✓		★	★	★	★	★
Emergency information (including relevant telephone numbers) and 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/exit	✓	✓		★	★	★	★	★
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	✓	✓		★	★	★	★	★
24-hour emergency communication to be available and reliable at all times	✓	✓		★	★	★	★	★
Where predators roam freely, an escort/guide should be available to escort guests in all unfenced areas, i.e. to and from parking areas, accommodation, public areas, set-off points for safari, etc.	✓	✓		★	★	★	★	★
Rifle safe provided that is large enough to store at least five rifles safely (recommended central access control area)	✓	✓	✓	★	★	★	★	★

5. Game checklist requirements	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Species Checklist in place and available for guests during their stay/while on game drives	✓			★	★	★	★	★
Required Provincial Authority Certification and/or Permits in place	✓	✓	✓	★	★	★	★	★

B. BEDROOMS (note: assessment will apply to the room with the lowest rating) **APPLICABILITY PER SUB-CATEGORY**

6. Bedroom Entrance, Safety and Security	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Information on how to call for assistance (including telephone numbers, how to use a two-way radio, etc.) and evacuation procedures in the event of an emergency to be displayed in every bedroom	✓	✓		★	★	★	★	★
Emergency lighting (alternative to grid electricity) available in each guestroom	✓	✓		★	★	★	★	★

All bedroom doors must be lockable/secure (from the inside and outside of the bedroom)	✓	✓		★	★	★	★	★
On-site safe or safety deposit facility available on request	✓	✓		★	★			
In-room safe (appropriate to the market)	✓	✓				★	★	★
7. Beds, Bases and Mattresses	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Permanent sleeping positions (beds) fitted with foam mattresses permissible	✓	✓		★	★			
Bed provided for each advertised sleeping position (sofa beds and foam sponge mattresses are not acceptable as permanent bed spaces)	✓	✓		★	★	★	★	★
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 two-sleeper beds are a standard double size or bigger. Minimum dimensions for a double bed: L188cm x W137cm	✓	✓		★	★	★		
All two-sleeper beds are queen-sized or bigger. Minimum dimensions for a queen bed: L188cm x W152cm, king bed: L188cm x W180cm or two single beds: L188cm x W92cm	✓	✓					★	
All two-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 two single beds of L188cm x W92cm	✓	✓						★
If using a divan bed set, the base must be upholstered or have a valance on the base	✓	✓		★	★	★	★	★
8. Bedding and Linen	Game Lodge	Nature Lodge	N/A option	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, top sheet, 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 top sheet, blanket, flat top sheet 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 hygienically sealed in a linen/plastic bag	✓	✓					★	★
Additional blanket, hygienically sealed in a linen/plastic bag, available in the bedroom	✓	✓						★
One pillow per sleeping position with pillowcase	✓	✓		★	★			
Two pillows per sleeping position	✓	✓				★	★	★
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	✓	✓						★
9. Furniture	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A bedside table or shelf, located beside all permanent sleeping positions	✓	✓		★	★	★	★	★
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 one comfortable chair/seating position (in addition to desk/table chair)	✓	✓					★	

One comfortable chair/seating position per permanent sleeping position (in addition to desk/table chair)	✓	✓							★
Desk and/or table with an appropriate chair and mirror above the desk/table	✓	✓					★		
Desk and/or 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 table should be provided	✓	✓							★
10. Hanging Space, Shelves and Luggage Storage	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star	
Provision of a fit-for-purpose clothes hanging space	✓	✓		★	★	★	★	★	
Provision of adequate hanging space to accommodate full-length clothing	✓	✓				★	★	★	
Hanging space large enough to accommodate additional pillows, blankets, etc.	✓	✓				★	★	★	
A minimum of one drawer or shelf appropriate and fit for purpose, per room	✓	✓		★	★				
A minimum of one drawer or shelf per sleeping position	✓	✓				★			
Minimum two drawers or enclosed shelves per sleeping position for the first two sleeping positions and minimum one drawer/enclosed shelf for each sleeping position above two	✓	✓					★	★	
Minimum five hangers per sleeping position (wire not permitted, hangers must be matching)	✓	✓				★	★	★	
Provision of specialised hangers on request	✓	✓					★	★	
Appropriate lighting	✓	✓							★
Fit-for-purpose luggage rack/stand provided in each room	✓	✓					★	★	
11. Curtains and Window Coverings	Game Lodge	Nature Lodge	N/A 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 bedrooms in public view must be provided with additional privacy without restricting natural light	✓	✓		★	★	★	★	★	
Window coverings must provide full block out	✓	✓					★	★	

12. Flooring, Ceiling, Skirting and Cornices	Game Lodge	Nature Lodge	N/A 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	✓	✓		★	★	★	★	★
13. Temperature Control and Ventilation	Game Lodge	Nature Lodge	N/A option	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	✓	✓		★	★	★	★	★
14. Lighting, Power and Switches	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Light switch to be located by the entrance door	✓	✓		★	★	★	★	★
Adequate lighting 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 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 and should be easily accessible	✓	✓					★	★
When electricity is restricted, torches must be provided at the bedside	✓	✓		★	★	★		
When electricity is restricted, alternate energy lighting must be provided	✓	✓					★	★
15. Electronic Appliances (if electricity provided)	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Hairdryer available on request	✓	✓	✓	★	★			
Hairdryer (minimum 1 600W) to be provided in each room	✓	✓	✓			★	★	★

Hairdryer located close to a mirror	✓	✓	✓				★	★
Television available in a central viewing area if no televisions provided in guest rooms (when upgrading televisions owners/operators are encouraged to purchase smart televisions that offer on-demand/online viewing and which are an appropriate size for comfortable viewing)	✓	✓	✓	★	★	★	★	★
If provided, television in each guest room, with working remote control	✓	✓	✓	★	★			
If provided, flat panel television in each guestroom, with working remote control	✓	✓	✓			★		
If provided, flat panel, high-definition television in all rooms, with working remote control and minimum size of 32 inches	✓	✓	✓				★	★
If provided, televisions to be conveniently located and large enough for the screen to be visible from the bed	✓	✓	✓	★	★	★	★	★
If television provided, free-to-air channels available only	✓	✓	✓	★	★			
If television provided, multi-channels (minimum nine channels) available in each room	✓	✓	✓			★		
If television provided, multi-channels (minimum 12 channels) available in each room	✓	✓	✓				★	
If television provided, multi-channels (minimum >12 channels) available in each room	✓	✓	✓					★
WiFi to be available throughout the establishment, including guest rooms. Exemption allowed if there is no signal/service	✓	✓	✓			★	★	★
16. Mirror and Mirror Lighting	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Reasonably-sized mirror with adequate lighting	✓	✓		★	★			
Full-length mirror in guestroom or bathroom	✓	✓				★	★	★
A well-lit mirror at dressing table area in close proximity to a plug point	✓	✓				★	★	★
17. Accessories and Tea/Coffee Making Facilities	Game Lodge	Nature Lodge	N/A option	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	✓	✓		★	★	★	★	★
Adequate, fit-for-purpose and appropriate protection against insects should be provided in each guest room, 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 rooibos and black tea), coffee, milk and sugar (at least two sachets and tea bags per guest per day) are required. Adequate preparation space located near the kettle and near a dedicated power point required	✓	✓	✓			★	★	★
Filtered, fresh water or mineral water provided	✓	✓				★	★	★
Drinking glass/cup provided per sleeping position (in addition to glasses in the bathroom)	✓	✓				★	★	★
Mini-bar fridge available on request	✓	✓	✓				★	
Mini-bar fridge in each guestroom (stocked on request)	✓	✓	✓					★
Instructions on how to use the television and heating/cooling system (if applicable)	✓	✓	✓	★	★	★	★	★

18. Spaciousness and Overall Impression	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Unrestricted access to all storage facilities within the room	✓	✓		★	★	★	★	★
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	✓	✓				★		
Well-planned layout – quite spacious, allowing ease of movement, comfort and relaxation	✓	✓					★	
Well-planned layout – very spacious, allowing generous ease of movement, comfort, dining and relaxation	✓	✓						★

C. BATHROOMS	APPLICABILITY PER SUB-CATEGORY
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19. Type of Bathroom	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
If an establishment incorporates an open plan bathroom within the room, showers, baths and handbasins may be open plan but the toilet must be separate with an adequate door to ensure guest privacy	✓	✓		★	★	★	★	★

All bedrooms to have en-suite bathrooms. For family rooms one bathroom is sufficient	✓	✓		★	★	★	★	
Each bedroom must have an en-suite bathroom (including all family rooms)	✓	✓						★
20. Flooring and Ceiling	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
An impervious surface to be provided on walls, floors and ceilings	✓	✓		★	★	★	★	★
21. Lighting and Ventilation	Game Lodge	Nature Lodge	N/A option	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	✓	✓		★	★	★	★	★
22. Fixtures and Fittings	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 handbasin	✓	✓		★	★	★	★	★
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 toilet with seat and lid	✓	✓		★	★	★	★	★
Bathrooms to include at least one handbasin	✓	✓		★	★	★	★	★

All bathrooms to include a bath or a shower (shower over bath is also acceptable) (guest safety: appropriately fitted grab rail)	✓	✓		★	★	★		
All bathrooms to have a shower or shower over bath	✓	✓					★	
All bathrooms to have a shower and a bath. Alternatively a walk-in shower of luxury nature (clearly listed in all marketing collateral)	✓	✓						★
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 for clothes must be provided	✓	✓					★	★
23. Towelling	Game Lodge	Nature Lodge	N/A option	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, two bath sheets (or a bath towel and a bath sheet) and bath robe provided per person (robe to be changed for each new guest)	✓	✓						★
Pool towels available on request	✓	✓	✓	★	★	★	★	★
24. Accessories	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Toiletseat 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 (liner bags preferable)	✓	✓		★	★	★	★	★
Bathroom equipped with double ply toilet paper and holder, plus a minimum of one spare toilet roll. (Bio-degradable eco-friendly toilet paper acceptable if establishment uses septic tanks)	✓	✓		★	★	★	★	★
Bathroom equipped with closed 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	✓	✓						★
Slippers (sealed and clean/new) provided per sleeping position	✓	✓						★

D. PUBLIC AREAS	APPLICABILITY PER SUB-CATEGORY
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25. Decoration	Game Lodge	Nature Lodge	N/A 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 objects d'art	✓	✓						★

26. Bar, Lounge and Sitting Areas	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A lounge provided with adequate comfortable seating for resident guests	✓	✓		★	★	★	★	★
All seating areas to be of an acceptable size to provide a reasonable amount of space for guests to easily move around	✓	✓		★	★	★	★	★
All seating areas to be furnished with sufficient occasional tables and functional surfaces	✓	✓		★	★	★	★	★
Shared lounge/sitting areas must be accessible during all reasonable hours	✓	✓		★	★	★	★	★
Common area where beverages can be consumed	✓	✓		★	★			

A beverage service to be offered as per liquor licence conditions	✓	✓				★		
A beverage service to be offered throughout the day and evening	✓	✓					★	★

27. Flooring, Ceiling, Skirting and Cornices	Game Lodge	Nature Lodge	N/A 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	✓	✓		★	★	★	★	★

28. Lighting, Heating/Cooling and Ventilation	Game Lodge	Nature Lodge	N/A 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	✓	✓		★	★	★	★	★

29. Other Public Areas Including Passages and Staircases	Game Lodge	Nature Lodge	N/A 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 saving initiatives are to be respected	✓	✓		★	★	★	★	★
Clear, directional signage to bedrooms and reception (where needed)	✓	✓	✓	★	★	★	★	★

30. Elevators/Lifts	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor, i.e. on the third floor	✓	✓	✓	★	★	★	★	★

E. DINING FACILITIES	APPLICABILITY PER SUB-CATEGORY							
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31. Provisions	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Meals and beverages must be provided from outlets within the boundary walls of the property to ensure guest safety and security	✓	✓		★	★	★	★	★

Breakfast, lunch (or brunch and snacks) and dinner to be made available	✓	✓		★	★	★	★	★
Meal times can be flexible at the discretion of the establishment and special guest requirements	✓	✓		★	★	★	★	★
32. Lunch and Dinner Quality and Presentation	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
All foods well-presented and served at the correct temperature	✓	✓		★	★	★	★	★
Menu items modified to take into account dietary requirements (e.g. allergies, diabetic food requirements, Kosher, Halaal, vegetarian, etc.)	✓	✓		★	★	★	★	★
Provision made for a variety of dietary requirements	✓	✓		★	★	★	★	★
A range of dishes of outstanding quality with a choice of hot and cold dishes available	✓	✓		★	★	★		
A broad range of dishes and presentation of outstanding quality, meeting high international standards	✓	✓					★	★
33. Breakfast/Brunch Quality and Presentation	Game Lodge	Nature Lodge	N/A option	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 five 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/brunch 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	✓	✓		★	★	★	★	★
34. Furnishings	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Sufficient tables and chairs to accommodate guests irrespective of the weather	✓	✓		★	★	★	★	★

35. Flooring, Ceiling, Skirting and Cornices	Game Lodge	Nature Lodge	N/A 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	✓	✓		★	★	★	★	★
36. Lighting	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Acceptable levels of lighting, appropriately positioned for safety and comfort	✓	✓		★	★	★	★	★
37. Menu Presentation	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Professional and appropriate presentation of the menu to the market being served. The nature of the lodge should be taken into account	✓	✓		★	★	★	★	★
38. Table Appointments	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Table appointments appropriate to the meal being served, i.e. breakfast or dinner	✓	✓		★	★	★	★	★

F. GENERAL SERVICES AND SERVICE	APPLICABILITY PER SUB-CATEGORY
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39. Welcome, Friendliness and Attitude	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Professional, skilful and competent service and attention to detail is expected	✓	✓		★	★	★	★	★
40. Appearance of Staff	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Staff appearance to be professional and neat at all times	✓	✓		★	★	★	★	★
Service staff to wear name badges at all times	✓	✓		★	★	★	★	★

41. Reception/Meet and Greet	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Guest to be met on arrival by authorised establishment representative	✓	✓		★	★	★	★	★
Designated meet and great area	✓	✓		★	★	★	★	★
Reception area can be staffed for limited hours, plus night bell or direct line to the host/manager	✓	✓		★	★			
Reception area should be staffed a minimum of 18 hours a day. The hours for operation for reception are to be displayed in a prominent public area position. However, at other times, a staff member can be summoned by bell or telephone with minimal delay	✓	✓				★	★	★
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	✓	✓		★	★	★	★	★
42. Reservation, Check In, Check Out and General Efficiency	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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	✓	✓		★	★	★	★	★
43. Porterage, Concierge and Luggage Handling	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Secure short-term luggage storage available	✓	✓		★	★	★	★	★
Assistance with luggage made available on request	✓	✓				★		
Porterage services and assistance with luggage available or on request	✓	✓					★	
Full concierge and porterage services available for at least 18 hours per day – staff assisting with luggage on arrival outside, prompt delivery in bedroom, and departure service. Service after hours to be available on request	✓	✓						★
44. Room Service	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Provision of room service is at the discretion of management	✓	✓	✓	★	★	★	★	★
If provided, all foods well-presented and served at the correct temperature	✓	✓	✓	★	★	★	★	★

45. Laundry Services	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A limited laundry service for a minimum of three days a week is a requirement	✓	✓				★		
Same-day laundry or dry cleaning services provided or a minimum of five days a week	✓	✓					★	★
Express (within three hours) laundry and valet service available	✓	✓						★
Laundry bags and laundry price lists are to be provided to guests in the room for daily availability	✓	✓				★	★	★

46. Meal and Beverage Services	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Unobtrusive, polite and courteous service. Well-trained and professional staff	✓	✓		★	★	★	★	★
Staff demonstrating outstanding levels of food, beverage and wine product knowledge and service skills	✓	✓					★	★

47. Communications and Business Facilities	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Computer, printer and internet facilities available for guest use (where applicable)	✓	✓	✓	★	★	★	★	★

G. HOUSEKEEPING	APPLICABILITY PER SUB-CATEGORY
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48. Provision	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Housekeeping services available during working hours	✓	✓		★	★	★		
Housekeeping services available 18 hours per day (limited services available after hours)	✓	✓					★	
Housekeeping services available 24 hours per day (limited services available after hours)	✓	✓						★

49. Bedrooms and Bathrooms	Game Lodge	Nature Lodge	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 five days. "No change" option available	✓	✓		★	★			
All linen, including duvet covers changed at least every three days or on request and for each new guest. "No change" option available	✓	✓				★	★	
All linen, including duvet covers changed at least every two days or on request and for each new guest. "No change" option available	✓	✓						★
Comprehensive bedroom/bathroom turn-down service to be provided daily	✓	✓					★	★

VENUES



KEY REQUIREMENT

Conference Centre	1-Star	2-Star	3-Star	4-Star	5-Star
Dedicated meeting room/s	★	★	★	★	★
Multi-functional space/s that can accommodate meetings, receptions, banquets, exhibitions etc.	★	★	★	★	★
Informal gathering space available e.g. lounge, patio, courtyard	★	★	★	★	★
Dining facilities to accommodate conference groups	★	★	★	★	★
Meeting room/s separate from high-traffic and food service areas	★	★	★	★	★
Space for refreshment breaks available in close proximity to the meeting room/s	★	★	★	★	★
Exclusive or preferred service providers on call	★	★	★	★	★
Available inventory of conference technology (AV) (internal or outsourced)	★	★	★	★	★
Facilities designed to keep different groups/ functions apart and private	★	★	★	★	★
Restrooms available	★	★	★	★	★

In-Hotel Conference Centre	1-Star	2-Star	3-Star	4-Star	5-Star
Has exclusive or preferred service providers on call	★	★	★	★	★
Specialises in, and accommodates, small to medium-sized events in terms of attendance and occupied square meterage	★	★	★	★	★
Multi-functional space/s that can accommodate meetings, receptions, banquets, exhibitions etc.	★	★	★	★	★
Well ventilated toilets in private cubicles	★	★	★	★	★
Dining/eating area/s provided for hosted delegates	★	★	★	★	★
Food service available/provided commensurate to the size and type of events hosted	★	★	★	★	★

Convention and Exhibition Centre	1-Star	2-Star	3-Star	4-Star	5-Star
Offers access to a variety of services and/or preferred service providers	★	★	★	★	★
A purpose-built facility constructed	★	★	★	★	★
Typically large enough to accommodate multiple events simultaneously, sized to offer the opportunity for events to essentially own the building	★	★	★	★	★
Offers the largest variety of space options for events	★	★	★	★	★
Accommodates largest events in terms of attendance and occupied square meterage	★	★	★	★	★

Events Venue	1-Star	2-Star	3-Star	4-Star	5-Star
An indoor or outdoor multi-purpose facility designed for hosting an event, e.g. sports, concerts, religious, political or other special events	★	★	★	★	★
Space for spectators to stand or sit to view the event. Tiered seating may be available	★	★	★	★	★
Appropriate lighting for concerts/events (internal or outsourced)	★	★	★	★	★
Appropriate access/exit facilities to accommodate large numbers of spectators	★	★	★	★	★
Food and beverage facilities to cater for a large number of guests/spectators (internal or outsourced)	★	★	★	★	★
Wide variety of technical/AV equipment and facilities available (internal or outsourced)	★	★	★	★	★
Restrooms available	★	★	★	★	★

Historical Venue	1-Star	2-Star	3-Star	4-Star	5-Star
A building that reflects historical value or a landmark that has been adapted to host a special event, e.g. gallery, city hall, museum, castle, theatre, country club, winery, stately home, etc.	★	★	★	★	★
Has venue/s that will vary according to the original or intended function/purpose of the building/venue	★	★	★	★	★
Has kitchens and restrooms available (may be temporary)	★	★	★	★	★
Has a wide variety of technical equipment and facilities available (internal or outsourced)	★	★	★	★	★

Function Venue	1-Star	2-Star	3-Star	4-Star	5-Star
A venue that provides space for smaller, special events	★	★	★	★	★
A multi-purpose facility that can be reconfigured for different uses	★	★	★	★	★
Has kitchens and restrooms available (may be temporary)	★	★	★	★	★
Has a wide variety of technical/AV equipment and facilities available (internal or outsourced)	★	★	★	★	★

VENUES

*In-Hotel Conference Centre
 **Conference Centre
 ***Convention and Exhibition Centre

A. EXTERIOR		APPLICABILITY PER SUB-CATEGORY											
1. Building Exterior	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star	
Clearly identifiable reception area/building entrance	Hotel Grading	✓	✓	✓	✓	✓		★	★	★	★	★	
Doorway and entrance clearly illuminated		✓	✓	✓	✓	✓		★	★	★	★	★	
Lighting in all public areas, including stairways		✓	✓	✓	✓	✓		★	★	★	★	★	
2. Grounds and Gardens	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star	
Relevant quality criteria will apply to this section													
3. Parking/Driveway/Signage	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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	Hotel Grading	✓	✓	✓	✓	✓		★	★	★	★	★	
Clearly visible driveway and parking signage		✓	✓	✓			✓	★	★	★	★	★	
Clear walkway or path between designated parking and the venue		✓	✓	✓	✓	✓	✓		★	★	★	★	★
A Porte-Cochere or similar stopping area for VIPs, coaches and buses		✓	✓	✓	✓								★

4. Bus and Coach Pick-up/Drop-off Points	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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	APPLICABILITY PER SUB-CATEGORY
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6. Venues	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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	✓	✓	✓	✓	✓	✓				★	★	★
7. Furniture	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 three-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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 (WiFi) (N/A if no signal)	✓	✓	✓	✓			✓			★	★	★
Each room/venue with in-room LAN internet connectivity or high speed WiFi (can be outsourced) (N/A 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	✓	✓	✓	✓								★

12. Blinds, Curtaining and Block-out Materials	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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-divisible 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 (Applicable to meetings)	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Pen/pencil 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	✓	✓	✓	✓	✓	✓	✓				★	★
16. Service and Utility Pit/Grid (connectivity to power, water, drainage)	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A grid of interconnected utility ducts/boxes is available in suitable quantities for specific venues			✓									★
17. Boardroom/s (Applicable to permanent boardrooms)	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 WiFi within media centre				✓							★	★

20. Storage Space	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Booth, room, space or area adapted to meet specific event ticket sales requirements		✓	✓	✓			✓	★	★	★	★	★

C. PUBLIC AREAS (areas inside a venue that are accessible to delegates/guests. Includes corridors, lounges, reception areas, registration areas, pre-assembly areas, etc.) **APPLICABILITY PER SUB-CATEGORY**

22. Signage	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Directional (orientation) and informational signage to guide visitors to reception, car park, exits, entrances, toilets, medical facilities and function or meeting venues	Hotel Grading	✓	✓	✓	✓	✓		★	★	★	★	★
Signage should be clearly visible, seen from a distance and preferably lit in the dark (Use of technology at 5-star establishments to be encouraged)		✓	✓	✓	✓	✓		★	★	★	★	★

23. Decoration	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Some use of objects of interest and artwork	Hotel Grading	✓	✓	✓	✓	✓				★	★	
Interesting architectural features, objects of interest, artwork and object d'art		✓	✓	✓	✓	✓						★
24. Lounge/Sitting Areas	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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	Hotel Grading	✓	✓	✓	✓	✓		★	★	★	★	★
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 and Cornices	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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 the establishment, as well as the profile of the guest	Hotel Grading	✓	✓	✓	✓	✓		★	★	★	★	★
26. Lighting, Heating/Cooling and Ventilation	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A 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	Hotel Grading	✓	✓	✓	✓	✓		★	★	★	★	★
Acceptable temperature control and ventilation		✓	✓	✓	✓	✓	✓		★	★	★	★
27. Connectivity and Power	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Access to power in public areas	Hotel Grading	✓	✓	✓	✓	✓		★	★	★	★	★
Access to WiFi in public areas (N/A if no signal)		✓	✓	✓	✓	✓	✓	✓	★	★	★	★
28. Business Centre/Services	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Reception desk/area available for the venue	✓	✓	✓								★	★
30. Information Points/desks	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
General tourism information available	Hotel Grading	✓	✓					★	★	★		
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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
A lift is required where there are venues that are three floors or more, higher or lower than the entrance level floor	✓	✓	✓	✓	✓	✓	✓			★	★	
A lift is required where there are venues that are two or more floors, higher or lower than the entrance level floor	✓	✓	✓	✓	✓	✓	✓					★
Separate passenger and freight lifts	✓	✓	✓	✓	✓	✓	✓					★
32. Escalators and Stairwells	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Well-ventilated toilets in private cubicles	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Provision of closed toilet brush in each cubicle	✓	✓	✓	✓	✓	✓		★	★	★		
Washbasin with liquid soap	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Hot air dryers and/or single-use, paper/towelling hand towels	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Toilet seat with lid	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Covered light	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Mirror	✓	✓	✓	✓	✓	✓		★	★	★		
Mirror above each handbasin	✓	✓	✓	✓	✓	✓					★	★
At least one full-length mirror	✓	✓	✓	✓	✓	✓					★	★
Hook on each toilet cubicle door	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Lidded sanitary bin with bags (in ladies toilets) in each cubicle	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Toilet paper in each cubicle (preferably double ply)	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Nappy changing facilities must be provided in child-friendly establishments	✓	✓	✓	✓	✓	✓	✓				★	★
Cleaning staff available during all functions and events	✓	✓	✓	✓	✓	✓		★	★	★		
Dedicated restroom attendant who cleans the facilities during all functions and events	✓	✓	✓	✓	✓	✓					★	★
Automatic air fresheners	✓	✓	✓	✓	✓	✓						★
Spacious, luxurious and numerous toilet facilities with refinements such as individual hand towels, high-quality toiletries and accessories	✓	✓	✓	✓	✓	✓					★	★

D. DINING AND REFRESHMENT FACILITIES								APPLICABILITY PER SUB-CATEGORY				
	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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												
Tea, coffee, water and other suitable refreshments provided/available	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Range of high quality refreshments available as requested	✓	✓	✓	✓	✓	✓					★	★
36. Food and Beverage - Food Service												
Food service available/provided commensurate to the size and type of events hosted	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Variety of quality meal service options available	✓	✓	✓	✓	✓	✓					★	★
37. Flooring, Ceiling, Skirting and 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	✓	✓	✓	✓	✓	✓		★	★	★	★	★
38. Menu Presentation												
Professional and appropriate presentation of the menu to the market being served (written, verbal, labels, etc.)	✓	✓	✓	✓	✓	✓		★	★	★	★	★
39. Table Appointments												
Table appointments appropriate to the meal being served	✓	✓	✓	✓	✓	✓		★	★	★	★	★

40. Meal Quality and Presentation	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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	APPLICABILITY PER SUB-CATEGORY
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41. Welcome, Friendliness and Attitude	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	1-Star	2-Star	3-Star	4-Star	5-Star
Professional, skilful and competent service and attention to detail is expected	✓	✓	✓	✓	✓	✓		★	★	★	★	★

42. Appearance of Staff	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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	✓	✓	✓	✓	✓	✓		★	★	★	★	★

43. Sales/Event Co-ordination/Management	In-Hotel Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 Conf Centre*	Conf Centre**	Conv & Exhib Centre***	Events Venue	History Venue	Function Venue	N/A option	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 and 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	✓	✓	✓	✓	✓	✓		★	★	★	★	★
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	✓	✓	✓	✓	✓	✓		★	★	★	★	★
Emergency lighting provided	✓	✓	✓	✓	✓	✓		★	★	★	★	★



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