















**TOURISM GRADING COUNCIL**  
OF SOUTH AFRICA  
*Quality in Tourism*

**MINIMUM REQUIREMENTS: SELF-CATERING**  
**Apartments, Holiday Units / Homes, Cottages, Chalets / Cabins, Villas**





<b>CATEGORY DEFINITION REQUIREMENTS</b>	
<b>All Stars</b>	<b>Self-Catering</b>
	<b>Category Definition</b>
	Self-catering accommodation styles for Shared Vacation includes: Lifestyle Apartments – Multi self-contained accommodation with limited communal facilities and amenities as these are within close proximity and must have a formal reception area and Lifestyle Resorts – Multi self-contained accommodation with onsite facilities and amenities. A self-catering property is your home away from home. It usually offers guests a sole occupancy unit consisting of one or more bedrooms and self-contained public areas e.g. kitchen, dining area and lounge.
	<b>Category Entry Requirements</b>
	The host / representative must be contactable 24 hours a day, 7 days per week. Bathroom facilities may or may not be en-suite and/ or private.
<b>1. BUILDING EXTERIOR</b>	
<b>1.1 APPEARANCE OF BUILDINGS</b>	
<b>All Stars</b>	The reception entrance as well as individual unit entrances should be clearly identifiable and the doorway illuminated when it is dark. Excellent levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
	Acceptable appearance/maintenance/condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Good appearance/maintenance/condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Very good appearance/maintenance/condition. No obvious maintenance issues.
	Excellent appearance/maintenance/condition. No maintenance issues. The establishment has an attractive and inviting impression.
	Outstanding appearance/maintenance/condition. No maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.








<b>1.2 GROUNDS AND GARDENS</b> <i>(This section may be Not Applicable if there are no grounds and gardens; e.g.: in a self-catering apartment)</i>	
<b>All Stars</b>	Seasonal changes, environmental concerns, water availability and water usage must be taken into account.
	Grounds and gardens well maintained, kept tidy and safe. Basic but functional garden furniture provided in all garden areas for guests' use.
	Grounds and gardens well maintained, kept tidy and safe. Adequate and functional garden furniture provided in garden area for guests' use.
	Grounds and gardens attractively maintained, kept tidy and safe. Good quality and functional garden furniture provided in garden area for guests' use.
	Grounds and gardens well maintained and excellent appearance all year round in respect of seasonality. Well finished and excellent quality garden furniture provided in garden areas for guests' use.
	Grounds and gardens in pristine condition with attention to detail, including landscaping, driveways and architectural features, e.g. gazebo, pergola, summerhouse etc. Well finished and outstanding quality garden furniture provided in all garden areas for guests' use.
<b>Universal Accessibility:</b>	
	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.
	Grounds and garden pathways kept clear of obstacles / obstructions.
	Fixed, level, matt and slip resistant ground and floor surfaces.
	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.
	Where steps are present en-route to facilities, a route with no steps to be provided.
	Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.
	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.












<b>1.3 PARKING, DRIVEWAYS AND SIGNAGE</b>	
<b>All Stars</b>	Provision of all on-site and/ or designated parking areas to conform to local municipal by-laws inclusive of signage which needs to be of acceptable condition, clearly visible, fit for purpose. Ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.
 and	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, well maintained, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in very good condition, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in excellent condition, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in outstanding condition, clearly defined and well lit with clear signage.
	Valet service available 18 hours where the guest can have their vehicle parked at check in/out by dedicated staff.
<b>Universal Accessibility:</b>	
	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.
	Where steps en-route to facilities, a no-step route to be provided.
	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.
	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)
	Entrance route surface should be firm and even and slip-resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.
<b>1.4 SAFETY AND SECURITY</b>	
<b>All Stars</b>	Appropriate safety and security measures throughout the establishment at all times.
	Management Representative / the most senior representative on-site for safety and security on call 24 hours a day, 7 days a week.
	Emergency information, procedures and after hours contacts for assistance clearly displayed in English and in pictograms where possible. (Minimum: Emergency Exits, Evacuation Floor Plan, Emergency contact numbers).
	Guests to have secure access into facility / establishment.
	Emergency evacuation procedures provided. (Written and/or Orally and/or Audio). Minimum: Emergency Exits, Evacuation Floor Plan, Emergency Contact Numbers
	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable.
	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.






<b>Universal Accessibility:</b>	
	At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.
	On request, places of accommodation should be able to provide a system for logging cell phone numbers of guests and be able to respond to SMS communication sent from guests whilst accommodated.
	Where two-communication systems are employed for security and safety purposes, these should provide a flashing-light mechanism that lights up once confirmation has been received that the signal has been acknowledged. Provision should be made for such communication devices to be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.
	There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation kept at a secure and accessible place.
	Emergency evacuation procedures taking into account the needs of guests with functional auditory, visual and mobility limitations. It is essential that emergency evacuation procedures are developed and provide in written format.


## 2. BEDROOMS







<b>2.1 UNIT ENTRANCE, SAFETY AND SECURITY</b>	
<b>All Stars</b>	Printed information on assistance and evacuation procedures, in the event of an emergency, must be advertised in every UNIT. Emergency procedure notices must be clearly displayed behind the main entrance door. This procedure must be written in English and displayed in pictograms.
	Facilities to keep guests' valuables safe inside the room with additional safe facilities (e.g. large items) made available upon request, given the size of the establishment, the quality Star Grading of the establishment and the profile of the client.
	and Means of securing bedroom doors from the inside and outside of the bedroom. Safety deposit facility available on request.
	to Means of securing bedroom doors from the inside and outside of the bedroom. Secondary security device to be provided where bedrooms have direct external access.
	Safe required in each unit.
	and Electronic safe required in each unit.






<b>Universal Accessibility:</b>	
	<b>All Bedrooms:</b> Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.
	<b>Designated Mobility Accessible Bedrooms:</b> Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.
	Door-handles should be located at a height below 120cm.
<b>2.2 FURNITURE</b>	
<b>All Stars</b>	A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room. This may either be an 'all in one' fixture with a bed headboard or a free standing table. All elements are intact without tears, holes, breakages, cracks etc.
	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
	Good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
	Very good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
	Excellent quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
	Outstanding quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
<b>Universal Accessibility:</b>	
	<b>Designated Mobility Accessible Bedrooms:</b> Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.

<b>2.3 ELECTRONIC APPLIANCES</b>	
<b>Universal Accessibility:</b>	
<b>All Stars</b>	<b>All Bedrooms:</b>
	Sub-titles available on television on services where available.
	Televisions to have working remote controls.
	Bedside radio/ clock alarm within easy reach from the bed.
 to	Hair dryer available on request
	
 and	1 Hair dryer available per unit.
	
	<b>Designated Mobility Accessible Bedrooms:</b>
	Remote controls for air-conditioning system.
	Bedside radio/ clock alarm within easy reach from the bed.
	<b>Designated Communication Accessible Bedrooms:</b>
	Induction loop extensions or ear-phones linked to the television.
	Remote controls for air-conditioning system.
Bedside radio/ clock alarm within easy reach from the bed.	
<b>2.4 WARDROBES, SHELVES AND LUGGAGE STORAGE</b>	
<b>All Stars</b>	Number of hangers is appropriate to the level of star grading being applied for and the market being catered for.
 and	A minimum of 2 drawers or shelves appropriate and fit for purpose, per room.
	Provision of a fit-for-purpose clothes hanging space.
	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc. Luggage rack to be provided.
	Minimum of one drawer or shelf per guest
 and	Excellent/Outstanding level of drawer or shelf space per guest (minimum 2 drawers or enclosed shelves per guest).
	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc.
	Purpose built luggage stand to be provided per room. Additional luggage stands for more than one guest.
<b>Universal Accessibility:</b>	
	<b>All Bedrooms:</b>
	Cupboard door handles height between 80cm- 120cm with handles that are easy to grasp.
	<b>Designated Mobility Accessible Bedrooms:</b>
	Cupboard hanging rail height located at 140cm height above the floor level.
	Wardrobe / draw handles to be easy to grip with limited twisting required.










<b>2.5 CURTAINS AND WINDOW COVERINGS</b>	
<b>All Stars</b>	Window dressings must be large enough to draw easily and completely across the width and height of the window - with or without lining.
	All ground floor bedrooms must provide additional privacy without restricting the natural light.
	Acceptable quality window dressings must be provided.
	Good quality window dressings must be provided.
	Very good quality window dressings must be provided.
	Excellent quality window dressings must be provided.
	Window coverings must provide full block out.
	Outstanding quality window dressings must be provided.
	Window coverings must provide full block out.


<b>Universal Accessibility:</b>	
	<b>Designated Mobility Accessible Bedrooms:</b>
	Curtains fitted with pull-rods / closing cords.

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

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




<b>2.8 FORM OF BEDDING (BEDS, BASES AND MATTRESSES)</b>		
<b>All Stars</b>	Sofa beds are not acceptable as permanent bed spaces.	
	Where bunk beds are provided, a purpose designed, safe, effective ladder must be fitted.	
	There should be access to both sides of beds for double occupancy.	
	and	An acceptable form of headboard.
		Good quality mattress required.
		Bed bases must be of good quality.
	to	An acceptable form of headboard firmly secured.
	to	Minimum dimensions for a standard single bed: L188cm x W92cm. Sofa beds / sleeper couches are not acceptable as permanent bed spaces. However, movable sofa beds / sleeper couches are acceptable as additional, temporary sleeping mechanism for children under 12 years.
	to	Minimum bed dimensions: Queen L200cm x W152cm. Sofa beds / sleeper couches are not acceptable as permanent bed spaces. However, movable sofa beds / sleeper couches are acceptable as additional, temporary sleeping mechanism for children under 12 years.
	to	Minimum dimensions for a standard double bed: L188cm x W137cm.
		Minimum bed dimensions: Queen L188cm x W152cm. Sofa beds / sleeper couches are not acceptable as permanent bed spaces. However, movable sofa beds / sleeper couches are acceptable as additional, temporary sleeping mechanism for children under 12 years.
		Very good quality mattresses required.
		Bed bases must be of very good quality.
	to	An acceptable form of headboard firmly secured
		Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 92cm.
		Minimum bed dimensions: Queen L200 cm x W152 cm. Sofa beds / sleeper couches are not acceptable.
	and	Minimum bed dimensions: Single L200 cm x W92cm.
		Excellent/Outstanding quality mattresses.
		If using a sleeper couch it must be upholstered. Sleeper couch to be visually attractive and of excellent/outstanding quality.
		Minimum dimensions for a standard single bed: L188cm x W90cm. Sofa beds / sleeper couches are not acceptable




<b>Universal Accessibility:</b>	
	<b>All Bedrooms:</b>
	Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level). An alternative system may be employed e.g. vibrating wrist-bands, issued beepers, cell phone technology etc.
	<b>Designated Mobility Accessible Bedrooms:</b>
	Size of firm bed 45cm to 50cm in height and minimum 90cm in width. Unobstructed space to turn adjacent to bed. <i>(At least 120cm width on one side of the bed)</i>


**2.9 TEMPERATURE CONTROL AND VENTILATION**

<b>All Stars</b>	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.



<b>Universal Accessibility:</b>	
	<b>All Bedrooms:</b>
	Height of environmental controls to enable users to comfortably reach them below 120cm in height.
	<b>Designated Mobility Accessible Bedrooms:</b>
	Remote controls for air-conditioning or equivalent cooling system in designated Mobility Accessible Rooms.


**2.10 LIGHTING, POWER AND SWITCHES**

<b>All Stars</b>		All rooms should have light switches located on the inside of each doorway or equivalent.
	and	One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.
		Acceptable/Good quality lighting for the room
		One bedside light per sleeping position. In a twin room, one light between two beds is acceptable.
		Very good quality lighting for the room
		Very good quality, working light fittings without any maintenance issues (i.e. no cracks, damaged or poor fitting lights).
	and	One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position.
		Two bedside lights in a twin bedded room.
		Excellent/Outstanding quality lighting for the room
		Excellent/Outstanding quality, working light fittings without any maintenance issues. (i.e. no cracks, damaged or poor fitting lights).


<b>Universal Accessibility:</b>	
	<b>All Bedrooms:</b>
	Bedroom lighting must be even and well lit.
	Height of light switches and controls should be 80cm – 120cm.






**2.11 MIRROR AND MIRROR LIGHTING**

<b>All Stars</b>	A full length mirror with direct lighting in the bedroom.
	to
	An additional well lit mirror at the dressing table or vanity area is also required in close proximity to a plug point.







<b>Universal Accessibility:</b>	
	<b>All Bedrooms:</b>
	Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.
	Lights positioned so as not to create glare of surfaces.
	Must have a portable vanity mirror available on request.



**2.12 ACCESSORIES**

<b>Universal Accessibility:</b>	
	Fire extinguisher or fire blanket located between 80cm and 120cm above floor level in each bedroom of the unit.
	Bedroom accessories need to have bold labels for easy identification, with labels in large print.
	Staff assistance available to guests to assist in locating and using bedroom accessories.
	Flashing lights and vibrating pads linked to alarm. All emergency evacuation systems are linked to flashing emergency lights in the bedroom and vibrating alarm pads placed under pillows.
	<b>Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms:</b>
	Emergency ID door hangers provided for identification of guests with functional communication/hearing/visual/mobility and physical limitations, which can facilitate services that require access to the room. The use of door hangers is up to preference of the guest. Ideally this type of service should be offered to all guests.


<b>2.13 SPACIOUSNESS AND OVERALL IMPRESSION</b>	
	<p><b>and</b> 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.</p>
	<p>Bedrooms must have a very good amount of space allowing for ease of movement and relaxation.</p>
	<p>Bedrooms must have a well-planned layout to ensure the room is quite spacious, allowing ease of movement, comfort and relaxation.</p> <p>Greater space would be expected where temporary beds or sofa beds are used.</p>
	<p>Bedrooms must have a well-planned layout to ensure the room is very spacious, allowing generous ease of use for movement, comfort, dining and relaxation.</p> <p>Greater space would be expected where temporary beds or sofa beds are used.</p>
<b>Universal Accessibility:</b>	
	<p><b>All Bedrooms:</b></p> <p>Floor space clear of any obstacles which may cause injury to guests with functional visual limitations</p> <p><b>Designated Mobility Accessible Bedrooms:</b></p> <p>Unobstructed access widths between walls, features, furniture and fittings should be a minimum of 90cm. <i>(It is essential that the room be free of any obstructions which may deny a guest access certain provisions within the room e.g. switches.)</i></p>

### 3. BATHROOMS

3.1 TYPE OF BATHROOM	
	<p>and Bathroom can be internal or external to unit. Dependent on location of self-catering units i.e. bush location vs. resort location.</p> <p>If bathrooms are located external to the unit, one bathroom per every 6 guests is acceptable.</p>
	<p>A self-contained bathroom in the unit.</p>
	<p>and PRIVATE BATHROOM. In multiple bedroom units, there must be 2 bathrooms of which 1 bathroom must be private and en-suite. Of the two bathrooms 1 needs to contain a bath and the other a shower.</p>
3.2 FLOORING AND CEILING	
<b>All Stars</b>	An impervious surface must be provided to all walls, floors and ceilings.
<b>Universal Accessibility:</b>	
	<p>No coat hooks or other projections that extend more than 3cm from the wall or doors. <i>(It is important to ensure that no harmful obstructions project from the walls.)</i></p> <p>Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.</p> <p>Flooring to have no design obstructions.</p>
3.3 FIXTURES AND FITTINGS	
<b>All Stars</b>	<p>All basin, bath and shower taps to be in working order with sufficient hot and cold water supply.</p> <p>Baths and showers providing a strong and easily adjustable flow of water.</p> <p>Towel rails sufficient for the number of guests in the unit.</p> <p>A mirror must be situated above or adjacent to the hand basin.</p> <p>Sufficient open vanity space for maximum number of guests.</p> <p>Window treatment to ensure privacy.</p> <p>All bathrooms equipped with:</p> <p>Internal lock or bolt on bathroom doors except where open plan bathrooms exist. In this instance, the toilet must be lockable.</p>
	<p>to Bathrooms to include WC (toilet), hand basin and a bath or a shower (shower over bath is also acceptable).</p> <p>Shower curtains are acceptable. Must be free of stains, tears, holes and mould.</p>
	<p>All bathrooms to have a separate shower or shower over bath but the shower must have a screen of high quality shower curtain which must be changed after each guest's stay. If establishments only have a shower or only a bath, marketing collateral to clearly stipulate this and must be contained in booking confirmation.</p> <p>Vanity space should be of sufficient size to accommodate guest amenities according to the sleeping capacity.</p>

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






**Universal Accessibility:**








	<p>Flashing light linked to alarm. <i>(All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.)</i></p> <p>Bathroom instructions must be provided in large print.</p> <p>Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone communication etc.</p> <p>Use of colour contrasting surfaces.</p> <p>Hot pipes must be well insulated.</p> <p>The access door should be fitted with an emergency release lock.</p> <p>No coat hooks or other projections that extend more than 3cm from the wall or doors. <i>(It is important to ensure that no harmful obstructions project from the walls.)</i></p> <p>Audio and visual emergency warning and evacuation systems.</p>
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**3.4 HAND BASIN AND TOILET AREAS**

<p><b>All Stars</b></p>	<p>All bathrooms should have a vanity space.</p> <p>All bathrooms equipped with:</p> <ul style="list-style-type: none"> <li>• A WC (toilet) with seat and lid.</li> <li>• A lidded disposal bin.</li> <li>• Double ply toilet paper and holder plus spare toilet rolls.</li> <li>• Toilet brush or provide a cleaning service.</li> <li>• A well-lit mirror situated above or adjacent to the hand basin.</li> </ul>
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**3.5 TOWELLING**


<p><b>All Stars</b></p>	<p>Towels must be free of stains or discolouration, fraying or holes. Bath mat should be provided.</p>
	<p>An acceptable quality clean, absorbent hand and bath towel should be provided per person.</p>
	<p>A good quality clean, absorbent hand and bath towel per person.</p>
	<p>A very good quality, clean, absorbent hand and bath towel per person.</p>
	<p>An excellent quality clean, absorbent face cloth, hand towel and a bath sheet per person.</p>
	<p>An outstanding quality clean, absorbent face cloth, hand towel, bath sheet and bath robe per person.</p>


<b>3.6 LIGHTING AND VENTILATION</b>	
<b>All Stars</b>	Energy saving initiatives to be respected
 and	Good lighting coverage and ventilation across all areas of the bathroom.
	Very good lighting coverage and ventilation across all areas of the bathroom.
	Excellent lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be provided at all washbasins.
	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom. Direct lighting to be provided at all washbasins.
<b>Universal Accessibility:</b>	
	All areas in bathroom must be well and evenly lit.
<b>3.7 ACCESSORIES</b>	
<b>All Stars</b>	<u>All bathrooms equipped with:</u> <ul style="list-style-type: none"> <li>• Sealed soap and/or liquid soap provided.</li> <li>• Hook for clothes.</li> <li>• Toilet paper and holder plus spare toilet paper.</li> <li>• A lidded disposal bin.</li> </ul>
 and	Comprehensive personal amenities pack including tissues, shampoo, conditioner and body lotion as well as a selection of other items such as bath foam, shower cap and cotton buds, etc.
<b>Universal Accessibility:</b>	
	Bathroom toiletries/accessories need to have bold labels for easy identification.

<b>4. PUBLIC AREAS</b>	
<b>4.1 Decoration</b>	
	and
	Functional décor.
	Good overall impression. Decoration is simple and effective
	Excellent interior design and overall impression.
	Some use of objects of interest and artwork
	Outstanding interior design and overall impression. Professional finish to all aspects of decoration.
	Interesting architectural features, objects of interests, artwork, objects d'art
<b>Universal Accessibility:</b>	
	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.
	Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.
<b>4.2 FURNISHINGS AND FIXTURES</b>	
<b>All Stars</b>	Adequate seating for both internal lounge area as well as external patio area, where applicable.
	Acceptable appearance, maintenance and condition.
	Good appearance, maintenance and condition.
	Very good appearance, maintenance and condition.
	Excellent appearance, maintenance and condition.
	Outstanding appearance, maintenance and condition.
<b>Universal Accessibility:</b>	
	Background music should be appropriate or kept at a low level.
	Voice amplification option linked to public telephone in the lobby.
	Where televisions are provided subtitles must be shown.
	A selection of chairs to be with and without arm-rests.
	At least 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm)
	All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping.
	Emergency evacuation signage to incorporate symbols and pictograms.
	Public telephones to be fitted with a raised pip on button number 5.
	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.
	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.
	Height of emergency equipment, switches and controls located between 80cm and 120cm.







<b>4.3 FLOORING AND CEILING, SKIRTING AND CORNICES</b>	
<b>All Stars</b>	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.
<b>Universal Accessibility:</b>	
	End of corridors highlighted by colour, tone or light contrast.
	Fixed, slip-resistant floor surface.

<b>4.4 LIGHTING, HEATING/COOLING and VENTILATION</b>	
<b>All Stars</b>	Appropriate, fit for purpose levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
	Appropriate, fit for purpose temperature control and ventilation given the level of the star grading being applied for.
<b>Universal Accessibility:</b>	
	Directional and informational signage related to physical and environmental access must be well lit.
	Lighting must be even and effective, with minimum lighting levels of 200 lux.

<b>4.5 RAMPS</b>	
<b>Universal Accessibility:</b>	
	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12. ( <i>optimum gradient 1:15</i> )
	There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.
	Unobstructed width of not less than 90cm (to allow for easy access for mobility aids).
	Ramps should have a strong textured surface that is easily differentiable from surrounding surfaces.
	Ramps should have handrails on both sides at a height of between 85-95cm.
	Fixed, slip-resistant floor surface.

<b>4.6 STEPS AND STAIRWAY SYSTEMS</b>	
<b>All Stars</b>	Corridors and stairs in good repair and free from obstruction. Well lit 24 hours.
	Clear, directional signage to bedrooms and reception (where needed).
	All emergency information and signage to be clearly displayed in public areas.
<b>Universal Accessibility:</b>	
	Protected soffits to underside of the stairs below the height of 210cm.
	Fixed slip-resistant floor surface.
	Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces.
	Unobstructed width of not less than 90cm.
	Stairs fitted handrails at a height of 85-95cm.
	Stairs fitted non-slip treads.
	Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).
<b>4.7 SPACIOUSNESS AND OVERALL IMPRESSION</b>	
<b>All Stars</b>	The number of units and variety of facilities offered will be influenced by the guest expectation given the nature and style of the establishment.
<b>4.8 ELEVATORS/ LIFTS</b>	
	Elevator Optional
	to A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor i.e. on the third floor.
<b>Universal Accessibility:</b>	
	Lifts should be located: 1. En-route to accessible bedrooms or other facilities 2. Any area where accessible bedrooms and facilities are not located on the ground floor.
	Braille or raised text on external and internal controls including emergency equipment.
	Fixed slip-resistant floor surface.
	Size of unobstructed approach space not less than 120cm x 150cm.
	Clear opening width of the door should not be less than 80cm.
	Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, i.e. a telephonic device, and some form of text-interface communication system.
	Minimum requirement for internal size of lift car is 120cm x 140cm.
Height of internal and external controls including emergency controls should be 90cm - 120cm.	

5. PUBLIC TOILETS - MOBILITY DESIGNATED TOILETS	
<b>All Stars</b>	All toilets well maintained, regularly cleaned, checked and adequately ventilated. The following facilities provided as a minimum: washbasin with soap, hand drying facilities, seat with lid, covered light, mirror, hook on door, lidded sanitary bin and bag for ladies.
	<p>and</p> <p>Nappy changing facilities must be provided in child friendly establishments.</p> <p>Spacious, luxurious and numerous toilet facilities and with refinements such as individual hand towels, high-quality toiletries and accessories.</p>
<b>Universal Accessibility:</b>	
	<p>No coat hooks or other projections that extend more than 3cm from the wall or doors.</p> <p>Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.</p> <p>Flooring to have no design obstructions.</p> <p>Flashing light linked to alarm. [All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.]</p> <p>Bathroom instructions must be provided in large print.</p> <p>Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone communication etc.</p> <p>Use of colour contrasting surfaces.</p> <p>Hot pipes must be well insulated.</p> <p>The access door should be fitted with an emergency release lock.</p> <p>No coat hooks or other projections that extend more than 3cm from the wall or doors.</p> <p>Audio and visual emergency warning and evacuation systems.</p> <p>All areas in bathroom must be well and evenly lit.</p> <p>Bathroom toiletries/accessories need to have bold labels for easy identification.</p>




<b>6. UNIT KITCHENS</b>	
<b>6.1 PROVISION</b>	
<b>All Stars</b>	A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting.
<b>Universal Accessibility:</b>	
	All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here.
<b>6.2 DECORATION</b>	
<b>All Stars</b>	Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment.
<b>6.3 FURNISHINGS AND FITTINGS</b>	
<b>All Stars</b>	A covered waste disposal bin to be provided, with liner.
	An opening window or effective air extraction.
	Adequate storage space for crockery, cutlery, kitchen and cleaning equipment as well as guests' supplies.
	At least one hygienic and durable work surface.
	Hot and cold running water at a sink equipped with a draining board and plug.
<b>Universal Accessibility:</b>	
	<b>All Unit Kitchens:</b>
	Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.
	The water supply and drain pipes under kitchen sinks should be insulated or otherwise configured to protect against contact and be free of sharp or abrasive surfaces.
	Kitchen appliances, including ovens, ranges and cook-tops, should be insulated or otherwise configured to prevent burns, abrasions, or electrical shock, and should be equipped with a safety switch to de-activate appliance controls.
	Kitchen elements should incorporate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on cabinets.


	<p><b>Designated Mobility Accessible Unit Kitchens</b></p>
	<p>There should be space in front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit forward and lateral approach by a person using a wheelchair or scooter.</p>
	<p>Kitchen work surfaces should be located on an accessible route with clear floor space for a forward approach. It should incorporate knee and toe space. The height of work surfaces or counter tops should be 80cm above the floor. They should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.</p>
	<p>Kitchen sinks should be located on an accessible route with an adjacent clear floor space for forward approach. The kitchen sink should incorporate clear knee and toe space. The height of the rim or the counter top (whichever is higher) should be 80cm above the floor and incorporate faucets and other controls.</p>
	<p>Refrigerators/ freezers should be configured with at least 50% of the freezer space a maximum 120cm above the floor and incorporate clear floor space in front.</p>











#### 6.4 CROCKERY AND UTENSILS

<b>All Stars</b>	<p><u>The following items are 'must haves' :</u></p>
	<ul style="list-style-type: none"> <li>• Braai tongs and other accessories where braai facilities are provided</li> <li>• Storage containers for multiple purposes</li> <li>• Knives - bread knife, paring knife, meat knife</li> <li>• Serving spoons</li> <li>• Potato peeler</li> <li>• Egg lifter</li> <li>• Fish slice (large egg lifter)</li> <li>• Grater</li> <li>• Spatula</li> <li>• Slotted spoon</li> <li>• Wooden spoons or equivalent</li> <li>• Whisk</li> <li>• Hygienic chopping board</li> <li>• Colander</li> <li>• Cutlery box or drawer divider</li> <li>• Good quality stainless steel cutlery.</li> <li>• Numbers of each crockery/glass/cutlery item according to the maximum number of occupants.</li> <li>• Ladle</li> <li>• Jug</li> <li>• Roasting tray</li> <li>• Sugar bowl</li> <li>• Mixing bowls x 3 sizes</li> <li>• Salad bowl</li> <li>• Salad servers</li> <li>• Saucepans One large, 1 medium and 1 small with a handle. 3 Pots 1 Small 1 Medium, 1 large with 2 handles</li> <li>• Frying pans x 2 sizes</li> </ul>


	• Teapot
	• Condiment set
	• Table cloths and placemats
	• Oven gloves
	• Ironing Board / Laundry Service
	<b>Cleaning Equipment:</b>
	• Tea towels
	• Washing up brush or sponge
	• Broom
	• Bucket with mop
	• Cleaning agents / dishwasher tablets/ liquid/ powder for the dishwasher
	• Cloths
	• Dustpan and brush
	<b>Electrical equipment:</b>
	• Kettle (can be gas)
	• Toaster
	• Iron

<b>6.5 Cooking Equipment</b>	
<b>All Stars</b>	<ul style="list-style-type: none"> <li>• 2 plate stove</li> <li>• Microwave oven</li> </ul>
 and	<ul style="list-style-type: none"> <li>• A refrigerator with a freezer compartment with ice tray</li> </ul>
	<ul style="list-style-type: none"> <li>• Built-in oven with a stove.</li> <li>• Extractor Fan.</li> <li>• A four plate hob.</li> <li>• A dishwasher with appropriate operating instructions.</li> <li>• Blender – available on request</li> <li>• Coffee machine – available on request</li> </ul>
<b>Universal Accessibility:</b>	
	<p><b>All Unit Kitchens:</b></p> <p>Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.</p> <p>Kitchen appliances, including ovens, ranges and cook-tops, should be insulated or otherwise configured to prevent burns, abrasions, or electrical shock, and should be equipped with a safety switch to de-activate appliance controls.</p> <p>Kitchen elements should incorporate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on cabinets.</p>


	<p><b>Designated Mobility Accessible Unit Kitchens</b></p>
	<p>There should be space in-front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit forward and lateral approach by a person using a wheelchair or scooter.</p>
	<p>Kitchen work surfaces should be located on an accessible route with clear floor space for a forward approach. It should incorporate knee and toe space. The height of work surfaces or counter top should be 80cm above the floor. It should be free of sharp or abrasive elements and be colour contrasted with adjacent elements.</p>
	<p>Ranges and cook-tops should incorporate controls that are located to avoid reaching across the burners.</p> <p>Ovens should have controls located on the front panels, mounted no higher than 120cm.</p>
<p><b>6.6 LIGHTING</b></p>	
<p><b>All Stars</b></p>	<p>Direct lighting in all work areas.</p>
	<p>Energy-saving initiatives to be respected.</p>

<b>7. LOUNGE, DINING ROOM and PATIO</b>	
<b>7.1 DECORATION</b>	
	and Functional décor but limited co-ordination.
	Good overall impression. Decoration is simple and effective.
	Very good interior design and overall impression. Some use of objects of interest and artwork.
	Outstanding interior design and overall impression. Professional finish to all aspects of decoration. Interesting architectural features, objects of interest, artwork, and objects d'art.
<b>Universal Accessibility:</b>	
	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.
<b>7.2 FURNISHING AND FIXTURES</b>	
<b>All Stars</b>	Adequate seating for both internal lounge area as well as external patio area, where applicable. Appropriate window treatment to ensure privacy. Good quality outdoor settings which can accommodate all permanent sleeping positions, to be provided on a patio.
	Acceptable appearance, maintenance and condition.
	Good appearance, maintenance and condition.
	Very Good appearance, maintenance and condition.
	Excellent appearance, maintenance and condition. Plastic furniture is not acceptable at 4 star level.
	Outstanding appearance, maintenance and condition. Plastic furniture is not acceptable at 5 star level.



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





### 7.3 FLOORING AND CEILING, SKIRTING AND CORNICES



<b>All Stars</b>	All areas are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs
<b>Universal Accessibility:</b>	
	End of corridors highlighted by colour, tone or light contrast.
	Fixed, slip-resistant floor surface.


### 7.4 TEMPERATURE CONTROL

<b>All Stars</b>	Appropriate, fit for purpose temperature control and ventilation given the level of the star grading being applied for.
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### 7.5 ENTERTAINMENT FACILITIES

	and	Where televisions are not provided in the units, there should be easy access to a lounge which has comfortable seating and a functional remote controlled colour television with a minimum of 9 channels to be provided. Additional points for having televisions in every room, every bedroom, all rooms, most of the rooms.
		A functional colour TV with remote control and multi-channels in the unit.
	and	A remote controlled flat Panel, High Definition LCD/LED/PLASMA colour television and an outstanding choice of channels. DVD/CD player available on request.
<b>Universal Accessibility:</b>		
		Sub-titles available on television on services where available.
		Televisions to have working remote controls.
		Induction loop extensions or ear-phones linked to the television.




<b>8. GENERAL SERVICES AND SERVICE</b>	
<b>8.1 WELCOME, FRIENDLINESS AND ATTITUDE</b>	
<b>All Stars</b>	Personalised service and attention to detail is expected.
<b>Universal Accessibility:</b>	
	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.
	On arrival, the guest is offered an orientation tour.
	Guests should be offered an emergency remote to be used to summon assistance when required. The use of vibrating arm-bands, beepers and cell phone communication technology is acceptable.
	On arrival, guests are offered an audio-description package, providing information on facilities, movement through the hotel and the ilk. It must also provide detailed information on services, e.g. a guest should be able to pull menu information, services and other courtesy information typically found by guests in the room manual.
	Re-positioning of furniture, and other obstructions in the room to meet guest requirements.
<b>8.2 APPEARANCE OF STAFF</b>	
<b>All Stars</b>	Staff appearance to be professional and neat at all times.
	Staff are to wear name badges at all times
<b>8.3 RECEPTION / MEET AND GREET</b>	
<b>All Stars</b>	All guests should be met on arrival and provided with registration and check in procedures.
	Meet and greet may be provided at the unit or at an administration centre.
	Hours of operation for reception are to be displayed in a prominent position indicating contact information.
	Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests upon request. This should include:
	<ul style="list-style-type: none"> <li>• Full details of cancellation policy and in house rules, e.g.: Smoking or pets to be on hand.</li> </ul>
	<ul style="list-style-type: none"> <li>• An honest description of all amenities, facilities and services offered.</li> </ul>
	<ul style="list-style-type: none"> <li>• All of the above should be communicated before or at the time of reservation. All requests, correspondence, enquiries and complaints should be handled in a friendly and efficient manner.</li> </ul>
<b>Universal Accessibility:</b>	
	Usage of non-reflective glass partitions. As guests with functional hearing/communication limitations typically rely on sign language and lip reading to communicate, a reflective panel or mirror behind reception staff can make communication difficult.
	Reception, and other public areas, must be provided with appropriate signage.
	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.
	Clear glass panels and doors should be clearly marked.
	Level threshold across the main entrance door.



	Door mats should be firmly fixed or located.
	Any canopy structure should not protrude in a pedestrian route.
	Reception areas should not have high glass surfaces and backgrounds should be simple in design.
	Fixed, slip-resistant floor surface.
	Threshold at the main entrance not to exceed 1.3cm difference in level.
	Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom.
	Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing.
	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.

#### 8.4 RESERVATION, CHECK IN AND GENERAL EFFICIENCY

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



#### 8.5 LAUNDRY SERVICES

	Laundry facility or service available.
 and	Where laundry facility is provided on site, drying facilities must be provided.
 and	A high quality washing machine and tumble dryer required in each unit. Alternatively, a full laundry service or a high quality communal coin operated facility must be available.

<b>8.6 CHECK-OUT EFFICIENCY</b>	
<b>All Stars</b>	Bill to be correct with all details and clearly presented and explained.
<b>Universal Accessibility:</b>	
	Communication assistance provided with check-out procedure.
	Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities and services.
	Assistance provided with reading of bills and other check-out procedure, with signature template.
	Portage assistance and check-out procedure conducted at dropped counter or separate station.
<b>8.7 COMMUNICATION FACILITIES</b>	
<b>All Stars</b>	Means of communication with staff 24 hours a day in the event of an emergency must be provided and advertised in the unit.
<b>Universal Accessibility:</b>	
	Voice amplifier options on public telephones.
	Telephones to be fitted with a raised pip on button number 5, this allows the guest with a functional visual limitation to orientate themselves on the keypad.
	At least one workstation with counter-height at least 80cm from floor.
	At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.
<b>8.8 MARKETING AND INFORMATION</b>	
<b>All Stars</b>	<p>Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, web-sites, word of mouth or other means to all guests or prospective guests upon request. These include:</p> <ul style="list-style-type: none"> <li>Detailed prices for: accommodation, meals, refreshments, any additional services, service charges, surcharges and levies. All prices should include VAT.</li> <li>Full details of cancellation policy and in-house rules, e.g. smoking or pets to be on hand.</li> <li>An honest description of all amenities, facilities and services offered.</li> </ul> <p>All of the above should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.</p>
<b>8.9 SHOP / CONVENIENCE STORE</b>	
<b>All Stars</b>	An on-site shop / convenience store or stocking service to be available. This information to be included in the marketing / compendium information.


## 9. HOUSEKEEPING SERVICES

### 9.1 PROVISION

	to	Establishment to inform the guests on / prior to arrival of cleaning service routine and may be agreed upon with the guest depending on the duration of stay.
	and	Cleaning of the unit available daily.


### 9.2 BEDROOMS AND BATHROOMS

#### Universal Accessibility:

	<p>House-keeping staff to be aware of possible requirements of a guest with a functional visual limitation.</p> <p>House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional visual limitations. Care to ensure everything remains in the same place.</p> <p>House-keeping staff to ensure all room accessories and equipment are within easy reach for guests with functional mobility limitations.</p>
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### 9.3 PUBLIC AREAS

#### Universal Accessibility:

	<p>House-keeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.</p>
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**TOURISM GRADING COUNCIL**  
OF SOUTH AFRICA  
*Quality in Tourism*

**STANDARD GRADING CRITERIA: SELF-CATERING**  
**Apartments, Holiday Units / Homes, Cottages, Chalets / Cabins, Villas**

**1. BUILDING EXTERIOR**

**1.1 Appearance of Buildings**

Areas to be considered include building structure, lighting, building signage, building architectural features

Outstanding	Modern buildings or good preservation of historical structures. Outstanding quality lighting and signage directing guests around the entire property. Unique and attention grabbing architectural features	20 pts
<b>or</b> Excellent	New buildings – absence of weathering, and an overall clean and “new” look. Older buildings – paintwork is of an excellent quality. Visible outbuildings or annexes to be of a similar standard. Excellent external lighting. Excellent quality, clear signage evident. Addition of attractive architectural features.	or 16 pts
<b>or</b> Very Good	Use of high quality of paint, stone or brickwork, although a certain natural weathering may be present. Some additional external features to enhance appearance.	or 12 pts
<b>or</b> Good	External features such as windows, drains, etc. are functional. No obvious structural defects or damage. “Plain” architectural features are acceptable.	or 8 pts
<b>or</b> Acceptable	Paintwork well applied and clean. Signage still easily readable.	or 4 pts
<b>or</b> Unacceptable	Generally neglected buildings. Obvious structural defects or damage. Flaking paint, illegible signs, rotting wood.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	0 pts or - 1 pts or - 3 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

## 1.2 Grounds and Gardens

Outstanding	Evidence of a systematic programme of maintenance – well tended formal gardens or an attractive “natural” environment. Tidy and well-lit pathways. Well-maintained driveway and entrance. No disorder or rubbish and no evidence of litter. Provision of outstanding quality garden furniture and architectural features appropriate to the nature of the establishment.	15 pts
<b>or</b> Excellent	Excellent standards of maintenance. Pleasant and tidy appearance throughout the year. No clutter or disorder. Excellent External lighting. Very attractive design features and high quality garden furniture.	or 12 pts
<b>or</b> Very Good	Very neat and well maintained gardens with a quality design and layout of features. Some appropriate features. Attractive very good quality garden furniture.	or 9 pts
<b>or</b> Good	No overgrown, tangled areas. Immediate surrounds kept tidy and well maintained. a pleasing effect with interesting design. Good external lighting. Clear access. Acceptable garden furniture.	or 6 pts
<b>or</b> Acceptable	Gardens and enclosed area around the establishment are kept tidy. Functional and neat garden furniture. Little attempt at interesting design.	or 3 pts
<b>or</b> Unacceptable	Neglected and overgrown appearance. Badly surfaced driveway with potholes or puddles. Rubbish and clutter visible. Disorderly appearance. Poor lighting.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	0 pts or - 1 pts or - 3 pts

### Total Points Allocated

**Max 15 pts**

#### Universal Accessibility:

Communication Accessibility	Where applicable, signage should incorporate symbols and pictograms.
Visual Accessibility	Familiarisation tour of the grounds and garden to be provided by a staff member on arrival.
Mobility Accessibility	Gradient en-route to facilities: Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15) Where steps are present en-route to facilities, a route with no steps to be provided. There should be a landing at the top of ramps if there is a door to the entrance: 90cm x 120cm landing clear of the door swing

**1.3 Parking/Driveways/Parking Signage/ Points of Entry**

	Sufficient covered off street parking bays in a secure environment close to accommodation.	5 pts
	<b>or</b> sufficient uncovered parking in close proximity to accommodation	or 3 pts
	Effective external security lighting between parking area and accommodation.	3 pts
	Sealed roadways/driveways free of potholes	3 pts
	<b>or</b> hard / compacted surface free of potholes	or 2 pt
	Clear property signage	4 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified.	0 pts
	Minor maintenance and condition issues identified.	or - 1 pts
	Major maintenance and condition issues identified.	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 15 pts</b>

<b>Universal Accessibility:</b>		
Communication Accessibility	Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests. There should be clear instructions for entry for people who cannot communicate by voice.	
Visual Accessibility	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.	
Mobility Accessibility	Setting down point at the entrance with a maximum of 1:50 gradient. If setting down point is a maximum of 1:50 and under cover should be clearly indicated. <i>(The surface of the footway, alongside a setting down point, should be level with the carriageway at that point, to allow convenient transfer onto and from a wheelchair.)</i> Number of designated 3500mm wide parking bays, plus an additional designated parking bay for each accessible room. Distance from designated parking bays to entrance: 30m Gradient en-route to entrance from street or designated parking bay: <b>No steeper than 1:12</b> (optimum 1:15)	



#### 1.4 Safety and Security

Outstanding	All external public pathways must be well lit. Person responsible for safety and security available 24 hours a day. Emergency information, procedures for assistance clearly communicated in English, incorporating pictograms. Intercom, lockable security doors and gates must be present. Controlled access.	15 pts
or Excellent	All external public pathways must be well lit. Person responsible for safety and security on call 24 hours a day. Emergency information, procedures and after hours contacts for assistance clearly communicated in English, incorporating pictograms. Controlled access.	or 12 pts
or Very Good	All external public pathways must be well lit. Person responsible for safety and security must be contactable for emergency situations. Emergency information, procedures and after hours contacts for assistance clearly communicated in English, and incorporating pictograms, where possible.	or 9 pts
or Good	Good security measures, (for example. Alarm systems, burglar bars, where applicable on all doors and windows). Good lighting to ensure a secure environment.	or 6 pts
or Acceptable	Acceptable safety measures in place, e.g. lockable doors and burglar bars (where applicable) only on main doors.	or 3 pts
or Unacceptable	No security measures in place. Access to establishment uncontrolled and bad lighting in all areas.	or 0 pts
<b>Additional points</b>	Well positioned video surveillance, monitoring external and internal areas of the establishment can be used at the discretion of the establishment.	1 pts
	CCTV CAMERA in working order	1 pts
	Proper Telephones in working order	2 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified.	0 pts
	Minor maintenance and condition issues identified.	or - 1 pts
	Major maintenance and condition issues identified.	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 19 pts</b>

#### Universal Accessibility:

Communication Accessibility	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to the requirements of the SANS 10400-S and must be inspected on a regular basis by the relevant local authority.	-
Visual Accessibility	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests - Orally, Braille and Large Print.	

#### SUB TOTAL BUILDING EXTERIOR SECTION

**Max 69 pts**

## 2. BEDROOMS

### 2.1 Decoration

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

### 2.2 Furniture

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

**Universal Accessibility:**

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

### 2.3 Electronic Appliances

Additional Points	<p><b>Television</b> Flat Panel, High Definition, remote controlled televisions provided in all of the bedroom(s) of the unit and Unit lounge 2 pts</p> <p>Television - or Flat Panel, High Definition television provided in most of the rooms and Unit lounge 1 pts</p> <p><b>Radio/clock/alarm</b> Radio/clock/alarm in working order and provided to all bedrooms. (the emphasis is on the <b>clock</b> and the <b>alarm</b> - a radio does not have to be incorporated) 1 pts</p> <p><b>Hair Dryer</b> 1 Hair Dryer per unit in working order 1 pts Hair Dryer in working order available on request 1 pts Hair Dryer located in a convenient place near a mirror 1 pts</p>	
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified 0 pts</p> <p>Minor maintenance and condition issues identified or - 1 pts</p> <p>Major maintenance and condition issues identified or - 3 pts</p>	
<b>Total Points Allocated</b>		<b>Max 5 pts</b>

#### Universal Accessibility:

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

### 2.4 Wardrobe/Hanging Space/ Clothes Hangers

	<p>Wardrobe/purpose built hanging space provided in all bedrooms of the unit or wardrobe/purpose built hanging space provided most of the bedrooms of the unit 8 pts or 5 pts</p> <p>Sufficient number of hangers provided per guest appropriate to the level of star grading being applied for. 4 pts</p> <p>Trouser / skirt hangers provided 3 pts</p> <p>Clothes hangers of good quality 3 pts</p> <p>Padded hangers provided 2 pts</p>	
<b>Maintenance and Condition</b>	<p>No maintenance and condition issues identified 0 pts</p> <p>Minor maintenance and condition issues identified or - 1 pts</p> <p>Major maintenance and condition issues identified or - 3 pts</p>	
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

#### Universal Accessibility:

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

Outstanding	Highest quality full well-lined curtains in working order. Or blinds or shutters of the highest quality and in working order. Outstanding quality curtain accessories. Well lined curtains to provide block-out.	15 pts
<b>or</b> Excellent	Excellent quality of materials. Full curtains or blinds effective in keeping out light/provide block-out. Excellent quality curtain accessories.	or 12 pts
<b>or</b> Very Good	Curtains or blinds in very good condition.	or 9 pts
<b>or</b> Good	Curtains or blinds in good working condition	or 6 pts
<b>or</b> Acceptable	Acceptable quality blinds or curtains.	or 3 pts
<b>or</b> Unacceptable	Curtains fraying, stained, damaged or contain holes. Blinds damaged and require replacing. Signs of wear and dust.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
<b>Total Points Allocated</b>		<b>Max 15pts</b>

### Universal Accessibility:

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

## 2.6 Flooring, Ceiling, Skirting and Cornices

Outstanding	Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality.	20 pts
<b>or</b> Excellent	Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality.	or 16 pts
<b>or</b> Very Good	Very good quality flooring and ceilings using very good materials – natural or manmade. Skirting and cornices of very good quality.	or 12 pts
<b>or</b> Good	Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality.	or 8 pts
<b>or</b> Acceptable	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	or 4 pts
<b>or</b> Unacceptable	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. DIY fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors that have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

**Universal Accessibility:**

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

**2.7 Bedding and Linen**

Including bedspreads, duvets, quilt covers, blankets, top sheets, linen and pillows.

Outstanding	Luxurious and exclusive quality linen of pristine condition co-ordinated with bedroom décor and other soft furnishings. Excellent supply and variety of pillows and cushions. Spare blankets and pillows provided in the unit. Sufficient supply of bedding per guest (depending on weather conditions) All bedding well fitted. Mattress and pillow protectors fitted to all beds	25 pts
or Excellent	Highest quality well laundered linen. Good supply and variety of pillows and cushions. Excellent quality duvet (season dependent) well co-ordinated with bedroom décor and other soft furnishings. Valances where appropriate. Mattress and pillow protectors fitted to all beds.	or 20 pts
or Very good	All bed linen of a very good quality and well laundered, but not necessarily in brand new condition, co-ordinated with other soft furnishings. Mattress and pillow protectors fitted to all beds.	or 15 pts
or Good	Sheets well laundered but not necessarily best quality linen. Good quality bed covers or spreads. Mattress protectors fitted to all beds.	or 10 pts
or Acceptable	Linen of an acceptable quality.	or 5 pts
or Unacceptable	Cheap sheets with major stains, damage and wear such as fraying edges, holes and faded.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts

**Total Points Allocated**

**Max 25 pts**

**Universal Accessibility:**

Visual Accessibility No complicated patterned materials for bedspreads.

## 2.8 Form of Bedding

Outstanding	Beds sizes frequently larger than standard sizes i.e. King, extra length, etc. Matching ensemble. Outstanding quality of mattresses and bed bases. Outstanding quality headboards offering comfort.	20 pts
<b>or</b> Excellent	Queen sized beds. Excellent quality mattresses and bed bases. Matching excellent quality ensemble. Excellent quality of headboards offering comfort.	or 16 pts
<b>or</b> Very Good	Very good quality bed frames and mattresses. Headboards may be a simple wooden board or continental pillows provided.	or 12 pts
<b>or</b> Good	Standard good domestic quality bed frames with headboards which may be a simple wooden board or continental pillow provided.	or 8 pts
<b>or</b> Acceptable	Acceptable quality mattresses. Bunk beds with safety barrier and ladder. Headboards may be a simple wooden board or large pillows provided.	or 4 pts
<b>or</b> Unacceptable	Major stains, sagging, damage or wear.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

### Total Points Allocated

**Max 20 pts**

#### Universal Accessibility:

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

## 2.9 Temperature Control

Outstanding	Thermostatically and individually controlled heating and or cooling system capable of maintaining a comfortable temperature of between 18°C and 25°C appropriate to size and location of room. Electronic heating and cooling system in outstanding working condition, has a silent operation and is remote controlled.	20 pts
<b>or</b> Excellent	Individual heating or cooling control by guests at all times. Appliance / system in excellent condition or excellent natural ventilation available through windows and balcony doors. Windows open and close easily and balcony doors are easily accessible.	or 16 pts
<b>or</b> Very Good	Effective heating and or cooling provided in rooms (with individual control) with good natural ventilation.	or 12 pts
<b>or</b> Good	Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.	or 8 pts

<b>or Acceptable</b>	Free standing appliance able to maintain a reasonably comfortable temperature in the room. Doors and windows are properly sealed when closed to minimise draughts and increase energy efficiency from heating appliances.	or 4 pts
<b>or Unacceptable</b>	Broken appliances, heating and cooling systems not in working order.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

#### Universal Accessibility:

Mobility Accessibility Conveniently positioned or remote controlled air-conditioning in room.

#### 2.10 Lighting/Power/Switches

<b>Outstanding</b>	Controllable dimmer lighting of outstanding quality. Bedroom lights can be switched off at the bedside. Recessed spot lamps. All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located and adhere to international requirements.	20 pts
<b>or Excellent</b>	Excellent quality fittings, lamps bases, etc. more than just centre and bedside lamps. Power points are well positioned and adhere to international requirements.	or 16 pts
<b>or Very Good</b>	More than adequate room light. Very good quality bedside and/ or bed head lamps with separate control for each guest. Very good blend of natural or electric light during day. Power points are fairly distributed through-out.	or 12 pts
<b>or Good</b>	Room lighting meets minimum requirement (centre light and bedside lamps). Good supply of natural light during the day. Power points are available.	or 10 pts
<b>or Acceptable</b>	Minimum light in room. Restricted natural light. No bare globes or cracked or damaged fittings. Power points are available.	or 8 pts
<b>or Unacceptable</b>	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc. Bare globes, cracked/damaged fittings or lights that are not working. Wobbly connections, flimsy bases that could fall over.	or 0 pts
<b>Additional points</b>	Effective light distribution in bedroom area	2 pts
	Bed lamps provided to each sleeping position and convenient for reading	2 pts
	Effective lighting at mirror	2 pts
	Convenient light switch locations	1 pts
	Spare and convenient power points provided in each room	1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 28 pts</b>



**Universal Accessibility:**

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

**2.11 Mirror**

Mirror (H 600mm x W 450mm) - measurement taken from within the frame	5 pts
or Mirror (450mm x 350mm or larger)	or 4 pts
or Mirror (less than 450mm x 350mm)	or 3 pts
Conveniently located	5 pts
Full length mirror in unit	5 pts

<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts

**Total Points Allocated** **Max 15 pts**

**Universal Accessibility:**

Mobility Accessibility	<p>Full length mirror suitable for both sitting and standing guests. Bottom of the mirror not more than 40cm from the floor.</p>
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## 2.12 Spaciousness and Overall Impression

Outstanding	A well-planned room with furniture conveniently placed. Ease of access to cupboards, wardrobes, drawers, etc. A dressing table with chair in the main bedroom. Spacious enough to relax. Sufficient luggage storage space.	20 pts
<b>or</b> Excellent	A well-planned room with furniture conveniently placed. Ease of access to cupboards, wardrobes, drawers, etc. A dressing table with chair in the main bedroom. Sufficient luggage storage space.	or 16 pts
<b>or</b> Very Good	Reasonably spacious room. Good access to all furniture and facilities. No areas of restricted access or obstruction.	or 12 pts
<b>or</b> Good	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas e.g. narrow access along sides of a double bed.	or 8 pts
<b>or</b> Acceptable	Limited floor space. There may be some slightly restricted areas e.g. narrow access along sides of a double bed. Little room for luggage. Some audible level of noise and sounds from adjoining rooms, corridor or lifts but not overly disturbing.	or 4 pts
<b>or</b> Unacceptable	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. Noises from other rooms or public areas clearly audible. Disturbance from music, noise in public rooms or other areas.	or 0 pts

**Total Points Allocated**

**Max 20 pts**

### Universal Accessibility:

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

**SUB-TOTAL BEDROOM SECTION**

**Max 223 pts**

### 3. BATHROOMS

#### 3.1 Type of Bathroom

	In multiple bedroom units; at least 1 en-suite bathroom provided to main bedroom in all units	20 pts
	In multiple bedroom units; at least 1 en-suite bathroom provided to main bedroom in most units	or 16 pts
	In multiple bedroom units, at least 1 private bathroom in all units	or 15 pts
	In multiple bedroom units, at least 1 private bathroom in most units	or 12 pts
	<b>or</b> shared bathroom to bedrooms in unit / apartment / chalet	or 10 pts
	<b>or</b> mixture of different types of bathrooms	or 8 pts
	<b>or</b> communal bathrooms only	or 5 pts
<b>Additional Points</b>	Spacious layout >4 sq. metres	3 pts
	or >2 sq. m	or 2 pts
	or < 2 sq. m	or 1pt

**Total Points Allocated** **Max 23 pts**

#### 3.2 Flooring, Ceiling and Walls

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

**Total Points Allocated** **Max 15 pts**

#### Universal Accessibility:

Visual Accessibility	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.
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### 3.3 Fixtures and Fittings

Outstanding	Extra-large and spacious shower with separate bath and washbasin. Outstanding quality and finishes, solid coordinated fittings of innovative design. Always hot water. Attention to aesthetics of fixtures and finishes	20pts
<b>or</b> Excellent	Large shower or shower over bath. High quality, solid, well-made fittings in excellent order and matching style. Attractive and solid shower screen. Good sized washbasin. Easy to use with responsive controls.	or 16 pts
<b>or</b> Very Good	Very good quality fittings throughout, but not necessarily new. Bathroom may have a shower or a bath. All fixtures and fittings in good condition. Matching and co-ordinated styles.	or 12 pts
<b>or</b> Good	Standard range of bathroom fittings. Bathroom may have a shower or a bath. Shower screen or good quality curtain.	or 8 pts
<b>or</b> Acceptable	Fixtures and fittings of acceptable quality and fully functional.	or 4 pts
<b>or</b> Unacceptable	Bath enamel chipped, stained or dull. Cheap plastic bath that moves and creaks. Very small shower with insufficient water supply. Stained or mouldy grouting or sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Badly fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc.	or 0 pts
<b>Additional Points</b>	Spa bath provided in main en-suite bathroom of the unit	2 pts
	No unsightly plumbing fixtures	1 pts
	Bathroom heating	1 pts
	Heated towel rails provided	1 pts
	Adequate clothes hooks (minimum 2)	1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 26 pts</b>

#### Universal Accessibility:

Communication Accessibility	Cell phone sms messages used to provide alerts to guests the possibility of an incoming call or someone at the door, as well as emergency and evacuation warnings.
Visual Accessibility	Signs and other printed instructions provided in large print and Braille. Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply) Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers. Where provided the shower spray head should be located 210cm above the floor surface. Size of unobstructed floor space of 120cm x 150cm. Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location. Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position. Size of unobstructed space of 90cm x 150cm in-front of doors. Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.

**Universal Accessibility:**

**Mobility Accessibility** Where a sliding door has been used, it should be open-able with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.  
Clear floor space of 180cm x 180cm provided within the bathroom or toilet, clear of other items to be positioned in the bathroom e.g. stools, sanitary disposal bins etc.  
Remote emergency alarm call system in room  
Access space of 80cm at the side of the bath (*the space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the device to the bath without any obstacles at the side of the bath.*)  
30cm broad seat at the end of the bath, this is to enable the guest to have support of a suitable width to take a seated position at the height of the bath when transferring from the wheelchair or mobility aid onto the bath - before getting into the bath.  
"T"-shaped grab-bar opposite transfer space.  
Removable bath seat.

**Roll-in Shower**  
40cm x 40cm fold-down shower seat provided at a height between 45cm and 50cm. The centreline of the shower seat must be set at 48cm from the adjacent wall opposite the transfer space.  
Vertical and cranked grab-bars on either side of the shower seat - 60cm long vertical grab-bar and cranked grab-bar set at 80cm to lowest distance from the floor.  
Lever action shower mixer and hand shower on adjustable rail.  
A 15cm maximum step with run-off which negates threshold.

**3.4 Mirror**

Mirror (H 600mm x W 450mm) - measurement taken from within the frame	6 pts
or Mirror (450mm x 350mm or larger)	or 3 pts
or Mirror (less than 450mm x 350mm)	or 1 pts
Conveniently located	5 pts

<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts

**Total Points Allocated** **Max 11 pts**

**Universal Accessibility:**

<b>Communication Accessibility</b>	Mirror lighting shall conform to a minimum lighting level of 200 lux
<b>Visual Accessibility</b>	Mirror lighting shall conform to a minimum lighting level of 200 lux
<b>Mobility Accessibility</b>	Mirror provided at wash-hand basin and located between 7.5cm and 15cm above the basin. Mirror lighting shall conform to a minimum lighting level of 200 lux

### 3.5 Hand Basin and Toilet Areas

	<b>Hand basin/bench/shelf space</b>	
	Hand basin sufficient size minimum 300mm x 200mm	5 pts
	<b>or</b> hand basin less than 300mm x 200mm	or 2 pts
	Bench/shelf space provided adjacent to hand basin - minimum 300mm x 200mm clear space	5 pts
	<b>or</b> Bench/shelf space provided adjacent to hand basin less than 300mm x 200mm clear space	or 2 pts
	<b>Toilet area</b>	
	Toilet brush provided with covered holder	2 pts
	<b>or</b> Toilet brush provided with uncovered holder	or 1 pts
	Paper holder or dispenser conveniently located	2 pts
	Sanitary bags provided	1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 15 pts</b>

#### Universal Accessibility:

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

### 3.6 Towelling

Outstanding	Full range of towel sizes – bath sheets, hand towel, face cloth for each guest. Provision of towelling robes and slippers. Thick, heavy, fluffy quality with plenty of pile. Replaced daily or after each use (unless guest requests otherwise with particular reference to environmental issues). Two bath mats provided for bath and shower area.	15 pts
<b>or</b> Excellent	Range of towels including bath sheet or towel, hand towel and face cloth per guest as well as a bath mat. Changed frequently or at guest's request.	or 12 pts
<b>or</b> Very Good	Very good quality bath and hand towels provided per guest.	or 9 pts
<b>or</b> Good	Good quality bath and hand towels provided per guest.	or 6 pts

<b>or Acceptable</b>	Acceptable quality towel provided per guest.	or 3 pts
<b>or Unacceptable</b>	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.	or 0 pts
<b>Additional Points</b>	Additional towel for beach or pool.	1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 16 pts</b>

**Universal Accessibility:**

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

**3.7 Lighting and Ventilation**

<b>Outstanding</b>	Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas. Either windows that open or effectively working extractors.	15 pts
<b>or Excellent</b>	Lighting effective for all purposes – shaving, make-up, and contact lenses, particularly at washbasin and shaving point. Excellent quality fittings, recessed lights, spot lamps. Either windows that open or effectively working extractors.	or 12 pts
<b>or Very Good</b>	Very good standard of light fittings – centre, main light plus adequate shaving light, possibly supplementary lights. Either windows that open or effectively working extractors.	or 9 pts
<b>or Good</b>	Well positioned light with good quality light fittings. Either windows that open or effectively working extractors.	or 6 pts
<b>or Acceptable</b>	Acceptable quality lighting fixtures. Either windows that open or effectively working extractors.	or 3 pts
<b>or Unacceptable</b>	Gloomy poor lighting, badly placed, ageing, damaged light fittings. No natural ventilation and extractors not working.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 15 pts</b>

**Universal Accessibility:**

Communication  
Accessibility  
Visual Accessibility    All areas in bathroom must be well and evenly lit.  
Mobility Accessibility

**SUB-TOTAL BATHROOM SECTION** **Max 121 pts**

**TOTAL : STANDARD CRITERIA -Self-Catering Accommodation** **Max 413 pts**

#### 4. UNIT KITCHENS

##### 4.1 Decoration

Outstanding	Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.	20 pts
<b>or</b> Excellent	Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.	or 16 pts
<b>or</b> Very Good	Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	or 12 pts
<b>or</b> Good	Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.	or 8 pts
<b>or</b> Acceptable	Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	or 6 pts
<b>or</b> Unacceptable	Very old, faded, damaged wall covering. Evidence of damp or water penetration. Grubby marks. Evidence of neglect. Unprofessional paintwork and workmanship. Low-grade materials, poor standard of workmanship. Very noticeable cooking marks / splashes. Unsightly wiring / exposed pipes. Signs of seepage and damp and lifting of tiles/wall covering.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

##### Total Points Allocated

**Max 20 pts**

##### Universal Accessibility:

Visual Accessibility	Interior décor with tonal contrast between the critical surfaces.
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##### 4.2 Furnishings and Fittings

Outstanding	Outstanding quality fittings and fixtures, professionally installed and with high functional and decorative element. May be period related in accordance with the architectural style of the unit.	20 pts
<b>or</b> Excellent	Excellent quality fittings and fixtures, professionally installed and with high functional and decorative element. May be period related in accordance with the architectural style of the unit.	or 16 pts
<b>or</b> Very Good	Very good quality kitchen fittings. Everything in good working order, however signs of use and slight discolouration. Traditional fittings in very good condition.	or 12 pts
<b>or</b> Good	Good range fittings. May be competent DIY assembly. Possibly former high standard fittings that have deteriorated through long use, but still acceptably sound. Traditional fittings in reasonable order.	or 8 pts
<b>or</b> Acceptable	Acceptable quality fittings, May find some evidence of unprofessional fittings; doors badly hung; drawers do not slide smoothly etc.	or 4 pts
<b>or</b> Unacceptable	Inadequate table size. Cluttered and inconvenient. Cramped and uncomfortable layout. Cheap quality materials, much wear and tear.	or 0 pts



<b>Additional Points</b>	Double sink with plugs	1 pts
	Mixer taps fitted at kitchen sink/s	1 pts
	Dishwasher provided	1 pts
	Extractor fan provided	1 pts
	Sufficient counter space available for meal preparation	1 pts
	Sufficient cupboard and shelf space (at least 1 m <sup>2</sup> of space).	1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 26 pts</b>

**Universal Accessibility:**

Visual Accessibility	Interior décor with tonal contrast between the critical surfaces.
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**4.3 Lighting**

Outstanding	Outstanding standard of illumination – especially in important working areas. All fittings of outstanding quality in excellent order.	20 pts
<b>or</b> Excellent	As above, however excellent standard.	or 16 pts
<b>or</b> Very Good	More light sources than necessary, some strategically placed lights. Very good quality fittings.	or 12 pts
<b>or</b> Good	More than just adequate lighting, preferably with lights in at least some important working areas. Ageing fittings in good order.	or 8 pts
<b>or</b> Acceptable	Minimal lighting – centre light only, possibly of low wattage. Restricted natural light. Working areas not well lit and cast into shadow.	or 4 pts
<b>or</b> Unacceptable	Dark, gloomy. Low wattage. Old, dilapidated fittings of cheap quality. Little natural light. Lights in inappropriate places.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

**4.4 Electrical and Cooking Equipment**

Outstanding	Extensive range of electrical equipment with emphasis on automation. Recent model, outstanding quality equipment with up to date technology. All in outstanding working order. Operation manuals close at hand for all equipment.	25 pts
<b>or</b> Excellent	Excellent range of equipment, possibly of mixed ages and quality. Sound but all in excellent working order. Alternatively a small range of new excellent quality equipment.	or 20 pts
<b>or</b> Very Good	Mixture of old and new equipment, some showing evidence of use over time. Alternatively very good range of older equipment. All equipment in good working order.	or 16 pts
<b>or</b> Good	Minimum range of good equipment.	or 12 pts
<b>or</b> Acceptable	Acceptable quality equipment provided.	or 10 pts

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Grading Criteria and Minimum Requirements

<b>or Unacceptable</b>	Old fashioned, outdated in unacceptable condition.	or 0 pts
<b>Additional Electrical Equipment</b>	<ul style="list-style-type: none"> <li>• Electric mixer</li> <li>• Blender</li> <li>• Juice extractor</li> <li>• Coffee machine</li> <li>• Conveniently located refrigerator (200 litres or larger) with two or more ice trays</li> <li>• <b>or</b> conveniently located refrigerator 140 - 199 litres with one or more ice trays</li> <li>• Electric frying pan</li> <li>• Baking utensils</li> </ul>	1 pts 1 pts 1 pts 1 pts 2 pts or 1 pts 1 pts 1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
<b>Total Points Allocated</b>		<b>Max 33 pts</b>

#### 4.5 Crockery and Utensils

Outstanding	Wide range of kitchen and dining equipment of high quality. Fine china or pottery, crockery with good accessories. Outstanding standard of cooking pots, casseroles, flan dishes. No aluminium pots. All of matching or co-ordinated design. Thoughtful provision of "extras". Condiment set. Some high specification "professional" utensils.	20 pts
<b>or Excellent</b>	As above, however limited "extras" but above acceptable inventory requirements. Just one set of crockery as opposed to two.	or 16 pts
<b>or Very Good</b>	Substantial range of very good quality equipment, which may not be new – may show some slight signs of wear and tear. Very good crockery in excellent order. Mixed range of utensils of varying styles but all very good quality. No aluminium pots	or 12 pts
<b>or Good</b>	Middle-range pots, pans, crockery in good order. Perhaps some higher quality items that show signs of good use, but still in sound condition. No aluminium pots.	or 8 pts
<b>or Acceptable</b>	Mixture of styles and quality, mostly middle to low standard, showing evidence of considerable use. No aluminium pots.	or 4 pts
<b>or Unacceptable</b>	Low quality, cheap domestic, mass-produced crockery and utensils, showing wear and tear. Well-used Pyrex plates with discolouration from long use. Utensils jumbled, ill assorted, having the appearance of being cast-offs, second-hand and / or discarded.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

### SUB-TOTAL KITCHEN FACILITIES

**Max 119 pts**

## 5. UNIT LOUNGE / DINING ROOM / PATIO

### 5.1 Decoration

Outstanding	Outstanding quality of wall coverings. Outstanding calibre design and architectural features. Interesting architectural features, artwork, objects d'art, etc.	20 pts
<b>or</b> Excellent	Excellent quality of wall coverings. Evidence of co-ordinated design. Excellent quality professional finish.	or 16 pts
<b>or</b> Very Good	Use of very good quality materials. Co-ordinated design with additional attractive features. Professional workmanship throughout.	or 12 pts
<b>or</b> Good	Good style and quality of décor. Use of wall hangings, pictures, etc. Competent workmanship.	or 10 pts
<b>or</b> Acceptable	Acceptable quality but not necessarily new. Tired style. Basic application of décor. Little design input or co-ordination.	or 8 pts
<b>or</b> Unacceptable	Very old, faded, damaged wall covering. Evidence of damp/water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

### 5.2 Furnishings and Fixtures

Outstanding	Outstanding degree of comfort and luxury. Luxurious furnishings, all in pristine condition. Patio furniture also adds an element of luxurious comfort. Full Dining Facility, Chairs and tables indoors and out to accommodate number of guests per sleeping position.	25 pts
<b>or</b> Excellent	Excellent degree of comfort and luxury. Excellent quality in excellent condition. High quality patio furniture in excellent condition. Full Dining Facility, Chairs and tables indoors and out, to accommodate number of guests per sleeping position.	or 20 pts
<b>or</b> Very Good	Very good quality furniture but not necessarily new. Comfortable easy seating. All in very good condition, but may have "lived-in" feel. Chairs and tables to accommodate number of guests per sleeping position.	or 15 pts
<b>or</b> Good	Good quality of manufacture but showing some wear and tear. May be older style but sound. New furniture of good quality. Comfortable but with no degree of luxury. Chairs and tables to accommodate number of guests per sleeping position.	or 10 pts
<b>or</b> Acceptable	Acceptable mix of styles, ages, designs, shapes and heights. Chairs not very comfortable. Chairs and tables to accommodate number of guests per sleeping position.	or 5 pts
<b>or</b> Unacceptable	Low quality, uncomfortable, ageing furniture. May show some damage – scratched, loose arms/legs. Stained or grubby upholstery. Dated, jaded, unattractive.	or 0 pts

<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts

**Total Points Allocated**

**Max 25 pts**

<b>Universal Accessibility:</b>	
Communication Accessibility	Offer choice of seating away from the noise to provide suitable environment
Visual Accessibility	<p>Pathways between tables and chairs to be un-obstructed and at least 90cm wide</p> <p>Furniture should have rounded edges for guests with functional visual limitations</p> <p>Fixed, level, matt and slip-resistant surfaced floor finishes.</p> <p>Doors must be able to open fully against adjacent wall</p> <p>The wider leaf of double doors of unequal widths must all be located on the same side throughout the length of any passageway.</p> <p>A selection of chairs to be with and without arm-rests</p> <p>Tableware to contrast with the table surface or tablecloth. [Tableware should contrast with the table surface in order for guests with varying degrees of functional visual limitation to be able to clearly differentiate between elements.]</p> <p>Interior décor with tonal contrast between the critical surfaces.</p> <p>Labels available in Braille</p>
Mobility Accessibility	<p>Size of opening leaf of all doors [the clear opening must be measured with door in 90-degree open position and must measure at least 90cm to enable a mobility aid user to gain access].</p> <p><b>or</b> 85cm</p> <p><b>or</b> 75cm</p> <p>Provision of handles on doors which should be located between 80cm and 120cm. [This handle must be at least 12cm in length and be easy to grasp so that a seated user can easily open and close doors].</p> <p>Clear un-obstructed access between furniture and fittings no less than 120cm in width. [This ensures that a guest using a mobility aid (e.g. wheelchair) can pass through without obstruction].</p> <p><b>or</b> 100cm in width</p> <p><b>or</b> 90cm in width</p> <p>Tables to be 80cm high with at least 76cm clear space below. [This ensures that a seated user may pass through without obstruction].</p> <p>A selection of chairs to be with and without arm-rests</p>

### 5.3 Flooring, Ceiling, Skirting and Cornices

Outstanding	Outstanding quality flooring and ceilings using outstanding materials – natural or manmade. Skirting and cornices of outstanding quality with additional architectural features.	20 pts
<b>or</b> Excellent	Excellent quality flooring and ceilings using excellent materials – natural or manmade. Skirting and cornices of excellent quality with additional appropriate detail	or 16 pts
<b>or</b> Very Good	Very good quality flooring and ceilings using very good materials – natural or manmade. Skirting and cornices of very good quality with additional architectural features.	or 12 pts
<b>or</b> Good	Good quality flooring and ceilings using good materials – natural or manmade. Skirting and cornices of good quality with additional architectural features.	or 8 pts
<b>or</b> Acceptable	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat.	or 4 pts
<b>or</b> Unacceptable	Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. DIY fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors that have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage. Stained paintwork, old and amateurishly done.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pt or - 3 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

#### Universal Accessibility:

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

Outstanding	Outstanding standard of illumination throughout giving sufficient light for all appropriate purposes but also designed for good effect – showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order.	20 pts
<b>or</b> Excellent	Excellent standard of illumination giving sufficient light for all appropriate purposes but also designed for effect. All lights and shades of high quality manufacture and in excellent order.	or 16 pts
<b>or</b> Very Good	More light sources than necessary, some strategically placed lights. Very good quality fittings.	or 12 pts
<b>or</b> Good	More than minimal lighting. Good quality fittings in sound condition. Main light plus one or two small occasional lamps. No extra lights for effect.	or 8 pts
<b>or</b> Acceptable	Enough light for practical use, but nothing more. No occasional lamps.	or 4 pts
<b>or</b> Unacceptable	Low quality fittings in poor condition – exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No wobbly connections, burnt shades, flimsy bases that fall over, etc.	or 0 pts

<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pt
	Major maintenance and condition issues identified	or - 3 pts

**Total Points Allocated** **Max 20 pts**

**Universal Accessibility:**

Communication Accessibility

Visual Accessibility      Mirror lighting shall conform to a minimum lighting level of 200 lux

Mobility Accessibility

**5.5 Temperature Control**

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

**Total Points Allocated** **Max 15 pts**

**Universal Accessibility:**

Mobility Accessibility      Conveniently positioned or remote controlled air-conditioning in room.

**5.6 Entertainment Facilities in Unit**

	LCD / LED or other HD Television provided	4 pts
	Larger/Wide screen Flat Panel TV in the unit (Larger than 32 inches)	3 pts
	DSTV / Top TV provided - more than 12 channels or DSTV / Top TV provided - up to 12 channels	5 pts or 3 pts
	TV conveniently located	1 pts
	Remote controls provided and in working order	1 pts
	DVD player available on request	2 pts
	CD player	1 pts
	Radio	1 pts
	Selection of DVDs / CDs	1 pts
	Wi-Fi available free of use or at an additional charge	2 pts
	I-pod docking station with adaptors	1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 22 pts</b>

<b>Universal Accessibility:</b>		
Mobility Accessibility	Conveniently positioned or remote controlled air-conditioning in room.	

<b>SUB-TOTAL LOUNGE / DINING ROOM / PATIO</b>	<b>Max 122 pts</b>
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## 6. PUBLIC AREAS

### 6.1 Decoration

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

#### Universal Accessibility:

Visual Accessibility	Interior décor with tonal contrast between the critical surfaces.
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### 6.2 Furnishings and Fixtures

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



**Universal Accessibility:**

Communication Accessibility	Where televisions are provided, induction loops and/ or TV listening devices should be made available.
Visual Accessibility	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide Furniture should have rounded edges to prevent injury to guests. Fixed, level matt and slip-resistant surfaced floor finishes. Doors must be able to open fully against adjacent wall. The wider leaf of double doors must all be located on the same side throughout the length of corridor. <i>(There should be a clear understanding of which is the opening section of the double doors and all doors should be orientated in one direction to avoid confusion.)</i>
Mobility Accessibility	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees. A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.

**6.3 Flooring, Ceiling, Skirting and Cornices**

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

**Total Points Allocated**

**Max 15 pts**

**Universal Accessibility:**

Visual Accessibility	Fixed, level, matt and slip resistant surfaced floor finishes. Any surface, which is not fixed or is extremely smooth or slippery or even very rough, can be a hazard to guests with functional visual limitations. Differentiation by colour, tone or light contrast between walls and floor finishes.
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#### 6.4 Lighting

Outstanding	Outstanding standard of efficient lighting in room. Controllable dimmer lighting, especially for reading, etc. Recessed spot lamps. All lights and shades of outstanding quality manufacture and in excellent order. Power points are conveniently located and adhere to international requirements.	15 pts
<b>or</b> Excellent	Provision of efficient lighting within the room of light. Excellent quality fittings, lamps bases, etc. Power points are well positioned and adhere to international requirements.	or 12 pts
<b>or</b> Very Good	Very good efficient room light. Very good blend of natural or electric light during day. Power points are fairly distributed through-out.	or 9 pts
<b>or</b> Good	Room lighting meets minimum energy efficient requirement. Good supply of natural light during the day. Power points are available.	or 6 pts
<b>or</b> Acceptable	Minimum energy efficient light in room. Restricted natural light. No bare globes or cracked or damaged fittings. Power points are available.	or 3 pts
<b>or</b> Unacceptable	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc. Bare globes, cracked/damaged fittings or lights that are not working. No wobbly connections, burnt shades, flimsy bases that could fall over, etc.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts

#### Total Points Allocated

**Max 15 pts**

#### Universal Accessibility:

Visual Accessibility	Lighting should be positioned to minimise glare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.
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#### 6.5 Atmosphere and Ambience

Outstanding	Superb relaxing and calming atmosphere, with beautifully designed décor and luxurious furniture with additional design features and objects. Excellent soundproofing throughout the property.	10 pts
<b>or</b> Excellent	Harmonious combination of décor, lighting and comfortable furniture. Soothing co-ordinated effect. No jarring elements. Interesting architectural features. Spacious rooms.	or 8 pts
<b>or</b> Very Good	Comfortable, relaxed feel. Some busy music in background but not intrusive. Co-ordinated décor, finishing, etc.	or 6 pts
<b>or</b> Good	Comfortable, relaxed feel.	or 4 pts
<b>or</b> Acceptable	Acceptable levels of comfort.	or 2 pts
<b>or</b> Unacceptable	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noises from TVs, radios, etc. Smoky, old, persistent cooking smells. Draughty. No personal touches. Nothing to look at or read.	0 pts

#### Total Points Allocated

**Max 10 pts**

## 6.6 Escalators / Lifts / Stairwells / Ramps

<b>Ramps</b>	<i>If there are a number of ramps which have been built at different times, or designed differently, then they may each be assessed at a different level of quality and condition. In this case the lowest mark is applied.</i>
Visual Accessibility	<p>Gradient not steeper than 1:12. (1:15 is optimum gradient)</p> <p>Continuous handrail of a contrasting colour, on both sides, with 30cm extensions before and beyond the end of the ramp.</p> <p>10cm high kerb or tapping rail on the open side of the ramp.</p> <p>Contrasting colour and texture at transitions of ramp. <i>(It is important to identify the beginning and the end of the ramp to assist guests with functional visual limitations with safe transition off and on the ramp.)</i></p>
Mobility Accessibility	<p>Gradient en-route to facilities (internal and external). Gradients en-route to facilities must be no steeper than 1:12 (Optimum gradient 1:15)</p> <p>There should be a landing at the top of ramps with minimum dimensions: 90cm x 120cm</p> <p>Unobstructed width of not less than (to allow for easy access for mobility aids): 90cm</p>
<b>Steps/Stairways Systems</b>	<i>If there are a number of steps or stairway systems which have been built at different times, or designed differently, then they may each be assessed at a different level of quality and condition. In this case the lowest mark is applied.</i>
Visual Accessibility	<p>Contrasting colour at top, bottom and landings of steps. Guests with functional visual limitations need to have the start of the step identified.</p> <p>Tonal contrast on all nosing. Each step in the flight of steps needs to be identified.</p> <p>Square closed risers to all stairs. Each step needs to have a solid edge.</p> <p>Uniform height levels between landings on staircases. There should be an equal number of steps on each flight of stairs.</p> <p>Continuous handrail on both sides of the staircase with 30cm extensions before and beyond the end of the stair.</p>
Mobility Accessibility	<p>Unobstructed width of not less than 90cm (to facilitate access for guests using mobility aids) Provision for unobstructed landing of 90cm x 120cm (clear of door swings etc.)</p>

<b>Elevators/Lifts</b>	<i>If there are a number of elevators or lift systems which have been built at different times, or designed differently, then they may each be assessed at a different level of quality and condition.</i>
Communication Accessibility	Emergency telephones should have amplified volumes and ringers, to facilitate communication with guests who have functional communication limitations. Flashing lights should be linked to alarms and emergency buttons. A visual display to show that help is coming should be available within the elevator.
Visual Accessibility	Clearly demarcated tactile and colour contrasted waiting area at lift.  Colour contrasting door clear opening width not less than 76cm (Doors need to be easily identified by guests with functional visual limitations). Lifts with automatic door enunciator. The voice provides information to the guest as to when the lift arrives at the floor when alighting. 150 lux minimum internal lighting level. Minimum lighting level, which allows a clear indication to guests with functional visual limitations, of controls and assistive devices. Handrail provided on all sides of the lift car. Handrails provide the guest with a functional visual limitation with stabilization to hold on to whilst the lift is in motion. Emergency phone or intercom colour contrasted with Braille and tactile buttons and text. All emergency controls should strongly contrast with the background. Emergency buttons needs to have rough surfaces in order for guests to distinguish them from the other controls.
Mobility Accessibility	Size of unobstructed approach space not less than 110cm x 150cm ( <i>persons making use of mobility aids should have clear, unobstructed space in order to negotiate entrance and exit from the elevator</i> ). Clear opening width of the door should not be less than 76cm. Lift with automatic doors which measure not less than 90cm when doors are in open position Internal size of lift car of 120cm x 160cm Handrail provided on all sides of the lift car located between 90cm and 100cm.

**SUB TOTAL PUBLIC AREAS**

**Max 70 pts**

## 7. GENERAL SERVICES AND SERVICE

### 7.1 Welcome, Ambience and Personal Touches

Outstanding	Personal welcome from owner or representative. Guests offered a substantial beverage tray with biscuits / snacks. Fresh flowers. Friendly welcoming letter. Accessories pack.	15 pts
<b>or</b> Excellent	Cheerful demeanour and attitude by reception staff or meet and greet officer. Guests shown or directed to unit and given necessary information. Beverage tray provided. Flowers	or 12 pts
<b>or</b> Very Good	Where no personal welcome, a tea / drinks tray with welcoming letter. Phone call or visit at some time after arrival to check all is well. Flowers.	or 9 pts
<b>or</b> Good	Tray with tea / drink making facilities with short note inviting guest to contact owner or representative at any time during visit. Guest may collect key from caretaker/representative nearby.	or 6 pts
<b>or</b> Acceptable	Acceptable behaviour in carrying out required duties.	or 3 pts
<b>or</b> Unacceptable	No welcome to speak of. Key in door or sent in advance without personal letter. Neither representative nor owner ever met.	or 0 pts

**Total Points Allocated**

**Max 15 pts**

#### Universal Accessibility:

Communication Accessibility	On arrival the guest is offered a full orientation tour.
Visual Accessibility	Large text copies of all check in information and information provided in the bedroom.
Mobility Accessibility	On arrival the guest is offered a full orientation tour.

## 7.2 Reservation, Check-in and General Efficiency

*Reception staffed refers to the ability to have a staff member check in / out without using a night / duty bell. Staff may be performing multiple duties in the same location i.e. restaurant / reception adjacent. Or where 'meet and greet' is provided, keys and appropriate information has to be left in designated area.*

Outstanding	Efficient and helpful telephone reservation. Ability to make a prompt and effective reservation, for a minimum of 18 hours a day. All details taken down and checked. Every booking confirmed by letter, fax, email or text message. Prompt thorough check-in. All essential information given to guests, layout of property, available facilities, meal times, etc. Any messages forwarded promptly. Efficient communication with other departments, porters, booking of restaurant tables, etc.	15 pts
<b>or</b> Excellent	Reservations dealt with very effectively. Ability to make a prompt and effective reservation during the day and up to 9:00pm. Confirmation of booking provided on request. Check-in conducted very effectively and information on range of key facilities provided. All guests' needs are met in a quick and effective manner and sometimes anticipated.	or 12 pts
<b>or</b> Very Good	Reservations dealt with promptly. Ability to make a prompt and effective reservation during day and up to 9pm. All necessary information taken and provided. Efficient check-in. Always given full information about facilities. Good responses to any requests.	or 9 pts
<b>or</b> Good	Reservations dealt with fairly well. All necessary information taken and provided. When registered, key is given and guest is directed to room. All requests dealt with pleasantly.	or 6 pts
<b>or</b> Acceptable	Full guest details taken. Guests directed to their room and given a brief explanation of location of main hotel/lodge facilities in a straightforward manner.	or 3 pts
<b>or</b> Unacceptable	Name only taken. Key given without directions to room. Administrative errors not proficiently rectified. Surly manner. Marked reluctance to give any help.	or 0 pts
<b>Additional Reception Points</b>	<p><u>Reception operating hours:</u>  Extensive: 13 hours  <b>or</b> Accommodating: 8 to 12 hours  <b>or</b> Limited: less than 8 hours a day</p> <p>Resident host (lives on the same property or adjacent)  After-hours access (night bell / designated direct phone-line to general manager).</p>	<p>5 pts  or 2 pts  or 1 pts</p> <p>2 pts  2 pts</p>

**Total Points Allocated**

**Max 24 pts**

### Universal Accessibility:

Communication Accessibility	<p>Reception counter fitted with inductive loops.  A chart with basic signs to be kept at reception.  A staff member that has basic knowledge of sign language and lip reading should be available at reception.  There should be access to sign language interpreter/ lip-speaker practitioner and Deaf/ Blind interpreter, to facilitate communication at different levels.  A written information and emergency pack is provided in the room.</p>
Visual Accessibility	<p>Approach to the entrance free of projecting obstructions or features.  Entrance route surface firm, even and slip resistant.</p>

	<p>Doors should always be fully closed or held open.</p> <p>Contrasting colour and texture floor surface space on the inside and outside of entrance door.</p> <p>Door closers should incorporate a delay mechanism.</p> <p>Door furniture should incorporate a horizontal pull/ lever action handle.</p> <p>Directional and information signage in large format.</p> <p>There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles.</p> <p>All furniture to be 80cm high with solid sides up to 20cm above floor surface.</p> <p>Adequate lighting positioned to illuminate the faces of the reception staff and desktop without creating glare.</p> <p>Low ambient noise levels.</p> <p>Braille, large print and audio information on establishment and surroundings.</p>
Mobility Accessibility	<p>Provision for pull handles on main entrance door, this should measure at least 12cm in length and be easy to grasp at a height of 80cm to 120cm from the floor. Handle must be of a "D"-shaped type.</p> <p>Hours of attendance should be a minimum of 12 hour attendance at the door to provide assistance for those who need it.</p> <p>Length of 80cm high and 120cm wide check-in counter or reception desk.</p> <p>Seating has been provided with a seat height between 45cm and 50cm from the floor.</p> <p>Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.</p> <p>Seating has been provided with a seat height between 45cm and 50cm from the floor.</p> <p>Website provides sufficient pre-booking information on all services and facilities catering towards guests with functional mobility/ physical limitations.</p>

### 7.3 Appearance of Staff

*The nature of the establishment will be taken into account as formality may vary significantly.*

Outstanding	Extremely well-appointed staff appearance. Neat and tidy pieced uniforms in pristine condition. Staff well-presented and trained in required etiquette. All staff wearing name badges	10 pts
<b>or</b> Excellent	Clean, neat, appropriate dress. A generally smart, well-groomed appearance. All staff wearing name badges	or 8 pts
<b>or</b> Very Good	Approaching excellent, but lacking the final touch. Perhaps some clothing items inappropriate for a professional environment. All clothing clean.	or 6 pts
<b>or</b> Good	A noticeable attempt to be smart. No stains, tears, etc. but dressed for comfort rather than smartness.	or 4 pts
<b>or</b> Acceptable	Clothes starting to look lived in, but basically clean and neat.	or 2 pts
<b>or</b> Unacceptable	Clothing dirty, stained, frayed, holed. Dirty shoes. Hands and fingernails grubby. Hair unwashed and out of control. Unshaven. Personal hygiene lacking.	or 0 pts
<b>Total Points Allocated</b>		<b>Max 10 pts</b>

#### 7.4 Laundry Service

*Please note that should laundry services on be available off-site, this service must be offered free of charge to guests.*

	Laundry facility in each unit - Washing machine, tumble drier, ironing facilities or iron and ironing board in unit	15 pts
	or Laundry facility on site - washing machines, tumble driers, ironing facilities or iron and ironing board in unit	or 10 pts
	or off premise Laundromat in close proximity	or 4 pts
	Full laundry / dry cleaning service ( 5 days a week)	or 4 pts
	or Limited laundry / dry cleaning service (minimum 3 days)	or 2 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts
<b>Total Points Allocated</b>		<b>Max 15 pts</b>

#### 7.5 Public Area Service

Outstanding	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner.	15 pts
<b>or</b> Excellent	Brilliant, willing staff. Helpful and attentive. Shows willingness to assist with requests; may have to go away to find out required information.	or 12 pts
<b>or</b> Very Good	Staff always present and respond helpfully when asked. Willing, though could possibly benefit from further training.	or 9 pts
<b>or</b> Good	Staff are pleasant and helpful	or 6 pts
<b>or</b> Acceptable	Acceptable behaviour in carrying out required duties.	or 3 pts
<b>or</b> Unacceptable	Surly or rude behaviour. Clear indifference to guests. Irritation at being asked for anything.	or 0 pts
<b>Total Points Allocated</b>		<b>Max 15 pts</b>

#### 7.6 Meal Service

Outstanding	Exceptionally friendly, polite and professional staff. Outstanding level of knowledge about food and wine and recommendations provided to guests based on gaining an understanding of guest preferences and then applying knowledge of the best match of food and wine. Timing of courses is impeccable. Napkin replaced folded up every time guest leaves the table. Drinks topped up at regular intervals without being intrusive.	15 pts
<b>or</b> Excellent	Cheerful friendly, polite and well-trained staff. Well-informed about food and wine. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good judgement on timing of courses and drinks. Any further needs are responded to. Excellent service, dirty dishes cleaned promptly and top-ups noted.	<b>or</b> 12 pts
<b>or</b> Very Good	Well-motivated staff. Evidence of aspiring to excellent standard. Very good knowledge of food and wine.	<b>or</b> 9 pts



or Good	Friendly staff, efficient service. Good knowledge of food and wine. Requests dealt with pleasantly.	<b>or 6 pts</b>
or Acceptable	Acceptable service levels. Neutral attitude by staff who are able to assist to a degree.	<b>or 3 pts</b>
Or Unacceptable	Inefficient slow service. Dirty dishes not cleared. Inappropriate cutlery and glasses supplied for each meal. Lack of knowledge of food and wine. Unfriendly and unhelpful demeanour. Unwillingness to assist.	<b>or 0 pts</b>
<b>Total Points Allocated</b>		<b>Max 15 pts</b>

### 7.7 Check-out Efficiency

Outstanding	Bill pre-prepared and every item explained by receptionist. Staff efficient with all methods of payment. Guests asked if they enjoyed their stay and if there was anything that didn't meet their expectations. Guests also asked if they would like to be kept up to date with any future specials or special events. Positive last impression.	10 pts
<b>or Excellent</b>	Prompt attention. Bill correct in all details. Every item explained by receptionist. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.	or 8 pts
<b>or Very Good</b>	Prompt attention and billed correct. Attempt at excellence. Cheerful demeanour.	or 6 pts
<b>or Good</b>	Bill correct. Staff professional, friendly and efficient towards departing guests.	or 4 pts
<b>or Acceptable</b>	Bill correct. Staff are efficient.	or 2 pts
<b>or Unacceptable</b>	Bill wrong and unexplained. Staff has no idea and are unwilling to assist the guests. Surly manner. Long wait. Staff unable to manage some forms of payment.	or 0 pts
<b>Total Points Allocated</b>		<b>Max 10 pts</b>

### 7.8 Tourist Information

Outstanding	Information pack / tourist information in units, reception or lounge. Information covers immediate and surrounding area as well as specific accommodation information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. Outstanding attention to personalised itineraries and personal interest in guest's information requirements is shown. Tour booking service available. Effective use of technology. A concierge services is also available.	15 pts
<b>or Excellent</b>	Information Pack / tourist information provided at reception and in Units. Staff have excellent knowledge of local attractions and can provide it if asked. Staff are willing to assist with bookings of activities if requested. A concierge services is also available	or 12 pts
<b>or Very Good</b>	As above with a very good range of tourist information.	or 9 pts
<b>or Good</b>	Good variety of pamphlets available on surrounding area. Staff able to assist to a degree.	or 6 pts

**or Acceptable** Acceptable amount of information at reception only. Staff may have some gaps in required knowledge but can point customer in direction where they can get additional information. or 3 pts

**or Unacceptable** No information or out-of-date information. Staff unable to assist. or 0 pts

**Total Points Allocated** **Max 15 pts**

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

### 7.9 Conference Facilities

Conference Function Area (100 or more) 8 pts  
**or** Conference /Function Rooms (40 or more) or 5 pts  
**or** Meeting Rooms (up to 40) or 3 pts  
 Secretarial Services provided 2 pts

**Maintenance and Condition** No maintenance and condition issues identified 0 pts  
 Minor maintenance and condition issues identified or - 1 pts  
 Major maintenance and condition issues identified or - 3 pts

**Total Points Allocated** **Max 8 pts**

<b>Universal Accessibility:</b>	
Communication Accessibility	Good even lighting, and/ or accent lighting to focus speakers and lip-readers.
Visual Accessibility	Adequate lighting positioned to minimise glare
Mobility Accessibility	Provision for a pull handle on all doors. [The handle must be at least 12cm in length and be easy to grasp so that guests may easily open and close doors]. 80cm high tables with 90cm clear space below to enable users of mobility aids with leg space under the table without obstruction.

**SUB-TOTAL GENERAL SERVICES / SERVICE** **Max 127 pts**

## 8. HOUSEKEEPING SERVICES

### 8.1 Bedrooms

Outstanding	Very high standard of thorough cleanliness and attention to detail. Well-made beds. Gleaming surfaces.	20 pts
or Excellent	Very high standard of cleanliness.	or 16 pts
or Very Good	Very good standard of cleanliness.	or 12 pts
or Good	All surfaces free from dirt and polished.	or 8 pts
or Acceptable	Clean and well maintained area.	or 4 pts
or Unacceptable	Very heavy dust on all surfaces. Debris in wardrobes, drawers. Bits of paper, threads and other items, grit, etc. on carpet. Long-term neglect. A number of major maintenance issues. Smears or marks evident. Blown bulbs or broken equipment present.	or 0 pts

**Total Points Allocated**

**Max 20 pts**

#### Universal Accessibility:

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

### 8.2 Guest Bathrooms

Outstanding	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell.	20pts
or Excellent	Generally excellent standard, surfaces gleaming. Clean, fresh smell.	or 16 pts
or Very Good	Very good level of cleanliness. Surfaces and floors clean.	or 12 pts
or Good	Good level of cleanliness. Surfaces and floors clean.	or 8 pts
or Acceptable	Acceptable level of cleanliness. Surfaces and floors clean.	or 4 pts
or Unacceptable	Low standard of housekeeping. Dirt and dust on all surfaces. Long-term encrusted grime. Dirt, dust and hairs on floor, in corners. Flooring around toilet stained, smelly.	or 0 pts

**Total Points Allocated**

**Max 20 pts**

#### Universal Accessibility:

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

### 8.3 Unit Lounge / Dining Room / Patio

Outstanding	All carpets well vacuumed and cleaned. Table surfaces well-polished. Ashtrays clean. No fingerprints left on doorplates or light switches, etc. Flowers fresh and well arranged. Newspapers, books, etc. up to date and tidy.	20 pts
or Excellent	Excellent level of cleanliness. Generally a very good level of vacuum cleaning and dusting. Everything tidy and well arranged.	or 16 pts
or Very Good	Very good level of cleanliness. Easy seating area may have "lived-in" feel with some books, magazines, etc. on tables.	or 12 pts
or Good	Clean and tidy with no smears or areas where dust has collected. Generally neat and well arranged.	or 8 pts
or Acceptable	Clean and tidy with no smears on high and low surfaces. No clutter. Books and magazines may be out of date but are kept in tidy piles.	or 4 pts
or Unacceptable	Generally neglected housekeeping. Carpets badly vacuum cleaned. All surfaces dirty or dusty. Cobwebs, dead insects. Dead or wilting plants. Ashtrays not emptied. Newspapers, magazines and books on floor. Dirty glasses or cups on tables. Clutter.	or 0 pts
<b>Total Points Allocated</b>		<b>Max 20 pts</b>

### 8.4 Toilets in public areas of the self-catering establishment

Outstanding	Fastidious attention to hygiene. All surfaces gleaming. Clean and fresh smell. High level of efficiency.	10 pts
or Excellent	Excellent standard of cleanliness.	or 8 pts
or Very Good	Very good standard of cleanliness. Surfaces all clean. Floor cleaned and free from dirt and dust.	or 6 pts
or Good	Good standard of cleanliness. Surfaces all clean and well maintained.	or 4 pts
or Acceptable	Acceptable standard of cleanliness. Clean and well maintained.	or 2 pts
or Unacceptable	Low standard of housekeeping. Dirt and dust on all surfaces. Long term encrusted grime. Dirt and hairs on floor, in corners. Flooring around toilet stained and smelly.	or 0 pts
<b>Additional Housekeeping Facilities</b>	Cleaning service provided 5 - 7 days a week	2 pts
	Cleaning service provided 3 - 5 days a week	1 pts
<b>Total Points Allocated</b>		<b>Max 12 pts</b>

<b>SUB-TOTAL HOUSEKEEPING SERVICES</b>	<b>Max 72 pts</b>
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## 9. ADDITIONAL SELF-CATERING ESTABLISHMENT FACILITIES

### 9.1 Restaurant and Bar Area

Outstanding	Spacious, well-designed, convenient premises. Well-equipped. Decorated to an outstanding standard. Ample, comfortable seating and appropriate furniture for eating. May be themed. Wide choice of food available at all times. Outstanding choice of drinks/beers/wines. Facilities for families/children (where applicable).	5 pts
<b>or</b> Excellent	As above, however menu selection may be slightly less comprehensive.	or 4 pts
<b>or</b> Very Good	Large, comfortable and convenient premises with welcoming atmosphere – may not be in excellent condition but having a pleasant ambience and all in sound order. Very good standard of catering.	or 3 pts
<b>or</b> Good	Pleasant premises in good decorative order with adequate space and seating. Good range of choice in food and drink. Clean and welcoming. Open at all usual meal times.	or 2 pts
<b>or</b> Acceptable	Acceptable levels of comfort, design and décor. Limited range of choice in food and drink.	or 1 pts
<b>or</b> Unacceptable	Very limited facilities. Run-down, in need of thorough spring clean or refurbishment. Dilapidated building, ageing fittings. Cramped, uncomfortable. Very restricted service. Poor quality catering.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified Minor maintenance and condition issues identified Major maintenance and condition issues identified	0 pts or - 1 pts or - 3 pts
<b>Total Points Allocated</b>		<b>Max 5 pts</b>

#### Universal Accessibility:

Visual Accessibility	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.
Mobility Accessibility	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.

## 9.2 On-Site Convenience Store

Outstanding	Attractively built, clean, tidy, in outstanding state of decorative order. Well-signed posted. Organised, shelves well stocked with groceries and camping equipment etc. Conveniently situated. Purpose-built, or converted to a high standard. Clear price displays. Appropriate stock for market/location.	5 pts
<b>or</b> Excellent	Clean and welcoming atmosphere. Very well stocked and organised. A wide variety of products required at self-catering establishments i.e. groceries, meat and acceptable toiletries etc.	or 4 pts
<b>or</b> Very Good	Well-built and conveniently organised; perhaps a little weathered. No gaps in stock on shelves. Possibly lacking range found in excellent standard. Very good standard of take-away foods available – possibly menu not as extensive as in excellent standard.	or 3 pts
<b>or</b> Good	A good supply of consumer goods. Some stock may be limited, but generally well positioned.	or 2 pts
<b>or</b> Acceptable	Acceptable supply of stock. Arrangement of store acceptable and stock is accessible. The store would benefit from further organisation.	or 1 pts
<b>or</b> Unacceptable	Very disorganised, cluttered, untidy, dusty. Meagre quantity of stock. Dilapidated premises badly in need of refurbishment. No prices, out of date stock, poor hygiene, unacceptable standard.	or 0 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts

**Total Points Allocated**

**Max 5 pts**

## 9.3 Additional Recreational Facilities

	• Swimming pool provided	5 pts
	• Heated swimming pool for all year round swimming	1 pts
	• Spa facilities	2 pts
	<b>or</b> Jacuzzi and / or sauna	or 1 pts
	• Organised entertainment programmes	1 pts
	• Comprehensive recreation / games room	2 pts
	<b>or</b> limited games and recreation room.	or 1 pts
	• Massages / therapies provided in-house	1 pts
	• Comprehensive gym	2 pts
	<b>or</b> Gym (minimum three pieces of gym equipment	or 1 pts
	• Tennis court/s or other game courts or fields.	1 pts
	• Comprehensive children's playground (at least 5 activities)	1 pts
	• Golf course facilities	3 pts
	<b>or</b> Mini-golf, putt-putt, driving range.	or 1 pts
	• Trampolines	1 pts
	• Landscaped gardens	1 pts
	• Secure luggage storage at reception and in units	1 pts
	• Wireless Internet access in units	1 pts
<b>Maintenance and Condition</b>	No maintenance and condition issues identified	0 pts
	Minor maintenance and condition issues identified	or - 1 pts
	Major maintenance and condition issues identified	or - 3 pts

**Total Points Allocated**

**Max 23 pts**

**SUB-TOTAL ADDITIONAL GENERAL and RECREATIONAL FACILITIES**

**Max 33 pts**

## 10. Responsible environmental and business practices

### 10.1 Water Management

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

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

### 10.2 Waste Management

Dish washing and laundry detergent is biodegradable.	3 pts
Green waste is composted	2 pts
All paper products (forms, menu's, table clothes/ serviettes, letterheads, photo-copy paper) are made from recycled paper.	1 pts
Property has a recycling programme e.g. plastic, paper, glass, cans, printer cartridges etc.	3 pts

### 10.3 Energy Management

TVs, Stereo, DVD Players and other electrical appliances switched off (not left on Stand-by mode) between guest visits.	1 pts
Energy-saving light sensors (automatically turn off lights in public areas such as hotel/lodge corridors, gym, games room etc.)	1 pts
Light saving sources in all appropriate places – especially for shaving, make-up, contact lenses, reading, etc	1 pts
Energy saving light bulbs are used for lighting fixtures.	2 pts
Solar power/ heating initiatives.	4 pts

### 10.4 Business Practices

Besides on the-job training, the property has a skills development plan for each employee and ensures that it is kept up to date and compliant with legislation pertaining to the operation of the business.	3 pts
Property supports local community initiative/s	1 pts
Property supports local producers and buys in bulk where possible.	1 pts

<b>SUB TOTAL RESPONSIBLE ENVIRONMENTAL AND BUSINESS PRACTICES</b>	<b>Max 37 pts</b>
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<b>TOTAL : CATEGORY SPECIFIC CRITERIA Self-Catering Accommodation</b>	<b>Max 580 pts</b>
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## FINAL POINTS SUMMARY

### Section 1: Standard Criteria

1. BUILDING EXTERIOR		/69
2. BEDROOMS		/223
3. BATHROOMS		/121
<b>FINAL TOTAL SECTION 1: STANDARD CRITERIA</b>		<b>/413</b>

### Section 2: Category Specific Criteria - Self-catering

4. UNIT KITCHENS		/119
5. UNIT LOUNGE /DINING ROOM / PATIO		/122
6. PUBLIC AREAS		/70
6. GENERAL SERVICES AND SERVICE		/127
7. HOUSEKEEPING SERVICES		/72
8. ADDITIONAL SELF-CATERING ESTABLISHMENT FACILITIES		/33
9. RESPONSIBLE ENVIRONMENTAL AND BUSINESS PRACTICES		/37
<b>FINAL TOTAL SECTION 2: CATEGORY SPECIFIC CRITERIA - SELF-CATERING</b>		<b>/580</b>
<b>GRAND TOTAL: SECTION 1 + SECTION 2</b>		<b>/993</b>