



TOURISM GRADING COUNCIL
OF SOUTH AFRICA
Quality in Tourism

MINIMUM REQUIREMENTS: BACKPACKERS and HOSTELING

CATEGORY DEFINITION REQUIREMENTS	
All Stars	Category Definition
	A backpacker and or hostel is an accommodation facility that provides communal facilities, including dormitories, yet may offer a range of alternative sleeping arrangements. Only establishments that cater for transient guests (travelling public) will qualify for grading. Backpackers or hostels provide budget oriented, sociable accommodation where guests can rent a bed, usually a bunk bed, in a dormitory and share a bathroom, lounge and a kitchen. Rooms can be mixed or single-sex, although private rooms may also be available. Backpackers or hostels are generally cheaper for both the operator and the occupants.
	Category Entry Requirements
	If the owner/manager and guests are accommodated in the same building, there must be separate living areas.
	The owner/ representative must be contactable 24 hours, 7 days per week.
	The owner/manager must be available to check guests in/out or within a 10 minute drive from the property.
	Daily servicing of the rooms must be included in the tariff.
	Shared facilities (not with owner/manager) must be a minimum of shared spaces to eat, relax and socialise.
	Establishment has to provide a communal self-catering kitchen.
Establishment has to provide at least 1 dormitory.	
Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning)	

1. BUILDING EXTERIOR	
1.1 APPEARANCE OF BUILDINGS	
All Stars	The interior and exterior of the building or buildings including all fittings, fixtures and furnishings must be maintained in a sound and clean condition and must be fit for the purpose intended.
1.2 GROUNDS AND GARDENS	
All Stars	<p>Seasonal changes, environmental concerns, water availability and water usage must be taken into account.</p> <p>Grounds and gardens well maintained, kept tidy and safe. Where applicable garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose</p> <p>Adequate and functional garden furniture provided in garden area for guests use. Where applicable, garden furniture to appropriately reflect the theming of the establishment i.e. fit for purpose.</p>
Universal Accessibility:	
	<p>Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.</p> <p>Grounds and garden pathways kept clear of obstacles / obstructions.</p> <p>Fixed, level, matt and slip resistant ground and floor surfaces.</p> <p>Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.</p> <p>Where steps en-route to facilities, a no-step route to be provided.</p> <p>Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.</p> <p>Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.</p>
1.3 PARKING, DRIVEWAYS AND SIGNAGE	
All Stars	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 an 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.
Universal Accessibility:	
	<p>Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.</p> <p>Where steps en-route to facilities, a no-step route to be provided.</p> <p>Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.</p> <p>Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient.</p>

2. BEDROOMS (Private and Dormitories)

PROVISION: UNIVERSAL ACCESSIBILITY



A minimum of 1 designated mobility accessible bedroom shall be required in all establishments. If properties do not comply with UA, all advertising to stipulate as such.

2.1 BEDROOM SIZE

All Stars

All bedrooms and dormitories should have sufficient space to allow freedom of movement for guests and access to all furniture in the room.

It should be possible to open all doors and drawers fully.



Allow 6m² floor space per bed/bunk bed.



Dormitories in 5 Star backpackers or hostels should be more spacious and have fewer beds or bunks than a typical 4-star dormitory. This is dependent on the available floor space in each room.

Allow 9m² floor space per bed/bunk bed.

Universal Accessibility:



All Bedrooms:

Floor space clear of any obstacles which may cause injury to guests with functional visual limitations

Designated Mobility Accessible Bedrooms:

Unobstructed access widths between walls, features, furniture and fittings should be a minimum of 90cm. *(It is essential that the room be free of any obstructions which may deny a guest access certain provisions within the room e.g. switches.)*

1.4 SAFETY AND SECURITY



Safety deposit facility available

All Stars

Appropriate safety and security measures throughout the establishment at all times.

Person responsible 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 orally or by an audio system.


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.





In-room safe available.




Universal Accessibility:	
	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.

2.2 HOUSEKEEPING	
All Stars	All bedrooms should be kept clean.
	All bed and bath linens provided to guests, including duvet covers, should be changed for each new guest.
	All bed linen, including duvet covers, should be changed at least every 7 days. This period may be extended for environmental purposes and with the guest's consent. Soiled linen should be changed as soon as possible.
Universal Accessibility:	
	Housekeeping staff to ensure that all areas are cleared of any obstacles that may cause possible injury to a guest. Ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes.


2.3 BEDS	
All Stars	All beds are to be of sound condition.
	All mattresses are to be comfortable, of sprung interior, foam or similar.
	Single beds should comfortably accommodate an average sized adult and should be a minimum of 91cm wide.
	Double beds should comfortably accommodate two average sized adults and should be a minimum of 137cm wide.
 and	Bunk beds are to be a maximum of 2 sleeping positions high.
	A ladder or equivalent should be provided for guests to climb to the top bunk.

Universal Accessibility:	
	All Bedrooms:
	Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level). An alternative system may be employed e.g. vibrating wrist-bands, issued beepers, cellphone technology etc.
	Designated Mobility Accessible Bedrooms:
	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>



2.4 BEDDING	
All Stars 	All bedding should be clean.
	At a minimum all occupied beds should be fitted with a bottom sheet, pillow and pillowcase and a covered duvet. A top sheet and blanket can be supplied as an alternative to a duvet.
	All bedding must be the appropriate size, free of stains, holes and fraying. This includes sheets, pillowcases, blankets, bedspreads / quilts / duvet / mattresses on all beds.
	Private rooms are expected to have 2 pillows per sleeping position.
	All mattresses in both private rooms and dormitories should have mattress protectors.

2.5 BEDSIDE TABLES	
 and	There should be at least one bedside table in each single and double room.
	A dressing or writing table may double as a bedside table.
	Each sleeping position should have an individual bedside table or shelf. This includes dormitory beds.
Universal Accessibility:	
	Where mobility accessible beds are provided, a bedside table should be provided within easy reach of the bed.




2.6 FLOORING	
All Stars	Flooring may vary considerably and any fit-for-purpose flooring, in good condition may be appropriate.
	Ease of cleaning and hygiene should be considered when evaluating flooring.


Universal Accessibility:	
	No complicated patterned materials for carpets and other forms of flooring. (Complicated patterns make it difficult for guests with functional visual limitations to determine where elements of furniture are located). It should be ensured that floor surfaces do not present a glazed surface.
	Fixed, level, matt and slip-resistant surfaced floor finishes. Any surface which is not fixed or is extremely smooth or slippery, or even very rough, can be a hazard to a guest with a functional visual limitation.
	Flooring to have no design obstructions.
	Gradients should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user to be able to comfortably move around.

2.7 HEATING AND COOLING

All Stars	Typical climatic conditions experienced in the region of the establishment should be considered when determining the minimum requirements for heating and/or cooling. All heating and cooling equipment should be fit for purpose.
	Wall panel heater and ceiling or free standing fan in each room depending on the climatic conditions.
Universal Accessibility:	
	All Bedrooms:
	Height of environmental controls to enable users to comfortably reach them below 120cm in height.
	Designated Mobility Accessible Bedrooms:
	Remote controls heating and cooling system in designated Mobility Accessible Rooms.


2.8 WINDOWS AND LIGHTING

All Stars	In each guest room, including dormitories, there should be at least one window to allow natural light and adequate ventilation. If the window cannot be opened, a ventilation system must be provided.
	All bedrooms should have adequate and appropriate lighting.
	All bulbs should have a shade or cover unless they are of a decorative nature.
	Emergency lighting should be provided in all rooms. This could take the form of a torch, covered flame oil lamp or paraffin lamp. Open flames or candles are not permitted.
	There should be at least one bedside or bedhead light in each single or double room. A double bed may have one shared bedhead or bedside light. Bedside lights are not necessary in dormitories.
	There should be at least one bedside or bedhead light in each single or double room for each sleeping position. A double bed may not have a shared bedhead or bedside light.
	There should be at least one bedside table or bedhead light in each single or double room for each sleeping position. A double bed may not have a shared bedhead or bedside light. Each dormitory bed should have an individual light.

Universal Accessibility:	
	All areas must be well and evenly lit with minimum lighting levels of 200 lux.
	All light switches and controls should be located at a height of between 80cm - 120cm.
	Power switches and light switches should be rocker-type switches that are easily on/off detectable.
	Power switches should have a light located next to them for easier location.


2.9 CURTAINS

All Stars	Curtains, blinds or shutters should be provided on all windows including glass panels and doors where required to afford privacy and/or the exclusion of light.
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Universal Accessibility:	
	No complicated patterned materials for curtains. Complicated pattern materials may make it difficult for some guests to locate themselves.
	Curtains should be fitted with pull rods or closing rods


2.10 MISCELLANEOUS


All Stars	Each bedroom and dormitory should have a waste bin.
	If not provided in an en-suite bathroom, all single and double rooms must have a mirror.
	Each dormitory must have at least one mirror.
	Smoking should not be permitted in dormitories. The smoking policies of the establishment should be at minimum governed by the applicable South African laws.

Universal Accessibility:	
	No coat hooks or other projections that extend more than 3cm from the wall or doors. It is important to ensure that there are no harmful obstructions projecting from the walls.
	Provision should be made in all rooms to ensure that users of wheelchairs and similar assistive devices are able to execute a 120cm turning circle.
	Induction loop extensions or ear-phones linked to the television where provided.
	Must have a vanity mirror available on request.

2.11 FURNITURE





All Stars	Dormitories should have sufficient lockers, lockable cupboards or lockable drawers for all guests in the room.
	Dormitories should have provision for clothes hanging (e.g. wall plaque with hooks or individual bunk hooks).
	Private rooms should have provision for clothes hanging.

	Wardrobes or open cupboards with hanging space or rail.
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	Private rooms should have one or two easy chairs.
	Dressing table with a chair or stool should be provided in private rooms.

3. BATHROOMS (Shared and Private)


3.1 SHARED BATHROOMS



All Stars	There should be at least one bath or shower for every 12 guests, one toilet for every 10 guests, and one washbasin for every 10 guests.
	Where appropriate, there should be privacy between the sexes for washing, showering and toilet facilities and, as far as possible, between members of the same sex. All toilet, bath and shower rooms or cubicles should be lockable from the inside unless these are private bathroom facilities attached to individual rooms.
	All toilets, sinks, showers and other plumbing should be in good working order and free from trapping surfaces such as porcelain cracks and chips, and damaged toilet seats.
 and 	All communal bathrooms should be equipped with hand soap and hand drying facilities.
	There should be at least one bath or shower for every 8 guests, one toilet for every 8 guests, and one washbasin for every 8 guests.
	An adequate supply of hot water should be available all the time.
	No shower curtains should be used - all showers should be enclosed and have solid or glass doors.
Universal Accessibility:	
	At least 10%, but no less than one, of each of the facilities in the establishment must comply with the requirements for Mobility Accessible Bathrooms.


3.2 BATHROOM SIZE



All Stars	All bathrooms should have sufficient space to allow for comfortable freedom of movement for guests and access to all fittings.
Universal Accessibility:	
	There should be a clear and unobstructed space of 180cm x 180 cm to allow the occupant of a wheelchair to easily turn around.

3.3 FLOORING AND CEILING


Universal Accessibility:	
	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>
	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.
	Flooring to have no design obstructions.








3.4 FIXTURES AND FITTINGS		
All Stars	Each shower or bath unit should provide privacy for the user and should have: <ul style="list-style-type: none"> Bath or shower. Clean, running water (available at reasonable times). At least two clothes hooks. 	
	Each toilet unit should have: <ul style="list-style-type: none"> Toilet with seat and lid. Toilet roll holder and toilet paper. A covered waste bin. Adequate ventilation via an extractor fan or externally opening window. Toilet brush in holder. 	
	All bathrooms should have mirrors for guest use. The mirrors should preferably be positioned above a washbasin unless there is a mirror in an en-suite room.	
	 and Adequate vanity space for toiletries.	
	Universal Accessibility:	
		Flashing light linked to alarm. <i>(All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.)</i>
		Bathroom instructions must be provided in large print.
		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.
Use of colour contrasting surfaces.		
Hot pipes must be well insulated.		
The access door should be fitted with an emergency release lock.		
No coat hooks or other projections that extend more than 3cm from the wall or doors. <i>(It is important to ensure that no harmful obstructions project from the walls.)</i>		
Audio and visual emergency warning and evacuation systems.		



3.5 LIGHTING AND WINDOWS	
All Stars	All bathrooms should be well lit with a light switch near the entrance to the bathroom.
	For guest privacy purposes all windows in the bathroom (if present) should either be tinted, opaque or of other glass that ensures guest privacy. Alternatively, all windows should be covered with an opaque curtain, blind or shutter.
	If windows have a view of natural surrounding and are not visible to the public from the outside, the above does not apply.
Universal Accessibility:	
	Required in ALL Bathrooms:
	All areas in bathroom must be well and evenly lit.
	Required in Mobility Accessible Bathrooms/ Facilities:
	All areas in bathroom must be well and evenly lit.
All light switches and controls to be located at a height of between 80cm - 120cm.	


3.6 HOUSEKEEPING	
All Stars	All bathrooms must be cleaned daily.
	If provided, all guest bathroom linen should be changed at least every 7 days. This period may be extended for environmental purposes and with the guest's consent. Soiled linen should be changed as soon as possible.
 and	All guests occupying private rooms should be provided with individual towel and soap upon arrival at the establishment.
Universal Accessibility:	
	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along all main circulation routes.


4. PUBLIC AREAS - Including dining area, bars, lounges and reception


4.1 LIVING OR DINING ROOM AREAS AND CORRIDORS	
All Stars	A guest dining area should be available. The size of this area should be adequate, taking into consideration the total number of guests that can be accommodated at the establishment.
	All establishments should provide at least one lounge or relaxing area. A dining area may suffice as a lounge or relaxing area.
	In an appropriate climate, the living and/or dining area may be substituted with an appropriately furnished outdoor area. If this is the only area for guest relaxation, then it must be covered to protect guests from inclement weather, rain, sunshine, etc.
Universal Accessibility:	
	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.).

4.2 FURNISHINGS AND FIXTURES	
Universal Accessibility:	
	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.
	Background music in public areas avoided 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.	
4.3 FLOORING AND CEILING	
Universal Accessibility:	
	End of corridors highlighted by colour, tone or light contrast.
	Fixed, slip-resistant floor surface.
4.4 VENTILATION	
All Stars	All public rooms or areas, passages and staircases must be adequately ventilated.
	All living rooms or areas should have at least one window opening directly to open air. If the window cannot be opened, a ventilation system must be provided.

4.5 FOOD AND BEVERAGE - GENERAL	
All Stars	If a food and or beverage service is provided, staff should demonstrate adequate levels or product knowledge and provide efficient service.
	All food must be hygienically stored, prepared and presented.
Universal Accessibility:	
	Provision should be made for large print menus in all facilities where menus and the like are displayed or used.
	All 4 - and 5-Star establishments must provide at least one Braille menu on request. All staff must be able to read menus to guests on request.
4.6 COMMUNAL KITCHENS	
All Stars	A self-catering communal kitchen should be provided.
	All guest kitchens must be cleaned daily.
	All fixtures, furniture, furnishings, crockery and cutlery must be in an acceptable condition and be adequate to provide for at least 25% of the maximum number of occupants at any one time.
	In each communal kitchen:
	> There should be adequate storage or shelving space for crockery, cutlery, kitchen and cleaning equipment.
	> There should be sufficient hot plates on which to cook meals. An oven or microwave could be provided but not essential and in some cases a braai may be a substitute for an oven. Hot plates and ovens should be clean, in good condition and functioning properly
	There should be a refrigerator.
	There should be a sink equipped with a draining board and running water supply.
	There should be a facility available for boiling water (kettle, geyser, etc.)
	There should be at least one hygienic working surface and storage space suitable for food.
	There should be an open window or an appropriate ventilation system.
	A covered waste disposal bin should be provided.
	There should be a suitable fire extinguisher and fire blanket readily available.
	There should be individual storage provision for dry goods.
(Note: Minimum Kitchen Inventory is provided in Annexure A.)	
 and	The following additional appliances should be provided in communal kitchens:
	Freezer or large freezer section in fridges.
	Toaster.
	Microwave oven.
	Hand soap.
	Range of herbs and spices.
4.7 POWER SUPPLY	
All Stars	Appropriate electricity should be provided (not necessarily mains supply). Where electricity is not available, this must be clearly stated. Where electricity is available, sufficient conveniently located power sockets for the safe use of electrical equipment should be provided.

Universal Accessibility:	
	<p>Height of emergency equipment, switches and controls located should be between 80cm - 120cm. This is to allow seated and shorter guests to comfortably reach switches, equipment and controls.</p>

4.8 CLOTHES WASHING, DRYING AND HANGING FACILITIES	
All Stars	<p>Facilities for drying and hanging wet clothes should be provided or laundry service should be available.</p> <p>A dedicated clothes washing sink with running water should be provided or laundry service should be available.</p>
	<p>An iron and ironing board should be provided in the communal kitchen, the laundry or drying area. Washing machines (these may be coin operated) should be available. Ideally, tumble drying facilities should also be available at a 5-Star establishment. Alternatively guests should have relatively easy access to laundry facilities or a laundry service either provided in-house or outsourced.</p>

4.9 TELEPHONES	
All Stars	<p>Guests should have access to private or public telephones.</p> <p>Where private telephones are provided guests should be informed of charges on request.</p>
Universal Accessibility:	
	<p>Public telephones to be fitted with a raised pip on the number 5.</p>

5. GENERAL SERVICES AND SERVICE

5.1 Cleanliness and Comfort

All Stars	A high standard of general cleanliness should be maintained throughout the establishment at all times.
	The establishment should be comfortable and fit for the purpose intended.

Universal Accessibility:



Housekeeping staff should ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along all main circulation routes.

5.2 ACCESS

All Stars	There should be no discrimination to accepting guests based on their race, citizenship or nationality, gender, ethnicity, physical or mental condition, etc.
	However, notwithstanding the above, management has the right to refuse access in the interest of other users of the establishment.
	Establishments should be open every day of the year, unless closed for refurbishment, or unless only seasonal accommodation is offered.
	Appropriate services and facilities should be available on all days that the establishment is open, unless advertised otherwise.

5.3 COURTESY

All Stars	Courtesy should be shown to all guests at all times. Staff should be clean, neatly and appropriately dressed, helpful and attentive to guests.
	Guest complaints should be dealt with courteously and promptly.
	There should be reasonable levels of tourist information available, particularly with regard to local places of interest and activities available.

Universal Accessibility:



Mobility, communication, blind and sight-impaired awareness training should be provided to managers and staff who deal with guests.

On arrival, the guests should be offered an orientation tour of the property.

On arrival, guests should be provided with an audio description of information on facilities, basic circulation walkways, access points, etc. to assist the guest in making use of the facility.

Re-positioning of furniture and other obstructions to meet guest requirements may be required.

5.4 MARKETING, RESERVATIONS AND PRICING	
All Stars	There should be friendly and efficient service appropriate to the style and level of the establishment.
	All enquiries, requests, reservations, correspondence and complaints should be dealt with promptly and courteously.
	All inclusion and exclusions in the prices quoted for accommodation, meals and refreshments, including service charges, surcharges, levies, etc. should be clearly communicated to guests at time of booking, and confirmed on arrival.
	The establishments' pricing structure should be available on request. All prices must include VAT.
	Guests must be notified if the price agreed at the time of the booking has changed. Price should not increase for accommodations already booked.
	Full details of the establishment's cancellation policy and any specific in-house policies (such as no children under 12 and pet policies) should be made clear to guests at the time of booking.
	The amenities, facilities and services provided by the establishment should be described fairly to all visitors and prospective visitors, whether by advertisement, brochure, web site, verbal communication or other means.

5.5 INFORMATION FOR HIRERS	
All Stars	Full details of accommodation including the maximum number of beds in each dormitory including the type and sizes of beds and/or bunks available should be provided on request.



TOURISM GRADING COUNCIL
OF SOUTH AFRICA

STANDARD GRADING CRITERIA: BACKPACKERS and HOSTELING

1. BUILDING EXTERIOR

1.1 Appearance of buildings

Areas to be considered include building structure, lighting and building architectural features.

Outstanding	Modern buildings or outstanding preservation of historical structures. Outstanding quality lighting around the entire property. Unique and impressive architectural features. There should be no signs of weathering. Good, clear and well lit signage in all public access areas.	25 pts
or Excellent	A general absence of signs of weathering, with fresh, well-maintained paintwork, and an overall clean and new look. In older buildings there should be no unsightly stains and paintwork should be well maintained. Any visible outbuildings or annexes should be of a similar standard to main building. There should be effective external lighting and good, clear signage. The addition of attractive features and a welcoming appearance is expected.	or 20 pts
or Very Good	Good quality maintenance of paint and/or stonework/brickwork though some natural weathering may be present. All painted surfaces should be in sound condition. Some additional external features to enhance appearance should be present. Exterior lighting should be good and all signage should be clear.	or 15 pts
or Good	Paintwork, windows, drains, and other exterior building elements should be in a good state of repair, though not necessarily new. Architectural features and paint effects are somewhat standard, but still appropriate to the market. There is some external lighting in place and all signage should be clear and free from obstructions.	or 10 pts
or Acceptable	Paintwork, windows, drains, and other exterior building elements should be in a decent state of repair, though not necessarily new. The condition of painted surfaces should be acceptable and appropriate to the market. All signage should be clear and free from obstructions.	or 5 pts
or Unacceptable	Generally neglected buildings. Obvious structural defects or damage is evident. Flaking paint, illegible signs, rotting wood, broken windows are visible.	or 0 pts
Maintenance and Condition	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 25 pts

1.2 Grounds and Gardens

All facilities within the grounds should be evaluated in this section, including: gardens, swimming pools, garden furniture and sports/recreational facilities

Outstanding	There should be evidence of systematic and planned programme of maintenance. Gardens are well tended and are an attractive natural environment. An overall attempt to maintain an attractive appearance throughout the year has been made. All garden and grounds areas are clean and tidy. There is provision of appropriate outdoor furniture which is in an outstanding condition.	20 pts
or Excellent	Excellent standards of maintenance are evident in formal gardens. A pleasant, clean and tidy appearance is maintained throughout the year. Clean and tidy around the service areas. There are some attractive garden design features and excellent quality garden furniture present.	or 16 pts
or Very Good	Very good standards of maintenance and care are taken in formal gardens. Grounds are pleasant and have a tidy appearance throughout the year. Clean and tidy around service areas. There is a well maintained surface to driveway and any outdoor furniture is in a good state of repair, although not necessarily of the highest quality.	or 12 pts
or Good	Immediate surrounds are kept tidy and lawns, if present, cut regularly. There is evidence of some attempt to produce a pleasing effect, possibly through low maintenance plantings and beds. Outdoor furniture is of fair quality and in reasonable condition.	or 8 pts
or Acceptable	Gardens and the area around the establishment are kept under control. Garden design is plain and simple. There is only a limited amount of outdoor furniture, which may be of mismatched styles, in a fair condition.	or 4 pts
or Unacceptable	Gardens and grounds appear neglected and overgrown. Rubbish and general clutter is visible and there is a disorderly appearance to the grounds. If any is present, outdoor furniture is of poor quality and is broken and damaged.	or 0 pts
Additional points	Reuse of grey water for garden watering. (Grey water from laundry, showers and hand basins can be treated and reused.)	2 pts
	Garden watering is done either early morning or late afternoon to minimize evaporation.	2 pts
	In dry regions, garden landscaping should be purposely designed to reduce water requirements. (Drought tolerant plants, limited lawn areas that require watering, etc.)	1 pt
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 25 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) 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 and Driveways

Outstanding	Sufficient demarcated off-street parking bays in a secure environment within the compounds of the facility or on a directly adjoining property. Effective, functioning security lighting between parking area and establishment. Driveway and parking surface must be in an outstanding condition, and the parking area should be spacious and tidy.	25 pts
or Excellent	Demarcated parking bays in a secure and organised parking enclosure either within or close to the establishment, and in an accessible environment. All parking areas should have security lighting. Driveway and parking surface should be even, spacious and tidy.	or 20 pts
or Very Good	An organised, secure parking area adjacent to or immediately outside accommodation. Driveways and parking surfaces should be well kept and free of potholes.	or 15 pts
or Good	Parking in secure environment but not necessarily organised. Guarded parking outside grounds but in fairly close proximity (e.g. on the pavement outside establishment). An even, tidy parking area is expected.	or 10 pts
or Acceptable	Parking is outside grounds, but in close proximity (e.g. on the pavement outside establishment). An even, tidy parking area is expected.	or 5 pts
or Unacceptable	Owner vehicles taking up most of available parking space. No guest parking available at all. Badly surfaced, uneven parking area with large pot-holes or puddles.	or 0 pts
Maintenance and Condition	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 25 pts

Universal Accessibility

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. Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width. Distance from designated parking bays to entrance: 30m Gradient en-route to entrance from street or designated parking bay: No steeper than 1:12 (optimum 1:15)

1.4 Safety and Security

Outstanding	Outstanding security measures such as an armed-response linked alarm system and burglar bars, where applicable, are in place. All external public pathways must be well lit. Emergency information, procedures and after hour contacts for assistance must be clearly communicated in English. Access intercoms, lockable security doors and gates must be present. Safety deposit facility available.	25 pts
or Excellent	Excellent security measures such as an armed-response linked alarm system and burglar bars, where applicable, are in place. All external public pathways must be well lit. A person responsible for safety and security must be available 24 hours a day. Emergency information, procedures and after hour contacts for assistance must be clearly communicated in English. Access to the establishment should be controlled. Safety deposit facility available.	or 20 pts
or Very Good	Very good security measures such as an alarm system and burglar bars, where applicable, are in place. All external public pathways must be well lit. A person responsible for safety and security must be contactable in emergency situations. Emergency information, procedures and after hour contacts for assistance must be clearly communicated in English. Safety deposit facility available.	or 15 pts
or Good	Good security measures such as an alarm system and burglar bars, where applicable, are in place. Good lighting to ensure a secure environment is evident. Safety deposit facility available.	or 10 pts
or Acceptable	Acceptable safety measures such lockable doors and burglar bars only on main doors, are in place. Safety deposit facility available.	or 5 pts
Unacceptable	No security measures are in place. Access to the establishment is uncontrolled. Lighting in all areas is bad or non-existent.	or 0 pts
Additional points	Well positioned video surveillance monitoring external and internal areas of the establishment can be used at the discretion of the establishment.	

Total Points Allocated

Max 25 pts

Universal Accessibility

Communication Accessibility	An area of refuge or holding area should be provided for guests in case of emergency evacuation. 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 authority. Provision is made on arrival for guests to be provided with strap-on wrist buzzers and/or pillow push-pads to allow for notification of emergencies.
Visual Accessibility	A familiarisation tour of all emergency exits and procedures to be provided by a staff member on guest arrival. Key emergency information is provided to guests in an appropriate format - verbally, in Braille or with large print emergency information. Emergency information is provided in the form of an electronic or audio system that can be used by guests during their stay.
Mobility Accessibility	<i>Minimum Requirements Met</i>

1.5 Waste Management

Back of house waste bins are clearly labelled for the different recyclable materials.	5 pts
Available bins include some or all of the following: glass, aluminium, plastic, paper.	5 pts
The establishment maintains a worm farm.	5 pts
A system for charitable clothing donations from departing travellers is in place.	5 pts
The establishment supports charities, or local township and community projects.	5 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 25 pts

SUB TOTAL BUILDING EXTERIOR SECTION

Max 125 pts

2. DORMITORIES

If there are a number of dormitories which have been decorated or refurbished at various stages, then each may be assessed at a different level of quality and condition. Note that the Lowest Common Denominator principle applies.

2.1 Decoration

Outstanding	Outstanding quality of wall covering (paint or wallpaper). Evidence of attention to detail in décor, thoughtful co-ordination of patterns, colours and textures. If the décor is plain then the addition of quality framed and or block mounted pictures, although some minimalist styles require less. All work should look unique and be well executed.	25 pts
or Excellent	Excellent quality wall coverings and/or paintwork. Room décor should be of excellent quality and very well co-ordinated. Attention to detail and thoughtful co-ordination of patterns, colours and textures should be evident.	or 20 pts
or Very Good	Very good quality wall coverings or paintwork. Room décor can be minimal but should still be attractive, in good condition, and should enhance the bedroom atmosphere.	or 15 pts
or Good	Good quality wall coverings or paintwork. A reasonable attempt to co-ordinate and match patterns and colours has been made. Décor is in good condition.	or 10 pts
or Acceptable	Décor is in acceptable condition. Neat if basic application of paint or wallpaper with some attention to detail. Room décor style may be plain and simple.	or 5 pts
or Unacceptable	Poor quality materials used in an uncoordinated style and with poor colour coordination. Noticeable wear and tear, stains, splashes, scratches, tears. Few, if any, pictures, graphics, wall hangings or works of art. Visible pipe work, exposed wiring and signs of damp.	or 0 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 25 pts

2.2 Furniture and Furnishings

Outstanding	Outstanding and attractive finishes and detail on all furniture. No sign of ageing, or wear and tear. Attractive and comfortable seating. (Note that some antique furniture may show signs of distress which does not detract from its excellence depending on the degree of deterioration.)	25 pts
or Excellent	Excellent quality furniture which is in an excellent condition. Furniture is of sound construction, has good finish with little or no sign of ageing or wear and tear. Addition of good quality bedside tables and possibly in-room safes. Curtains should be effective in keeping out light and in working order.	or 20 pts
or Very Good	Very good quality furniture, may show some signs of use or alternatively new, good (as opposed to very good) quality furniture and furnishings. Some contract furniture even when brand new will only be "very good". Well cared for domestic furniture may be very good. Curtains should be in working order.	or 15 pts
or Good	Furniture which may, through ageing, be showing signs of wear and tear. All furniture should be of a broadly similar standard and in good condition.	or 10 pts
or Acceptable	Furniture of acceptable quality and in a generally well-used condition. There should be some co-ordination of styles and all items should still be fit for use.	or 5 pts
or Unacceptable	Very low quality furniture, poor construction, damaged, marked or scratched. Uncoordinated style with obviously stained and worn furnishings. Thin, short, stained curtains.	or 0 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 25 pts

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 Flooring and Ceiling

Outstanding	Outstanding quality carpets of new appearance and/or with a high wool content. Outstanding quality pile and underlay. Outstanding quality hardwood floors or tiled surfaces. Occasional rugs placed at strategic positions alongside the bed. Ceilings of outstanding condition professionally painted with no marks, or stains.	20 pts
or Excellent	Excellent quality flooring, professionally lain and in very good condition. Excellent carpet pile and underlay. Good quality wooden or tiled flooring with good quality occasional rugs or mats where appropriate. Ceiling to be of very good quality and professionally fitted with no sagging ceiling panels or evidence of water leakage or seeping. Ceilings should be professionally painted with no marks, or stains.	or 16 pts
or Very Good	Very good quality flooring which is perhaps beginning to show some signs of ageing (flattening or wearing, few hidden chips in tiles or very slight stains in wooden floors). Flooring should be free from obvious stains, burns, chips or marks, etc. Alternatively, a new carpet or flooring of average quality. Professionally fitted wooden or tiled flooring in good condition. Ceilings of good quality and professionally fitted. Ceilings should be firm and dry and professionally painted.	or 12 pts

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or Good	Well-worn flooring with obvious flattening in high traffic areas, but still in sound condition. There may be some small discolouration or chips in places. Alternatively, cheaper new flooring. Wooden or tiled floors in overall sound condition. Flooring should be competently fitted. Competent job of ceiling application and ceiling of average quality. Paintwork should be competently applied, but not necessarily professionally done.	or 8 pts
or Acceptable	<p>Carpets show considerable use with many flattened spots, fading in sun patches, some thinning and some patchy carpet pieces. Carpets have not been professionally fitted and show ripples and have rough ill-fitting edges. Undelay is either very thin or non-existent. There should be no large holes, tears, burns or other defects that render the carpet unsound or a tripping hazard. Ceilings are generally of poor quality and fitted poorly, but there should be no evidence of sagging. Ceilings are slightly stained with poorly applied paintwork.</p> <p>NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition should be assessed, taking the style and nature of the property and its' markets into consideration.</p>	or 4 pts
or Unacceptable	Carpets with significant signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. Badly fitted flooring with gaping joints and gaps between flooring and walls. Several unmatched styles or newer carpets pieces lain on top of damaged or worn-through older ones. Wooden floors that have aged and are in need of repairs and varnishing. Badly worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage with stained paintwork.	or 0 pts
Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p> <p>No maintenance and condition issues identified</p>	<p>0 pts</p> <p>or - 1 pts</p> <p>or - 3 pts</p> <p>0 pts</p>

Total Points Allocated

Max 20 pts

Universal Accessibility

Visual Accessibility	<p>90cm wide unimpeded circulation space around and between beds and furniture.</p> <p>No complicated patterned materials for carpets and other forms of flooring. (Complicated patterns make it difficult for guests with functional visual limitations to determine where elements of furniture are located). It should be ensured that floor surfaces do not present a glazed-surface.</p>
Mobility Accessibility	<i>Minimum Requirements Met</i>

2.4 Beds and Linen

Including bedspreads, duvets, duvet covers, blankets, top sheets, bottom sheets, pillows and pillow slips.

Outstanding	Outstanding adult-sized (bunk) beds. Headboards should be present offering a degree of comfort. These should be free from stains. More than adequate headroom between bunk beds with high quality thick mattresses.	20 pts
or Excellent	Very good sized (bunk) beds with excellent quality bed frames and thick mattresses. These should be clean and in excellent condition. Excellent quality, clean pillows and blankets with spares available. Alternatively an excellent quality duvet and duvet cover coordinated with bedroom décor.	or 16 pts
or Very good	A very good firm mattress and sound bedframe. All bed linen and bedding to be of good quality even if not necessarily in a brand new condition. Bed frames may be of an older style, but should be in good condition and of good quality. There should be good spacing between (bunk) beds.	or 12 pts
or Good	Standard domestic quality bed frames and mattresses, all of which should be in sound condition. Bed linens should be of a good quality and be free from stains, holes and wear. Thick, high density foam mattresses on (bunk) beds.	or 8 pts
or Acceptable	Thin domestic mattresses shallow divan bases and bedframes that are well used. Beds should have sturdy struts, even legs, firm headboards and strong frames. Linens, pillows and mattresses of should be of an acceptable quality.	or 4 pts
or Unacceptable	Mattress with little or no resistance or bounce. Loose bed legs, missing casters and obvious stains, marks, and holes. Creaking frame with sagging, unsound supports. Cheap, worn linens with fraying edges, holes and fading. Exposed springs in frames or mattresses.	or 0 pts
Additional Points	All bedding is well fitting. Mattress protectors are fitted to all beds. Or mattress protectors fitted to some beds only. "No change" option for guest linen (up to a maximum of 7 days) offered to guests on arrival.	2 pts 2 pts or 1 pts 3 pts
Maintenance and Condition	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 27 pts

Universal Accessibility

Visual Accessibility	No complicated patterned materials for bedspreads. (Complicated materials on bedspreads make it difficult for guests with functional visual limitations to determine where elements of furniture are located).
Mobility Accessibility	No requirements.

2.5 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.	20 pts
or Excellent	Individual heating or cooling control by guests at all times. Appliance / system in excellent condition.	or 16 pts
or Very Good	Effective heating and or cooling provided in rooms (with individual control).	or 12 pts
or Good	Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.	or 8 pts
or Acceptable	Free standing appliance able to maintain a reasonably comfortable temperature in the room.	or 4 pts
or Unacceptable	Broken appliances, heating and cooling systems not in working order.	or 0 pts
Additional Points	Natural ventilation, as an alternative to air-conditioning, available through opening windows and/or balcony doors. Windows open and close easily and balcony doors are easily accessible.	2 pts
	Doors and windows are properly sealed when closed to minimize draughts and increase energy efficiency from heating/cooling appliances.	1 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 23 pts

Universal Accessibility

Mobility Accessibility	Remote controls for in-room air-conditioning provided to guests. Where it is not possible to allow for operation by remote control, guests should be given the option of whether they would like the system to be operational, or turned off during their stay.
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2.6 Lighting, Power and Switches

Outstanding	Outstanding quality light sources in all appropriate areas. Main room light fittings should be connected to a dimmer switch. Separate bedside lighting controls for each guest. All lights and shades should be of excellent quality manufacture and in excellent order. Excellent natural light should also be available.	11 pts
or Excellent	Light sources in all appropriate places. All lights and shades of very high quality manufacture and in excellent order. All connections should be sound, and lamps should have excellent quality shades and sturdy bases. Good natural light should also be available.	or 9 pts
or Very Good	A number of light sources with very good quality fittings, and in very good condition, should be provided.	or 7 pts
or Good	Good quality overhead lights with similar quality shades or covers which provide more than adequate room light. Effective lighting throughout the room although this may be controlled from a doorway switch only.	or 5 pts
or Acceptable	Adequate lighting in room with fittings that are in an acceptable condition. Natural light is limited.	or 3 pts

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or Unacceptable	Dim, gloomy lighting with heavy, dirty shades and low wattage globes. Low quality fittings which provide inadequate light in insufficient places. Natural light sources are very limited and/or poor. Light switches and controls are inaccessible or poorly positioned. Shades are burnt, marked, poorly maintained and stained.	or 0 pts
Additional points	Convenient light switch locations.	1 pt
	Energy efficient light-bulbs are used for all bedroom lighting fixtures.	1 pt
	Signage is visible in prominent places reminding guests to switch off lights and electronic appliances when leaving the room.	1 pt
	Excellent natural light.	1 pt
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 15 pts

Universal Accessibility

Visual Accessibility	Power sockets located between 80cm - 100cm above floor surface. Close to headboard. 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>
Mobility Accessibility	Power switches and light switches with rocker switches that are on/ off detectable. Power-switches to have a light located next to them for easier location. 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.
Visual Accessibility	Power sockets located between 80cm - 100cm above floor surface. Close to headboard. Bedside lamps to have easily accessible switches i.e. 20cm away maximum

SUB TOTAL DORMITORIES

Max 135 pts

3. PRIVATE BEDROOMS

If there are a number of bedrooms which have been decorated or refurbished at various stages, then each may be assessed at a different level of quality and condition. Note that the Lowest Common Denominator principle applies.

3.1 Decoration

Outstanding	Outstanding quality of wall covering (paint or wallpaper). Evidence of attention to detail in décor, thoughtful co-ordination of patterns, colours and textures. If the décor is plain then the addition of quality framed and or block mounted pictures, although some minimalist styles require less. All work should look unique and be well executed.	25 pts
or Excellent	Excellent quality wall coverings and/or paintwork. Room décor should be of excellent quality and very well co-ordinated. Attention to detail and thoughtful co-ordination of patterns, colours and textures should be evident.	or 20 pts
or Very Good	Very good quality wall coverings or paintwork. Room décor can be minimal but should still be attractive, in good condition, and should enhance the bedroom atmosphere.	or 15 pts
or Good	Good quality wall coverings or paintwork. A reasonable attempt to co-ordinate and match patterns and colours has been made. Décor is in good condition.	or 10 pts
or Acceptable	Décor is in acceptable condition. Neat if basic application of paint or wallpaper with some attention to detail. Room décor style may be plain and simple.	or 5 pts
or Unacceptable	Poor quality materials used in an uncoordinated style and with poor colour coordination. Noticeable wear and tear, stains, splashes, scratches, tears. Few, if any, pictures, graphics, wall hangings or works of art. Visible pipe work, exposed wiring and signs of damp.	or 0 pts
Maintenance and Condition	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 25 pts

3.2 Furniture and Furnishings

Outstanding	Outstanding and attractive finishes and detail on all furniture. No sign of ageing, or wear and tear. Attractive and comfortable seating. (Note that some antique furniture may show signs of distress which does not detract from its excellence depending on the degree of deterioration.)	18 pts
or Excellent	Excellent quality furniture which is in an excellent condition. Furniture is of sound construction, has good finish with little or no sign of ageing or wear and tear. Addition of good quality bedside tables and possibly in-room safes. Curtains should be effective in keeping out light and in working order.	or 15 pts
or Very Good	Very good quality furniture, may show some signs of use or alternatively new, good (as opposed to very good) quality furniture and furnishings. Some contract furniture even when brand new will only be "very good". Well cared for domestic furniture may be very good. Curtains should be in working order.	or 12 pts
or Good	Furniture which may, through ageing, be showing signs of wear and tear. All furniture should be of a broadly similar standard and in good condition.	or 9 pts

or Acceptable	Furniture of acceptable quality and in a generally well-used condition. There should be some co-ordination of styles and all items should still be fit for use.	or 6 pts
or Unacceptable	Very low quality furniture, poor construction, damaged, marked or scratched. Uncoordinated style with obviously stained and worn furnishings. Thin, short, stained curtains.	or 0 pts
Additional Points		
	Bedside Table Bedside table or shelf provided at each sleeping position. Bedside table or shelf is of adequate size with clear space of approximately 30cm x 30cm.	2 pts 2 pts
	Bedside Lamps Bedside lamps provided at each sleeping position. Bedside lamps have conveniently located switches.	2 pts 1 pts
Maintenance and Condition	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 25 pts

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.

3.3 Electronic Appliances

Includes televisions and hair-dryers.

	Television	
	Television is in working order and is provided in all rooms.	5 pts
	• or Television is in working order and is provided in some rooms only.	or 2 pts
	• or Television is in working order and is provided in communal lounge, bar or restaurant/dining room.	or 2 pts
	Hair –dryer	
	Hair-dryer in working order and provided in all bedrooms.	5 pts
	• or Hair-dryer in working order and provided in most bedrooms.	or 2 pts
	• or Hair-dryer located in a convenient communal place near a mirror or available from reception	or 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 10 pts

Universal Accessibility

Communication Accessibility	A portable teletext machine should be made available where there is provision for telephones operational by guests. • or Guests should be able to communicate with establishment management or staff through the use of SMS-based systems. Alarm clocks should be fitted with a bright flashing light. Alarm clocks should be fitted with a vibration bed pad in addition to a flashing light.
Visual Accessibility	Braille, large print and audio format instructions for use of electronic equipment (e.g. setting the alarm clock) should be made available.

3.4 Flooring and Ceiling

Outstanding	Outstanding quality carpets of new appearance and/or with a high wool content. Outstanding quality pile and underlay. Outstanding quality hardwood floors or tiled surfaces. Occasional rugs placed at strategic positions alongside the bed. Ceilings of outstanding condition professionally painted with no marks, or stains.	20 pts
or Excellent	Excellent quality flooring, professionally lain and in very good condition. Excellent carpet pile and underlay. Good quality wooden or tiled flooring with good quality occasional rugs or mats where appropriate. Ceiling to be of very good quality and professionally fitted with no sagging ceiling panels or evidence of water leakage or seeping. Ceilings should be professionally painted with no marks, or stains.	or 16 pts
or Very Good	Good quality flooring which is perhaps beginning to show some signs of ageing (flattening or wearing, few hidden chips in tiles or very slight stains in wooden floors). Flooring should be free from obvious stains, burns, chips or marks, etc. Alternatively, a new carpet or flooring of average quality. Professionally fitted wooden or tiled flooring in good condition. Ceilings of good quality and professionally fitted. Ceilings should be firm and dry and professionally painted.	or 12 pts

or Good	Well-worn flooring with obvious flattening in high traffic areas, but still in sound condition. There may be some small discolouration or chips in places. Alternatively, cheaper new flooring. Wooden or tiled floors in overall sound condition. Flooring should be competently fitted. Competent job of ceiling application and ceiling of average quality. Paintwork should be competently applied.	or 8 pts
or Acceptable	Acceptable quality materials used. Plain and simple design. Basic appearance, clean and neat. NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition should be assessed, taking the style and nature of the property and its' markets into consideration.	or 4 pts
or Unacceptable	Carpets with significant signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. Badly fitted flooring with gaping joints and gaps between flooring and walls. Several unmatched styles or newer carpets pieces lain on top of damaged or worn-through older ones. Wooden floors that have aged and are in need of repairs and varnishing. Badly worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage with stained paintwork.	or 0 pts
Maintenance and Condition	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. No complicated patterned materials for carpets and other forms of flooring. (Complicated patterns make it difficult for guests with functional visual limitations to determine where elements of furniture are located). It should be ensured that floor surfaces do not present a glared-surface.
Mobility Accessibility	<i>Minimum Requirements Met</i>

3.5 Beds and Bedding

Including bedspreads, duvets, duvet covers, blankets, top sheets, bottom sheets, pillows and pillow slips.

Outstanding	Luxurious and outstanding quality linen that is co-ordinated with bedroom décor and other soft furnishings. A supply and variety of outstanding quality pillows, cushions and spare blankets provided. Mattress protectors on all beds. Outstanding thick mattresses and headboards on all beds.	18 pts
or Excellent	A number of beds larger than standard size. Excellent quality bed bases and mattresses which are free from stains and wear. A good supply of clean pillows, cushions. Excellent quality blankets with spares available. Excellent quality duvet co-ordinated with bedroom décor. Headboards offering a degree of comfort and free from head stains.	or 15 pts
or Very good	A very good firm mattress and sound bedframe. All bed linen and bedding to be of good quality even if not necessarily in a brand new condition. Bed frames may be of an older style, but should be in good condition and of good quality. There should be good spacing between beds in the same room.	or 12 pts

or Good	Standard domestic quality bed frames and mattresses, all of which should be in sound condition. Bed linens should be of a good quality and be free from stains, holes and wear. Thick, high density foam mattresses on beds.	or 8 pts
or Acceptable	Domestic quality mattresses and bedframes that are well used, but still acceptable. Firm beds and struts, even legs, firm headboards frames. Linen, pillows and mattresses of acceptable quality.	or 4 pts
or Unacceptable	Mattress with little or no resistance or bounce. Loose bed legs, missing casters and obvious stains, marks, and holes. Creaking frame with sagging, unsound supports. Cheap, worn linens with fraying edges, holes and fading. Exposed springs in frames or mattresses.	or 0 pts
Additional Points	All bedding is well fitting. Mattress protectors are fitted to all beds. or mattress protectors fitted to some beds only. "No change" option for guest linen (up to a maximum of 7 days) offered to guests on arrival.	1 pts 2 pts or 1 pts 2 pts
Maintenance and Condition	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 23 pts

Universal Accessibility

Visual Accessibility	No complicated patterned materials for bedspreads. (Complicated materials on bedspreads make it difficult for guests with functional visual limitations to determine where elements of furniture are located).
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3.6 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
or Excellent	Individual heating or cooling control by guests at all times. Appliance / system in excellent condition.	or 16 pts
or Very Good	Effective heating and or cooling provided in rooms (with individual control).	or 12 pts
or Good	Free standing appliance capable of maintaining a reasonably comfortable temperature in the room. Good natural ventilation.	or 8 pts
or Acceptable	Free standing appliance able to maintain a reasonably comfortable temperature in the room.	or 4 pts
or Unacceptable	Broken appliances, heating and cooling systems not in working order.	or 0 pts

Additional points	Natural ventilation, as an alternative to air-conditioning, available through opening windows and/or balcony doors. Windows open and close easily and balcony doors are easily accessible.	1 pts
	Doors and windows are properly sealed when closed to minimize draughts and increase energy efficiency from heating/cooling appliances.	1 pts
	Air-conditioning in all rooms.	2 pts
	Air-conditioning in some rooms.	1 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 25 pts

Universal Accessibility

Mobility Accessibility	Remote controls for in-room air-conditioning provided to guests. Where it is not possible to allow for operation by remote control, guests should be given the option of whether they would like the system to be operational, or turned off during their stay.
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3.7 Lighting, Power and Switches

Outstanding	Outstanding quality light sources in all appropriate areas. Main room light fittings should be connected to a dimmer switch. Separate bedside lighting controls for each guest. All lights and shades should be of excellent quality manufacture and in excellent order. Excellent natural light should also be available. International Multi Power Point/Plug available.	12 pts
or Excellent	Light sources in all appropriate places. All lights and shades of very high quality manufacture and in excellent order. All connections should be sound, and lamps should have excellent quality shades and sturdy bases. Good natural light should also be available. International Multi Power Point/Plug available.	or 10 pts
or Very Good	A number of light sources with very good quality fittings, and in very good condition, should be provided. International Power Point/Plug available.	or 8 pts
or Good	Good quality overhead lights with similar quality shades or covers which provide more than adequate room light. Effective lighting throughout the room although this may be controlled from a doorway switch only. International Multi Power Point/Plug available.	or 6 pts
or Acceptable	Adequate lighting in room with fittings that are in an acceptable condition. Natural light is limited. International Multi Power Point/Plug available.	or 4 pts
or Unacceptable	Dim, gloomy lighting with heavy, dirty shades and low wattage globes. Low quality fittings which provide inadequate light in insufficient places. Natural light sources are very limited and/or poor. Light switches and controls are inaccessible or poorly positioned. Shades are burnt, marked, poorly maintained and stained.	or 0 pts
Additional points	Effective light distribution in bedroom area.	2 pts
	Convenient light switch locations.	2 pts
	Spare and convenient power points provided in each room.	2 pts
	Energy efficient light-bulbs are used for all bedroom lighting fixtures.	2 pts
	Signage is visible in prominent places reminding guests to switch off lights and electronic appliances when leaving the room.	2 pts
	Excellent natural light.	3 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 25 pts**

Universal Accessibility

Visual Accessibility	<p>Power sockets should be located between 80cm - 100cm above floor level and close to the headboard.</p> <p>A uniform and even amount of lighting with minimum lighting levels of 200 lux is required. If there is a strong differentiation between the light sources it makes it difficult for a guest with a functional visual limitation to perceive items of furniture, doorways, etc.</p> <p>Power switches and light switches should be fitted with rocker switches that are easily on/ off detectable.</p> <p>Power-switches should have a light located next to them for easier location.</p>
Mobility Accessibility	<p>All light controls should be reachable from the bed to ensure that guests are not required to move around in the dark and are able to avoid injury.</p> <ul style="list-style-type: none"> • or Only main light controls are reachable from the bed to ensure that guests are not required to move around in the dark and are able to avoid injury. <p>Power sockets should be located between 80cm - 100cm above floor level and close to the headboard.</p> <p>Bedside lamps should have easily accessible switches located no more than 20cm away from the bed.</p>

3.8 Recommended Mirror and Mirror Lighting - dimensions are provided as a guide for establishment

	Mirror (600mm x 450mm) (Height x Width measurement taken within the frame)	5 pts
	<ul style="list-style-type: none"> • or Mirror (450mm x 350mm or larger) • or Mirror (less than 450mm x 350mm) 	2 pts or 1 pts
	Conveniently located.	2 pts
	Effective lighting at mirror.	3 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 10 pts**

Universal Accessibility

Visual Accessibility	<i>Minimum Requirements Met</i>
Mobility Accessibility	<p>A full length mirror suitable for both sitting and standing guests should be provided.</p> <p>Bottom edge of the mirror should not be more than 40cm from the floor.</p>

SUB TOTAL PRIVATE BEDROOM SECTION **Max 163 pts**

4. COMMUNAL BATHROOMS

4.1 Walls and Flooring

Outstanding	Outstanding quality floor and wall coverings. Modern and high quality tiling design and grouting, free from marks, dirt and damage. No peeling wallpaper or flaking paint is evident. Flooring is well fitted and free from stain or water damage.	20 pts
or Excellent	High quality floor and wall coverings. Tiles are well fitted and grouting in very good condition. Professional, excellently applied wallpaper or paint. Good quality flooring, well fitted and in excellent condition. Bathroom is free from marks, stains or condensation damage. No peeling wallpaper or flaking paint is evident.	or 16 pts
or Very Good	Should be a good quality finish but not necessarily new. Some signs of wear are acceptable, but all should be in sound condition. May be recently decorated but not with the highest quality materials, though a competent and professional job. Good quality floor covering or tiles. Not necessarily new but still in good condition.	or 12 pts
or Good	Standard quality bathroom flooring in sound condition, with clean finishes.	or 8 pts
or Acceptable	Adequate quality materials with competently applied paint and tiling.	or 4 pts
or Unacceptable	Cheap, low quality finishes that have been unprofessionally applied. Sealant or grouting is mouldy, carpet is rotting and smelly. Décor is tired, damp and condensation marks are visible, paintwork is chipped and flaking. Area around toilet discoloured and damp. Floor tiles are cracked, carpets stained or vinyl is torn and damaged.	or 0 pts
Maintenance and Condition	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	There should be a strong colour contrast between fittings, fixtures, wall and floor finishes to assist guests in their location.
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4.2 Fixtures and Fittings

Outstanding	Spacious shower with attractive shower screen, and/or bath with overhead shower. Outstanding quality, solid co-ordinated fittings of outstanding design. Adequate hot water supply with good water flow from fixtures and fittings. Outstanding quality hand basin with vanity and shelving.	20 pts
or Excellent	Solid, well-made fittings of excellent quality in excellent order and matching style with high quality finishes.. Shower and/or bath with an attractive shower screen. Shower heads should be of a design allowing strong water flow without compromising temperature. Good sized hand basin with easy to use and clearly marked controls and adequate vanity space. A plentiful supply of hot water at all times.	or 16 pts
or Very Good	Generally good quality fittings throughout, but not necessarily new. Good sized bath or shower. Showers (whether standalone or over bath) should be fitted with a very good quality screen or good, clean shower curtain. All porcelain should be in good order and be free from cracks, crazing, stains or dull finishes.	or 12 pts
or Good	Standard range of domestic bathroom fittings which may be showing some signs of wear but which should still be in a sound and clean condition. Standard sized bathtubs and showers with easy access. Sufficient hot water should be available at all reasonable times.	or 8 pts
or Acceptable	Acceptable fittings which appear to be in average condition. Reasonable water pressure and supply of hot and cold water to allow for an effective flow of water. Fittings should all be in a clean and acceptable condition, with no cracks or damage.	or 4 pts
or Unacceptable	Porcelain fittings that are chipped, stained, dull and poorly cleaned and maintained. Cheap plastic bathtub that moves and creaks. Very small shower with poor water flow and pressure. Stained or mouldy grouting or sealant and cheap, thin shower curtain. Poorly fitted, cheap plastic toilet seat and cover. Discoloured plastic cistern with plastic taps and loose or broken towel rail. Evidence of cigarette burns, marks, cracks, water stains, moisture or other damage.	or 0 pts
Additional Points	No visible plumbing pipes.	1 pts
	Adequate clothes hooks (minimum of 2 per bathroom facility.)	1 pts
	Facilities within bathroom conveniently positioned.	2 pts
	Water-saving fittings such as showerheads and taps which are fitted with aerators or other water-saving fittings are in place. (The typical flow-rate of water-saving showerheads is less than 10 litres per minute).	2 pts
	Reduced flush or twin flush cisterns fitted in all or most toilets.	2 pts
	Adequate vanity space provided for toiletries.	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 30 pts

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	<p>Signs and other printed instructions provided in large print and Braille.</p> <p>Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply)</p> <p>Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers.</p> <p>Where provided the shower spray head should be located 210cm above the floor surface.</p> <p>Size of unobstructed floor space of 120cm x 150cm.</p> <p>Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.</p> <p>Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position.</p> <p>Size of unobstructed space of 90cm x 150cm in-front of doors.</p> <p>Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted.</p> <p>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.</p> <p>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.</p> <p>Remote emergency alarm call system in room</p>
Mobility Accessibility	<p>Access space of 80cm at the side of the bath (<i>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.</i>)</p> <p>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.</p> <p>"T"-shaped grab-bar opposite transfer space.</p> <p>Removable bath seat.</p> <p>Roll-in Shower</p> <p>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.</p> <p>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.</p> <p>Lever action shower mixer and hand shower on adjustable rail.</p> <p>A 15cm maximum step with run-off which negates threshold.</p>

4.3 Lighting and Temperature Control

Outstanding	Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality is especially important at washbasins, shaving points and at mirrors. Outstanding quality fittings, all of which are in outstanding condition. Opening window or quiet extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.	18 pts
or Excellent	Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality is particularly important at washbasins, shaving points and at mirrors. Excellent quality fittings, all in excellent condition and state of repair. Opening window or unobtrusive electric extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.	or 15 pts
or Very Good	Good standard of light fittings with at least a central main light providing sufficient shaving light. There is possibly also supplementary lighting in the bathroom, particularly around hand basins and mirrors. Heating/cooling apparatus (if present) in very good condition. Good lighting in all cubicles.	or 12 pts
or Good	Well positioned central room light which provides adequate light to all areas of the bathroom. Light in all bath, shower or toilet cubicles should be adequate when doors are closed.	or 9 pts
or Acceptable	Well positioned central room light which provides acceptable light to all areas of the bathroom. Light levels in all bath, shower or toilet cubicles should be acceptable when doors are closed.	or 6 pts
or Unacceptable	Gloomy, badly placed lighting with ageing and damaged light fittings which is inadequate for normal use.	or 0 pts
Maintenance and Condition	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

SUB TOTAL COMMUNAL BATHROOM SECTION

Max 70 pts

5. PRIVATE BATHROOMS

5.1 Walls and Flooring

Outstanding	Outstanding quality floor and wall coverings. Modern and high quality tiling design and grouting, free from marks, dirt and damage. No peeling wallpaper or flaking paint is evident. Flooring is well fitted and free from stain or water damage.	20 pts
or Excellent	High quality floor and wall coverings. Tiles are well fitted and grouting in very good condition. Professional, excellently applied wallpaper or paint. Good quality flooring, well fitted and in excellent condition. Bathroom is free from marks, stains or condensation damage. No peeling wallpaper or flaking paint is evident.	or 16 pts
or Very Good	Should be a good quality finish but not necessarily new. Some signs of wear are acceptable, but all should be in sound condition. May be recently decorated but not with the highest quality materials, though a competent and professional job. Good quality floor covering or tiles. Not necessarily new but still in good condition.	or 12 pts

or Good	Standard quality bathroom flooring in sound condition, with clean finishes.	or 8 pts
or Acceptable	Adequate quality materials with competently applied paint and tiling.	or 4 pts
or Unacceptable	Cheap, low quality finishes that have been unprofessionally applied. Sealant or grouting is mouldy, carpet is rotting and smelly. Décor is tired, damp and condensation marks are visible, paintwork is chipped and flaking. Area around toilet discoloured and damp. Floor tiles are cracked, carpets stained or vinyl is torn and damaged.	or 0 pts
Maintenance and Condition	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

5.2 Fixtures and Fittings

Outstanding	Very spacious shower with attractive shower screen, and/or bath with overhead shower. Outstanding quality, solid co-ordinated fittings of outstanding design with aesthetic décor. Adequate hot water supply with good water flow from fixtures and fittings. Outstanding quality hand basin with vanity and shelving.	20 pts
or Excellent	Solid, well-made fittings of excellent quality in excellent order and matching style with high quality finishes. Shower and/or bath with an attractive shower screen. Shower heads should be of a design allowing strong water flow without compromising temperature. Good sized hand basin with easy to use and clearly marked controls and adequate vanity space. A plentiful supply of hot water at all times.	or 15 pts
or Very Good	Generally good quality fittings throughout, but not necessarily new. Good sized bath or shower. Showers (whether standalone or over bath) should be fitted with a very good quality screen or good, clean shower curtain. All porcelain should be in good order and be free from cracks, crazing, stains or dull finishes.	or 12 pts
or Good	Standard range of domestic bathroom fittings which may be showing some signs of wear but which should still be in a sound and clean condition. Standard sized bathtubs and showers with easy access. Sufficient hot water should be available at all reasonable times.	or 8 pts
or Acceptable	Acceptable fittings which appear to be in average condition. Reasonable water pressure and supply of hot and cold water to allow for an effective flow of water. Fittings should all be in a clean and acceptable condition, with no cracks or damage.	or 4 pts
or Unacceptable	Porcelain fittings that are chipped, stained, dull and poorly cleaned and maintained. Cheap plastic bathtub that moves and creaks. Very small shower with poor water flow and pressure. Stained or mouldy grouting or sealant and cheap, thin shower curtain. Poorly fitted, cheap plastic toilet seat and cover. Discoloured plastic cistern with plastic taps and loose or broken towel rail. Evidence of cigarette burns, marks, cracks, water stains, moisture or other damage.	or 0 pts

Additional Points	No visible plumbing pipes.	1 pts
	Adequate clothes hooks (minimum of 2 per bathroom facility.)	2 pts
	Facilities within bathroom conveniently positioned.	2 pts
	Water-saving fittings such as showerheads and taps which are fitted with aerators or other water-saving fittings are in place. (The typical flow-rate of water-saving showerheads is less than 10 litres per minute).	3 pts
	Reduced flush or twin flush cisterns fitted in all or most toilets.	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 30 pts

5.3 Lighting and Temperature Control

Outstanding	Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality is especially important at washbasins, shaving points and at mirrors. Outstanding quality fittings, all of which are in outstanding condition. Opening window or quiet extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.	20 pts
or Excellent	Lighting effective for all purposes including shaving, make-up, contact lenses. Lighting quality is particularly important at washbasins, shaving points and at mirrors. Excellent quality fittings, all in excellent condition and state of repair. Opening window or unobtrusive electric extractor fan, and any heating or cooling apparatus (if present), should be in excellent condition.	or 15 pts
or Very Good	Good standard of light fittings with at least a central main light providing sufficient shaving light. There is possibly also supplementary lighting in the bathroom, particularly around hand basins and mirrors. Heating/cooling apparatus (if present) in very good condition. Good lighting in all cubicles.	or 12 pts
or Good	Well positioned central room light which provides adequate light to all areas of the bathroom. Light in all bath, shower or toilet cubicles should be adequate when doors are closed.	or 8 pts
or Acceptable	Well positioned central room light which provides acceptable light to all areas of the bathroom. Light levels in all bath, shower or toilet cubicles should be acceptable when doors are closed.	or 4 pts
or Unacceptable	Gloomy, badly placed lighting with ageing and damaged light fittings which is inadequate for normal use.	or 0 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 20 pts

SUB TOTAL PRIVATE BATHROOM SECTION	0 to 70
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6. PUBLIC AREAS (Shared Guest Area)

6.1 Decoration

Outstanding	Outstanding quality of wall covering (paint or wallpaper). Evidence of attention to detail in décor, thoughtful co-ordination of patterns, colours and textures. If the décor is plain then the addition of quality framed and or block mounted pictures, although some minimalist styles require less. All work should look unique and be well executed.	20 pts
or Excellent	Excellent quality wall coverings and/or paintwork. Area décor should be of excellent quality and very well co-ordinated. Attention to detail and thoughtful co-ordination of patterns, colours and textures should be evident.	or 15 pts
or Very Good	Very good quality wall coverings or paintwork. Area décor can be minimal but should still be attractive, in good condition, and should enhance the bedroom atmosphere.	or 12 pts
or Good	Good quality wall coverings or paintwork. A reasonable attempt to co-ordinate and match patterns and colours has been made. Décor is in good condition.	or 8 pts
or Acceptable	Décor is in an acceptable condition. Neat if basic application of paint or wallpaper with some attention to detail. Area décor style may be plain and simple.	or 4 pts
or Unacceptable	Poor quality materials used in an uncoordinated style and with poor colour coordination. Noticeable wear and tear, stains, splashes, scratches, tears. Few, if any, pictures, graphics, wall hangings or works of art. Visible pipe work, exposed wiring and signs of damp.	or 0 pts
Maintenance and Condition	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

6.2 Furnishings and Fixtures

Outstanding	Excellent degree of comfort and luxury. Attractive, co-ordinated soft furnishings in outstanding condition. May include antique and/or decorative, occasional pieces in main areas and corridors.	20 pts
or Excellent	High degree of comfort and luxury with good quality furnishings, all in excellent condition. Attractive, good quality decorative, occasional pieces in main areas and corridors.	or 16 pts
or Very Good	Good quality furniture which is not necessarily new but is in very good condition. Comfortable seating in sound condition, but which may have a "lived-in" feel. Alternatively, more modern quality furniture in excellent condition.	or 12 pts
or Good	Medium to high quality of manufacture but perhaps showing some wear and tear. May be old, but should still be sound and in good repair. Alternatively, new furniture of medium quality. Comfortable but with a limited degree of luxury which may be showing slight signs of wear or fading.	or 8 pts
or Acceptable	Acceptable seating in an obviously sparse arrangement. Reasonably comfortable and attractive.	or 4 pts
or Unacceptable	Low quality, uncomfortable, ageing furniture. Generally damaged with scratched, loose arms or legs. Stained or grubby upholstery which is dated and unattractive. Some tears in fabric.	or 0 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 20 pts

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. Pull handles on all doors located on access ways and passageways located at a height between 80cm and 120cm. Handles must measure at least 12cm in length and be easy to grasp, "D"-type handle must be used. A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.

6.3 Flooring and Ceiling

Outstanding	Outstanding quality carpets of new appearance and/or with a high wool content. Outstanding quality pile and underlay. Outstanding quality hardwood floors or tiled surfaces. Occasional rugs placed at strategic positions alongside the bed. Ceilings of outstanding condition professionally painted with no marks, or stains.	20 pts
or Excellent	Excellent quality flooring, professionally lain and in very good condition. Excellent carpet pile and underlay. Good quality wooden or tiled flooring with good quality occasional rugs or mats where appropriate. Ceiling to be of very good quality and professionally fitted with no sagging ceiling panels or evidence of water leakage or seeping. Ceilings should be professionally painted with no marks, or stains.	or 16 pts
or Very Good	Good quality flooring which is perhaps beginning to show some signs of ageing (flattening or wearing, few hidden chips in tiles or very slight stains in wooden floors). Flooring should be free from obvious stains, burns, chips or marks, etc. Alternatively, a new carpet or flooring of average quality. Professionally fitted wooden or tiled flooring in good condition. Ceilings of good quality and professionally fitted. Ceilings should be firm and dry and professionally painted.	or 12 pts
or Good	Well-worn flooring with obvious flattening in high traffic areas, but still in sound condition. There may be some small discolouration or chips in places. Alternatively, cheaper new flooring. Wooden or tiled floors in overall sound condition. Flooring should be competently fitted. Competent job of ceiling application and ceiling of average quality. Paintwork should be competently applied, but not necessarily professionally done.	or 8 pts

or Acceptable	<p>Carpets show considerable use with many flattened spots, fading in sun patches, some thinning and some patchy carpet pieces. Carpets have not been professionally fitted and show ripples and have rough ill-fitting edges. Undelay is either very thin or non-existent. There should be no large holes, tears, burns or other defects that render the carpet unsound or a tripping hazard. Ceilings are generally of poor quality and fitted poorly, but there should be no evidence of sagging. Ceilings are slightly stained with poorly applied paintwork.</p> <p>NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition should be assessed, taking the style and nature of the property and its' markets into consideration.</p>	or 4 pts
or Unacceptable	<p>Carpets with significant signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. Badly fitted flooring with gaping joints and gaps between flooring and walls. Several unmatched styles or newer carpets pieces lain on top of damaged or worn-through older ones. Wooden floors that have aged and are in need of repairs and varnishing. Badly worn and stained rugs. Missing tiles and obvious chips. Poor quality sagging ceilings and evidence of water seepage with stained paintwork.</p>	or 0 pts
Maintenance and Condition	<p>No maintenance and condition issues identified</p> <p>Minor maintenance and condition issues identified</p> <p>Major maintenance and condition issues identified</p>	<p>0 pts</p> <p>or - 1 pts</p> <p>or - 3 pts</p>
Total Points Allocated		Max 20 pts

Universal Accessibility

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

Outstanding	Overall high standard of illumination providing sufficient light for all purposes but also designed for good aesthetic effect to highlight features in rooms or passages. All lights and shades of high quality and design and in excellent working order.	20 pts
or Excellent	Overall good standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights and shades of good quality manufacture and in excellent order. There should be no poor connections, burnt shades, flimsy bases or harsh fluorescent tubes.	or 16 pts
or Very Good	Good quality fittings with more than adequate spread of illumination for practical use.	or 12 pts
or Good	More than minimal lighting with good quality fittings in sound condition. No burnt shades or burnt out globes should be evident.	or 8 pts
or Acceptable	Enough light for practical use. Dated, ageing and discoloured fittings. Stark, unattractive, harsh lighting that is purely functional.	or 4 pts
or Unacceptable	Poor quality fittings in poor condition. Limited light or overly bright fluorescent lights.	or 0 pts
Additional Points	Energy-saving light sensors which automatically activate lights in less frequently trafficked public areas such as passages.	3 pts
	Energy efficient light-bulbs are used in all lighting fixtures.	3 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 26 pts

Universal Accessibility

Visual Accessibility	Lighting should be positioned to minimize glare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.
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SUB-TOTAL PUBLIC AREAS SECTION

Max 86 pts

7. COMMUNAL KITCHENS

7.1 Walls, Ceiling and Floor

Outstanding	Outstanding quality wall coverings, wallpaper, tiles or other suitable finish in excellent condition. Surfaces are all free from discoloration, cooking marks, splashes, stains and burns.	25 pts
or Excellent	Excellent quality wall coverings, wallpaper, tiles or other suitable finish in excellent condition. All surfaces should be free from discoloration, cooking marks, splashes, stains and burns.	or 20 pts
or Very Good	Good standard wall coverings which may not be new. Good standard of workmanship in application of covering which should be in very good condition. Flooring could be a very good quality well fitted vinyl.	or 15 pts
or Good	Good quality workmanship throughout. Wall coverings of average quality with some signs of use. More modest quality vinyl or very good quality flooring showing some wear and very slight damage.	or 10 pts
or Acceptable	Acceptable finishes showing evidence of heavy use with limited redecoration or improvement.	or 5 pts
or Unacceptable	Poorly fitted low grade materials with very noticeable cooking marks, splashes and stains. Unsightly wiring or exposed pipes and signs of seepage and damp. Lifting damaged or cracked tiles, floors and wall coverings.	or 0 pts
Maintenance and Condition	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 25 pts

7.2 Lighting

Outstanding	Overall outstanding standard of illumination especially in important food preparation and cooking areas. In other areas of the room there should be more than just a suspended ceiling light including light over cookers and counter tops where appropriate. All fittings should be of outstanding quality in excellent order. Outstanding levels of natural light are incorporated.	22 pts
or Excellent	Overall good standard of illumination especially in important food preparation and cooking areas. In other parts of the room there should be more than just a suspended ceiling light with additional light over stove and counter tops where appropriate. All fittings should be of a high quality in excellent order. There should be excellent levels of natural light available.	or 18 pts
or Very Good	More light sources than necessary provided by good quality fittings. Natural light levels should be very good.	or 14 pts
or Good	Adequate lighting preferably with additional lighting in some important working areas. Fittings may ageing, but should be in good order. Good natural light.	or 10 pts
or Acceptable	Minimal required lighting is provided with a central light only, possibly of low wattage. Restricted natural light. Working areas should still be acceptably lit.	or 6 pts
or Unacceptable	Dark, gloomy area with low wattage, old, dilapidated fittings of cheap quality. Very little natural light is available and fittings ineffectually positioned and are in inappropriate places.	or 0 pts

Additional points	Energy-saving light sensors which automatically activate lights in less frequently trafficked public areas such as communal kitchens.	3 pts
Maintenance and Condition	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 25 pts**

7.3 Equipment

Outstanding	Relative to the number of people the establishment can accommodate, there is a generous range and amount of equipment available. Equipment could include microwave, toaster, kettle/urn, griller, wok, etc.) All equipment must be in outstanding working order and condition and of outstanding quality. Two or more fridges to allow of proper food separation either with freezer compartments or a separate freezer available for guest use. Oven, hob, gas/electric burners, braai and griller could also be provided.	25 pts
or Excellent	Relative to the number of people the establishment can accommodate, there is a good range and amount of equipment available. Equipment could include microwave, toaster, kettle/urn, griller, wok, etc.) All equipment must be in excellent working order and condition and of an excellent quality. Fridges with freezer compartments or a separate freezer should be available for guest use.	or 20 pts
or Very Good	A good range of equipment, possibly of mixed ages and quality, is available. All equipment should be in very good working order. Alternatively, a smaller range of new very good quality equipment could be provided.	or 15 pts
or Good	A mixture of old and new equipment, some showing evidence of use over time. Alternatively, a very good range of older equipment is acceptable. All equipment should be in good working order and of better than basic quality.	or 10 pts
or Acceptable	An acceptable range of fairly basic equipment which may be showing signs of wear and tear. All equipment should be in sound working condition.	or 5 pts
or Unacceptable	A very limited range of outdated equipment in poor condition.	or 0 pts
Maintenance and Condition	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 25 pts**

7.4 Furniture and Fitments

Outstanding	Outstanding quality manufactured units, fitted professionally with ample space. Doors and drawers open easily. Easily cleaned and durable surfaces which are all in outstanding condition. May be more traditional kitchen with original features for interest but all furniture and fittings should be sound and very well maintained. May be commercial quality catering surfaces and tables. There should be sufficient allocated storage space available for all of the establishments' guests.	25 pts
or Excellent	Excellent quality manufactured units, fitted professionally with ample space. Doors and drawers open easily and surfaces are easily cleaned and durable. All fittings should be in excellent order and condition. May also be a more traditional kitchen with original features for interest but these should all be sound and well maintained. May be commercial quality catering surfaces and tables. There should be sufficient allocated storage space available for all of the establishments' guests.	or 20 pts
or Very Good	Good quality kitchen fittings which may not be new, but which are all in sound condition. Some evidence of use such as knife cuts on surfaces, slight discolouration of fittings may be evident. There should be storage space per room and/or dormitory bed available.	or 15 pts
or Good	Middle of the range domestic fittings which have been competently assembled and fitted. Doors and drawers are all fitted correctly. Possibly former very good fittings that have deteriorated through use, but which are still sound. Fittings could be more traditional, but these must be in good condition. There should be some storage space available for each guest.	or 10 pts
or Acceptable	Fittings of an acceptable quality and material which should be in good condition. Some signs of wear and tear are acceptable.	or 5 pts
or Unacceptable	Very well-used, chipped, broken, stained, badly-fitted units in need of replacement. Bowed or wobbly shelves, painted units with flaking paint, in poor general condition.	or 0 pts
Maintenance and Condition	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 25 pts

Universal Accessibility

All Unit Kitchens:

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.

Designated Mobility Accessible Unit Kitchens

There should be space in front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit forward and lateral approach by a person using a wheelchair or scooter.

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.

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.

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.

7.5 Crockery, Cutlery and Utensils

Outstanding	Very wide range and variety of utensils and dining equipment of outstanding quality. Crockery of similar styles with additional items over and above basic requirements. Outstanding standard of cooking pots, casseroles, possibly stainless steel, ceramic or enamelled. Thoughtful provision of additional utensils such as garlic press, lemon squeezer, etc. There should be no chipped, cracked or damaged crockery. All cutlery and utensils should be clean and in outstanding condition. Some good specification professional cookery utensils could be made available.	25 pts
or Excellent	A wide range and variety of utensils and dining equipment of excellent quality is provided. Crockery of similar styles with additional items over and above basic requirements. Excellent standard of cooking pots, casseroles, possibly stainless steel, ceramic or enamelled. Thoughtful provision of additional utensils such as garlic press, lemon squeezer, etc. There should be no chipped, cracked or damaged crockery. All cutlery and utensils should be clean and in excellent condition. Some good specification professional cookery utensils could be made available.	or 20 pts
or Very Good	Substantial range of very good quality equipment, which may not necessarily be new and could be showing some slight signs of wear and tear. Very good domestic crockery and cutlery that is in very good order is provided. A mixed range of utensils and crockery of varying styles is acceptable, but all should be in very good condition and be of very good quality.	or 15 pts
or Good	Domestic middle-range of pots, pans, crockery in good order is provided. Items might show signs of good use, but are still in sound condition. Only standard utensils are provided.	or 10 pts
or Acceptable	A mix of styles and quality showing evidence of considerable use are provided. Worn patterns are evident on some crockery, and cutlery and utensils have a dull finish and show scratches. Mixed and visibly aged cutlery with only a minimal provision of basic utensils.	or 5 pts
or Unacceptable	Low quality, cheap domestic, mass-produced crockery and utensils, showing high levels of wear and tear, Crockery is badly chipped and cracked. Well used serving dishes with visible discolouration from long use. Utensils and crockery are mixed, having the appearance of being cast-offs, second-hand or discarded.	or 0 pts
Maintenance and Condition	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 25 pts

SUB-TOTAL COMMUNAL KITCHENS

Max 125 pts

8. HOUSEKEEPING

8.1 Bedrooms, Public Areas, Kitchens, etc

Outstanding	Very high standard of thorough cleanliness and attention to detail. Well-made beds. Gleaming surfaces and grouting immaculate. All surfaces well cleaned with no smears. All drawers and cupboards clean. Carpets vacuumed and floors swept at least daily. Books, magazines, leaflets, etc. tidy. Contents of kitchen cupboards and drawers tidily laid out. No discarded items left on premises. Unused food removed. Interior of fridges cleaned and polished and freezer compartment regularly defrosted. Sanitary ware thoroughly cleaned and sanitised. Evidence of attention to housekeeping throughout the day – particularly in kitchens and bathrooms after periods of heavy use.	25 pts
or Excellent	High standard of cleanliness. No dust. All surfaces well cleaned with no smears. All drawers and cupboards clean. Carpets vacuumed and floors swept at least daily. Books, magazines, leaflets, etc. tidy. Contents of kitchen cupboard and drawers tidily lain out. No discarded items left on premises. Unused food removed. Interior of fridge clean and polished and freezer compartment regularly defrosted. Sanitary ware thoroughly cleaned. Evidence of attention to housekeeping throughout the day – particularly in kitchen after periods of heavy use.	or 20 pts
or Very Good	A generally very high standard of cleanliness and tidiness. Carpets vacuumed and floors swept daily.	or 15 pts
or Good	Good standard overall. Basic sorting of kitchen equipment.	or 10 pts
or Acceptable	Basic approach to cleaning. Kitchen equipment in acceptable order.	or 5 pts
or Unacceptable	Unsatisfactory standard. Dust, cobwebs, dirty carpets, tile grouting heavily stained. Thick grease accumulates on kitchen equipment. There are signs of long-term neglect.	or 0 pts
Maintenance and Condition	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 25 pts

Universal Accessibility

Communication Accessibility	Housekeeping staff should be trained and aware of the requirements of the various categories of persons with functional limitations.
Visual Accessibility	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes. Housekeeping should be trained and aware of the requirements of the various categories of persons with functional limitations.
Mobility Accessibility	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes. Housekeeping should be trained and aware of the requirements of the various categories of persons with functional limitations.

8.2 Guest Bathrooms

Outstanding	Outstanding standard of cleanliness, hygiene and maintenance. Clean, fresh smell with a high level of attention to detail. Clean towels and bathroom amenities should be supplied.	25 pts
or Excellent	Excellent standard of cleanliness, hygiene and maintenance. Bathrooms are clean and fresh smelling.	or 20 pts
or Very Good	A generally very high standard of cleanliness, hygiene and maintenance is apparent.	or 15 pts
or Good	Surfaces should all be clean and free of dust, hairs and grime. There may be a slight discolouration of enamel and grout.	or 10 pts
or Acceptable	Generally clean but lacking attention to detail. Surfaces and enamel are dull and flooring is discoloured.	or 5 pts
or Unacceptable	Low standard of housekeeping with dust and dirt evident on surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor and in plugholes. Flooring around toilet is stained and smelly.	or 0 pts
Maintenance and Condition	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 25 pts

Universal Accessibility

Communication Accessibility	Housekeeping staff should be trained and aware of the requirements of the various categories of persons with functional limitations.
Visual Accessibility	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes. Housekeeping staff should be trained and aware of the requirements of the various categories of persons with functional limitations.
Mobility Accessibility	Housekeeping to ensure that furniture, fixtures and fittings do not cause possible injury to guests as obstacles, and that sufficient space (>76cm) has been allowed along main circulation routes. Housekeeping staff should be trained and aware of the requirements of the various categories of persons with functional limitations.

SUB-TOTAL HOUSEKEEPING

Max 50 pts

9. GENERAL

9.1 Welcome, Ambience and Personal Touches

Outstanding	Personal welcome from owner or representative. Attempt to establish good rapport and willingness to please. Directed or shown to room/dormitory. Strong evidence of personal touches – flowers, plants, collections, displays. Follow-up attention to guests' comfort throughout their stay. Obvious interest in guest itinerary and positive input and assistance with guest plans and activities. If appropriate, major credit cards are accepted. Staff are well-trained, welcoming, friendly and interact with guests.	25 pts
or Excellent	Attempt to establish good rapport and willingness to please. Directed or shown to room/dormitory. Follow-up attention to guests' comfort throughout their stay. Interest in guest itinerary and positive input and assistance with guest plans and activities. If appropriate major credit cards are accepted. Staff are well-trained, welcoming, friendly and interact with guests.	or 20 pts
or Very Good	Staff displays a cheerful demeanour and attitude. There is a willingness and readiness to help, and interest in guest activities and plans is shown, with good guest interaction.	or 15 pts
or Good	Staff are pleasant in appearance and demeanour, and show a willingness to assist when asked.	or 10 pts
or Acceptable	Acceptable basic service is with minimum guest contact and interaction.	or 5 pts
or Unacceptable	Unfriendly staff who are unavailable at times. Staff appear untidy and dirty or wears inappropriate clothing.	or 0 pts
Maintenance and Condition	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 25 Pts

9.2 Management Efficiency

Outstanding	Management display a warm, friendly and helpful attitude. Comprehensive information about cancellation procedures, directions, information on local area and attractions. Gladly assistant with luggage and provision of information about the establishment. Everyone at the establishment shows a good rapport and show willingness to please. Owner/Manager offers opportunities to arrange leisure activities for guests. All brochures and leaflets are up to date and well presented.	20 pts
or Excellent	Well-planned booking procedures. Comprehensive information about cancellation procedures, directions, information on local area and attractions. Owner/Manager is thoroughly organised and professional and readily provides information on all establishment facilities and services. Owner/Manager offers opportunities to arrange leisure activities. All brochures and leaflets up to date and well presented.	or 16 pts
or Very Good	Efficiently and well organised information and booking procedures. Some materials may be prepared and printed in-house and not necessarily professionally produced or printed.	or 12 pts
or Good	Efficient and effective procedures are carried out. Only basic, hand-produced information individually typed or photocopied is available.	or 8 pts
or Acceptable	Ad-hoc approach to bookings is taken, with only hand-written or typed letters of confirmation being provided. Some information in property out of date.	or 4 pts

or Unacceptable A very disorganised approach to responding to enquires and acknowledging bookings is taken. Much information is out of date. Failure to properly record booking. or 0 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 20 Pts**

9.3 Tourist Information

Outstanding A wide range of brochures, leaflets and information about local and surrounding areas, all up-to-date and arranged in helpful way. Displayed in loose-leaf folder or file, or on a tidy, organised wallboard. Additional information about area compiled by owners/others. More than commercially produced leaflets. Information about local walks, golf courses, fishing, riding, and bicycle hire, and other sporting or leisure activities. Maps displayed for guest use. Information on national and local history, wildlife and events. Staff are able to provide excellent tourist information and input. 20 pts

or Excellent Wide range of brochures, leaflets and information about local and surrounding areas, all up-to-date and arranged in helpful way. Displayed in loose-leaf folder or file, or on a tidy, organised wallboard. Additional information about area compiled by owners/others. More than commercially produced leaflets. Information about local walks, fishing, riding, and bicycle hire, and other sporting or leisure activities is available. Maps displayed for guest use. or 16 pts

or Very Good Staff members are available to assist with any booking or information query. or 12 pts

or Good Good selection of information, all up to date. or 8 pts

or Acceptable Limited range of information, some out of date. or 4 pts

or Unacceptable Scrappy, disorganised and sparse amount of mostly out of date leaflets in no particular order. or 0 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 20 Pts**

Universal Accessibility

Visual Accessibility Web sites to comply with Bobby or W3C requirements.

Mobility Accessibility All information provided must be located within the range 40cm - 120cm to allow a seated user to be able to access information independently.

- **or** Staff assistance is readily available to assist guests.

9.4 Overall Impression

Outstanding	All dormitories, private bedrooms, bathrooms, guest rooms, and living spaces are of a markedly more generous size than at lower levels, with greater ease of access and comfort. Spacious, conveniently laid-out rooms. No awkward shapes, tight corners, gloomy areas. Easy access to drawers, cupboards, doors. Ample room for all functions (e.g. separate dining area, easy seating/lounge with ample area to relax). Walls soundproofed – no thin walls through which sound travels. Dormitories have a feeling of spaciousness (with plenty of space of luggage/backpacks, etc.) with no overcrowding of beds. No intrusive noise from water boiler, bathroom, pipes, etc. Bathrooms are spacious and not cramped.	25 pts
or Excellent	Spacious, conveniently laid-out rooms. No awkward shapes, tight corners, gloomy areas. Easy access to drawers, cupboards, doors. Ample room for all functions (e.g. separate dining area, easy seating/lounge with ample area to relax). Walls soundproofed – no thin walls through which sound travels. Dormitories have a feeling of spaciousness (with plenty of space of luggage/backpacks, etc.) with no overcrowding of beds. No intrusive noise from water boiler, bathroom, pipes, etc. Bathrooms are spacious and not cramped.	or 20 pts
or Very Good	Generally very good size. Some rooms may be slightly smaller, but all are well laid-out. There should be sufficient room for all normal activities to be carried out without inconvenience.	or 15 pts
or Good	Some restrictions on activities because of space but easy access to all fixed furniture and facilities. No awkward access to bathroom facilities or kitchen equipment.	or 10 pts
or Acceptable	Limited space for backpacks and bags. Some small rooms with minimal furniture provision because of restricted space. Small windows in odd positions may give little natural light. Steep or restricted staircases. Tight access to bath or shower, or along sides of bed.	or 5 pts
or Unacceptable	Very restricted access, small amount of room throughout most of the property. Beds in rooms that are through routes to other parts of the establishment. Dormitories which are obviously overcrowded – too many beds with limited space for backpacks, etc.	or 0 pts
Maintenance and Condition	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 25 Pts

9.5 Laundry/Drying Room

Or alternatively Laundromat can be outsourced, but sink and running water, drying lines, washing basket, iron and ironing board should still be provided.

Outstanding	Well-equipped laundry in outstanding order. Spotlessly clean with generous provision of top quality, modern equipment, together with clear instructions. Sufficient, strong practical drying lines. Outstanding quality iron and ironing board and ample washing lines provided. Alternatively an outstanding outsourced laundry service offered to guests.	20 pts
or Excellent	Well-equipped laundry in excellent order. Spotlessly clean with generous provision of top quality, modern equipment, together with clear instructions. Sufficient, strong practical drying lines. Good quality iron and ironing board provided. Alternatively a very good outsourced laundry service is offered to guests.	or 16 pts

or Very Good	Provision of good quality laundry and equipment, perhaps not new – some signs of use. Equipment may not be of highest specification or the most modern available, but all should be in very good condition and working order. Sufficient drying lines provided for guest use.	or 12 pts
or Good	Standard domestic equipment in sufficient quantity for convenient use. Clean and organised laundry facility in good order and well maintained. Modest length of drying lines for guest use.	or 8 pts
or Acceptable	Acceptable basic equipment, either professional or domestic. Modest length of drying lines available for guest use.	or 4 pts
or Unacceptable	Very old, inadequate equipment in unsuitable premises needing refurbishment. No drying lines available.	or 0 pts
Maintenance and Condition	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

Communication Accessibility	All machines must provide visual indication that they are finished with their wash or spin cycles to alert users. The usage of controls with operational lighting is sufficient.
Visual Accessibility	All machines must provide audible indication that they are finished with their spin or wash cycles to alert users. The usage of a single high pitch tone is sufficient.
Mobility Accessibility	Controls are within an applicable reach range at a height of between 80cm - 120cm from floor level, and at a maximum distance of 45cm for side access. It is preferable that establishment laundries are equipped with front-loading machines.

9.6 Recreational

Outstanding	Extensive and varied provision of fit for purpose recreational and leisure facilities, both indoors and outdoors. All facilities and equipment in outstanding order. Examples of possible recreational facilities or activities include board games, music, television, satellite television, radio, excursions or trips, braai facilities, videos, snooker or pool tables, table tennis, volleyball, swimming pool, darts, competitions, book exchanges, themed parties or evenings, etc.	25 pts
or Excellent	Provision of fit for purpose recreational and leisure facilities, both indoors and outdoors. All facilities and equipment in excellent order. Examples of possible recreational facilities or activities include board games, music, television, satellite television, radio, excursions or trips, braai facilities, videos, snooker or pool tables, table tennis, volleyball, swimming pool, darts, competitions, book exchanges, themed parties or evenings, etc.	or 20 pts
or Very Good	Wide selection of facilities of very good quality. May specialise in one major type of activity to a very high standard.	or 15 pts
or Good	Several activities catered for with good standard of equipment, all in sound condition, or may provide one major form of activity to a high standard.	or 10 pts
or Acceptable	Basic availability of recreational facilities of moderate standard. Equipment aging, but sound.	or 5 pts

or Unacceptable	Very restricted provision of facilities. Aging, out of date equipment in only acceptable condition which are available at limited times only.	or 0 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 25 Pts

Universal Accessibility

Communication Accessibility	<i>Minimum Requirements Met.</i> All televisions to have working remote controls. Captioning/sub-titling services on televisions are activated where network/television service provider offer such facilities. All televisions and electronic recreation systems are fitted with suitable induction loops.
Visual Accessibility	<i>Minimum Requirements Met</i> Housekeeping and maintenance procedures to ensure that all electronic communication equipment is kept in good working order. All televisions to have working remote controls.
Mobility Accessibility	<i>Minimum Requirements Met</i> Housekeeping and maintenance to ensure that obstructions in the path-of-travel are reduced to a minimum, and that elements installed for visual accessibility usage are maintained and kept in good working order. Housekeeping to ensure that there is clear space of 90cm between all fittings, fixtures, equipment, walls, etc.

9.7 Responsible business practices

	Ingredients bought in bulk where possible in order to decrease packaging used and subsequent waste.	2 pts
	Water efficient dishwashers and laundry equipment is installed (if applicable).	3 pts
	Dishwashing and laundry detergents are biodegradable.	3 pts
	Green waste is composted.	6 pts
	Guests are informed by staff as well as through signage and/or information packs of any environmental initiatives that may be implemented at the property.	3 pts
	All paper products (forms, menus, letterheads, photocopy paper, etc.) are made from recycled paper.	3 pts
	A printer cartridge recycling programme is in place and proof of receipts of used cartridges is available.	2 pts
	A paper recycling program in place.	3 pts
	Cleaning products are biodegradable.	3 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 28 pts

SUB-TOTAL GENERAL

Max 163 pts

10. ADDITIONAL FACILITIES / SERVICES

10.1 Specific Features

	Swimming pool available	3 pts
	Braai area/s is provided for guests.	2 pts
	Luggage storage for early arrivals or late departures is provided	2 pts
	Customer feedback cards or another system is utilised.	1 pts
	Wireless internet access is available to guests.	3 pts
	• or Wired internet access is available to guests.	or 2 pts
	Establishment offers tour booking services.	3 pts
	Establishment provides a shuttle service.	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 16 pts
SUB-TOTAL ADDITIONAL FEATURES		Max 16 pts

FINAL POINTS SUMMARY

1: BUILDING EXTERIOR	/125
2: DORMATORIES	/135
3: PRIVATE BEDROOMS	/163
4: COMMUNAL BATHROOMS	/70
5: PRIVATE BATHROOMS	/70
6: PUBLIC AREAS	/86
7: COMMUNAL KITCHENS	/125
8: HOUSEKEEPING	/50
9: GENERAL	/163
10: ADDITIONAL FACILITIES	/16
FINAL TOTAL	/1003