

## GOVERNMENT OF ZAMBIA

STATUTORY INSTRUMENT NO. 14 OF 2018

**The Tourism and Hospitality Act, 2015**  
(Act No. 13 of 2015)**The Tourism and Hospitality (Accommodation Establishment Standards) Regulations, 2018**

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P.O. Box 30136, 10101 Lusaka. Price K460.00 each.*

IN EXERCISE of the powers contained in sections 44, 45 and 80 of the Tourism and Hospitality Act, 2015, the following Regulations are made:

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| 1. These Regulations may be cited as the Tourism and Hospitality (Accommodation Establishment Standards) Regulations, 2018.                  | Title  |
| 2. In these Regulations, unless the context otherwise requires   | Interpretation                                 |
| “accommodation establishment” has the meaning assigned to the word in the Act;   |  |
| “grading assessor” has the meaning assigned to the term in the Act;  |  |
| “classification” has the meaning assigned to the word in the Act;  |  |
| “Director” has the meaning assigned to the word in the Act;  |  |
| “grading” has the meaning assigned to the word in the Act;   |  |
| “hotelkeeper” has the meaning assigned to the word in the Act;   |  |
| “inspector” has the meaning assigned to the word in the Act;   |  |
| “insignia” has the meaning assigned to the word in the Act;  |  |
| “licence” has the meaning assigned to the word in the Act;   |  |
| “master assessor” means an experienced assessor responsible for controlling the quality of the grading scheme and maintaining its integrity; |  |
| “tourism operator” has the meaning assigned to the term in the Act;  |  |
| “star” means the symbol associated with the grading of an accommodation establishment;   |  |
| “tourism enterprise” has the meaning assigned to the term in the Act; and  |  |
| “tourism facility” has the meaning assigned to the term in the Act.  |  |
| 3. Accommodation establishments shall be classified into the eight categories set out in the First Schedule.                                 | Classification of accommodation establishments |
| 4. (1) An accommodation establishment shall be graded using the star grading system set out in the Second Schedule.                          | Grading system and insignia                    |

	(2) The Board shall use the star as the insignia for the classification and grading of accommodation establishments.
Minimum standards for accommodation establishments	5. An accommodation establishment shall, in order to qualify for a licence to operate an accommodation establishment, meet the minimum standard requirements prescribed in the Third Schedule.
Grading criteria for accommodation establishments	6. (1) An accommodation establishment shall be evaluated based on the grading criteria set out in the Fourth Schedule. (2) The Board shall grade accommodation establishments every two years in accordance with these Regulations.
Application for grading	7. (1) An operator of an accommodation establishment shall apply to the Board for grading in Form I set out in the Fifth Schedule. (2) The Board shall acknowledge receipt of an application for grading in Form II set out in the Fifth Schedule.
Assessment visit	8. (1) The Board shall assign a grading assessor to conduct an assessment visit within thirty days of receiving an application for grading, or within such other period as may be mutually agreed between the grading assessor and the operator or manager of the accommodation establishment concerned. (2) A grading assessor shall assess and score an accommodation establishment in accordance with the grading criteria and score sheet for that type of accommodation establishment as set out in the Fourth Schedule.
Grading report	9. A grading assessor shall, within fourteen days of completing an assessment visit, compile a grading report for submission to the Board in Form III set out in the Fifth Schedule.
Awarding of grading	10. (1) The Board shall, where it is satisfied with a report submitted by a grading assessor for an accommodation establishment— (a) award the recommended grade for the accommodation establishment; and (b) notify the applicant within fourteen days of the decision of the Board in Form IV set out in the Fifth Schedule. (2) The Board may, where it is not satisfied with the report submitted by the grading assessor, request for additional information from the applicant in respect of the application for grading in Form V set out in the Fifth Schedule. (3) The Board may require an accommodation establishment to be reassessed by the master assessor.

11. (1) The Board shall, upon awarding a grade to an accommodation establishment, issue a grading certificate to the accommodation establishment in Form VI set out in the Fifth Schedule.

Grading certificate

(2) An accommodation establishment shall display the grading certificate in a conspicuous place within the reception of its business premises.

(3) A certificate shall, unless it is revoked, be valid for two years from the date of issue.

12. (1) An accommodation establishment that is graded shall be listed as “Graded” on the register of accommodation establishments.

Listing of graded accommodation establishments

(2) An accommodation establishment that is not graded shall be listed as licenced but not graded on the register of accommodation establishments for a period of two years.

(3) An accommodation establishment shall ensure that it becomes a graded and listed establishment within two years of licensing in accordance with the requirements set out in the Fourth Schedule.

(4) An accommodation establishment that fails or neglects to attain grading within the period specified in sub-regulation (3) is liable to pay a fee specified in the Schedule for each year during which the establishment is not graded.

(5) The Board shall, where an accommodation establishment remains ungraded for a period of five years, revoke the licence of the establishment.

13. (1) The Board shall, where it determines that an accommodation establishment is being managed in a manner contrary to the class in which it is graded, give notice to the operator of its intention to re-grade the accommodation establishment in Form VII set out in the Fifth Schedule.

Re-grading

(2) The Board shall, where an accommodation establishment fails to remedy the defects specified in the notice to the satisfaction of the Board—

(a) re-grade the accommodation establishment;

(b) remove the name of the accommodation establishment from the class in which it is graded; and

(c) inform the operator of the re-grading of the accommodation establishment in Form VIII set out in the Fifth Schedule.

- Appeal for re-assessment of grading
14. (1) An appeal for reassessment of the grading of an accommodation establishment shall be made to the Board, within fourteen days of the notification of the grade, in Form IX set out in the Fifth Schedule.
- (2) Where an appeal is made to the Board for re-assessment of the grading of an accommodation establishment, the master assessor shall—
- (a) within fourteen days of receiving the appeal, visit the accommodation establishment for a reassessment;
- (b) grade the accommodation establishment in accordance with the grading criteria and score sheet for that type of accommodation establishment; and
- (c) compile a grading report for submission to the Board within seven days of completing the assessment visit.
- Appeal to Minister
15. A person who is aggrieved with the re-assessment made by the master assessor may appeal to the Minister in Form X set out in the Fifth Schedule.
- Re-assessment of grading
16. The Minister may, where an appeal is lodged for re-assessment of the grading of an accommodation establishment, appoint an independent and competent team of three assessors to—
- (a) visit the accommodation establishment for the reassessment of the grading, within fourteen days of receiving the appeal;
- (b) grade the accommodation establishment in accordance with the grading criteria and score sheet for that type of accommodation establishment; and
- (c) compile a grading report for submission to the Board within seven days of completing the assessment visit.
- Renewal of grading certificate
17. An operator of a graded accommodation establishment may apply for the renewal of the grading certificate of the accommodation establishment before the expiry of the grading in Form XI set out in the First Schedule.
- Assessment of bush camps
18. Bush camps shall be assessed annually at the start of the season.
- Limits on facilities for Guest Houses
19. (1) A licenced guest house shall not operate a conference or event facility or provide restaurant and bar facilities that are open to the public.

(2) A licenced guest house that operates a conference or event facility or provides a bar and restaurant facility that is open to the public shall within 24 months from the coming into operation of these Regulations implement measures for the upgrading of the facility to at least a one-star hotel or cease to operate the conference, event, restaurant and bar facilities.

20. (1) The fees payable for grading shall be as prescribed in the Sixth Schedule. Fees

(2) An operator of an accommodation establishment who appeals against the award of any grading or requests for a reassessment of the grading shall pay for—

(a) the applicable reassessment fee; and

(b) the travel cost of an assessor from the nearest regional or provincial office of the Agency to the accommodation establishment to be assessed and accommodate the assessor at the operator's accommodation establishment for the purpose of undertaking the reassessment.

(3) An operator shall be reimbursed the reassessment fee and travel cost where the assessor determines, upon undertaking an assessment, that the request for a reassessment was justified.

(4) An operator of an accommodation establishment who intends to have the accommodation establishment's grading reassessed prior to the expiry of its grading certificate shall pay the financial and other costs specified in sub-regulation (2).

21. (1) The Board may, in order to maintain the integrity of the grading system and ensure that accommodation establishments comply with the standards applicable to their grade, conduct or cause to be conducted a visit, without notice, to graded accommodation establishments.

Quality  
control

(2) The Board may conduct or cause to be conducted an additional assessment of an accommodation establishment independently of the grading that would have been undertaken by the grading assessor for the purpose of reviewing the assessment undertaken by the grading assessor.

FIRST SCHEDULE  
(Regulation 3)

**CATEGORIES OF ACCOMMODATION ESTABLISHMENTS**



**THE ZAMBIA TOURISM AGENCY**

**CLASSIFICATION OF ACCOMMODATION ESTABLISHMENTS**

**1. Hotel**

A hotel is an establishment that provides accommodation and other services to the public. It has a reception area, makes food and beverage services available to guests (either outsourced or provided by the hotel – full or limited service) and is professionally managed. Hotels include resorts, providing a range of services and activities, inns, motels (usually found adjacent to a road/highway or filling station, and guests may park in front of the room) and boutique hotels (small themed establishments) and airport hotels. It is usually a purpose-built facility. A hotel should have a minimum of ten rooms.

**2. Guest House**

A guest house is a converted house adapted to accommodate overnight guests or a purpose-built facility. It has public areas which are for the exclusive use of the guest. Breakfast is served, and there is an option with regard to the provision of lunch and dinner. A guest house may either be formal or informal (with the owner or manager living on the property). A guest house is usually owner-managed. A guesthouse will not have more than twenty rooms.

**3. Bed and Breakfast**

Bed and breakfast accommodation is usually provided in a private home and the owner or caretaker lives in the house or on the property. Breakfast must be served. In general, the guest shares the public areas with the host/ owner/manager. A bed and breakfast will not have more than ten rooms. A homestay can be a type of bed and breakfast

**4. Lodges and Safari Camps**

An accommodation establishment (permanent structure) located in natural surroundings (could be in a national park or outside) offering food and beverage services, and some outdoor activities like game viewing, canoeing, etc. Their rates are usually inclusive of food and beverage and activities. Lodges and Safari Camps should have a minimum of five rooms.

**5. Bush Camp**

Semi-permanent accommodation facility (e.g. tented camp) located in natural surroundings offering food and beverage services, and some outdoor activities like game viewing, canoeing, etc. Their rates are usually inclusive of food and beverage and activities. The facility usually blends in with its surroundings, offering visitors a close environmental experience.

**6. Camping site and Caravan Park**

A facility that provides ablution and toilet amenities and space for guests to provide for their own accommodation, such as a tent or caravan. A camping site may have chalets. It may be a stand-alone.

**7. Backpacker and hostel**

A backpacker establishment is an accommodation facility that provides communal sleeping facilities as well as other communal facilities such as kitchens, bathrooms and entertainment areas. Backpackers could offer a range of alternative sleeping facilities such as dormitories, single/ double rooms, en-suite or self-catering facilities. A hostel provides inexpensive lodging facilities for a specific group of people, but does not include student hostels.

**8. Self-catering**

This is a house, cottage, chalet, bungalow, flat, apartment, villa, tent or similar accommodation where facilities and equipment are provided for guests to cater for themselves. The facilities should be adequate to cater for the maximum advertised number of residents the facility can accommodate. Establishments may offer other facilities and services for guest use (e.g. restaurants, activities bar, etc.)



## SECOND SCHEDULE

*(Regulation 4)*

## STAR GRADING

**Five Star**

Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive interior and exterior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.

**Four Star**

A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. Excellent standard of service and attention to guest needs.

**Three Star**

Well decorated accommodation, with emphasis on comfort and convenience. Great quality in the overall standard of furnishings and service.

**Two Star**

Clean, safe and comfortable accommodation and surroundings in a well-maintained environment. Good quality in the overall standard of furnishings, meeting guest needs with a pleasant service.

**One Star**

Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Acceptable quality in the overall standard of furnishings and service.

THIRD SCHEDULE  
(Regulation 5)

MINIMUM STANDARDS FOR ACCOMMODATION ESTABLISHMENTS

GENERAL PROVISIONS

PREMISES

Statutory obligations  
statutory

- All establishments are expected to comply with all and **local authority** regulations.
- All establishments are expected to have an electronic or manual guest register to be completed by every guest.
- All establishments must comply with the Persons with Disabilities Act, 2012, and Urban and Regional Planning Act, 2015 on provisions for persons with disabilities. These will include wheel chair ramps, strobes light, adapted rooms and bathrooms, to ensure accessibility for all persons with disabilities.
- Assessors may request that the relevant documentation and certificates are presented at the time of the assessment, this would include-
  - Business registration entitling establishment to operate legally, including tax status
  - Public liability insurance
  - Compliance with local authority regulations
  - fire safety certificate; public health regulations, liquor licence
  - Hotel Manager's Registration Certificate

**Cleanliness and comfort**

- Every effort to maintain the highest possible standards of hygiene, cleanliness and comfort should be made throughout the establishment, ensuring that every guest enjoys the comfort they expect.

**Safety and security**

- The best possible precaution should be taken, at all times, to maintain the safety and security of the guests, to prevent damage or theft of their property and possessions.
- Bedroom doors should have a night latch or peep in the door.
- Emergency information, procedures and after hours contacts for assistance should be clearly displayed in English, multi-lingual, if possible, dependant on the customer profile of the establishment.
- A person responsible for safety and security should be on call 24-hours a day.

- To provide safety, security and comfort for guests, lighting needs to be adequate throughout all public areas, particularly stairways and car parks.
- All guest room doors must be fitted with locking devices, able to lock from both within and without. In situations where rooms are inter-connecting, locking methods need to be secure and certain.
- A safe, if not available in each room, should be provided at reception for the secure storage of guests' valuables and guests should be informed accordingly.
- Once a guest is registered, security codes or remote control devices should be made available, providing the guest access to the premises at all times.
- There should be a fully stocked first aid box available at all times.

**Access**

- Establishments should be open every day of the year providing all appropriate services and facilities, unless offering only seasonal accommodation, or are closed for refurbishments.
- The owner and the establishment personnel should not discriminate, or cause discrimination, in favour of or to the detriment of any person on the premises on the grounds of status, race, tribe, place of origin, political opinion, colour or creed.

**Courtesy**

- Courtesy of the highest standard should be shown to guests at all times.
- Any complaints should be dealt with promptly and courteously, and information about the complaints procedure should be made available to guests upon request. An establishment should have a designated complaint handling office on the premises.
- Free and safe drinking water should be made available to guests.

**Smoking**

- Smoking and non-smoking areas need to be clearly specified.

**Maintenance of Grounds**

- The grounds and gardens of each establishment should always be well maintained, neat and clean.

**Signage**

- All signage needs to be clearly visible, both on- and off-property, ensuring guests are correctly guided to the appropriate entrances at all times.
- Additional directional signage, with lighting may be required along paths leading to annexes.
- Warning and caution signs should be displayed in dangerous areas.
- Each room should be clearly numbered or named.

**Exterior lighting**

- There should be sufficient exterior lighting to ensure safe entry at night.

**Maintenance**

- All interior and exterior structures, fittings, fixtures and furnishings should be maintained in a sound, clean and working condition.

**Insect control**

- Adequate protection against mosquitoes in the form of netting, window gauze, insecticide or other forms of protection should be provided in each guest room

**Ventilation**

- All areas must provide sufficient ventilation. Where there is no window or other portal that opens, an extraction fan or other form of ventilation must be provided.

**Reception area**

- Reception facilities should be available at all reasonable hours during the period that the establishment is open.
- A message taking service should be available.
- A clearly designated reception area with a desk or table should be provided. This should also provide the guests with the means (a bell or buzzer) of gaining attention when the reception is not attended.
- In addition information regarding the local area should be readily available. This should include maps, activity schedules, local tours, transport, restaurants, etc.

**Seating area/Lobby**

- There should be a sitting area (lounge) available to guests throughout the day and evening with sufficient comfortable seating.

**Dining area**

- At least one dining area should be provided for the service of breakfast and other meals (if served). The dining area should be within or adjacent to the establishment.

**Toilet facilities**

- Separate toilet facilities for male and female should be conveniently located in the public areas.
- Male toilets must be provided with Urinals.
- Women's toilet must have a vanity area and sanitary disposal.
- Toilets for people with disabilities.
- Toilets must be functioning with door lock, and seat cover
- All toilets should be well maintained, hygienic, frequently clean and inspected.
- At minimum a basin with running water, toilet paper, soap and a drying mechanism (clean towel, paper towels, hot air dryer, etc.) should be provided.
- A lined waste bin must be provided.
- A mirror should be provided

**Porter service**

- Assistance with luggage should be available on request.

**Morning call**

- Guests should be able to request an early morning wake-up call if there is no alarm clock in guest rooms.

**Laundry**

- At minimum an iron and ironing board should be available on request.

**Refuse**

- Refuse shall be disposed of in a sanitary manner.
- All refuse bins shall be provided with tight-fitting lids.
- Where stored outside the building, a suitable plinth shall be provided to ensure that refuse bins are above ground level.
- The refuse area shall be kept clean and tidy and free of insects, rodents and animals.

**Staff changing rooms**

- A restroom with toilet, shower, seating and locker facilities must be provided for staff of each gender.

**Staff dining area**

- An appropriate area must be provided for staff dining.

**STAFF****Appearance**

- Staff members should be clean and tidy and dressed in the appropriate uniform, where applicable.
- Staff members should wear a name tag

**Knowledge**

- All staff members should demonstrate basic knowledge of the establishment.

**Staff training programmes**

- At a minimum, all new staff must receive in-house training in their area of work
- Staff must undertake general in house training.
- A sufficient number of staff members must have done first-aid training to ensure that there is always a staff member on duty that has such training.
- Staff should be trained in fire procedures.

**SUSTAINABILITY****Environmental Management Policy**

- All establishments must have a basic environmental management plan for the sustainable use of their surroundings.

- All establishments must have a waste management plan to deal with sewage and refuse disposal.
- At a minimum, all establishments must use energy saving light bulbs in guest rooms and public areas.

#### **A. HOTEL**

##### **Admission**

- The owner or proprietor of an accommodation establishment shall have a local office where reservations can be made.
- There should be fire detection, alarm systems and sufficient firefighting equipment in operation in all areas of the establishment.
- Fire and emergency procedures should be put in place
- A fire assembly point should be designated

##### **Marketing, reservation and pricing**

- Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, and other means to all guests or prospective guests upon request. This should include:
  - Detailed prices for: accommodation, meals, bar, refreshments, any additional services, service charges, surcharges and levies should be displayed
  - An accurate description of all amenities, facilities and services offered
- All of the above should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.

##### **Telephone answering**

- The phone should always be answered or a message service be available that is responded to within 24 hours.

##### **Parking**

- There should be sufficient parking with signs posted where security is not provided.

#### **BUILDINGS**

##### **Soundproofing**

- Bedroom walls should be sound proofed to avoid noise carrying over to the next room.
- An effective sound absorber should be put in place for establishments with long corridors leading to rooms, to avoid disturbing guests in the rooms.

**Lifts and Disability access**

- All buildings with more than one floor must have a lift for guest use and should provide facilities for disabled persons

**BEDROOMS:****Housekeeping**

- All bedrooms should be cleaned daily. Beds should be made daily and all linen, including duvets should be changed for each new guest.
- All bed linen, including duvet covers, should be changed at least every 5 days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

**Bedroom size**

- The size of a bedroom should allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and drawers should open with ease.
- Minimum ceiling height should allow for a person of 1.8m tall, to move without stooping.

**Beds**

- All beds should be in good condition providing a secure headboard, where style prohibits, a continental pillow will suffice.
- Mattresses should be of a good quality, interior sprung and fitted with a mattress protector or under-blanket.
- A single bed should comfortably accommodate an average sized adult and a double bed, two adults.

**Bedding**

- All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available should the guest or weather conditions demand. Duvets are acceptable. Under-sheets should be on each bed and a pillowcase for each pillow.
- Beds should be covered with a bedspread, quilt or duvet. The base of the bed should never be exposed, preferably covered with a "skirt", valance or bedspread.
- Non-allergic pillows and duvets should be available on request.

**Beside tables**

- All beds should be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice.

**Windows and lighting**

- A minimum of one window per room is recommended to provide natural light and ventilation.
- Even if the window is unable to open, guests must be able to 'look out' and in such a case a ventilation system must be provided.
- In addition to a main covered or shaded bedroom light, a bedside, or bed-head light is appropriate. The number of bedside lights should be determined by the number of guests in each room. Twin beds may share a light. A double bed may have one shared bed-head light.
- Guests should be able to switch off the lights from the bed. This could be either by having a bedside lamp or by having a switch for the main lights above the bed.
- Emergency lighting should be provided.

**Curtains**

- Curtains, blinds or shutters should be installed on all windows including glass panels and glass doors to provide both privacy and light exclusion for the guest. Consideration should be given for additional privacy in the form of net curtaining or blinds where appropriate.

**Heating and cooling**

- A heater or fan should be available for each room on request. The typical climate of the region should be considered when determining the heating or cooling requirements.

**Flooring**

- Ease of cleaning and hygiene should be considered when determining the appropriate flooring.
- All bedrooms without carpeting must provide bedside rugs.

**Clothes storage**

- Each room should provide sufficient space for hanging clothes, with good quality hangers. In addition to a wardrobe, adequate drawer and shelf space should also be available.

**Luggage storage**

- Sufficient storage space should be available in each room for storing suitcases, bags, etc. In addition a luggage rack to support suitcases should also be accessible.

**Dressing or writing table**

- Each guest room should have a dressing or writing table, a chest of **drawers** or equivalent, thus providing the guest with suitable space to either work or to place their belongings. There should be a mirror adjacent to the dressing or writing table with adequate lighting.



**Seating**

- There should be a minimum of one chair in each room.

**Beverage facilities**

- Hot beverage making facilities should be provided in each bedroom, unless a self-service beverage buffet is available (could be a vending machine).

**Television**

If a broadcast signal is available then a colour television set suitable for the size of the room should be provided in each bedroom. If there are no televisions in the bedrooms then a colour television should be available in the lounge area.

**Stationery**

- Stationery and other writing materials should be available, at a minimum from the reception.

**Telephones**

- Bedroom telephones should be provided – at minimum for internal communication.
- The number of the phone, the establishment's number, reception number, switchboard number and all emergency numbers should be displayed.
- Guests should also be informed of all telephone charges.

**Internet**

- Internet service must be provided

**Additional facilities**

- In addition to the above each bedroom should provide the following:
  - A lined waste bin.
  - Clean drinking glass per permanent sleeping position.
  - An ashtray (if smoking is permitted).
  - Sufficient, safe and conveniently located power sockets (British type), for electrical equipment.
  - Do not disturb signs.
  - Emergency exit instructions at the back of bedroom door.

**BATH/SHOWER ROOMS:****En-suite, private bath/shower rooms**

- Each room within the establishment should have either an en-suite bathroom or alternatively a private bathroom.
- A private bathroom should be reasonably close to the bedroom and lockable. Access to the bathroom through any public area is not acceptable.

**Housekeeping**

- All bathrooms should be cleaned daily.
- All bathroom linen should be changed at least every five days for every guest. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

**Bathroom size**

- All bathrooms should provide sufficient space to allow freedom of movement for guests and access to all fittings.

**Fixtures and fittings**

- Each bathroom should have -
  - bathtub or shower
  - washbasin with adjacent mirror
  - toilet with seat and lid
  - toilet roll holder and toilet paper.
  - soap dish/holder/dispenser
  - lined waste bin
  - vanity shelf or equivalent
  - running cold and hot water should be available at all times and taps labelled appropriately.
  - clean hand and bath towel for each guest (bath towel sizes to be not less than 60 x 120cm)
  - fresh soap for each new guest
  - towel rail, clothes hook or equivalent
  - private bathrooms must be lockable from the inside.

**Floors and walls**

- All bathroom floors should be of non-slip materials.
- A bath mat of suitable non slip material should be provided.
- All walls of bathrooms shall be covered with impervious material up to a height of 160 cm.
- The wall above the impervious material shall be of a satisfactory finish.

**Lighting and windows**

- All bathrooms should be well lit with the light switch near the entrance to the bathroom.
- For guest privacy all bathroom windows should be opaque or translucent glass, alternatively a blind, curtain or shutter should be used.

**PUBLIC AREAS****Swimming Pool**

- Safety equipment (either a ring or hook) must be provided at every pool.
- At least one employee trained in life guard duties per shift during pool opening hours.
- Signage stating the availability or non-availability of lifeguard during pool opening times.
- There should be signage stating the depth levels of the pool.

**SERVICES****Restaurant / dining area service**

- The establishment should make dinner available if located in an area where no alternative meals can be obtained capable of catering for at least 50% of the residents.
- Staff should demonstrate adequate levels of product knowledge and provide efficient service.
- Restaurants / dining areas should have proper ventilation.

**Breakfast**

- At a minimum a continental breakfast (or other appropriate breakfast e.g. traditional) should be available (buffet style is acceptable).

**Bar**

- The bar should be clean and equipped with both refrigeration and washing facilities adequate for its size.
- Staff should demonstrate adequate levels of product knowledge and provide efficient service.
- Glassware should be clean, adequate and not chipped.

**Kitchen and Kitchen Storerooms**

- Should be sufficient to cater for full seating capacity of restaurants.
- Kitchens should be hygienic, clean, with ceilings, floors and walls free from dirt.
- Floors should be of easily cleaned non-slip materials.
- Walls should be of impervious material up to a height of 160cm.
- Worktops should be made of stainless steel or other impervious material.

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- Adequate lighting should be available for cooking and storage areas.
  - Fly screens should be in place in front of all windows capable of opening.
  - There should be effective ventilation.
  - Waste bins should have tightly closed lids.
  - Cooking equipment should be cleaned regularly and all surfaces should be wiped down when meal service is over.
  - All food should be hygienically stored, prepared and presented.
  - Food storage space should be clean and free from pests, insects and rodents.
  - Different types of food should be stored separately and non-food items to be stored away from food areas and food stores.
  - Refrigeration facilities suited to the size of the establishment should be available
  - Refrigeration facilities should be adequate, clean and in working order.
  - Storerooms should have space of at least 20cm between floor and stored items.
  - Storeroom shelving should be of stainless steel or other impervious material.
  - At least one double-bowl sink with splash-back or a dishwashing machine with piped hot and cold water shall be provided in each scullery.
  - Separate facilities for washing pots shall be provided.
  - A separate sink with splash-back shall be provided exclusively for the preparation of food.
  - Separate hand washing facilities with hot and cold water and splash-back shall be provided in the kitchen for the use of staff.
  - Staff should be clean and tidy.

**Receiving bay (if applicable)**

- Separate from guest entrance

**B. GUEST HOUSE****GENERAL:****Marketing, reservation and pricing**

- Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request. This should include:
  - Prices for accommodation, meals, refreshments, any additional services, service charges, surcharges and levies.
  - An honest description of all amenities, facilities and services offered.

All of the above should be communicated to a guest before arrival, or at the time of reservation.

- All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.

**Telephone answering**

- At a minimum, the phone should always be answered or a message service be available that is responded to within 24 hours.

**GROUNDS:****Parking**

- There should be sufficient parking with signs posted where security is not provided.

**BUILDINGS****Lifts**

- All buildings with more than 1 floor must have a lift for guest use.
- Any new building must have a lift for guest use.
- Rump should be provided for people with disabilities

**BEDROOMS:****Housekeeping**

- All bedrooms should be cleaned daily. Beds should be made daily and all linen, including duvets should be changed for each new guest.
- All bed linen, including duvet covers, should be changed at least every 5 days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

**Bedroom size**

- The size of a bedroom should allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and **drawers** should open with ease.
- Minimum ceiling height should allow for a person of 1.8m tall, to move without stooping.

**Beds**

- All beds should be in sound condition providing a secure headboard, or where style prohibits, a continental pillow will suffice.

- Mattresses should be of a good quality, interior sprung and fitted with a mattress protector or under-blanket.
- A single bed should comfortably accommodate an average sized adult and a double bed, two adults.

**Bedding**

- All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available should the guest or weather conditions demand. Duvets are acceptable. Under-sheets should be on each bed and a pillowcase for each pillow. If no duvet provided, each bed should have a top-sheet.
- Beds should be covered with a bedspread, quilt or duvet. The base of the bed should never be exposed, preferably covered with a “skirt”, valance or bedspread.
- Non-allergic pillows and duvets should be available on request.

**Bedside tables**

- All beds should be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice.

**Windows and lighting**

- A minimum of one window per room is recommended to provide natural light and ventilation.
- Even if the window is unable to open, guests must be able to ‘look out’ and in such a case a ventilation system must be provided.
- In addition to a main covered or shaded bedroom light, a bedside, or bed-head light is appropriate. The number of beside lights should be determined by the number of guests in each room. Twin beds may share a light. A double bed may have one shared bed-head light.
- Guests should be able to switch off the lights from the bed. This could be either by having a bedside lamp or by having a switch for the main lights above the bed.
- Emergency lighting is essential e.g. a torch or candle and matches.

**Curtains**

- Curtains, blinds or shutters should be installed on all windows including glass panels and glass doors to provide both privacy and light exclusion for the guest. Consideration should be given for additional privacy in the form of net curtaining or blinds where appropriate.

**Heating and cooling**

- A heater or fan should be available for each room on request. The typical climate of the region should be considered when determining the heating or cooling requirements.

**Flooring**

- Ease of cleaning and hygiene should be considered when determining the appropriate flooring.
- All bedrooms without carpeting must provide bedside rugs.

**Clothes storage**

- Each room should provide sufficient space for hanging clothes, with good quality hangers. In addition to a wardrobe, adequate drawer and shelf space should also be available.

**Luggage storage**

- Sufficient storage space should be available in each room for storing suitcases, bags, etc. In addition a luggage rack to support suitcases should also be available.

**Dressing or writing table**

- Each guest room should have a dressing or writing table, a chest of drawers or equivalent, thus providing the guest with suitable space to either work or to place their belongings. There should be a mirror adjacent to the dressing or writing table with adequate lighting.

**Sitting**

- There should be a minimum of one chair in each room.

**Beverage facilities**

- Tea and coffee making facilities should be provided in each bedroom, unless a self-service beverage buffet is available (could be a vending machine) or the equivalent room service is offered.

**Television and Radio**

- If a broadcast signal is available then a colour television set suitable for the size of the room should be provided in each bedroom. If there are no televisions in the bedrooms then a colour television should be available in the lounge area. Should a television signal be unavailable then a radio would offer an alternative.

**Stationery**

- Stationery and other writing materials should be available from reception.

**Telephones**

- Telephones in guest rooms are optional; however guests should be able to make use of the household telephone.
- Where there are phones in a bedroom the number of the phone, the establishment's number, reception number, switchboard number and all emergency numbers should be displayed.
- Guests should also be informed of all telephone charges on request.
- Internet may be provided as an option

**Additional facilities**

- In addition to the above each bedroom should provide the following:
  - A lined waste bin.
  - Clean drinking glass per permanent sleeping position.
  - An ashtray if smoking is permitted.
  - Sufficient, safe and conveniently located power sockets, for electrical equipment.
  - A towel rail or equivalent if the room is not en-suite.
  - Do not disturb signs.
  - Emergency exit instructions at the back of every door

**BATH/SHOWER ROOMS:****En-suite, private bath/shower rooms**

- Each room within the establishment (the number of beds may vary dependant on the configuration of the establishment's rooms) should have either an en-suite bathroom or alternatively a private bathroom.
- A private bathroom is one solely designated for the use of one guest room only. The bathroom should be reasonably close to the bedroom and lockable. Access to the bathroom via any public area (lounge, kitchen etc) is not acceptable.
- Proprietors must have their own facilities separate from that of the guest.

**Housekeeping**

- All bathrooms should be cleaned daily.
- All bathroom linen should be changed at least every five days. Should environmental reasons prevent this, then this period can be extended with the guest's consent. Any soiled linen should be changed immediately.

**Bathroom size**

- All bathrooms should provide sufficient space to allow freedom of movement for guests and access to all fittings.

**Fixtures and fittings**

- Each bathroom should have-
- Bath or shower
- Washbasin with adjacent mirror
- Toilet
- Toilet roll holder and toilet paper
- Soap dish/holder/dispenser
- Lined waste bin
- Vanity shelf or equivalent
- Running, hot water for bathing should be available at all reasonable times
- Clean hand and bath towel for each guest(bath towel sizes to be not less than 60 x 120cm)
- Fresh soap for each new guest
- Towel rail, clothes hook or equivalent
- Bathrooms must be lockable from the inside.

**Floors and walls**

- All bathroom floors should be of non-slip materials or alternatively covered with non-slip materials.
- A bath mat or equivalent should be provided.
- All walls of bathrooms shall be covered with impervious material up to a height of 160 cm.
- The wall above the impervious material shall be of a satisfactory finish.



**Lighting and windows**

- All bathrooms should be well lit with the light switch near the entrance to the bathroom.
- For guest privacy all bathroom windows should be tinted, opaque or made of a glass that ensures privacy, alternatively a blind, curtain or shutter should be used.

**PUBLIC AREAS**

- In addition, information regarding the local area should be readily available. This should include maps, activity schedules, local tours, transport, restaurants, etc.

**Swimming Pool**

- Safety equipment (either a ring or hook) must be provided at every pool.
- At least one employee trained in life guard duties per shift during pool opening hours.
- There should be signage stating the availability or non-availability of lifeguard during pool opening times.
- There should be signage stating the depth levels of the pool.

**SERVICES AND FOOD AND BEVERAGE:****Breakfast**

- At a minimum, a continental breakfast (or other appropriate breakfast e.g. traditional) should be available (buffet style is acceptable). This may be outsourced.

**Bar**

- The bar should be clean and equipped with both refrigeration and washing facilities adequate for its size (these may be positioned in the kitchen if appropriate).
- Staff should demonstrate adequate levels of product knowledge and provide efficient service.
- Glassware should be clean and not chipped.

**Kitchen and Kitchen Storerooms**

- Should be sufficient to cater for full seating capacity of the restaurant.
- Kitchens should be hygienic, clean, with ceilings, floors and walls free from obvious dirt.
- Cooking equipment should be cleaned regularly and all surfaces should be wiped down when meal service is over.
- Adequate lighting should be available for cooking areas.
- Food storage space should be clean and free from rodents. Different types of food should be stored separately and non-food items to be stored away from food areas and food stores.
- Refrigeration facilities suited to the size of the establishment should be available.
- Refrigeration facilities should be adequate, clean and in working order.
- Waste bins should have tightly closed lids.
- Staff should be clean and tidy.

- Floors should be of easily cleaned non-slip materials.
- Fly screens should be in place in front of all windows capable of opening.
- All food should be hygienically stored, prepared and presented.
- Walls should be of impervious material up to a height of 160cm.
- Worktops should be made of stainless steel or other impervious material.
- Effective ventilation.
- Storerooms should have space of at least 20cm between floor and stored items.
- Storeroom shelving should be of stainless steel or other impervious material.

**Receiving bay (if applicable)**

- Separate from guest entrance.

**C. BED AND BREAKFAST****GENERAL****Marketing, reservation and pricing**

- Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request. This should include:
  - Prices for: accommodation, meals, refreshments, any additional services, service charges, surcharges and levies.
  - An honest description of all amenities, facilities and services offered.
- All of the above should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.

**Telephone answering**

- At a minimum, the phone should always be answered or a message service be available that is responded to within 24 hours

**GROUNDS****Parking**

- There should be sufficient parking with signs posted where security is not provided.

**BEDROOMS****Housekeeping**

- All bedrooms should be cleaned daily. Beds should be made daily and all linen, including duvets should be changed for each new guest.
- All bed linen, including duvet covers, should be changed at least every 5 days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

**Bedroom size**

- The size of a bedroom should allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and drawers should open with ease.
- Minimum ceiling height should allow for a person of 1.8m tall, to move without stooping.

**Beds**

- All beds should be in sound condition providing a secure headboard, or a continental pillow.
- Mattresses should be of a good quality, interior sprung and fitted with a mattress protector or under-blanket.
- A single bed should comfortably accommodate an average sized adult and a double bed, two adults.

**Bedding**

- All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available should the guest or weather conditions demand. Duvets are acceptable. Sheets and a pillowcase for each pillow should be on each bed.
- Beds should be covered with a bedspread, quilt or duvet. The base of the bed should never be exposed, preferably covered with a “skirt”, valance or bedspread.

**Bedside tables**

- All beds should be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice.

**Windows and lighting**

- A minimum of one window per room is recommended to provide natural light and ventilation.
- Even if the window is unable to open, guests must be able to ‘look out’ and in such a case a ventilation system must be provided.
- In addition to a main covered or shaded bedroom light, a bedside, or bed-head light is appropriate. The number of bedside lights should be determined by the number of guests in each room. Twin beds may share a light. A double bed may have one shared bed-head light.
- Guests should be able to switch off the lights from the bed. This could be either by having a bedside lamp or by having a switch for the main lights above the bed.
- Emergency lighting is essential e.g. a torch or candle and matches.

**Curtains**

- Curtains, blinds or shutters should be installed on all windows including glass panels and glass doors to provide both privacy and light exclusion for the guest. Consideration should be given for additional privacy in the form of net curtaining or blinds where appropriate.

**Heating and cooling**

- A heater or fan should be available for each room on request. The typical climate of the region should be considered when determining the heating or cooling requirements.

**Flooring**

- Ease of cleaning and hygiene should be considered when determining the appropriate flooring.
- Where bedrooms do not have carpeted floors, a bedside rug should be provided.

**Clothes storage**

- Each room should provide sufficient space for hanging clothes with hangers. In addition to hanging space, adequate drawer and shelf space should also be available.

**Luggage storage**

- Sufficient storage space should be available in each room for storing suitcases, bags, etc.

**Dressing or writing table**

- Each guest room should have a dressing or writing table, a chest of **drawers** or equivalent, thus providing the guest with suitable space to either work or to place their belongings. There should be a mirror adjacent to the dressing or writing table with adequate lighting.

**Seating**

- There should be a minimum of one chair in each room.

**Beverage facilities**

- Tea and coffee making facilities should be provided in each bedroom, unless a self-service beverage buffet is available (could be a vending machine) or the equivalent room service is offered.

**Television and Radio**

- If a broadcast signal is available then a colour television set suitable for the size of the room should be provided in each bedroom. If there are no televisions in the bedrooms then a colour television should be available in the lounge area. Should a television signal be unavailable then a radio would offer an alternative.

**Stationery**

- Stationery and other writing materials should be available from reception.

**Telephones**

- Telephones in guest rooms are optional; however the guest should be able to make use of the household telephone.
- Where there are phones in a bedroom the number of the phone, the establishment's number, reception number, switchboard number and all emergency numbers should be displayed.
- Guests should also be informed of all telephone charges on request.
- Internet may be provided as an option
- Emergency exit instructions at the back of the bedroom door

**Additional Facilities**

- In addition to the above each bedroom should provide the following:
  - A lined waste bin.
  - Clean drinking glass per permanent sleeping position.
  - An ashtray (if smoking is permitted).
  - Sufficient, safe and conveniently located power sockets, for electrical equipment.
  - A towel rail or equivalent if the room is not en-suite.
  - Do not disturb signs.

**BATH/SHOWER ROOMS****Shared or private bath/shower rooms**

- There should be at least one bath or shower and toilet with washbasin to every 4 resident guests.
- Proprietor/family should have facility separate from facilities for guest
- In the case of private bathrooms (one solely designated for the use of one guest room only), the bathroom should be reasonably close to the bedroom and lockable. Access to the bathroom via any public area (lounge, kitchen etc) is not acceptable.

**Housekeeping**

- All bathrooms should be cleaned daily.
- All bathroom linen should be changed at least every five days. Should environmental reasons prevent this, then this period can be extended with the guest's consent. Any soiled linen should be changed immediately.

**Bathroom size**

- All bathrooms should provide sufficient space to allow freedom of movement for guests and access to all fittings.

**Fixtures and fittings**

- Each bathroom should have:
  - Bath or shower
  - Washbasin with adjacent mirror
  - Toilet
  - Toilet roll holder and toilet paper.
  - Soap dish/holder/dispenser
  - Lined waste bin
  - Vanity shelf or equivalent
  - Running, hot water for bathing should be available at all reasonable times
  - Clean hand and bath towel for each guest. Bath towels should be a minimum of 600 x 1200 mm in size.
  - A bath mat or equivalent
  - Fresh soap for each new guest
  - Towel rail, clothes hook or equivalent
  - Private and shared bathrooms must be lockable from the inside.

**Floors**

- All bathroom floors should be of non-slip materials.
- A bath mat of suitable non slip material should be provided.
- All walls of bathrooms shall be covered with impervious material up to a height of 160 cm.
- The wall above the impervious material shall be of a satisfactory finish.

**Lighting and windows**

- All bathrooms should be well lit with the light switch near the entrance to the bathroom.
- For guest privacy all bathroom windows should be tinted, opaque or made of a glass that ensures privacy, alternatively a blind, curtain or shutter should be used.

**PUBLIC AREAS****Swimming Pool**

- Safety equipment (either a ring or hook) must be provided at every pool.
- At least one employee trained in life guard duties per shift during pool opening hours.
- Signage stating the availability or non-availability of lifeguard during pool opening times.
- There should be signage stating the depth levels of the pool.

**SERVICES AND FOOD AND BEVERAGE****Restaurant / dining area**

- The establishment should make dinner available if located in an area where no alternative meals can be obtained.
- Staff should demonstrate adequate levels of product knowledge and provide efficient service.
- All food should be hygienically presented.
- Restaurants / dining areas should have proper ventilation.

**Breakfast**

- At a minimum, a continental breakfast (or other appropriate breakfast e.g. traditional) should be available (buffet style is acceptable).

**Kitchen**

- Kitchens should be clean, with ceilings, floors and walls free from obvious dirt.
- Cooking equipment should to be cleaned regularly and all surfaces should be wiped down when meal service is over.
- Adequate lighting should be available for cooking areas.
- Food storage space should be clean and free from rodents. Different types of food should be stored separately.
- Refrigeration facilities should be clean and in working order.
- Waste bins should be lined and kept tidy.
- Staff should be clean and tidy.

**D. LODGES AND SAFARI CAMPS****GENERAL:**

- Guests should be accompanied to their rooms at night in national parks and other areas where wildlife roam freely.
- Establishments in wildlife areas should have at least two licensed professional guides on site.
- There should be lightning conductors present near all properties.
- There should be a maximum of four guests per guide on walking safaris in wildlife areas and two canoes per guide on canoe safaris.

- A guide with a firearm must accompany all walking safaris.
- There should be safety talk given by guide prior to each game drive.

**Marketing, reservation and pricing**

- Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request. This should include:
  - Prices for accommodation, meals, refreshments, any additional services, service charges, surcharges and levies, if applicable.
  - A clear indication of what is included and excluded from the quoted rate.
  - An honest description of all amenities, facilities and services offered.
- All of the above should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.

**Parking**

- There should be sufficient parking with signs posted where security is not provided.

**Soundproofing**

- Bedroom walls should be sound proofed to avoid noise carrying over to the next room.
- An effective sound absorber should be put in place for establishments with long corridors leading to rooms, to avoid disturbing guests in the rooms.

**BEDROOMS:****Housekeeping**

- All bedrooms should be cleaned daily. Beds should be made daily and all linen should be changed for each new guest.
- All bed linen, including duvet covers, should be changed at least every five days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

**Bedroom size**

- The size of a bedroom should allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and drawers should open with ease.
- Minimum ceiling height should allow for a person of 1.8m tall, to move without stooping.

**Beds**

- All beds should be in sound condition.
- Mattresses should be of a good quality, interior sprung and fitted with a mattress protector or under-blanket.
- A single bed should comfortably accommodate an average sized adult and a double bed, two adults.

**Bedding**

- All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available should the guest or weather conditions demand. Duvets are acceptable. Under-sheets and top-sheets unless a duvet is provided, in which case a top sheet is not required should be on each bed and a pillowcase for each pillow.

- Beds should be covered with a bedspread, quilt or duvet. The base of the bed should not be exposed, except in the case where the base of the bed itself is decorative e.g. wooden base, and should preferably be covered with a “skirt”, valance or bedspread.
- Non-allergic pillows and duvets should be available on request.

**Bedside tables**

- All beds should be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice.

**Windows and lighting**

- A minimum of one window per room is recommended to provide natural light and ventilation.
- In addition to a main covered or shaded bedroom light, a bedside, or bed-head light is appropriate. The number of bedside lights should be determined by the number of guests in each room. Twin beds may share a light. A double bed may have one shared bed-head light. For those camps without electricity a minimum of 1 hurricane lamp (or similar) per sleeping position is required.
- Guests should be able to switch off the lights from the bed. This could be either by having a bedside lamp or by having a switch for the main lights above the bed.
- Emergency lighting is essential e.g. a torch or candle and matches.

**Clothes storage**

- Each room should provide sufficient space for hanging and storage of clothes, with hangers and drawer and/or shelf space.

**Luggage storage**

- Sufficient storage space or stand should be available in each room for storing suitcases, bags, etc.

**Furniture**

- There should be a minimum of one chair and one table (either dressing or writing) in each room.
- There should be a mirror provided in each room.

**Communication**

- There should be a means of communication available to guests in case of emergencies. This could be in the form of a two-way radio, telephone or other means.

**Miscellaneous**

- In addition to the above, each bedroom should provide the following:
  - A lined waste bin.
  - Clean drinking glass per permanent sleeping position.
  - An ashtray (if smoking is permitted).
  - A towel rail or equivalent if the room is not en-suite.



**BATH/SHOWER ROOMS:****En-suite, private bath/shower rooms**

- Each room within the establishment (the number of beds may vary dependant on the configuration of the establishment's rooms) should have either an en-suite bathroom or alternatively a private bathroom.
- A private bathroom is one solely designated for the use of one guest room only. The bathroom should be reasonably close to the bedroom and lockable.

**Housekeeping**

- All bathrooms should be cleaned daily.
- All bathroom linen should be changed at least every five days. Should environmental reasons prevent this, then this period can be extended with the guest's consent. Any soiled linen should be changed immediately.

**Bathroom size**

- All bathrooms should provide sufficient space to allow freedom of movement for guests and access to all fittings.

**Fixtures and fittings**

- Each bathroom should have:
  - Bath or shower
  - Washbasin with adjacent mirror
  - Toilet
  - Toilet roll holder and toilet paper.
  - Soap dish/holder/dispenser
  - Lined waste bin
  - Vanity shelf or equivalent
  - Running, hot water for bathing should be available at all reasonable times
  - Clean hand and bath towel for each guest (bath towel sizes to be not less than 60 x 120cm)
  - Fresh soap for each new guest
  - Towel rail, clothes hook or equivalent
  - A bath mat or equivalent

**Lighting and windows**

- All bathrooms should be well lit with the light switch near the entrance to the bathroom.
- For guest privacy, bathroom windows should not overlook public areas or pathways used by guests or staff.

**Floors**

- Floors should have non-slip finish.

**PUBLIC AREAS****Swimming Pool**

- Safety equipment (either a ring or hook) must be provided at every pool.
- At least one employee trained in life guard duties per shift during pool opening hours.
- Signage stating the availability or non-availability of lifeguard during pool opening times.
- There should be signage stating the depth levels of the pool.

**FOOD AND BEVERAGE****Restaurant / dining area**

- The establishment should make dinner available if located in an area where no alternative meals can be obtained
- Staff should demonstrate adequate levels of product knowledge and provide efficient service.
- All food should be hygienically presented.
- Restaurants/dining areas should have proper ventilation.

**Breakfast**

- At a minimum, a continental breakfast (or other appropriate breakfast e.g. traditional) should be available (buffet style is acceptable). This may be outsourced.

**Bar**

- The bar should be clean and equipped with both refrigeration and washing facilities adequate for its size.
- Staff should demonstrate adequate levels of product knowledge and provide efficient service.
- Glassware should be clean and not chipped.

**Kitchen and Kitchen Storerooms**

- Should be sufficient to cater for full seating capacity.
- Kitchens should be clean and hygienic.
- Cooking equipment should be cleaned regularly and all surfaces should be wiped down when meal service is over.
- Adequate lighting should be available for cooking areas.
- Food storage space should be clean and free from rodents. Different types of food should be stored separately and non-food items to be stored away from food areas and food stores
- Refrigeration facilities should be clean and in working order.
- Floors should be of non-slip materials.
- Fly screens should be in place in front of all windows **and doors** capable of opening.
- Waste bins should have tightly closed lids and be kept tidy.
- Staff should be clean and tidy. Worktops should be made of stainless steel or other impervious material.
- Effective ventilation.
- Space of at least twenty centimetres between floor and stored items.
- Shelving of stainless steel or other impervious material.

**COMMUNICATIONS:**

- Each lodge and camp to have communications with nearest town or city authorities in case of emergency.
- Each fly camp to be in communication with the main lodge.
- Safari transport vehicles to be equipped with radio communications back to lodge or camp. Walking and canoeing/boating guides to have back to base radios

**TRANSPORT**

- Only four wheel drive vehicles should be used in National Parks and wildlife areas and be properly equipped with spares.
- Vehicles must be maintained and serviced.

**Staff facilities**

- Staff accommodations, bathrooms, changing facilities (seating and locker facilities) in clean, well maintained condition conducive to good standards of hygiene to be provided for staff of each gender
- Staff toilet facilities to be provided complete with lockable doors, supplies of toilet paper and sanitary disposal facilities in ladies toilets.

**E. BUSH CAMPS****GENERAL:****Safety and security**

- Guests should be accompanied to their rooms at night in national parks and other areas where wildlife roam freely.
- Establishments in wildlife areas should have at least one licensed professional guide on site.
- There should be a properly equipped first aid kit at all times.
- There should be a maximum of six guests per guide on game walks.
- A guide with a firearm must accompany all walking safaris.
- Safety talk given by guide prior to each safari activity.

**Marketing, reservation and pricing**

- Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests or prospective guests upon request. This should include:
  - Prices for accommodation, meals, refreshments, any additional services, service charges, surcharges and levies, if applicable.
  - An honest description of all amenities, facilities and services offered.
- All of the above should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.

**BEDROOMS****Housekeeping**

- All bedrooms should be cleaned daily. Beds should be made daily and all linen should be changed for each new guest.
- All bed linen, including duvet covers, should be changed at least every five days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

**Bedroom size**

- The size of a bedroom should allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and drawers should open with ease.
- Minimum ceiling height should be 2.0.

**Beds**

- All beds should be in sound condition.

- Mattresses should be of a good quality, sprung or foam and fitted with a mattress protector or under-blanket.
- A single bed should comfortably accommodate an average sized adult and a double bed, two adults.

**Bedding**

- All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available should the guest or weather conditions demand. Duvets are acceptable. Under-sheets and top-sheets (unless a duvet is provided, in which case a top sheet is not required) should be on each bed and a pillowcase for each pillow.
- Beds should be covered with a bedspread, quilt or duvet. The base of the bed should not be exposed, except in the case where the base of the bed itself is decorative (e.g. wooden base), and should preferably be covered with a “skirt”, valance or bedspread.
- Non-allergic pillows and duvets should be available on request.

**Bedside tables**

- All beds should be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice.

**Windows and lighting**

- A minimum of one window per room is recommended to provide natural light and ventilation.
- Twin beds may share a light. A double bed may have one shared bed-head light. For those camps without electricity a minimum of one hurricane lamp (or similar) per sleeping position is required.
- Emergency lighting is essential e.g. a torch and lamp.

**Flooring**

- Ease of cleaning and hygiene should be considered when determining the appropriate flooring.

**Clothes storage**

- Each room should provide sufficient space for hanging and storage of clothes, with hangers and drawer and/or shelf space.

**Luggage storage**

- Sufficient storage space or stand should be available in each room for storing suitcases, bags, etc.

**Furniture**

- There should be a minimum of one chair and one table in each room.
- There should be a mirror provided in each room.

**Communication**

- There should be a means of communication available to guests in case of emergencies. This could be in the form of a two-way radio, telephone **whistle, bell** or other means.

**Miscellaneous**

- In addition to the above, each bedroom should provide the following:
  - A waste bin.
  - Clean drinking glass per permanent sleeping position.
  - An ashtray (if smoking is permitted).
  - A towel rail or equivalent if the room is not en-suite.

**BATH/SHOWER ROOMS****En-suite, private bath/shower rooms**

- Each room within the establishment (the number of beds may vary dependant on the configuration of the establishment's rooms) should have either an en-suite bath/shower room or alternatively a private bath/shower room.
- A private bathroom is one solely designated for the use of one guest room only. The bathroom should be reasonably close to the bedroom and lockable. Access to the bathroom via any public area (lounge, kitchen etc.) is not acceptable.

**Housekeeping**

- All bathrooms should be cleaned daily.
- All bathroom linen should be changed at least every five days. Should environmental reasons prevent this, then this period can be extended with the guest's consent. Any soiled linen should be changed immediately.

**Bathroom size**

- All bathrooms should provide sufficient space to allow freedom of movement for guests and access to all fittings.

**Fixtures and fittings**

- Each bath/shower room should have:
  - Bath or shower
  - Washbasin with adjacent mirror
  - Toilet
  - Toilet roll holder and toilet paper.
  - Soap dish/holder/dispenser
  - Waste bin
  - Vanity shelf or equivalent
  - Running, hot water for bathing should be available at all reasonable times
  - Clean hand and bath towel for each guest (bath towel sizes to be not less than 60 x 120cm).
  - Fresh soap for each new guest
  - Towel rail, clothes hook or equivalent
  - A bath mat of suitable material

**Lighting and windows**

- All bathrooms should be well lit with the light switch near the entrance to the bathroom.
- For guest privacy, bathroom windows should not overlook public areas or pathways used by guests or staff.

**Floors**

- Should have non-slip finish.

**PUBLIC AREAS****Swimming Pool**

- Safety equipment (either a ring or hook) must be provided at every pool.
- At least one employee trained in life guard duties per shift during pool opening hours.
- Signage stating the availability or non-availability of lifeguard during pool opening times.
- There should be signage stating the depth levels of the pool.

**SERVICES AND FOOD AND BEVERAGE****Laundry**

- The establishment shall provide laundry services.

**Restaurant/dining area**

- The establishment should make all meals and beverages available.
- Staff should demonstrate adequate levels of product knowledge and provide efficient service.
- All food should be hygienically stored, prepared and presented.
- Establishments should provide appropriate levels of crockery, glassware and cutlery in good condition.
- Establishments should provide appropriate table coverings of either linen or place mats.

**Kitchen and Kitchen Storerooms**

- Total area of kitchen, food stores and pantry areas must be sufficient to cater for volume of diners.
- Kitchens should be clean and hygienic.
- Cooking equipment should to be cleaned regularly and all surfaces should be wiped down when meal service is over.
- Adequate lighting should be available for cooking areas.
- Fly screens should be in place in front of all windows capable of opening.
- All food should be hygienically stored, prepared and presented.
- Clearly separated, well organised sections for food preparation processes.
- Should have different tables for preparation of meat, vegetables and pastry.
- Waste bins should have tightly closed lids.
- Staff should be clean and tidy.
- Worktops should be made of stainless steel or other impervious material.
- Food storage space should be clean and free from rodents. Different types of food should be stored separately i.e. dry goods, perishable and refrigerated foods.
- Refrigeration facilities should be clean and in working order.
- Storerooms should have:
  - Standard temperature controlled rooms
  - Deep freeze facilities
  - Food stored in airtight containers
  - Space of at least 20cm between floor and stored items.
  - Shelving of stainless or other impervious material
- Effective natural/mechanical ventilation.

**Communications:**

- Each lodge and camp to have reliable communications with nearest town or city authorities in case of emergency.
- Each fly camp to be in communication with the main lodge.
- Safari transport vehicles to be equipped with hand held or fitted radio communications back to lodge or camp. Walking and canoeing/boating guides to have hand held back to base radios.
- High frequencies radios/satellite phones to be provided with working back up batteries.

**Transport**

- In wildlife areas, each safari lodge to have a minimum of two vehicles per twelve guests plus access to other support vehicles in the event of breakdown.
- Each vehicle to be properly equipped with highlift jack, two spare wheels with rims, wheel spanner and first aid kit.
- Four wheel drive vehicles only to be used in National parks and wildlife areas.
- Sufficient emergency fuel supplies to be maintained at lodge or camp.
- Vehicles checked daily for oil and water. Each vehicle checked for sufficient fuel supplies prior to each game drive.
- Vehicles must be maintained and serviced to a high standard. Checked to ensure no use of bald tyres.
- Tyre repair kit to be maintained by each lodge and camp
- Safety talk given by guide prior to each safari activity.
- Every game drive or canoe safari to carry drink supplies and rehydration salts.

**Staff facilities**

- Staff accommodations, bathrooms, changing facilities(seating and locker facilities) in clean, well maintained condition conducive to good standards of hygiene provided for staff of each gender
- Staff toilet facilities to be provided complete with lockable doors, supplies of toilet paper and sanitary disposal facilities in ladies toilets.

**SUSTAINABILITY****Water Supply**

- Drinking water must be properly treated including ultra violet treatment.
- Storage capacity should be sufficient to last at least a couple of days in case of disruption to supplies.

**F. CAMPING SITE AND CARAVAN PARK****GENERAL****Access**

- Establishments should be open every day of the year, unless closed for refurbishment or offers only seasonal accommodation.
- Appropriate service and facilities should be available on all days that the establishment is open (unless advertised otherwise).
- Only parks that cater for public travelling for recreational purposes will qualify for grading. If, however, day-visitors and or permanent or semi-permanent guests are accommodated, facilities for such guests should be distinctly separate to those provided for the public travelling for recreational purposes.

**Marketing, reservation and pricing**

- There should be friendly and efficient service appropriate to the style of the establishment.
- All enquiries, requests, reservations, correspondence and complaints should be handled promptly and courteously.
- It should be made clear to all visitors what is included in the prices quoted.
- The property's pricing structure should be available on request.
- Guests must be notified if the price agreed at the time of booking has changed.
- At the time of booking, full details of the establishment's cancellation policy, details of any unique in-house policies (e.g. no pets allowed) should be made clear.
- A fair and truthful account of the amenities, facilities and services provided by the establishment should be described to all visitors and prospective visitors, whether by advertisement, brochure, website, verbal communication or other means.
- Plans showing the layout of the caravan and camping sites and facilities should be available.

**Information for Hirers**

- Full details of the sites including the maximum number of sites available, the number of caravans, tents, motor homes, vehicles and number of people that can be accommodated per site should be provided on request.
- On the guests arrival domestic rules should be communicated clearly and concisely.

**Telephones**

- Where possible guests should have access to a public telephone and if so the charges for such services should be provided.

**Telephone answering**

- At a minimum, the phone should always be answered or a message service be available that is responded to within 24 hours.

**BUILDINGS AND ROADS****Internal service roads**

- Where possible and appropriate, service roads should be all weather (i.e. remain firm under all weather conditions), well-constructed and allow free access to all sites.
- Where traffic-calming measures are installed on internal service roads, cognisance should be taken not to cause damage to towing vehicles and caravans, etc. travelling at specified speeds. Traffic calming measures should be adequately sign posted.



**SAFETY AND SECURITY**

- Where applicable, there should be adequate levels of lighting (electrical or other) for the guest safety and comfort in all public areas, including stairways and car parks.

**CAMPING AND CARAVAN SITES****General**

- Caravan and camping sites should be 5 metres apart.

**Site size**

- Sites should be large enough to accommodate a caravan, motor home, tent and towing vehicle with sufficient space to erect a side tent if necessary within the boundaries of the site. In addition there should be sufficient space for the convenience of the guests around the camping vehicle. (Minimum recommended size for a caravan site 8 x 10 meters).
- Caravans or tents on adjacent stands should be a reasonable and safe distance apart.

**Site facilities**

- All caravan and camping sites should be relatively level, even-surfaced and well drained (sites should not flood during an average rainfall).
- Caravan and camping sites should be accessible to and from a service road.
- Taps with adequate running water pressure should be available for guest use. These taps should be reasonably close and easily accessible. There should be sufficient taps in reasonable walking distance from all sites. A drainage system should, (where possible) be installed at each tap to allow for wastewater to run-off.
- All caravan and camping sites should be positioned for easy access to communal facilities e.g. bathrooms.
- Sites must be provided with suitable refuse disposal arrangements. The number of refuse bins provided is dependent on the frequency of cleaning and usage levels. All bins should be emptied and cleaned daily with no overflowing allowed between emptying.
- Flame grilling facilities should be kept clean and safe for guest use.
- If electrical points are provided it is recommended that a maximum of four electrical outlets per power box be provided. Each box must be fitted with earth leakage, all wiring suitably screened inside the power outlet box to prevent accidental contact.
- Each Power box must be waterproof, lids securely closed with plugs in the socket points (i.e. relief slots at the bottom of box accommodating power cable). All power boxes mounted securely on a suitable post at a height and location clearly visible to the guest.
- Power outlets should be 1.8 meters from a water outlet. Guest should not have to use an extension cord longer than 25 meters to reach power. It should not be necessary for extension cords to cross, pedestrian pathways, roads or other sites.

**LIGHTING**

- There should be adequate levels of lighting (electrical or other) for guest safety and comfort in all public areas, including stairways and car parks.

**ABLUTIONS****General**

- Separate male and female bathroom facilities should be provided.
- There should be a reasonable number of male and female ablution facilities (shower or, toilet and washbasin) for the maximum number of guests the park can accommodate. As a guideline it is recommended that there is at least two male and two female shower or bath, toilet and washbasin for every ten sites (that accommodate a maximum of six people per site).

- Where appropriate, privacy should be provided between individual washing, showering and toilet facilities.
- All toilets, washbasins, showers, and other plumbing should be in good working order and free from trapping surfaces e.g. cracks, chips, broken toilet seats.

**Housekeeping**

- All ablutions should be cleaned daily with a suitable disinfecting or sanitizing chemical solution.

**Ablution size**

- All ablutions should have sufficient space to allow freedom of movement for guests and access to all fittings.

**Fixtures and Fittings**

- Each shower or bath unit should provide privacy for the user and should have:
  - Bath or shower
  - Clean, running (preferably hot) water (available at reasonable times)
  - At least one clothes hook or towel rail, towel shelf or equivalent
  - Access to a dry area in which to hang clothes, get dressed, etc. (this area need not be in the shower or bath cubicle)
- Each toilet unit should have:
  - Toilet
  - Toilet roll holder and toilet paper
  - Covered waste bin should be provided in the toilets
  - Sizeable sanitary bins should be provided in female toilets
  - Adequate ventilation (e.g. an extractor fan or opening window)
  - At least one clothes hook
- All bathrooms should have mirrors for guest use. These mirrors should preferably be positioned above a washbasin.
- Lined waste bins should be provided in all bathrooms.
- All communal toilet and bath, shower units or cubicles (if present) should be lockable from the inside.

**Lighting and windows**

- All bathrooms should be well lit with a light switch near the entrance to the bathroom (if electricity is provided).
- 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, covered with an opaque curtain, blind or shutter.

**Flooring**

- Flooring may vary considerably and any fit-for-purpose flooring may be appropriate. However, ease of cleaning, hygiene and guest safety should be considered when evaluating flooring.
- Reception

There should be a manned reception area.

**BEDROOMS (IF PROVIDED)****Housekeeping**

- All bedrooms should be cleaned daily. Beds should be made daily and all linen should be changed for each new guest.
- All bed linen, including duvet covers, should be changed at least every five days. Should environmental reasons prevent this, then this period can be extended with the guests consent. Any soiled linen should be changed immediately.

**Bedroom size**

- The size of a bedroom should allow for guests to move easily, with free access to all furniture and fittings in the room. All doors, windows, cupboards and drawers should open with ease.
- Minimum ceiling height should allow for a person of 1.8m tall, to move without stooping.

**Beds**

- All beds should be in sound condition.
- Mattresses should be of a good quality, interior sprung and fitted with a mattress protector or under-blanket.
- A single bed should comfortably accommodate an average sized adult and a double bed, two adults.

**Bedding**

- All bedding has to be clean and sufficient in quantity. One blanket and one pillow per sleeping space as minimum, with extras readily available should the guest or weather conditions demand. Duvets are acceptable. Under-sheets and top-sheets (unless a duvet is provided, in which case a top sheet is not required) should be on each bed and a pillowcase for each pillow.
- Beds should be covered with a bedspread, quilt or duvet. The base of the bed should not be exposed, except in the case where the base of the bed itself is decorative (e.g. wooden base), and should preferably be covered with a "skirt", valance or bedspread.
- Non-allergic pillows and duvets should be available on request.

**Bedside tables**

- All beds should be accompanied by a bedside table and a reading light, where there are two beds in a room, a single table, between the two, will suffice.

**Windows and lighting**

- A minimum of one window per room is recommended to provide natural light and ventilation.
- In addition to a main covered or shaded bedroom light, a bedside, or bed-head light is appropriate. The number of beside lights should be determined by the number of guests in each room. Twin beds may share a light. A double bed may have one shared bed-head light. For those camps without electricity a minimum of 1 hurricane lamp (or similar) per sleeping position is required.
- Guests should be able to switch off the lights from the bed. This could be either by having a bedside lamp or by having a switch for the main lights above the bed.
- Emergency lighting is essential e.g. a torch or candle and matches.

**Flooring**

- Ease of cleaning and hygiene should be considered when determining the appropriate flooring.

**Clothes storage**

- Each room should provide sufficient space for hanging and storage of clothes, with hangers and drawer and/or shelf space.

**Luggage storage**

- Sufficient storage space or stand should be available in each room for storing suitcases, bags, etc.

**Furniture**

- There should be a minimum of one chair and one table (either dressing or writing) in each room.
- There should be a mirror provided in each room.

**Communication**

- There should be a means of communication available to guests in case of emergencies. This could be in the form of a two-way radio, telephone or other means.

**Miscellaneous**

- In addition to the above, each bedroom should provide the following:
  - A lined waste bin.
  - Clean drinking glass per permanent sleeping position.
  - An ashtray (if smoking is permitted).
  - A towel rail or equivalent if the room is not en-suite.

**GENERAL FACILITIES****Recreational facilities**

- If appropriate to the market, suitable and appropriate recreational facilities should be provided i.e. if marketed as a family resort, appropriate recreational activities and facilities aimed at families should be provided.

**Swimming Pool (If provided)**

- Safety equipment (either a ring or hook) must be provided at every pool.
- At least one employee trained in life guard duties per shift during pool opening hours.
- Signage stating the availability or non-availability of lifeguard during pool opening times.
- There should be signage stating the depth levels of the pool.

**G. BACKPACKER AND HOSTELS****GENERAL:****Safety and security**

- If possible proprietors or their representatives should be available during guests' arrival and departure and at other reasonable times. An adequate alternative should be made if this is not possible. There should be a responsible person on call 24-hours a day.
- Where applicable there should be adequate levels of lighting (electrical or other) for guest safety and comfort in all public areas, including stairwells and car parks.

- All single and double guest rooms with entry doors to a common area or the exterior should be equipped with a locking device that can lock the door when leaving the room, as well as lock the door from the inside, when the guest is in the room. Surface mounted slide-bolts may be considered to be appropriate locking devices in certain properties. This does not apply to dormitories.

**Marketing, reservation and pricing**

- There should be friendly and efficient service appropriate to the style of the establishment.
- All enquiries, requests, reservations, correspondence and complaints should be handled promptly and courteously.
- It should be made clear to all visitors what is included in the prices quoted for accommodation, meals and refreshments, including service charge, surcharges, levies, etc.
- The property's pricing structure should be available on request.
- Guests must be notified if the price agreed at the time of booking has changed.
- Full details of the establishment's cancellation policy and any unique in-house policy e.g. no children under the age of twelve 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, website, verbal communication or other means.
- Wi-Fi may be provided at a central point

**Information for Hirers**

- Full details of the accommodation including the maximum number of beds in each dormitory, as well as the type of beds available i.e. singles, bunk beds, etc., should be provided on request.

**Telephone answering**

- At a minimum, the phone should always be answered or a message service be available that is responded to within 24 hours.

**GROUNDS:****Parking**

- There should be an adequate parking area with signs posted where security is not provided.

**Reception**

- There should be a manned reception area.

**BEDROOMS:****Housekeeping**

- All bedrooms should be kept clean.
- All linen 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 five days. This period may be extended for environmental purposes and with the guest's consent. Soiled linen should be changed as soon as possible.

**Bedroom or dormitory size**

- All bedrooms and dormitories should have sufficient space to allow freedom of movement for guests and access to all furniture in the room.
- It should be possible to open all used relevant doors and drawers fully.

**Beds**

- All beds are to be of sound condition.
- All mattresses are to be comfortable, and interior sprung.
- A single bed should comfortably accommodate an average sized adult and a double bed, two average sized adults.

**Bedding**

- All bedding should be clean.
- At a minimum all occupied beds should be fitted with a bottom sheet, pillow and pillowcase. The fee for this linen should be included in the bed tariff.

**Bedside tables**

- There should be at least one bedside table in each single and double room. No bedside tables are necessary in dormitories.

**Windows and lighting**

- In each guest room, including dormitories, there should be at least one window to allow natural light and adequate ventilation. If the window cannot be opened, a ventilation system must be provided.
- All bedrooms should have adequate and appropriate lighting (fit for purpose).
- 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.
- All bulbs should have a shade or cover (unless decorative).
- Emergency lighting should be provided (i.e. torch, candle, candlestick and matches).

**Curtains**

- Curtains, blinds or shutters should be provided on all windows including glass panels and doors where required to afford both privacy and or the exclusion of light.

**Heating and cooling**

- Typical climatic conditions experienced in the region of the establishment will be considered when determining the minimum requirements for heating and or cooling.

**Flooring**

- Flooring may vary considerably and any fit-for-purpose flooring may be appropriate. Ease of cleaning and hygiene should be considered when evaluating flooring.

**Miscellaneous**

- Each bedroom and dormitory should have a lined waste bin.
- If not provided in an en-suite bathroom all single and double rooms must have a mirror.
- Smoking should not be permitted in dormitories. The smoking policies of the backpacker or hostel should be at minimum governed by the applicable law.

**BATH/SHOWER ROOMS:****Shared bath/shower rooms**

- There should be at least one bath or shower to every eight resident guests and one toilet with washbasin to every six resident guests.
- 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.
- All ladies toilets should have sanitary disposal units.
- All toilets, sinks, showers and other plumbing should be in good working order and free from trapping surfaces e.g. cracks, chips, broken toilet seats.

**Housekeeping**

- All bathrooms should be cleaned daily.
- If provided all guest bathroom linen should be changed at least every five days. This period may be extended for environmental purposes and with the guest's consent. Soiled linen should be changed as soon as possible.

**Bathroom size**

- All bathrooms should provide sufficient space to allow freedom of movement for guests and access to all fittings.

**Fixtures and fittings**

- Each shower or bath unit should provide privacy for the user and should have:
  - Bath or shower
  - Clean, running water
  - At least one clothes hook
- Each toilet unit should have:
  - Toilet
  - Toilet roll holder and toilet paper
  - Lined waste bin (covered)
  - Adequate ventilation (e.g. an extractor fan or opening window)
- All bathrooms should have mirrors for guest use. These mirrors should preferably be positioned above a washbasin.
- All bathrooms should have a wash basin and a vanity shelf/counter.

**Lighting and windows**

- 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, covered with an opaque curtain, blind or shutter.

**PUBLIC AREAS AND GENERAL****Food and Beverage-general**

- If a food and or beverage service is provided, staff should demonstrate adequate levels of product knowledge and provide efficient service.
- All food must be hygienically stored, prepared and presented.

**Communal kitchen, kitchens**

- A self-catering communal kitchen may be provided. If no restaurant is available at the backpacker or hostel or within the vicinity of the property, it is recommended that a self-catering communal kitchen be provided.
- All guest kitchens must be cleaned daily.
- If a communal kitchen or kitchens are provided all fixtures, furniture, furnishings, crockery and cutlery must be in acceptable condition and be adequate to provide for approximately a  $\frac{1}{4}$  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 also be appropriate but not essential (in some circumstances a braai may be an appropriate substitute for an oven). Hot plates and ovens should be clean, in good condition and functioning properly.
  - There should be a refrigerator (electric or gas).
  - 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 appropriate ventilation system.
  - A covered, lined waste disposal bin should be provided.
  - There should be a suitable fire extinguisher readily available.
  - Minimum kitchen inventory provided in the annexure below.

**Power Supply**

- If 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.

**Clothes drying and hanging facilities**

- Facilities for drying and hanging wet clothing should be provided (this need not be in the dormitories or bedrooms).

**Telephones**

- Guests should have access to a public or private telephone (if applicable).
- Where telephones are provided guests should be informed of charges on request.

**STAFF****Facilities**

- Staff facilities in the form of a changing room with lockers, a shower and a toilet should be provided for any establishment with more than ten employees.



**KITCHEN EQUIPMENT, CUTLERY AND CROCKERY****Per sleeping space:**

- 1. Knife
- 1. Fork
- 1. Tea spoon
- 1. Dessert spoon
- 1. Large plate
- 1. Teacup and saucer (or mug)
- 1. Bowl
- 1. Tumbler/glass

**Per kitchen:**

Fridge  
Bread/chopping board  
Kettle  
Bread knife  
Carving/sharp knife  
Wooden spoon (stirring spoon)  
Egg lifter  
Tin opener  
Selection of pots and pans  
Dish cloth  
Braai tongs (if braai provided) Dishwashing liquid (if un-serviced) Dust pan and broom/brush (if un-serviced)

**H. SELF- CATERING ACCOMMODATION****GENERAL:****Safety and security**

- All unit entry doors to a common area or the exterior should be equipped with a locking device that permits a guest to lock the door when leaving the unit as well as a device to lock the door from the inside when the guest is occupying the unit. Surface mounted slide-bolts may be considered to be appropriate locking devices in certain properties.
- Once registered, guests should have access to their unit at all times. It is acceptable for a key or security code to be issued to access the property/ complex.

**Reception**

- There should be a manned reception area.

**Marketing, reservation and pricing**

- There should be friendly and efficient service appropriate to the style of the establishment.
- All enquiries, requests, reservations, correspondence and complaints should be handled promptly and courteously.
- It should be made clear to all visitors what is included in the prices quoted for accommodation, meals and refreshments, including service charge, surcharges, levies, etc.
- A brochure or leaflet detailing the property's pricing structure should be available on request.
- Guests must be notified if the price agreed at the time of booking has changed.
- Full details of the establishment's cancellation policy should be made clear to guests at the time of booking. Details of any in-house policies e.g. no smoking should be communicated 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, website, verbal communication or other means. Where appropriate, the brochures should have floor plan/s showing the layout of the unit/s.

**Information for Hirers**

- Full details of the accommodation including the maximum number the unit can take privately (in bedrooms) and in total, as well as the type of beds available i.e. singles, bunk beds, sleeper couches, etc., should be provided.

**Telephone answering**

- At a minimum, the phone should always be answered or a message service be available that is responded to within 24 hours.

**Lifts**

- All buildings with more than three floors must have a lift for guest use.
- Rump should be provided for people with disabilities.

**Housekeeping**

- If sold as serviced accommodation, all units must be cleaned daily and all beds made daily.
- All bed linen and towels (including duvet covers) should be changed once every five days and for each new let.
- Properties should be thoroughly cleaned between each new let.

**UNIT-GENERAL****Contents**

- All units should be self-contained.
- All fixtures, furniture, furnishings, crockery and cutlery must be adequate to provide for the maximum number of occupants, including any extra sleeping accommodation.
- There must be adequate storage space for crockery, cutlery, kitchen and cleaning equipment.
- Unit telephones should be provided where appropriate to the market (and where a telephone service is available in the region).
- Where telephones are provided guests should be informed of charges on request.

**Unit size**

- There must be reasonable space for movement in bedrooms/sleeping area and living room areas and to allow for easy access to beds, doors and drawers.
- Doors and drawers should be fully operable. Account should be taken for space needed for convertibles e.g., sleeper couches.

**Flooring**

- Flooring may vary considerably and any fit-for-purpose flooring may be appropriate. Ease of cleaning and hygiene should be considered when evaluating flooring.
- Where bedrooms do not have carpeted floors, a bedside rug should be provided.

**Lighting**

- All rooms/areas should be well lit. All passages, corridors and staircases must be adequately lit for safety purposes.
- Guests should be able to switch off the lights from the bed in all bedrooms. This could be either by having a bedside lamp or by having a switch for the main lights above the bed.
- There should be some form of emergency lighting available e.g. torch or candles and matches.
- All bulbs should have a shade or cover (unless decorative).

**Curtains/blinds**

- Curtains, blinds or shutters should be provided on all windows and doors (if appropriate) to afford both privacy and/or the exclusion of light. This may not be necessary for private rooms that are not visible to other guests, rooms or staff members.
- If appropriate, consideration should be given to providing additional privacy e.g. net curtaining or blinds.

**Heating/cooling**

- If located in regions that experience extreme temperatures, adequate heating and cooling equipment should be provided at no additional charge.

**Power supply**

- If appropriate, electricity should be provided (not necessarily mains supply). Where it is not, this must be stated. Where electricity is available, sufficient conveniently located power sockets for the safe use of electrical equipment should be provided.

**BEDROOMS AND/OR SLEEPING AREAS****Beds**

- All beds are to be of sound condition and should have a secure headboard or equivalent where appropriate to type of bed (a continental pillow may suffice for the headboard).
- All mattresses are to be comfortable, interior sprung and fitted with mattress protectors or under blankets.
- Single beds should comfortably accommodate an average sized adult and double beds two average sized adults.

**Bedding (if provided)**

- All bedding should be clean and sufficient in quantity (dependent on weather conditions experienced in the region of the establishment).
- There should be at least one blanket and one pillow per sleeping space with additional blankets and pillows available on request. Duvets are also acceptable. All sleeping spaces should have an undersheet and topsheet (when duvets are provided a top sheet is not necessary). There should be a pillowcase on each pillow.
- Beds should be covered with an appropriate bedspread or quilt, unless an appropriate duvet/blanket is provided.
- The exposed part/s of each bed should be in an appropriate condition and visually attractive; alternatively they should be hidden from view by appropriate bedding (“skirt”, valance or bedspread).
- Non-allergic pillows and duvets should be available on request.

**Bedside Tables**

- All permanent-sleeping spaces intended for adult occupation should have a bedside table. Twin beds may share a bedside table located between the two beds (these may be double beds). If rooms are largely sold for single occupancy, one bedside table and light may be appropriate.

**Clothes storage**

- Each unit should have at least one wardrobe or clothes hanging space with sufficient good quality hangers per person. Preferably one wardrobe/hanging space per adult double or twin room.
- In addition, there should be adequate drawer or shelf space.

**Dressing/writing table**

- There should be a dressing, writing table, chest of drawers or equivalent in at least one adult double or twin room (the objective is to provide the guest with space to place items and/or a work surface).
- Ideally there should be a mirror adjacent to the dressing/writing table and lighting intensity in the vicinity of the mirror should be adequate.

**BATHROOMS****Private bathrooms**

- Each unit should have at least one private bathroom (one solely designated for the use of one unit) equipped with a bath or shower, washbasin and toilet (except where washbasins are available in all bedrooms). Bathroom facilities shared between units may be considered appropriate given the context in which the accommodation is provided.

**Housekeeping**

- Bathrooms should be cleaned daily if this service is offered as part of the let.
- Bathrooms should be thoroughly cleaned between each new let.

**Bathroom size**

- All bathrooms should have sufficient space to allow freedom of movement for guests and access to all fittings.

**Furniture and fittings**

- Each bathroom should have:
  - A bath or shower
  - Washbasin with adjacent mirror
  - Toilet
  - Toilet roll holder
  - Lined waste bin
  - Adequate ventilation (e.g. an extractor fan or opening window)
  - A towel rail, towel shelf or equivalent
  - Clean, running (preferably hot) water for bathing should be available at all reasonable times. (Geysers should be able to produce a minimum of twenty litres per person.)
  - A clean hand and bath towel for each guest (if appropriate)
  - Fresh soap for each new guest (if appropriate)
  - Toilet paper (if appropriate)
- Private and shared bathrooms should be lockable from the inside.
- A hook for clothes should be provided in shared and private bathrooms.

**Living/Dining Room Areas**

- Each unit should have a dining table/surface with seating facilities to accommodate the number of advertised occupants.
- In an appropriate climate the living and/or dining area may be substituted with an appropriately furnished outdoor area.
- A colour television should be provided – if appropriate and/or if a signal is available. If not provided in each unit then a television should be available in a communal area.
- If appropriate, garden/outside furniture (sufficient to the number of advertised occupants) and an outdoor braai should be provided.

**Kitchen**

- There should be a hot plate on which to cook meals. An oven would also be appropriate but not essential (in some circumstances a braai may be an appropriate substitute for an oven). Hot plates/oven/braai must be clean, in sound condition and functioning properly.
- There should be a refrigerator with an ice-making compartment (unless a freezer is provided).

- There should be a sink equipped with a draining board, dish drying rack and running water supply.
- There should be at least one hygienic working surface and storage space suitable for food.
- There should be an open window or appropriate ventilation system.
- A covered waste disposal bin should be provided.
- There should be a suitable fire extinguisher readily available.
- Minimum kitchen inventory provided in the Annexure below.

**Minimum Requirements****Per Person:**

1. Knife
1. Fork
1. Tea spoon
1. Dessert spoon
1. Small plate
1. Large plate
1. Teacup and saucer (or mug)
1. Bowl
1. Tumbler

**Per Unit:**

- ✓ Bread/chopping boardü
- ✓ Kettleü
- ✓ Bread knifeü
- ✓ Carving/sharp knifeü
- ✓ Corkscrew and bottle openerü
- ✓ Wooden spoon (stirring spoon)ü
- ✓ Egg lifterü
- ✓ Tin openerü
- ✓ Frying panü
- ✓ Saucepanü
- ✓ Oven roasting tray (if oven present)ü
- ✓ Dish clothü
- ✓ Table spoonü
- ✓ Braai tongs (if braai provided)ü
- ✓ Dishwashing liquid (if unserviced)ü
- ✓ Dust pan and broom/brush (if unserviced)ü
- ✓ Floor cloth (if unserviced)

**FOURTH SCHEDULE***(Regulation 7)***GRADING CRITERIA:****HOTEL****1. Grading Criteria Methodology**

Each establishment needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

- A. Physical Facilities
  - (i) Exterior
  - (ii) Bedrooms
  - (iii) Bathrooms
  - (iv) Swimming Pool
  - (v) Conference Facilities
  - (vi) Dining Area(s)
  - (vii) Spa/Gym/Health Club
  - (viii) Public Areas
- B. House keeping
- C. Food and Beverage
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment (e.g. conference facilities), those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

The grading advisor will award a score between 1 and 10 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets (business, leisure traveller, family). The Grading Advisor will also consider whether the establishment provides a competitive service, the location and environment.

The score is defined as follows:

- Excellent 10
- Very good 9
- Good 8
- Standard 6 or 7
- Acceptable 5
- Poor 3 or 4
- Unacceptable 1 or 2

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

**Required Overall Score for each grading band:**

Grading Band		What the stars mean
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

**2. Minimum Requirements by Grade in addition to Minimum Requirements for licensing**

Establishments should conform to these requirements in addition to the minimum requirements in order to obtain a particular grade.

**2.1 General**

Criteria	1-star	2-star	3-star	4-star	5-star
High level of spaciousness throughout hotel				X	X

**2.2 Bedrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
Minimum bedroom size requirements for double rooms, including bathrooms - Some account may be taken of limitations in older or historic properties	14 m <sup>2</sup>	16 m <sup>2</sup>	18 m <sup>2</sup>	20 m <sup>2</sup>	25 m <sup>2</sup>
Minimum bed sizes: Single (90x200cm); Double (120x 200cm); Queen (150x 200cm); King (200x200cm)	Normal single or double	Normal single or double	Normal single or double	¾ for single, queen for double	Double for single, king for double
The bedroom should have at least two comfortable seating chairs			X	X	X
If appropriate, televisions must have remote control and a wide choice of channels should be provided			X	X	X
Individually controlled air conditioning with a remote or wall-mounted control			X	X	X
There should be a fridge in each room			X	X	X

A mini-bar service – if not permanently provided – should be available upon request				X	X
There should be a safe in each room			X	X	X
There should be a hairdryer in each room				X	X
Children's cots available on request				X	X
A minimum of 10% of the rooms shall be designated as suites (distinct separated living area with comfortable lounge seating and floor area more than 25sq.mtr)				X	X

### 2.3 Bathrooms

Criteria	1-star	2-star	3-star	4-star	5-star
Separate bath and shower or shower only. If shower only, it must be a minimum size of 1000 x 1000mm (some leeway may be considered for older hotels, but all new purpose-built 5-star hotels must have separate baths and showers or showers according to minimum size)					X
Only a shower or only a bath is acceptable	X	X	X		
Separate showers must be a minimum size of 1m x 1m. Must have shower doors and NOT plastic curtains. The shower rose and other fittings to be of a superior nature and there needs to be space for toiletries, etc.				X	
Bath with overhead shower permissible	X	X	X		
Bath sheets must be provided					X
An extensive range of quality guest amenities should be available					X
For new properties twin wash hand-basins are required					X

### 2.4 Services

Criteria	1-star	2-star	3-star	4-star	5-star
A 24 hour reception service is required				X	X
Porter service to be available			At check-in and check-out times	18 hours	24 hours
A porters' desk and a baggage room available at the reception area					X
Guest laundry service is required				X	X
Iron and ironing board available			X	X	X
Transport service to be available to guests – either in the form of taxis or a hotel shuttle service (could be outsourced)				X	X
A comprehensive bedroom / bathroom turn-down service is expected to be available					X
A bedroom / bathroom turn-down service available				X	
Baby-sitting facilities available				X	X
Shops or boutiques available				X	X
Spa or Health/ Fitness Center available					X
Fitness Center or equipment available				X	
Concierge facilities available				X	X
Car hire available				X	X
A shop stocking toiletry available		X	X		



**2.5 Food and Beverage**

Criteria	1-star	2-star	3-star	4-star	5-star
There should be a served beverage service in the public lounge, deck or bar area				X	X
At least one full service restaurant open to residents available if no alternative restaurants are available in the vicinity of the hotel				X	X
There shall be separate doors (with touch-plates and kick-plates) for in-going and out-going traffic to, and from, the kitchen and the doors shall be screened from the view of guests in the restaurant.			X	X	X
Room service should be provided. This may be outsourced, but the standard must conform to the standard of the hotel			During meal times	18 hours	24 hours
Meals can be served in the room if the appropriate table and chair arrangement is provided				X	X
There shall be a cocktail bar in addition to another bar; there shall also be a lounge				X	X
There shall be two rooms for the holding of functions;			X	X	X
Public rooms shall have air-conditioning where it is climatically necessary.			X	X	X

**2.6 Social Responsibility**

Criteria	1-star	2-star	3-star	4-star	5-star
A corporate social responsibility programme to be in place				X	X

**3. GRADING CRITERIA****A. Physical Facilities****1. Exterior**

Criteria	Score	Description
Signage - external to property and on grounds (take into consideration Local Authority by-laws on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Appropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (i.e. arrows in wrong directions or fades, etc.). Signs are not even clearly visible during the day.
	1,2	No signage.
Driveway - may be tarred, well maintained paved, gravel, or any other fit for purpose surface.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles. Traffic can only move in one direction, but passing areas have been allowed for and are clearly marked.

	3,4,5	Driveway in poor condition, with many uneven surfaces or some large potholes/puddles. However driveway is still drivable but not by all types of vehicles. Traffic can only move in one direction and no passing areas have been allowed for.
	1,2	Driveway in a terrible condition - poorly surfaced with many large potholes/puddles. Driveway is barely drivable even in a 4x4 vehicle.
Parking (Guest vehicles)	9,10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting.
	6,7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided.
	3,4,5	Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of bays in relation to number of rooms.
	1,2	No designated parking available. Guests park anywhere around the premises.
Grounds and Gardens (Under control/ management of the hotel)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3,4,5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Appearance of Buildings	9,10	In new buildings, absence of weathering, well-maintained paintwork, an overall clean and quality look. Alternatively, in older buildings, no unsightly staining (be aware of paint finishes that on purpose have a stained look) and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting. Addition of attractive architectural features (applicable to market), etc.
	8	High quality paintwork and stone/brickwork though some natural weathering may be present. All areas of paintwork to be in well-maintained condition. Some additional external features to enhance appearance.
	6,7	Paintwork, windows, drains, etc., in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damage, crack, etc. No evidence of recent repairs, paintwork, etc.
	1,2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

## 2. Bedrooms

Should establishment comprise of different types of rooms (i.e. rooms with different looking structures, or built at significantly different time periods) then grading should be completed for each type, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding	9,10	High quality linen (at a minimum percale, no poly-cotton), well ironed. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent) or good quality duvet (season and location dependent) coordinated with bedroom décor and soft furnishings if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6,7	Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded and not properly ironed. Thin pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded and creased. No pillows or stained pillows with holes.
Beds (refer to minimum requirements per grade)	9,10	Bed sizes frequently larger than standard single size or king-sized bed. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (excellent quality). If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. Bed frames may be of an older style, but in good condition and good quality.
	6,7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. Headboards may be a simple wooden board or continental pillow.
	3,4,5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames.
	1,2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing, stains, marks and holes. Creaking frame, sagging support.
Decoration	9,10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, objects d'art, etc., although some styles require a "minimalist" approach. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Minimal signs of wear and tear (i.e. scratches, water splashes, finger marks, etc.). Room décor may range from excellent to good.
	6,7	Competent job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old with some wear and tear but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
	3,4,5	Ageing décor, which was only of an average quality to begin with. Amateurish application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Mismatch of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition. Full, well-lined curtains with appropriate accessories, in working order. Blinds/shutters in excellent condition and of excellent quality. Curtains/blinds/shutters blocking external light. Electronic goods of excellent quality and in excellent condition.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Curtains to be full and good quality/condition. Blinds/shutters in good condition and of good quality. Curtains/blinds/shutters blocking external light. Good quality electronic goods in good condition.
	6,7	Furniture and fittings which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles - all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.

	3,4,5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings. Old electronic equipment but in good working order or new equipment in poor state of repair.
	1,2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electronic goods: Very old, not working, components broken, badly tuned, channels not conforming to directory, etc.
Flooring  <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/ slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Functionality of Floor Space/ Layout / Overall impression (refer to minimum requirements per grade)	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate) – could also be an outside patio area. Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area (if within the bedroom) or bed. Unrestricted view of full mirror. All plug points functionally located. No intrusive noise from other rooms or public areas.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located. No creaky boards or intrusive noise.

	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located. To allow greater access some care may be taken in the positioning and design of furniture i.e. TV on a wall bracket. No intrusive noise from plumbing, corridor, lifts, etc.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located. Noisy plumbing, sounds from adjoining rooms, corridor or lifts.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points or none that are functionally located. Disturbance from music, noise in public rooms or other areas.
Temperature Control (dependent on energy supply and location. Refer to minimum requirements per grade)	9,10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition.
	8	Individual control by guest at all times. Ageing but excellent apparatus. Good quality and quiet wall and ceiling mounted air-conditioners.
	6,7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall and ceiling mounted air conditioners apply here.
	3,4,5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
	1,2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.
Lighting	9,10	Overall high standard of illumination in room. Controllable dimness/glare – either through dimming switches or a number of individually controlled lights/lamps. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc. Bedside lighting control separate for each occupant.
	6,7	More than adequate room light. Quality bedside and/or bed head lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.
	3,4,5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1,2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Accessories (Refer to minimum requirements per grade)	9,10	A wide range (a minimum of 8) to be provided in-room of the following list of high quality extras for guests e.g. fruit bowl, satellite television, remote controls, books and magazines, mending kit, air freshener, insect killer/repellent, shoe polishing cloth or pad, biscuits, mineral water, sweets/mints/chocolates, tea tray with variety of teas/hot chocolate/coffees/milk, comprehensive well presented room information, minibar, iron and ironing board, hair dryers, plug adaptors (on request).
	8	A reasonable proportion of the above (a minimum of 6) provided either in-room or upon request (good quality).
	6,7	A small selection of the above (a minimum of 4) provided either in-room or upon request (good/ average quality).
	3,4,5	Two or more items only of average quality provided either in-room or upon request.
	1,2	One or two items only of very poor quality provided either in-room or upon request.

### 3. Bathrooms

All grades must have en-suite bathrooms. Only a **bath or shower** is acceptable for 1,2 and 3-star hotels, while only a shower is acceptable for 4- to 5-star hotels. In 4 and 5-star hotels where both a bath and shower are provided, they must be separate. A shower in the bath is permissible for all except 5-star properties, though some leeway should be considered with older properties.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Towelling (refer to minimum requirements by grade)	9,10	Full range of towel sizes - bath sheet, <b>bath towel</b> , hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6,7	Good quality bath and hand towels in sound condition.
	3,4,5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
Decoration	9,10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
Fixtures and Fittings (refer to minimum requirements by grade)	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. High quality bath of good size. Attractive shower door/screen (no shower curtain) in excellent condition if separate shower. Attractive shower screen (no shower curtain) in excellent condition if shower/bath is combined. Fixed shower head, not merely hand shower. Good sized washbasin. Easily used, responsive controls. Hot water at all times.
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6,7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1,2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.

	6,7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard.
	1,2	Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks.
Lighting	9,10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6,7	Centre light and shaving light, well positioned providing adequate light.
	3,4,5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings.
Functionality of Floor Space/ Layout	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6,7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3,4,5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1,2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet.
Accessories (refer to minimum requirements by grade)	9,10	High quality toilet paper (for example 2 ply). A wide range of following list of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6,7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3,4,5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1,2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

#### 4. Swimming Pool

If available for guest use, swimming pools should be evaluated under this section. This includes the pool itself, poolside furniture, public toilets, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (including warning signs)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Grounds and Gardens (surrounding the pool)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment surrounding the swimming pool. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens surrounding the swimming pool. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds of swimming pool kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3,4,5	Gardens and enclosed area around swimming pool are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance around swimming pool, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Swimming pool	9,10	Pool larger than required for the size of the hotel. Maintained in excellent condition – water clean, any leaves or insects floating in the pool removed more than once a day. Good quality water pumps to ensure sufficient circulation of water. Pool sides not stained and pool in generally excellent condition.
	8	Pool larger than required for the size of the hotel. Maintained in excellent condition – water clean, any leaves or insects floating in the pool removed on a daily basis. Good quality water pumps to ensure sufficient circulation of water. Pool sides may have some stains and the pool may appear to start showing small signs of wear.
	6,7	Pool size adequate for the size of the hotel. Maintained in good condition – water clean, any leaves or insects floating in the pool removed regularly, though not every day. Pool sides starting to show signs of wear though still in good condition.
	3,4,5	Pool smaller than required for the size of the hotel. Maintained in acceptable condition – water clean, any leaves or insects floating in the pool removed from time to time. Pool sides in acceptable condition, though showing considerable signs of wear.
	1,2	Small pool in adequate to cater for the size of the hotel. Not maintained regularly. Water not clear and leaves and insects floating in the pool. Pool sides are stained and generally in poor condition.
Pool Furniture	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. More than sufficient loungers and tables and chairs available. All chairs and loungers furnished with good quality cushions.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Adequate number of loungers available.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality. Loungers available, but no cushions provided.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. No loungers provided.



	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality. Loungers available, but no cushions provided.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. No loungers provided.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Old, jaded, unattractive. No loungers provided.
Swimming Towels	9,10	Excellent quality swimming towels provided. Towels larger than usual. Thick, heavy, fluffy quality with plenty of pile. Towels available on loungers, with extra towels available from a poolside service trolley. Towels replaced after use.
	8	Excellent quality swimming towels provided, though not quite such heavy quality as found in excellent. Towels larger than usual. Towels available on loungers.
	6,7	Good quality swimming towels provided. Towels of average size. Towels available from service trolley or upon request.
	3,4,5	Moderate quality swimming towels provided. Towels of average size or smaller. Towels rather thin and faded. Towels available upon request.
	1,2	No swimming towels provided. Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.

### 5. Conference Facilities

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal)	9,10	Signs in excellent condition with clear indication of the internal layout of conference area. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new) with clear indication of the internal layout of conference area. Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Signs provide indication of the internal layout of conference area, but not always clear. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design and introduction of attractive features. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and functionality. High quality and in excellent condition.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose legs. Stained or grubby upholstery. Old, jaded, unattractive.

Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slato flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gapping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights of high quality manufacture and in excellent order. Lights dimmable.
	8	High quality fittings with more than adequate spread illumination for practical use. Lights dimmable.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. Some lights dimmable
	3,4,5	Enough light for practical use, but nothing more. Fittings old, ageing, discolouration. No lights are dimmable.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No lights are dimmable.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and furniture. Coordinated attractive effect. Spacious/functional rooms. No intrusive noise in conference rooms.
	8	Good combination of décor, lighting and furniture. Limited intrusive noise in conference rooms. Reasonably spacious rooms. Coordinated décor, finishing, etc.
	6,7	Reasonable combination of décor, lighting and furniture. Some intrusive noise in conference rooms. Rooms small. Some effort towards coordinated décor, finishing, etc.
	3,4,5	Little coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Small rooms.
	1,2	No coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Extremely cramped rooms.

## 6. Dining Area(s)

Should establishment comprise of more than one separate restaurant / dining area then grading should be completed for each, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting architectural features, artwork, objects d'art, etc. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Old, jaded, unattractive. Inadequate table size - cluttered and inconvenient.
Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slabo flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.

Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old, ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Table Appointment (Cognisance will be taken of the nature and style of the establishment.)	9,10	An emphasis on style and high quality (stainless steel, silver, etc.) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.
	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6,7	Middle to high range domestic cutlery and crockery - all in sound condition in uniform for a particular service and accessories of different style but good quality. Thick (multiply) paper napkins. Short tablecloth.
	3,4,5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1,2	Mismatched patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
Menu Presentation (could be written, printed hard copy menu, on blackboard/or similar or verbal)	9,10	Excellent standard of presentation. If hard copy, clear, informative layout. Attractive design in excellent condition - no grease, thumbprints, wine stains, written correlations, etc. Wine set out in clear sections and majority of items available (if not available, notified on presentation of list). If verbal, presentation is clearly understood and all items described in detail. Majority of items on menu available and if not available notified on presentation of menu.
	8	High standard of presentation. If hard copy may show a little wear, though not dirty. Where a few wines or items are not available - clearly marked or verbally specified. If verbal, presentation is understood and most items described in detail.
	6,7	Good standard of presentation. If hard copy, intelligible layout but not too top quality production. Clean, not worn or grubby. Large majority of wines and items available and those that are not - clearly marked or verbally specified. If verbal, presentation reasonable and understood and some items described in detail.
	3,4,5	Poor standard of presentation. If hard copy, scrappy appearance, well used, stained. Many wines out of stock - not marked, vintages wrong. If verbal, presentation poor and not easily understood and few items described in detail.
	1,2	No menu presentation or if presentation of unacceptable quality. If hard copy, dirty, dog-eared. Difficult to read. Wine list out of date, bears little relation to what is available. If verbal, not understood and no items described in detail.
Atmosphere and Ambience	9,10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience.
	8	Harmonious combination of décor and lighting, though some aspects may seem out of place. Room somewhat less spacious and tables rather close together, though still providing sufficient space for private conversation. Perhaps busy, with some background noise. A little noise from the bar.

	6,7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas.
	3,4,5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy.
	1,2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy.

### 7. Spa / Health Club / Gym

Should the establishment have a separate spa and health club / gym then grading should be completed for each facility, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal)	9,10	Signs in excellent condition with clear indication of the internal layout of spa / health club / gym area. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new) with clear indication of the internal layout of spa / health club / gym area. Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Signs provide indication of the internal layout of spa / health club / gym area, but not always clear. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design and introduction of attractive features. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture, Fittings and Equipment	9,10	High degree of comfort and functionality. High quality and in excellent condition. Good variety of equipment in excellent condition.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "well-used/ lived-in" feel. Alternatively, more moderate quality furniture/ excellent in excellent condition. Reasonable variety of equipment in excellent condition.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture/ equipment of medium quality. Reasonable variety of equipment in good condition.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality furniture/ equipment. Little variety in equipment of acceptable condition.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose legs. Stained or grubby upholstery. Old, jaded, unattractive. Limited equipment in poor condition.
Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property and the nature of the spa / health club / gym into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slato flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Artistically finished cement floors of high quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places.

	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights of high quality manufacture and in excellent order. Lights dimmable in treatment rooms.
	8	High quality fittings with more than adequate spread illumination for practical use. Lights dimmable in treatment rooms.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. Some lights dimmable in treatment rooms.
	3,4,5	Enough light for practical use, but nothing more. Fittings old, ageing, discolouration. No lights are dimmable.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No lights are dimmable.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and furniture. Coordinated attractive effect. Spa should create a peaceful effect, while a health club or gym is expected to be more functional. No intrusive noise in spa treatment rooms.
	8	Good combination of décor, lighting and furniture. Limited intrusive noise in spa treatment rooms. Coordinated décor, finishing, etc.
	6,7	Reasonable combination of décor, lighting and furniture. Some intrusive noise in spa treatment rooms. Some effort towards coordinated décor, finishing, etc.
	3,4,5	Little coordination of décor, lighting and furniture. Significant intrusive noise in spa treatment rooms.
	1,2	No coordination of décor, lighting and furniture. Significant intrusive noise in spa treatment rooms.

## 8. Public Areas

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. This includes: corridors, public toilets, lounges, reception areas, business centres, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, objects d'art, etc. which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.

	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Old, jaded, unattractive.
Flooring NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slato flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.

	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old, ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise. Background music.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6,7	Comfortable seating area but may be used for other things at times. A degree of activity/noise but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

### B. Housekeeping

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedrooms	9,10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turn-down service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6,7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3,4,5	Surfaces smeary/dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1,2	Very heavy dust on surfaces, high and low. Debris in wardrobe/drawers. Bits of paper, threads and other items, grit, etc. on carpet. Long-term neglect.
Guest Bathrooms	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Public Areas	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.
	3,4,5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/wilting plants. Ashtrays unemptied. Newspapers/books on floor. Dirty glasses/cups on tables.
Conference Areas	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprint on doorplates, light switches, etc. Flowers well arranged.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Everything tidy.
	3,4,5	Clean but with some dust on high and low surfaces. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dirty glasses/cups on tables.



Spa / Health Club / Gym	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. No fingerprints on doorplates, light switches, etc. Flowers well arranged.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Everything tidy.
	3,4,5	Clean but with some dust on high and low surfaces. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects.
Public Toilets	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1,2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Dining Areas	9,10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1,2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.
Meeting/breakaway rooms	9,10	Excellent meeting rooms, harmonious with rooms décor, lighting and furniture. More than four floor power outlet. State of art LCD, audio/visual equipment, retractable screens, internet connectivity, simultaneous translation booths. Public address system, podium etc.
	8	Very good meeting rooms, harmonious with décor, lighting and furniture. Four floor power outlet. Good quality LCD audio/visual equipment, retractable screens, internet connectivity, simultaneous translation booths. Public address system, podium etc.
	6,7	Good meeting rooms, harmonious with décor lighting and furniture. Wall power outlet. Quality LCD, audio/visual equipment, internet connectivity, public address system, podium etc.
	3,4,5	Meeting rooms, uncoordinated décor, lighting and furniture. Few power outlets. Poor audio/visual equipment, flip charts. Public address system. Podium etc.
	1,2	Meeting rooms, no décor, poor lighting and furniture. No power outlet. Micro-phone.

### C. Food and Beverage

If restaurants are outsourced, they should still be graded if they are part of the establishment premises. If take-away meals are offered as a "room service" (i.e. menus of external take away operators are provided in the rooms), room service requirements will still apply.

Criteria	Score	Description
Breakfast presentation	9,10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter. Good range of hot and cold food. Preferably plated main course and eggs cooked to order include local dish on the menu.
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items, include local dish on the menu
	6,7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3,4,5	Only basic breakfast and limited choice for cold and hot courses.
	1,2	Badly presented. Dull combination. No choice.
Breakfast quality	9,10	High quality fresh ingredients (where appropriate) and a sufficient selection available. Local specialty foods and unusual dishes. Selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6,7	All ingredients of good quality - competent cooking, but no unusual or sophisticated dishes.
	3,4,5	Low quality ingredients not well cooked.
	1,2	Low quality ingredients, badly cooked.

Breakfast Service	9,10	Cheerful friendly, polite, well-trained staff. A cheerful meet and greet. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. Dirties to be cleaned and top-ups noted. Excellent menu knowledge.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Dinner/ Other meals presentation excellent menu knowledge	9,10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/refreshed.
	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.
	6,7	Attractive arrangement and garnish. Neat arrangement on plate.
	3,4,5	No real attempt to enhance appearance. No variety of colours/textures. No careful arrangement. Some drying out of food, wrinkled skin on sauce. Not particularly hot.
	1,2	Badly presented. No garnish. Dull combination. Lukewarm.
Dinner/ Other meals Quality	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for most tastes.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6,7	Maybe a mixture of fresh ingredients (where appropriate) and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3,4,5	Low quality food or inexpertly prepared. Not very appetising but edible.
	1,2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.
Dinner/ Other Meals Service	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to. Room trolley provided
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, with good menu knowledge but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Room Service Service	9,10	High standard of promptness and efficiency. Telephone answered promptly. Order delivered with minimal delay. Attentive manner. Orders correct - no items wrong or missing. Appropriate condiments. Attractive presentation. Cutlery and napkin provided. Dirties removed at earliest convenience. Room service trolley provided.
	8	Order taken in pleasant manner. Delivered in reasonable time. Pleasant attitude. Order correct. Asked if anything else required. Tray removal procedure efficiently carried out. If outsourced a tray (table), plate, and cutlery is provided by the accommodation establishment on which the guest can place their food.
	6,7	Order taken efficiently. No undue delay. Order correct but condiments absent. Tray removal somewhat slow. If outsourced, cutlery, plates, etc provided by the outsourced agent.
	3,4,5	Some items on room service menu not available. Some delay in answering phone. Lengthy wait. Order partially correct, no napkin, knife and fork. Indifferent attitude. Tray not collected for several hours if able to leave outside the room.
	1,2	Long delay in answering phone. No knowledge of what is available. Room service not available until chefs come in for shift. Order wrong. No tray. Dirties never/ taken long to clear away.
Room Service Quality	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Well balanced menu.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6,7	Maybe a mixture of fresh (where appropriate) ingredients and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.

	3,4,5	Low quality food or inexpertly prepared. Not very appetising but edible.
	1,2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.
Bar/Drinks Presentation	9,10	Appropriate glasses for all beverages. Beverages presented, poured and displayed appropriately - according to internationally accepted etiquette and the guest's specific request. Sufficient variety in beverage presentation. Wide variety of different glass types available as necessary. Guests asked how they would like their beverage presented.
	8	Some variety in different presentation styles for beverages, but overall standard presentation techniques. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
	6,7	Beverage presentation standard, yet unexciting. Overall good use of different glasses.
	3,4,5	Limited range of different glass types. Some attempt at basic etiquette.
	1,2	Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.
Bar/Drinks Service	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about beverage options. High standard of personal cleanliness. Prompt and efficient service. Correct glasses supplied for each beverage. Good timing on drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Bar/Drinks Quality	9,10	Knowledgeable wine advisor to assist diners with their wine choice - with knowledge of in-stock wines. Excellent variety of wines and beverages available. Wines from a variety of different cultivars available. Excellent description of wines available (verbal or written) - including year. A variety of good quality wines available by the glass. Excellent variety of beverages, liqueurs, liquor, etc - including a variety of different brands per type of beverage.
	8	Good range of wines from a variety of cultivars. Good variety of appropriate beverages - but perhaps only one brand per option. Possibly only local beverages (with limited international brands) available. Good description of wines (verbal or written).
	6,7	Wines from a number of different cultivars available but limited choice within each. Alternatively, good number of different brands within limited cultivar range. Good, standard range of beverages.
	3,4,5	Limited range of standard wines and beverages available.
	1,2	No variety and choice in beverages - only unbranded products available.
Swimming Pool Drinks Service	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about beverage options. High standard of personal cleanliness. Prompt and efficient service. Correct glasses supplied for each beverage. Good timing on drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

**D. General Service and Services**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Reservations	9,10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly striving for efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6,7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3,4,5	Reservation dealt with inefficiently. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/offered.
	1,2	Not possible to make a reservation or reservation process totally unfriendly and very poor. No confirmation of reservation provided/offered. No booking found on arrival.
Check-in and Check-out	9,10	Prompt, thorough check-in. Guest register provided and maintained. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment. Online self-check in/check out system may be provided.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct. Online self-check in/check out system may be provided.
	6,7	Registered, given key and directed to room. Information given. Bill correct. Staff obviously willing and trying to be helpful.
	3,4,5	Registered. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1,2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staff have no idea and are unwilling to assist customer. Long wait. Staff unable to cope with some forms of payment. No guest register in use.
Porter Service (Formal portage may not apply to all hotels. Refer to minimum requirements per grade)	9,10	Smart, helpful manner of staff readily available. Good knowledge of hotel facilities and local area.
	8	Willing and friendly, and reasonably knowledgeable about most matters - willing to find out. May have other duties but endeavours to be prompt.
	6,7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside hotel environment - happy to help where he/she can.
	3,4,5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.
	1,2	Bags ignored and/or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.
Friendliness and Attitude	9,10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.
	8	Cheerful demeanour and attitude. Guests will be shown to room and given necessary information - told to ask if anything else required.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1,2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
General Efficiency	9,10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated.
	6,7	Good level of efficiency. All requests dealt with pleasantly.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests.
	1,2	Poor level of efficiency. Marked reluctance to give any help.
Spa / health club / gym service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Spa booking correct and on time. Assistance with gym equipment provided. Professional trainer available for assistance in gym / health club.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.

	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Public Area Service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly, inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Conference Area Service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly, inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Guest Services "concierge/activities (many not apply to all hotels, refer to minimum requirements)" after services	9,10	Excellent level of efficiency and complete attempt to assist with all reasonable services/items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated and guests requests are some times not fulfilled.
	6,7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests and most requests not fulfilled.
	1,2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.

### E. General

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Staff Appearance	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance. Through themed uniforms and/or name badges, staff clearly identified.
	8	Approaching excellency, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean. Through themed uniforms and/or name badges, staff clearly identified.
	6,7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness. Name badges
	3,4,5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled. Name badges
	1,2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly. Name badges
Tourist Information	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guests' information requirements.
	8	As for excellent but limited range. Staff not well vested in information.
	6,7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3,4,5	Limited information at reception only. Staff have very limited knowledge.
	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication	9,10	24-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct dialing available within guest rooms. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.

	8	18-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct dialing available within guest rooms. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6,7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, cellular network, satellite telephone (if appropriate), etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access to external and internal communication throughout the day e.g. telephone, internet, cellular network, satellite telephone (if appropriate), etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.
Back of House Areas (entire description may not apply to every establishment – use fit-for-purpose principle to grade)	9,10	Back-of-house areas more than adequate for the needs of the hotel. Clean and tidy with gleaming surfaces. Staff facilities, including change rooms, lockers and a staff canteen provided and maintained in good condition. Kitchens (if applicable) well organised (separate areas for washing up, different food preparation areas, separate hand washing facilities for staff, etc.) and maintained in a good condition. Worktops and equipment in excellent condition. Storerooms tidy and clean. Receiving bays kept clean with entrances separate from guest entrances. Refuse area tidy and bins in good condition. Laundry equipment in good condition. Laundry kept tidy with store rooms in good condition.
	8	Back-of-house areas adequate for the needs of the hotel. Clean and tidy, though with one or two lapses. Not as extensive as back-of-house areas specified above. Equipment in good condition, though not new.
	6,7	Back-of-house areas adequate for the needs of the hotel, though somewhat limited. Generally clean and tidy, but not exceptionally so. Back-of-house areas not very extensive. Equipment in sound working.
	3,4,5	Back-of-house areas somewhat inadequate for the needs of the hotel. Not very tidy. Cleanliness not up to the required standard. Some equipment not in working condition.
	1,2	Back-of-house areas in poor condition. Untidy, not kept clean and generally inadequate for the needs of the hotel. Back-of-house areas visible to guests.

## GUEST HOUSE

### 1. Grading Criteria Methodology

Each establishment needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

#### A. Physical Facilities

- (i) Exterior
- (ii) Bedrooms
- (iii) Bathrooms
- (iv) Swimming Pool
- (v) Conference Facilities
- (vi) Dining Area(s)
- (vii) Spa / Gym / Health Club
- (viii) Public Areas

- B. Housekeeping
- C. Food and Beverage
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment (e.g. conference facilities), those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

The grading advisor will award a score between 1 and 10 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets (business, leisure traveller, family). The Grading Advisor will also consider whether the establishment provides a competitive service, the location and environment.

The score is defined as follows:

- Excellent 10
- Very good 9
- Good 8
- Standard 6 or 7
- Acceptable 5
- Poor 3 or 4
- Unacceptable 1 or 2

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

**Required Overall Score for each grading band:**

Grading Band		What the stars mean
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

**2. Minimum Requirements by Grade in addition to Minimum Requirements for licensing**

Establishments should conform to these requirements in addition to the minimum requirements in order to obtain a particular grade.

**2.1 General**

Criteria	1-star	2-star	3-star	4-star	5-star
High level of spaciousness throughout the guest house				X	X

**2.2 Bedrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
Minimum bedroom size requirements for double rooms, including bathrooms - Some account may be taken of limitations in older or historic properties	14 m <sup>2</sup>	16 m <sup>2</sup>	18 m <sup>2</sup>	20 m <sup>2</sup>	25 m <sup>2</sup>
Minimum bed sizes	Normal single or double	Normal single or double	Normal single or double	¾ for single, queen for double	Double for single, king for double
The bedroom should have at least two comfortable seating chairs				X	X
If appropriate televisions must have remote control and a wide choice of channels should be provided				X	X
Individually controlled air conditioning with a remote or wall-mounted control				X	X
There should be a fridge in each room				X	X
A mini-bar service – if not permanently provided – should be available upon request					X
There should be a safe in each room				X	X
There should be a hairdryer in each room				X	X



### 2.3 Bathrooms

Criteria	1-star	2-star	3-star	4-star	5-star
Separate bath and shower or shower only. If shower only, it must be a minimum size of 1 000 x 1 000mm (some leeway may be considered for older guest houses, but all new purpose-built 5-star guest houses must have separate baths and showers or showers according to minimum size)					X
Only a shower or only a bath is acceptable	X	X	X		
Separate showers must be a minimum size of 1m x 1m. Must have shower doors and NOT plastic curtains. The shower rose and other fittings to be of a superior nature and there needs to be space for toiletries, etc.				X	X
Bath with overhead shower permissible	X	X	X	X	
Bath sheets must be provided					X
An extensive range of quality guest amenities should be available					X
For new properties twin wash hand-basins are required					X

### 2.4 Services

Criteria	1-star	2-star	3-star	4-star	5-star
Porter service to be available				X	X
Guest laundry service is required				X	X
A comprehensive bedroom / bathroom turn-down service is expected to be available					X
Turn down service on request				X	

### 2.5 Food and Beverage

Criteria	1-star	2-star	3-star	4-star	5-star
There should be a served beverage service in the public lounge, deck or bar area				X	X
Meals to be provided on request in cases where sufficient notice has been given and there are no quality restaurants in the vicinity				X	X
Meals can be served in the room if the appropriate table and chair arrangement is provided				X	X

### 2.6 Social Responsibility

Criteria	1-star	2-star	3-star	4-star	5-star
A corporate social responsibility programme to be in place				X	X

## 3. Grading Criteria for Guest Houses

### A. Physical Facilities

#### 1. Exterior

Criteria	Score	Description
Signage - external to property and on grounds (take into consideration Local Authority by-laws on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1,2	No signage.
Driveway - may be tarred, well maintained paved, gravel or any other fit for purpose surface.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).

	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles. Traffic can only move in one direction, but passing areas have been allowed for and are clearly marked.
	3,4,5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles. Traffic can only move in one direction and no passing areas have been allowed for.
	1,2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable even in a 4x4 vehicle.
Parking (Guest vehicles)	9,10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	6,7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available for guests according to Local Authority By-laws.
	3,4,5	Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of bays in relation to number of rooms.
	1,2	No parking available.
	Grounds and Gardens (Under control/ management of the guest house)	9,10
8		High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
6,7		No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden. Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
3,4,5		Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design.
1,2		Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Appearance of Buildings		9,10
	8	High quality paintwork and stone/brickwork though some natural weathering may be present. All areas of paintwork to be in well-maintained condition. Some additional external features to enhance appearance.
	6,7	Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damage, cracks, etc. No evidence of recent repairs, paintwork, etc.
	1,2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

## 2. Bedrooms

Should establishment comprise of different types of rooms (i.e. rooms with different looking structures, or built at significantly different time periods) then grading should be completed for each type, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding	9,10	High quality linen (at a minimum percale, no poly-cotton), laundered and well ironed. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent) or good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6,7	Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
Beds (refer to minimum requirements per grade)	9,10	Bed sizes frequently larger than standard single size or king-sized bed. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (excellent quality). If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. Bed frames may be of an older style, but in good condition and good quality.
	6,7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. Headboards may be a simple wooden board or continental pillow.
	3,4,5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames.
	1,2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing, stains marks and holes. Creaking frame, sagging support.
Decoration	9,10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, objects d'art, etc although some styles require a "minimalist" approach. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Minimal signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
	6,7	Competent job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old with some wear and tear but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
	3,4,5	Ageing décor, which was only of an average quality to begin with. Amateurish application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition. Full, well-lined curtains with appropriate accessories, in working order. Blinds/shutters in excellent condition and of excellent quality. Curtains/blinds/shutters blocking external light. Electronic goods of excellent quality and in excellent condition.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Curtains to be full and good quality/condition. Blinds/shutters in good condition and of good quality. Curtains/blinds/shutters blocking external light. Good quality electronic goods in good condition.
	6,7	Furniture and fittings which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles - all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.
	3,4,5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings. Old electronic equipment but in good working order or new equipment in poor state of repair.
	1,2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electronic goods: Very old, not working, components broken, badly tuned, channels not conforming to directory, etc.

Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/ slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Artistically finished cement floors of good quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gapping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained treatment old and amateurishly done.
Functionality of Floor Space/ Layout / Overall impression (refer to minimum requirements per grade)	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate) – could also be an outside patio area. Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area (if within the bedroom) or bed. Unrestricted view of full mirror. All plug points functionally located. No intrusive noise from other rooms or public areas.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located. No creaky boards or intrusive noise.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located. To allow greater access some care may be taken in the positioning and design of furniture i.e. TV on a wall bracket. No intrusive noise from plumbing, corridor, lifts, etc.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located. Noisy plumbing, sounds from adjoining rooms, corridor or lifts.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points or none that are functionally located. Disturbance from music, noise in public rooms or other areas.
Temperature Control (dependent on energy supply and location. Refer to minimum requirements per grade)	9,10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition.
	8	Individual control by guest at all times. Ageing but excellent apparatus. Good quality and quiet wall mounted air-conditioners.
	6,7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here.
	3,4,5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
	1,2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.
Lighting	9,10	Overall high standard of illumination in room. Controllable dimness/glare – through dimming switches or a number of individually controlled lights/lamps. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order.

	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc. Bedside lighting control separate for each occupant.
	6,7	More than adequate room light. Quality bedside and/or bedhead lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.
	3,4,5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1,2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Accessories (Refer to minimum requirements per grade)	9,10	A wide range (a minimum of 8) to be provided in-room of the following list of high quality extras for guests e.g. fruit bowl, satellite television, remote controls, books and magazines, mending kit, air freshener, insert killer/repellent/ shoe polishing cloth or pad, biscuits, mineral water, sweets/mints/chocolates, tea tray with variety of teas/hot chocolate/coffees/milk, comprehensive well-presented room information, minibar, iron and ironing board, hair dryers, plug adaptors.
	8	A reasonable proportion of the above (a minimum of 6) provided either in-room or upon request (good quality).
	6,7	A small selection of the above (a minimum of 4) provided either in-room or upon request (good/ average quality).
	3,4,5	Two or more items only of average quality provided either in-room or upon request.
	1,2	two items or more only of very poor quality provided either in-room or upon request.

### 3. Bathrooms

Only a bath or only a shower is acceptable for all grades, although for 3-Star and above, the bath/shower must be en-suite.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Towelling (refer to minimum requirements by grade)	9,10	Full range of towel sizes - bath sheet, (additional bath towel optional), hand towel, face cloth for each guest. Provision of towelling robes on request. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6,7	Good quality bath and hand towels in sound condition.
	3,4,5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
Decoration	9,10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
Fixtures and Fittings (refer to minimum requirements by grade)	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. High quality bath of good size. Attractive shower door/ screen (no shower curtain) in excellent condition if separate shower. Attractive shower screen (no shower curtain) in excellent condition if shower/bath is combined. Fixed shower head, not merely hand shower. Good sized washbasin. Easily used, responsive controls. Hot water at all times.
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6,7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1,2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.

	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks.
Lighting	9,10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6,7	Centre light and shaving light, well positioned providing adequate light.
	3,4,5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings.
Functionality of Floor Space/ Layout	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6,7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3,4,5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1,2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet.
Accessories (refer to minimum requirements by grade)	9,10	High quality toilet paper (for example 2 ply). A wide range of following list of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6,7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3,4,5	Two or more items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1,2	two items or more from the above list of poor quality (wrapped soap or shower gel is compulsory).

#### 4. Swimming Pool

If available for guest use, swimming pools should be evaluated under this section. This includes the pool itself, poolside furniture, public toilets, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (including warning signs)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Grounds and Gardens (surrounding the pool)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment surrounding the swimming pool. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens surrounding the swimming pool. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds of swimming pool kept tidy and well maintained (whether formal or natural garden. Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.

	3,4,5	Gardens and enclosed area around swimming pool are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance around swimming pool, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Swimming pool	9,10	Pool larger than required for the size of the guest house. Maintained in excellent condition – water clean, any leaves or insects floating in the pool removed more than once a day. Good quality water pumps to ensure sufficient circulation of water. Pool sides not stained and pool in generally excellent condition.
	8	Pool larger than required for the size of the guest house. Maintained in excellent condition – water clean, any leaves or insects floating in the pool removed on a daily basis. Good quality water pumps to ensure sufficient circulation of water. Pool sides may have some stains and the pool may appear to start showing small signs of wear.
	6,7	Pool size adequate for the size of the guest house. Maintained in good condition – water clean, any leaves or insects floating in the pool removed regularly, though not every day. Pool sides starting to show signs of wear though still in good condition.
	3,4,5	Pool smaller than required for the size of the guest house. Maintained in acceptable condition – water clean, any leaves or insects floating in the pool removed from time to time. Pool sides in acceptable condition, though showing considerable signs of wear.
	1,2	Small pool inadequate to cater for the size of the guest house. Not maintained regularly. Water not clear and leaves and insects floating in the pool. Pool sides are stained and generally in poor condition.
	Pool Furniture	9,10
8		High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Adequate number of loungers available.
6,7		Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality. Loungers available, but no cushions provided.
3,4,5		Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. No loungers provided.
1,2		Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. No loungers provided.
Swimming Towels	9,10	Excellent quality swimming towels provided. Towels larger than usual. Thick, heavy, fluffy quality with plenty of pile. Towels available on loungers, with extra towels available from a poolside service trolley. Towels replaced after use.
	8	Excellent quality swimming towels provided, though not quite such heavy quality as found in excellent. Towels larger than usual. Towels available on loungers.
	6,7	Good quality swimming towels provided. Towels of average size. Towels available from service trolley or upon request.
	3,4,5	Moderate quality swimming towels provided. Towels of average size or smaller. Towels rather thin and faded. Towels available upon request.
	1,2	No swimming towels provided Very thin, small, scratchy, old, fraying, some holes, stained,

## 5. Conference Facilities

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal)	9,10	Signs in excellent condition with clear indication of the internal layout of conference area. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new) with clear indication of the internal layout of conference area. Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Signs provide indication of the internal layout of conference area, but not always clear. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design and introduction of attractive features. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and functionality. High quality and in excellent condition.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality.

	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose legs. Stained or grubby upholstery. Old, jaded, unattractive.
Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slab flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips.
	Ceiling/ Roofing	9,10
8		Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
6,7		Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
3,4,5		Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
1,2		Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights of high quality manufacture and in excellent order. Lights dimmable.
	8	High quality fittings with more than adequate spread illumination for practical use. Lights dimmable.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. Some lights dimmable
	3,4,5	Enough light for practical use, but nothing more. Fittings old, ageing, discolouration. No lights are dimmable.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No lights are dimmable.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and furniture. Coordinated attractive effect. Spacious/functional rooms. No intrusive noise in conference rooms.
	8	Good combination of décor, lighting and furniture. Limited intrusive noise in conference rooms. Reasonably spacious rooms. Coordinated décor, finishing, etc.
	6,7	Reasonable combination of décor, lighting and furniture. Some intrusive noise in conference rooms. Rooms small. Some effort towards coordinated décor, finishing, etc.
	3,4,5	Little coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Small rooms.
	1,2	No coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Extremely cramped rooms.



## 6. Dining Area(s)

Should establishment comprise of more than one separate restaurant / dining area then grading should be completed for each, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting architectural features, artwork, objects d'art, etc. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Old, jaded, unattractive. Inadequate table size - cluttered and inconvenient.
Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slato flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.

	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old, ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Table Appointment (Cognisance will be taken of the nature and style of the establishment.)	9,10	An emphasis on style and high quality (stainless steel, silver, etc.) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.
	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6,7	Middle to high range domestic cutlery and crockery - all in sound condition in uniform for a particular service and accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3,4,5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1,2	Mismatched patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
Menu Presentation (could be written, printed hard copy menu, on blackboard/or similar or verbal)	9,10	Excellent standard of presentation. If hard copy, clear, informative layout. Attractive design in excellent condition - no grease, thumbprints, wine stains, written correlations, etc. Wine set out in clear sections and majority of items available (if not available, notified on presentation of list). If verbal, presentation is clearly understood and all items described in detail. Majority of items on menu available and if not available notified on presentation of menu.
	8	High standard of presentation. If hard copy may show a little wear, though not dirty. Where a few wines or items are not available - clearly marked or verbally specified. If verbal, presentation is understood and most items described in detail.
	6,7	Good standard of presentation. If hard copy, intelligible layout but not too top quality production. Clean, not worn or grubby. Large majority of wines and items available and those that are not - clearly marked or verbally specified. If verbal, presentation reasonable and understood and some items described in detail.

	3,4,5	Poor standard of presentation. If hard copy, scrappy appearance, well used, stained. Many wines out of stock - not marked, vintages wrong. If verbal, presentation poor and not easily understood and few items described in detail.
	1,2	No menu presentation or if presentation of unacceptable quality. If hard copy, dirty, dog-eared. Difficult to read. Wine list out of date, bears little relation to what is available. If verbal, not understood and no items described in detail.
Atmosphere and Ambience	9,10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience.
	8	Harmonious combination of décor and lighting, though some aspects may seem out of place. Room somewhat less spacious and tables rather close together, though still providing sufficient space for private conversation. Perhaps busy, with some background noise. A little noise from the bar.
	6,7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas.
	3,4,5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy.
	1,2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy.

### 7. General Guest Access Areas

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. This includes: corridors, public toilets, lounges, reception areas, business centres, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, objects d'art, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Old, jaded, unattractive.

Flooring NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slabo flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old, ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6,7	Comfortable seating area but may be used for other things at times. A degree of activity/noise but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

**B. Housekeeping**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedrooms	9,10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blow bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6,7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3,4,5	Surfaces smeary/dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1,2	Very heavy dust on surfaces, high and low. Debris in wardrobe/drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.
Guest Bathrooms	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Guest Access Areas	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.
	3,4,5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/wilting plants. Ashtrays unemptied. Newspapers/books on floor. Dirty glasses/cups on tables.
Conference Areas	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers well arranged.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Everything tidy.
	3,4,5	Clean but with some dust on high and low surfaces. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dirty glasses/cups on tables.
Public Toilets	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1,2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Dining Areas	9,10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1,2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

**C. Food and Beverage**

If restaurants are outsourced, it would be graded if it is part of the establishment premises. If take-away meals are offered as a "room service" (i.e. menus of external take away operators are provided in the rooms), room service requirements will apply.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Breakfast presentation	9,10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter. Good range of hot and cold food. Preferably plated main course and eggs cooked to order (on request).
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6,7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3,4,5	Only basic breakfast and limited choice for cold and hot courses.
	1,2	Badly presented. Dull combination. No choice.
Breakfast quality	9,10	High quality fresh ingredients (where appropriate) and wide choice. Specialty foods and unusual dishes. Wide selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6,7	All ingredients of good quality - competent cooking, but no unusual or sophisticated dishes.
	3,4,5	Low quality ingredients.
	1,2	Low quality ingredients, badly cooked.
Breakfast Service	9,10	Cheerful friendly, polite, well-trained staff. A cheerful meet and greet. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. Dirties to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
	9,10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/refreshed.
Dinner/ Other meals presentation (including Room Service if available)	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.
	6,7	Attractive arrangement and garnish. Neat arrangement on plate.
	3,4,5	No real attempt to enhance appearance. No variety of colours/textures. No careful arrangement. Some drying out of food, wrinkled skin on sauce. Not particularly hot.
	1,2	Badly presented. No garnish. Dull combination. Lukewarm.
	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for most tastes.
Dinner/ Other meals Quality (including Room Service if available)	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6,7	Maybe a mixture of fresh ingredients (where appropriate) and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3,4,5	Low quality food or inexpertly prepared. Not very appetising but edible.
	1,2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.
	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
Dinner/ Other Meals Service (including Room Service if available)	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training. If room service outsourced, cutlery, plates, etc provided by the outsourced agent.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
	9,10	Appropriate glasses for all beverages. Beverages presented, poured and displayed appropriately - according to internationally accepted etiquette and the guest's specific request. Wide variety in beverage presentation. Wide variety of different glass types available as necessary. Guests asked how they would like their beverage presented.
Bar/Drinks Presentation (often not applicable in a Guest House situation)	8	Some variety in different presentation styles for beverages, but overall standard presentation techniques. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
	6,7	Beverage presentation standard, yet unexciting. Overall good use of different glasses.
	3,4,5	Limited range of different glass types. Some attempt at basic etiquette.
	1,2	Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.
	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about beverage options. High standard of personal cleanliness. Prompt and efficient service. Correct glasses supplied for each beverage. Good timing on drinks. Any further needs responded to.
Bar/Drinks Service (often not applicable in a Guest House situation)	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

Bar/Drinks Quality (often not applicable in a Guest House situation)	9,10	Knowledgeable wine advisor to assist diners with their wine choice - with knowledge of in-stock wines. Excellent variety of wines and beverages available. Wines from a variety of different cultivars available. Excellent description of wines available (verbal or written) - including year. A variety of good quality wines available by the glass. Excellent variety of beverages, liqueurs, liquor, etc - including a variety of different brands per type of beverage.
	8	Good range of wines from a variety of cultivars. Good variety of appropriate beverages - but perhaps only one brand per option. Possibly only local beverages (with limited international brands) available. Good description of wines (verbal or written).
	6,7	Wines from a number of different cultivars available but limited choice within each. Alternatively, good number of different brands within limited cultivar range. Good, standard range of beverages.
	3,4,5	Limited range of standard wines and beverages available.
	1,2	No variety and choice in beverages - only unbranded products available.

#### D. General Service and Services

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Reservations	9,10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6,7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3,4,5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/offered.
	1,2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/offered. No booking found on arrival.
Check-in and Check-out	9,10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6,7	Registered, given key and directed to room. Bill correct. Staff obviously willing and trying to be helpful.
	3,4,5	Name and address taken. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1,2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staff have no idea and are unwilling to assist customer. Long wait. Staff unable to cope with some forms of payment.
Porter Service (if available – refer to minimum requirements by grade)	9,10	Smart, helpful manner of staff readily available. Good knowledge of guest house facilities and local area.
	8	Willing and friendly, and reasonably knowledgeable about most matters - willing to find out. May have other duties but endeavours to be prompt.
	6,7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside guest house environment - happy to help where he/she can.
	3,4,5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.
	1,2	Bags ignored and/or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.
Friendliness and Attitude	9,10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.
	8	Cheerful demeanour and attitude. Guests will be shown to room and given necessary information - told to ask if anything else required.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1,2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
General Efficiency	9,10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated.
	6,7	Good level of efficiency. All requests dealt with pleasantly.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests.
	1,2	Poor level of efficiency. Marked reluctance to give any help.
Public Area Service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.

	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly, inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Conference Area Service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly, inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Guest Services	9,10	Excellent level of efficiency and complete attempt to assist with all reasonable services/items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated and guests requests are some times not fulfilled.
	6,7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests and most requests not fulfilled.
	1,2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.

### E. General

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Staff Appearance (uniforms are not a necessity, but should be able to identify staff)	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6,7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3,4,5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1,2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
Tourist Information (could be hard copy or verbal; in rooms or in general guest area)	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guests' information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6,7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3,4,5	Limited information at reception only. Staff have very limited knowledge.
	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication (Grading to be undertaken on a "fit for purpose" basis for the location and the primary source markets in terms of communication needs, type of communication and time requirement for communication.)	9,10	24-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct dialing available within guest rooms. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	18-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct dialing available within guest rooms. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6,7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, cellular network, satellite telephone (if appropriate), etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access to external and internal communication throughout the day e.g. telephone, internet, cellular network, satellite telephone (if appropriate), etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.
Back of House Areas (entire description may not apply to every establishment – use fit-for-purpose principle to grade)	9,10	Back-of-house areas more than adequate for the needs of the guest house. Clean and tidy with gleaming surfaces. Staff facilities, including change rooms, lockers and a staff canteen provided and maintained in good condition. Kitchens (if applicable) well organised (separate areas for washing up, different food preparation areas, separate hand washing facilities for staff, etc.) and maintained in a good condition. Worktops and equipment in excellent condition. Storerooms tidy and clean. Receiving bays kept clean with entrances separate from guest entrances. Refuse area tidy and bins in good condition. Laundry equipment in good condition. Laundry kept tidy with store rooms in good condition.
	8	Back-of-house areas adequate for the needs of the guest house. Clean and tidy, though with one or two lapses. Not as extensive as back-of-house areas specified above. Equipment in good condition, though not new.



	6,7	Back-of-house areas adequate for the needs of the guest house, though somewhat limited. Generally clean and tidy, but not exceptionally so. Back-of-house areas not very extensive. Equipment in sound working.
	3,4,5	Back-of-house areas somewhat inadequate for the needs of the guest house. Not very tidy. Cleanliness not up to the required standard. Some equipment not in working condition.
	1,2	Back-of-house areas in poor condition. Untidy, not kept clean and generally inadequate for the needs of the guest house. Back-of-house areas visible to guests.

## BED AND BREAKFAST

### 1. Grading Criteria Methodology

Each establishment needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

- A. Physical Facilities
  - (i) Exterior
  - (ii) Bedrooms
  - (iii) Bathrooms
  - (iv) Swimming Pool
  - (v) Conference Facilities
  - (vi) Dining Area(s)
  - (vii) Spa / Gym / Health Club
  - (viii) Public Areas
- B. Housekeeping
- C. Food and Beverage
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment (e.g. conference facilities), those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

The grading advisor will award a score between 1 and 10 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets (business, leisure traveller, family). The Grading Advisor will also consider whether the establishment provides a competitive service, the location and environment.

The score is defined as follows:

- Excellent                    10
- Very good                    9
- Good                            8
- Standard                      6 or 7

- Acceptable 5
- Poor 3 or 4
- Unacceptable 1 or 2

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

#### Required Overall Score for each grading band:

Grading Band		What the stars mean
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

## 2. Minimum Requirements by Grade in addition to Minimum Requirements for : licensing

Establishments should conform to these requirements in addition to the minimum requirements

### 2.1 General

Criteria	1-star	2-star	3-star	4-star	5-star
High level of spaciousness throughout the bed and breakfast				X	X
A communal lounge area with comfortable chairs should be available for guest use				X	X

**2.2 Bedrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
Minimum bedroom size requirements for double rooms, including bathrooms - Some account may be taken of limitations in older or historic properties	14 m <sup>2</sup>	16 m <sup>2</sup>	18 m <sup>2</sup>	20 m <sup>2</sup>	25 m <sup>2</sup>
Minimum bed sizes	Normal single or double	Normal single or double	Normal single or double	¾ for single, queen for double	Double for single, king for double
The bedroom should have at least two comfortable seating chairs				X	X
If appropriate televisions must have remote control and a wide choice of channels should be provided				X	X
Individually controlled air conditioning with a remote or wall-mounted control					X
There should be a hairdryer in each room				X	X

**2.3 Bathrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
All guest bedrooms should have private / en-suite bathrooms				X	X
Separate bath and shower					X
Bath with overhead shower permissible	X	X	X	X	
Showers must be a minimum size of 900 x 900cm. Must have shower doors and NOT plastic curtains. The Shower rose to be of a superior nature and there needs to be space for toiletries, etc.				X	X
Bath sheets must be provided					X
An extensive range of quality guest amenities should be available					X
For new properties twin wash hand-basins are required					X

**2.4 Services**

Criteria	1-star	2-star	3-star	4-star	5-star
Porter (or similar) service to be available				X	X
Guest laundry service is required				X	X
A comprehensive bedroom / bathroom turn-down service is expected to be available					X

**2.5 Food and Beverage**

Criteria	1-star	2-star	3-star	4-star	5-star
Meals to be provided on request in cases where sufficient notice has been given and there are no quality restaurants in the vicinity				X	X
Meals can be served in the room if the appropriate table and chair arrangement is provided				X	X

**2.6 Social Responsibility**

Criteria	1-star	2-star	3-star	4-star	5-star
A corporate social responsibility programme to be in place				X	X

**3. GRADING CRITERIA****A. Physical Facilities****1. Exterior**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage - external to property and on grounds (take into consideration Local Authority by-laws on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1,2	No signage.
Driveway - may be tar, brick, gravel, or any other fit for purpose surface.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles. Traffic can only move in one direction, but passing areas have been allowed for and are clearly marked.
	3,4,5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles. Traffic can only move in one direction and no passing areas have been allowed for.
	1,2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable even in a 4x4 vehicle.
Parking (Guest vehicles)	9,10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	6,7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available for guests according to Local Authority By-laws.
	3,4,5	Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of bays in relation to number of rooms.
	1,2	No parking available.
Grounds and Gardens (Under control/ management of the bed and breakfast)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden. Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3,4,5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Appearance of Buildings	9,10	In new buildings, absence of weathering, well-maintained paintwork, an overall clean and quality look. Alternatively, in older buildings, no unsightly staining (be aware of paint finishes that on purpose have a stained look) and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting. Addition of attractive architectural features (applicable to market), etc.
	8	High quality paintwork and stone/brickwork though some natural weathering may be present. All areas of paintwork to be in well-maintained condition. Some additional external features to enhance appearance.
	6,7	Paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Woodwork generally in sound condition, though some areas of paint may be ageing and rather weathered. Small defects, damage, cracks, etc. No evidence of recent repairs, paintwork, etc.
	1,2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

## 2. Bedrooms

Should establishment comprise of different types of rooms (i.e. rooms with different looking structures, or built at significantly different time periods) then grading should be completed for each type, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding	9,10	High quality linen (at a minimum percale, no poly-cotton), laundered and well ironed. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent) or good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6,7	Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
Beds (refer to minimum requirements by grade)	9,10	Bed sizes frequently larger than standard single size. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (excellent quality). If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. Bed frames may be of an older style, but in good condition and good quality.
	6,7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. Headboards may be a simple wooden board or continental pillow.
	3,4,5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames.
	1,2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing, stains marks and holes. Creaking frame, sagging support.
Decoration	9,10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination of patterns, colours and textures. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Minimal signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
	6,7	Competent job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old with some wear and tear but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
	3,4,5	Ageing décor, which was only of an average quality to begin with. Amateurish application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Excellent quality and condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space. Attractive comfortable easy seating with upholstery in excellent condition. Full, well-lined curtains with appropriate accessories, in working order. Blinds/shutters in excellent condition and of excellent quality. Curtains/blinds/shutters blocking external light. Electronic goods of excellent quality and in excellent condition.
	8	High quality of materials may show some signs of use. Alternatively new, good quality furniture and fittings. Curtains to be full and good quality/condition. Blinds/shutters in good condition and of good quality. Curtains/blinds/shutters blocking external light. Good quality electronic goods in good condition.
	6,7	Furniture and fittings which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No jarringly uncoordinated styles - all furniture to be of a broadly similar standard. Medium quality electronic goods in good working order.
	3,4,5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Thin, short, skimpy curtains. Some stains, marks on soft fittings. Old electronic equipment but in good working order or new equipment in poor state of repair.
	1,2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electronic goods: Very old, not working, components broken, badly tuned, channels not conforming to directory, etc.

Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/ slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Artistically finished cement floors of good quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Functionality of Floor Space/ Layout / Overall impression (refer to minimum requirements by grade)	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (if market appropriate) – could also be an outside patio area. Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area (if within the bedroom) or bed. Unrestricted view of full mirror. All plug points functionally located. No intrusive noise from other rooms or public areas.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a separate sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located. No creaky boards or intrusive noise.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located. To allow greater access some care may be taken in the positioning and design of furniture i.e. TV on a wall bracket. No intrusive noise from plumbing, corridor, lifts, etc.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located. Noisy plumbing, sounds from adjoining rooms, corridor or lifts.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points or none that are functionally located. Disturbance from music, noise in public rooms or other areas.
	Temperature Control (dependent on energy supply and location) (refer to minimum requirements by grade)	9,10
8		Individual control by guest at all times. Ageing but excellent apparatus. Good quality and quiet wall mounted air-conditioners.
6,7		Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners or free apparatus apply here.
3,4,5		Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
1,2		Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room.
Lighting	9,10	Overall high standard of illumination in room. Controllable dimness/glare – either through dimming switches or a number of individually controlled lights/lamps. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc. Bedside lighting control separate for each occupant.

	6,7	More than adequate room light. Quality bedside and/or bedhead lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.
	3,4,5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1,2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Accessories (refer to minimum requirements by grade)	9,10	A wide range (a minimum of 8) to be provided in-room of the following list of high quality extras for guests e.g. fruit bowl, plants, satellite television, remote controls, books and magazines, mending kit, air freshener, insect killer/repellent, shoe polishing cloth or pad, biscuits, mineral water, sweets/mints/chocolates, tea tray with variety of teas/hot chocolate/coffees/milk, comprehensive well presented room information, minibar, iron and ironing board, hair dryers, plug adaptors.
	8	A reasonable proportion of the above (a minimum of 6) provided either in-room or upon request (good quality).
	6,7	A small selection of the above (a minimum of 4) provided either in-room or upon request (good/ average quality).
	3,4,5	Two or more items only of average quality provided either in-room or upon request.
	1,2	Two items or more only of very poor quality provided either in-room or upon request.

### 3. Bathrooms

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Towelling (refer to minimum requirements by grade)	9,10	Full range of towel sizes - bath sheet, (additional bath towel optional), hand towel, face cloth for each guest. Provision of towelling robes on request. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6,7	Good quality bath and hand towels in sound condition.
	3,4,5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
Decoration	9,10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
Fixtures and Fittings (refer to minimum requirements by grade)	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. High quality bath of good size. Attractive shower door/ screen (no shower curtain) in excellent condition if separate shower. Attractive shower screen (no shower curtain) in excellent condition if shower/bath is combined. Fixed shower head, not merely hand shower. Good sized washbasin. Easily used, responsive controls. Hot water at all times.
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6,7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1,2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage etc.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.

Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks.
Lighting	9,10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6,7	Centre light and shaving light, well positioned providing adequate light.
	3,4,5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings.
Functionality of Floor Space/ Layout	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6,7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3,4,5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1,2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet.
Accessories (refer to minimum requirements by grade)	9,10	High quality toilet paper (for example 2 ply). A wide range of following list of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6,7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3,4,5	Two or more items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1,2	Two items or more from the above list of poor quality (wrapped soap or shower gel is compulsory).

#### 4. Dining Area

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting architectural features, artwork, objects d'art, etc. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors. Well-spaced chairs of appropriate height for tables. Coordinated design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Old, jaded, unattractive. Inadequate table size - cluttered and inconvenient.



Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slabo flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old, ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Table appointment (Cognisance will be taken of the nature and style of the establishment.)	9,10	An emphasis on style and high quality (stainless steel, silver, etc) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.
	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6,7	Middle to high range domestic cutlery and crockery - all in sound condition with uniform for a particular service and accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3,4,5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1,2	Mismatched patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
Atmosphere and Ambience	9,10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience.
	8	Harmonious combination of décor and lighting, though some aspects may seem out of place. Room somewhat less spacious and tables rather close together, though still providing sufficient space for private conversation. Perhaps busy, with some background noise. A little noise from the bar.
	6,7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas.
	3,4,5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy.
	1,2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy.

### 5. General Guest Access Areas

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (as appropriate for style and size of establishment)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage
Decoration (This would apply to owner's living areas if visible to the guest)	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, objects d'art, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings (This would apply to owner's living area if visible to guest)	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. Old, jaded, unattractive.
Flooring (This would apply to owner's living area if visible to guest)	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing (This would apply to owner's living area if visible to guest)	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.

Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights and shades of high quality manufacture and in excellent order.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old, ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Atmosphere and Ambience (This would apply to owner's living area if visible to guest)	9,10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6,7	Comfortable seating area but may be used for other things at times. A degree of activity/noise but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

## B. Housekeeping

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedrooms	9,10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6,7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well-arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3,4,5	Surfaces smeary/dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1,2	Very heavy dust on surfaces, high and low. Debris in wardrobe/drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.
Guest Bathrooms	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
General Guest Access Areas (This would apply to owner's living area if visible to guests)	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well-polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.
	3,4,5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/wilting plants. Ashtrays unemptied. Newspapers/books on floor. Dirty glasses/cups on tables.
Dining Areas	9,10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1,2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

**C. Food**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Breakfast presentation	9,10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter. Good range of hot and cold food. Preferably plated main course and eggs cooked to order.
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6,7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3,4,5	Only basic breakfast and limited choice for cold and hot courses.
	1,2	Badly presented. Dull combination. No choice.
Breakfast quality	9,10	High quality fresh ingredients (where appropriate) and wide choice. Specialty foods and unusual dishes. Wide selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6,7	All ingredients of good quality - competent cooking, but no unusual or sophisticated dishes.
	3,4,5	Low quality ingredients.
	1,2	Low quality ingredients, badly cooked.
Breakfast Service	9,10	Cheerful friendly, polite, well-trained staff. A cheerful meet and greet. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. DIRTIES to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

**D. General Service and Services**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Reservations	9,10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6,7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3,4,5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/offered.
	1,2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/offered. No booking found on arrival.
Check-in and Check-out	9,10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6,7	Registered, given key and directed to room. Bill correct. Staff obviously willing and trying to be helpful.
	3,4,5	Name and address taken. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1,2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staff have no idea and are unwilling to assist customer. Long wait. Staff unable to cope with some forms of payment.
Friendliness and Attitude	9,10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.
	8	Cheerful demeanour and attitude. Guests will be shown to room and given necessary information - told to ask if anything else required.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	Neutral behaviour - no particular enthusiasm - just doing the job.
General Efficiency	1,2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
	9,10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated.
	6,7	Good level of efficiency. All requests dealt with pleasantly.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests.
1,2	Poor level of efficiency. Marked reluctance to give any help.	

Guest Services	9,10	Excellent level of efficiency and complete attempt to assist with all reasonable services/items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated and guests requests are some times not fulfilled.
	6,7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests and most requests not fulfilled.
	1,2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.

### E. General

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Staff Appearance (uniforms are not a necessity, but should be able to identify staff)	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6,7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3,4,5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1,2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
Tourist Information (could be hard copy or verbal; in rooms or in general guest area)	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guests' information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6,7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3,4,5	Limited information at reception only. Staff have very limited knowledge.
	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication (Grading to be undertaken on a "fit for purpose" basis in the location and the primary source markets in terms of communication needs, type of communication and time requirement for communication.)	9,10	18-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	12-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct dialling available within guest rooms. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6,7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, cellular network, satellite telephone (if appropriate), etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access to external and internal communication throughout the day e.g. telephone, internet, cellular network, satellite telephone (if appropriate), etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.

## SAFARI LODGES AND CAMPS

### 1. Grading Criteria Methodology

Each establishment needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

#### A. Physical Facilities

- (i) Exterior
- (ii) Bedrooms
- (iii) Bathrooms
- (iv) Swimming Pool

- (v) Conference Facilities
- (vi) Dining Area(s)
- (vii) Spa / Gym / Health Club
- (viii) Public Areas

- B. Housekeeping
- C. Food and Beverage
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment (e.g. conference facilities), those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

If a lodge or safari camp has a fly camp (i.e. a temporary remote camp), the facilities provided at the fly camp should be evaluated in the same way as the lodge itself, and the average scores applied (e.g. bedrooms at the fly camp should be evaluated as a different type of bedroom provided at the lodge, and the average for all different types of bedrooms should be used as the score).

The strength and extent of lighting provided in all areas must be judged according to fit-for-purpose based on the location of the establishment and type of power used i.e. if solar power is used, then the number of lights may be less and strength of lights may be weaker. The establishment's score should not be penalized based on these restrictions. The grading for quantity and quality of fittings remains the same.

In respect of flooring, there may be a high quality natural alternative to carpeting, tiles or wooden floors in all levels. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.

The grading advisor will award a score between 1 and 5 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets. It will also consider the location and environment of the establishment.

The score is defined as follows:

- Excellent 10
- Very good 9
- Good 8
- Standard 6 or 7
- Acceptable 5
- Poor 3 or 4
- Unacceptable 1 or 2

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

**Required Overall Score for each grading band:**

Grading Band		What the stars mean
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

**2. Minimum Requirements by Grade in addition to Minimum Requirements for licensing**

Establishments should conform to these requirements in addition to the minimum requirements in order to obtain a particular grade.

**2.1 General**

Criteria	1-star	2-star	3-star	4-star	5-star
High level of spaciousness throughout the lodge or safari camp.				X	X

**2.2 Bedrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
Minimum bedroom size requirements for double rooms, including bathrooms - Some account may be taken of limitations in older or historic properties	14 m <sup>2</sup>	16 m <sup>2</sup>	18 m <sup>2</sup>	20 m <sup>2</sup>	25 m <sup>2</sup>
Minimum bed sizes	Normal single or double	Normal single or double	Normal single or double	¾ for single, queen for double	Double for single, king for double
The bedroom should have at least two comfortable seating chairs				X	X
Heating and cooling (where electricity is provided): Ceiling fans/air conditioning with a remote or wall-mounted control preferred.				X	X
There should be a hairdryer in each room (where electricity is available)				X	X

**2.3 Bathrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
All rooms to have en-suite bath / shower rooms			X	X	X
Separate bath and shower or shower only. If shower only, it must be a minimum size of 1m x 1m (some leeway may be considered for older lodges and safari camps, but all new purpose-built 5-star lodges and safari camps must have separate baths and showers or showers according to minimum size)					X
Bath with overhead shower permissible	X	X	X	X	
Only a shower and no bath is acceptable	X	X	X		
Separate showers must be a minimum size of 1m x 1m and there needs to be space for toiletries, etc.				X	X
Bath sheets must be provided					X
An extensive range of quality guest amenities should be available					X
For new properties twin wash hand-basins are required					X

**2.4 Services**

Criteria	1-star	2-star	3-star	4-star	5-star
Porter service to be available			X	X	X
Guest laundry service is required				X	X
Transport service to be available to guests – either in the form of taxis or a lodge shuttle service (could be outsourced)				X	X
A comprehensive bedroom / bathroom turn-down service is expected to be available					X
Private external areas				X	X
Private pool					X
Private butler					X
Game drive kit (binoculars, in-house, cameras, mobile canteens etc)					X

**2.5 Food and Beverage**

Criteria	1-star	2-star	3-star	4-star	5-star
There should be a served beverage service in the public lounge, deck or bar area				X	X
Meals can be served in the room if the appropriate table and chair arrangement is provided	X	X	X	X	X

**2.6 Social Responsibility**

Criteria	1-star	2-star	3-star	4-star	5-star
A corporate social responsibility programme to be in place				X	X



### 3. Grading Criteria for safari lodges and camps

#### A. Physical Facilities

##### 1. Exterior

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (if applicable) - external to property and on grounds (take into consideration Local Authority by-laws on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1,2	No signage.
Driveway - may be tar, brick, gravel, or any other fit for purpose surface. Assessment of surface to take into consideration the geological surface per location.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles. Traffic can only move in one direction, but passing areas have been allowed for and are clearly marked.
	3,4,5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles. Traffic can only move in one direction and no passing areas have been allowed for.
	1,2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable even in a 4x4 vehicle.
Parking (Guest vehicles)	9,10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	6,7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available for guests according to Local Authority By-laws.
	3,4,5	Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of bays in relation to number of rooms.
	1,2	No parking available.
Grounds and Gardens (extent of gardening/ grounds to be judged on a "fit for purpose" basis. Some establishments may have no actual garden but is set totally in natural environment with as little impact on the nature as possible. Establishments may not be penalised for no grounds/ gardens if it is fitting with the environment)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3,4,5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Appearance of Buildings	9,10	In new structures or buildings, material (e.g. brick, stone or other natural material) in excellent condition (like new), absence of weathering, fresh well-maintained paintwork or stone wall, an overall clean and "new" look. Alternatively, in older buildings or structures, material (e.g. brick, stone or other natural material) well-maintained, no unsightly staining or chipping and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting (as appropriate in location). Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of stone or other natural material, paintwork, windows, drains, etc. Though some weathering may be present. All areas to be in sound condition. Some additional external features to enhance appearance.

	6,7	Stone or other natural material, paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Stone or other natural material generally in sound condition, though some areas of paint may be ageing and stonework chipping and rather weathered. Small defects, damage and cracks visible. No evidence of recent repairs, paintwork, etc.
	1,2	Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork, cracked stone). Flaking paint, illegible signs, rotting exposed wood.

## 2. Bedrooms

Should establishment comprise of different types of rooms (i.e. rooms with different looking structures, or built at significantly different time periods) then grading should be completed for each type, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding	9,10	High quality linen (e.g. percale, but no polycotton), laundered and well ironed. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent) or good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6,7	Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
Beds (refer to minimum requirements by grade)	9,10	Bed sizes frequently larger than standard single size or king-sized bed. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (excellent quality). Concrete bases acceptable as long as interesting design features added and of excellent workmanship and fits with overall design. If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though not new. Bed frames may be of an older style, but in good condition and good quality.
	6,7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. Headboards may be a simple wooden board or continental pillow.
	3,4,5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames.
	1,2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing, stains marks and holes. Creaking frame, sagging support.
Decoration	9,10	High quality wall covering. Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, objects d'art, etc although some styles require a "minimalist" approach. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Minimal signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
	6,7	Competent job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old with some wear and tear but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
	3,4,5	Ageing décor, which was only of an average quality to begin with. Amateurish application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Mismatch of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space (all materials allowed as long as fits with overall design and of good quality/workmanship). Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Where applicable, full, well-lined curtains with appropriate accessories, in working order.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Where applicable, curtains to be full and curtains or tent flaps effective in retaining heat/ keeping out light and all in working order.
	6,7	Furniture which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No uncoordinated styles - all furniture to be of a broadly similar standard.
	3,4,5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Some stains, marks on soft fittings. Where applicable, thin, short, skimpy curtains.
	1,2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained, worn upholstery. Where applicable, Thin, unlined curtains.

Flooring	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats, where applicable. Artistically finished cement floors of high quality and workmanship acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but with high quality rugs, where applicable. Painted cement floors acceptable, if of good quality and fits with overall design.
	6,7	Wooden, tiled, slasto or stone floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Chipped wooden, tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Functionality of Floor Space/ Layout / Overall Impression (refer to minimum requirements per grade)	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (either in room or on patio). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area or bed (TV in room not compulsory, dependent on reception and lodge experience). Unrestricted view of full mirror. All plug points functionally located, if applicable.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a self-contained sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located, if applicable.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points area functionally located, if applicable.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located, if applicable.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points or none that are functionally located, if applicable.
Temperature Control (dependent on energy supply and location) (refer to minimum requirements by grade)	9,10	Thermostatically and individually controlled heating and/or cooling system (not necessarily air-conditioning) capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning or other heating/cooling, significant other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.
	8	Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners or other means (e.g. ceiling fans) (if appropriate). If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.
	6,7	Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here (if appropriate). If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.
	3,4,5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.
	1,2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.
Lighting	9,10	Overall high standard of illumination in room. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc. Bedside lighting control separate for each occupant.

	6,7	More than adequate room light. Quality bedside and/or bedhead lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.
	3,4,5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1,2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Accessories (Refer to minimum requirements per grade)	9,10	A wide range (a minimum of 8) to be provided in-room of the following list of high quality extras for guests e.g. fruit bowl, plants, satellite television, remote controls, books and magazines, mending kit, air freshener, insect killer/repellent, shoe polishing cloth or pad, biscuits, mineral water, sweets/mints/chocolates, tea tray with variety of teas/hot chocolate/coffees/milk, comprehensive well presented room information, minibar, iron and ironing board, hair dryers, plug adaptors.
	8	A reasonable proportion of the above (a minimum of 6) provided either in-room or upon request (good quality).
	6,7	A small selection of the above (a minimum of 4) provided either in-room or upon request (good/ average quality).
	3,4,5	Two or more items only of average quality provided either in-room or upon request.
	1,2	Two items or more only of very poor quality provided either in-room or upon request.

### 3. Bathrooms

Only a bath or only a shower is acceptable for all grades; for 4 and 5-star, only an open-air shower is not acceptable, an internal or at least covered option should also be provided.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Towelling (refer to minimum requirements by grade)	9,10	Full range of towel sizes - bath sheet, (additional bath towel optional), hand towel, face cloth for each guest. Provision of towelling robes on request. Thick, heavy, fluffy quality with plenty of pile. Replace daily or after each use (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6,7	Good quality bath and hand towels in sound condition.
	3,4,5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
Decoration	9,10	Highest quality wall coverings. Tiles/stones well fitted. Grouting in excellent condition. No marks, stains, condensation damage. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
Fixtures and Fittings (no curtains/screens required for outside showers) (refer to minimum requirements by grade)	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy and high quality bath of good size. Attractive shower door/ screen (no shower curtain) in excellent condition if shower/bath is combined. Fixed shower head, not merely hand shower. Good sized washbasin. Easily used, responsive controls. Hot water at all times (dependent on location and energy/water supply).
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6,7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1,2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
Flooring	9,10	Highest quality floor coverings. Tiled, slasto or stone flooring professionally fitted, with high quality rugs, where applicable. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable. All flooring to be sealed.

	8	Tiled, slasto or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	6,7	Chipped tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition. All flooring to be sealed.
	3,4,5	Ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition. Flooring not sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions with numerous chips and entire pieces missing. Flooring not sealed.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks. Limited possibility of enclosing bathroom in winter (where temperatures are low).
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks. No possibility of enclosing bathroom in winter (where temperatures are low).
Lighting	9,10	Lighting effectiveness for all purposes. Excellent quality fittings.
	8	High standard of light fittings - possibly supplementary lights.
	6,7	Centre light well positioned providing adequate light.
	3,4,5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings.
Functionality of Floor Space/ Layout	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6,7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3,4,5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1,2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet.
Accessories (refer to minimum requirements by grade)	9,10	High quality toilet paper (for example 2-ply). A wide range of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, laundry rack (on request), etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6,7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3,4,5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1,2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

#### 4. Swimming Pool

If available for guest use, swimming pools should be evaluated under this section. This includes the pool itself, poolside furniture, public toilets, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage, where applicable (including warning signs)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Grounds and Gardens (surrounding the pool)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment surrounding the swimming pool. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens surrounding the swimming pool. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds of swimming pool kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3,4,5	Gardens and enclosed area around swimming pool are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance around swimming pool, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Swimming pool	9,10	Pool maintained in excellent condition – water clean, any leaves or insects floating in the pool removed more than once a day. Good quality water pumps to ensure sufficient circulation of water. Pool sides not stained and pool in generally excellent condition.
	8	Pool maintained in excellent condition – water clean, any leaves or insects floating in the pool removed on a daily basis. Good quality water pumps to ensure sufficient circulation of water. Pool sides may have some stains and the pool may appear to start showing small signs of wear.
	6,7	Pool maintained in good condition – water clean, any leaves or insects floating in the pool removed regularly, though not every day. Pool sides starting to show signs of wear though still in good condition.
	3,4,5	Pool maintained in acceptable condition – water clean, any leaves or insects floating in the pool removed from time to time. Pool sides in acceptable condition, though showing considerable signs of wear.
	1,2	Pool not maintained regularly. Water not clear and leaves and insects floating in the pool. Pool sides are stained and generally in poor condition.
Pool Furniture	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. More than sufficient loungers and tables and chairs available. All chairs and loungers furnished with good quality cushions.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Adequate number of loungers available.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality. Loungers available, but no cushions provided.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. No loungers provided.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. No loungers provided.

Swimming Towels	9,10	Excellent quality swimming towels provided. Towels larger than usual. Thick, heavy, fluffy quality with plenty of pile. Towels available on loungers, with extra towels available from a poolside service trolley. Towels replaced after use.
	8	Excellent quality swimming towels provided, though not quite such heavy quality as found in excellent. Towels larger than usual. Towels available on loungers.
	6,7	Good quality swimming towels provided. Towels of average size. Towels available from service trolley or upon request.
	3,4,5	Moderate quality swimming towels provided. Towels of average size or smaller. Towels rather thin and faded. Towels available upon request.
	1,2	No swimming towels provided. Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.

### 5. Conference Facilities

If conference facilities are available at the lodge, they should be evaluated under this section. The nature of the property should be taken into consideration when evaluating the conference facilities.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal) (internal signage may be verbal on arrival)	9,10	Signs in excellent condition with clear indication of the internal layout of conference area. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new) with clear indication of the internal layout of conference area. Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Signs provide indication of the internal layout of conference area, but not always clear. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design and introduction of attractive features. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and functionality. High quality and in excellent condition.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive.
Flooring	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Artistically finished cement floors of high quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places.

	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights of high quality manufacture and in excellent order. Lights dimmable.
	8	High quality fittings with more than adequate spread illumination for practical use. Lights dimmable.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. Some lights dimmable
	3,4,5	Enough light for practical use, but nothing more. Fittings <b>old</b> , ageing, discolouration. No lights are dimmable.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No lights are dimmable.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and furniture. Coordinated attractive effect. Spacious/functional rooms. No intrusive noise in conference rooms.
	8	Good combination of décor, lighting and furniture. Limited intrusive noise in conference rooms. Reasonably spacious rooms. Coordinated décor, finishing, etc.
	6,7	Reasonable combination of décor, lighting and furniture. Some intrusive noise in conference rooms. Rooms small. Some effort towards coordinated décor, finishing, etc.
	3,4,5	Little coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Small rooms.
	1,2	No coordination of décor, lighting and furniture. Significant intrusive noise in conference rooms. Extremely cramped rooms.

## 6. Dining Areas

All areas used for dining purposes must be graded, i.e. formal dining room, lapas, bomas, outside picnic or braai areas, etc. Should the establishment have more than one separate dining area then grading should be completed for each, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration (Not necessarily relevant for bomas and outside dining areas; wall covering could be canvas or in other material)	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting features, artwork, objects d'art, etc. No evidence of ageing, wear and tear. High quality professional finish. If natural stone used for wall covering, in excellent condition.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, tears or scuffs. Professional workmanship. If natural stone used for wall covering, in good condition.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship. If natural stone used for wall covering, in reasonable condition showing some ageing.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired. If natural stone used for wall covering, in poor condition.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unightly paintwork or exposed wiring. If natural stone used for wall covering, in unacceptable condition.



Furniture and Fittings (Relevant for bomas and outside dining areas)	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. Inadequate table size - cluttered and inconvenient.
Flooring (Not necessarily relevant for bomas and outside dining areas)	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but with high quality rugs. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	6,7	Wooden, tiled, slasto or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Chipped wooden, tiled, slasto or stone floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing (Relevant for bomas or similar covered structures but not for outside dining areas)	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting (May be less stringently applied in bomas and outside dining areas.)	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings <b>old</b> , ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Table appointment (Relevant for bomas and outside dining areas)	9,10	An emphasis on style and high quality (stainless steel, silver, etc) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.

	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6,7	Middle to high range domestic cutlery and crockery - all in sound condition and main service matching. Perhaps accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3,4,5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1,2	Mismatched patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
Menu Presentation (could be written, printed hard copy menu, on blackboard/or similar or verbal) (May not applicable in the lodge environment)	9,10	Excellent standard of presentation. If hard copy, clear, informative layout. Attractive design in excellent condition - no grease, thumbprints, wine stains, written correlations, etc. Wine set out in clear sections and majority of items available (if not available notified on presentation of list). If verbal, presentation is clearly understood and all items described in detail. Majority of items on menu available and if not available notified on presentation of menu.
	8	High standard of presentation. If hard copy may show a little wear, though not dirty. Where a few wines or items are not available - clearly marked or verbally specified. If verbal, presentation is understood and most items described in detail.
	6,7	Good standard of presentation. If hard copy, intelligible layout but not too top quality production. Clean, not worn or grubby. Large majority of wines and items available and those that are not - clearly marked or verbally specified. If verbal, presentation reasonable and understood and some items described in detail.
	3,4,5	Poor standard of presentation. If hard copy, scrappy appearance, well used, stained. Many wines out of stock - not marked, vintages wrong. If verbal, presentation poor and not easily understood and few items described in detail.
Atmosphere and Ambience (Relevant for bomas and outside dining areas)	9,10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience. Family tables only acceptable.
	8	High standard of fabric. Perhaps busy, with some background noise. Tables rather close together. A little noise from the bar. Family tables only acceptable.
	6,7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas. Family tables only acceptable.
	3,4,5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy. Family tables only acceptable.
	1,2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy. Family tables only acceptable.

### 7. Spa / Health Club / Gym

Should establishment comprise of both a spa and health club / gym then grading should be completed for each facility, and the average score for the sections applied. The nature of the property should be considered when evaluating the spa / health club / gym.

Criteria	Score	Description
Signage (Internal) (internal signage may be verbal on arrival)	9,10	Signs in excellent condition with clear indication of the internal layout of spa / health club / gym area. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new) with clear indication of the internal layout of spa / health club / gym area. Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Signs provide indication of the internal layout of spa / health club / gym area, but not always clear. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design and introduction of attractive features. No evidence of ageing, wear and tear (some historical locations excepted). High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.

	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture, Fittings and Equipment	9,10	High degree of comfort and functionality. High quality and in excellent condition. Good variety of equipment in excellent condition.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "well-used/ lived-in" feel. Alternatively, more moderate quality furniture/ excellent in excellent condition. Reasonable variety of equipment in excellent condition.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture/ equipment of medium quality. Reasonable variety of equipment in good condition.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality furniture/ equipment. Little variety in equipment of acceptable condition.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. Limited equipment in poor condition.
		9,10
Flooring	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Artistically finished cement floors of high quality and workmanship acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips.
		9,10
Ceiling/ Roofing	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
		9,10
Lighting	8	High quality fittings with more than adequate spread illumination for practical use. Lights dimmable in treatment rooms.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. Some lights dimmable in treatment rooms.
	3,4,5	Enough light for practical use, but nothing more. Fittings <b>old</b> , ageing, discolouration. No lights are dimmable.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser. No lights are dimmable.

Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and furniture. Coordinated attractive effect. Spa should create a peaceful effect, while a health club or gym is expected to be more functional. No intrusive noise in spa treatment rooms.
	8	Good combination of décor, lighting and furniture. Limited intrusive noise in spa treatment rooms. Coordinated décor, finishing, etc.
	6,7	Reasonable combination of décor, lighting and furniture. Some intrusive noise in spa treatment rooms. Some effort towards coordinated décor, finishing, etc.
	3,4,5	Little coordination of décor, lighting and furniture. Significant intrusive noise in spa treatment rooms.
	1,2	No coordination of décor, lighting and furniture. Significant intrusive noise in spa treatment rooms.

### 8. Public Areas

All areas other than the areas previously mentioned, which are inside a building and are accessible to guests and the public should be evaluated under this section. This includes: corridors, public toilets, lounges, recreational areas, outside seating areas, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal) (internal signage may be verbal on arrival)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, objects d'art, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive.
Flooring	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slato flooring, professionally laid and in pristine condition with high quality occasional rugs or mats, if applicable. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.

	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings <b>old</b> , ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Outdoor guest seating/relaxation areas (this may include private terraces adjacent to the rooms or general seating areas)	9,10	Provision of high quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/seating facilities in excellent condition. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
	8	Provision of good quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/seating facilities in good condition but showing some wear. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
	6,7	Provision of reasonable quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment, but insufficient to cater for all guests. Furniture/seating facilities in reasonable condition - showing some wear but evidence of maintenance. Outdoor seating area has an attractive appearance for most of the year, however some evidence of disorder or rubbish/litter.
	3,4,5	Provision of poor quality outdoor furniture/seating facilities and insufficient to cater for all guests. Furniture/seating facilities in poor condition - showing significant wear and no evidence of maintenance. Outdoor seating area has an unattractive with evidence of disorder or rubbish/litter.
	1,2	No outdoor relaxation areas provided.

Recreational facilities (e.g. games rooms/areas, hides, game drive vehicles, etc. – not to assess the extent of facilities provided, only the quality/condition of actual facilities offered).	9,10	Recreational facilities (either provided on the premises or offered on other premises) provided of excellent quality and in excellent condition.
	8	Recreational facilities (either provided on the premises or offered on other premises) provided of good quality and in good condition (showing some wear but evidence of maintenance). Or of high quality but only reasonable condition.
	6,7	Recreational facilities (either provided on the premises or offered on other premises) provided of reasonable quality and in reasonable condition (showing wear and maintenance seem haphazard).
	3,4,5	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in poor condition (showing considerable wear and maintenance seem haphazard).
	1,2	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in total state of disrepair. No evidence of maintenance.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6,7	Comfortable seating area but may be used for other things at times. A degree of activity/noise but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

### C. Housekeeping

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedrooms	9,10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6,7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3,4,5	Surfaces smeary/dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1,2	Very heavy dust on surfaces, high and low. Debris in wardrobe/drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.
Guest Bathrooms	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Public Areas	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.
	3,4,5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/wilting plants. Ashtrays unemptied. Newspapers/books on floor. Dirty glasses/cups on tables.

Conference Areas	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers well arranged.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Everything tidy.
	3,4,5	Clean but with some dust on high and low surfaces. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dirty glasses/cups on tables.
Spa / Health Club / Gym	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. No fingerprints on doorplates, light switches, etc. Flowers well arranged.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Everything tidy.
	3,4,5	Clean but with some dust on high and low surfaces. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects.
Public Toilets	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1,2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around
Dining Areas (Including bomas and outside dining areas)	9,10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1,2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

### C. Food and Beverage

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Breakfast presentation	9,10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter. Good range of hot and cold food. Preferably plated main course and eggs cooked to order.
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6,7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3,4,5	Only basic breakfast and limited choice for cold and hot courses.
	1,2	Badly presented. Dull combination. No choice.
Breakfast quality	9,10	High quality fresh ingredients (where appropriate) and a sufficient selection available. Specialty foods and unusual dishes. Selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order (on request).
	6,7	All ingredients of good quality - competent cooking, but no unusual or sophisticated dishes.
	3,4,5	Low quality ingredients.
	1,2	Low quality ingredients, badly cooked.
Breakfast Service	9,10	Cheerful friendly, polite, well-trained staff. A cheerful meet and greet. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. DIRTIES to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.

Dinner/ Other meals presentation (including Room Service if available)	9,10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/refreshed.
	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.
	6,7	Attractive arrangement and garnish. Neat arrangement on plate.
	3,4,5	No real attempt to enhance appearance. No variety of colours/textures. No careful arrangement. Some drying out of food, wrinkled skin on sauce. Not particularly hot.
	1,2	Badly presented. No garnish. Dull combination. Lukewarm.
Dinner/ Other meals Quality (including Room Service if available)	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for most tastes.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6,7	Maybe a mixture of fresh ingredients (where appropriate) and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3,4,5	Low quality food or inexpertly prepared. Not very appetising but edible.
	1,2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.
Dinner/ Other Meals Service (including Room Service if available)	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Bar/Drinks Presentation	9,10	Appropriate glasses for all beverages. Beverages presented, poured and displayed appropriately - according to internationally accepted etiquette and the guest's specific request. Sufficient variety in beverage presentation. Wide variety of different glass types available as necessary. Guests asked how they would like their beverage presented.
	8	Some variety in different presentation styles for beverages, but overall standard presentation techniques. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
	6,7	Beverage presentation standard, yet unexciting. Overall good use of different glasses.
	3,4,5	Limited range of different glass types. Some attempt at basic etiquette.
	1,2	Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.
Bar/Drinks Service	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about beverage options. High standard of personal cleanliness. Prompt and efficient service. Correct glasses supplied for each beverage. Good timing on drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.



Bar/Drinks Quality	9,10	Knowledgeable wine advisor to assist diners with their wine choice - with knowledge of in-stock wines. Excellent variety of wines and beverages available. Wines from a variety of different cultivars available. Excellent description of wines available (verbal or written) - including year. A variety of good quality wines available by the glass. Excellent variety of beverages, liqueurs, liquor, etc - including a variety of different brands per type of beverage.
	8	Good range of wines from a variety of cultivars. Good variety of appropriate beverages - but perhaps only one brand per option. Possibly only local beverages (with limited international brands) available. Good description of wines (verbal or written).
	6,7	Wines from a number of different cultivars available but limited choice within each. Alternatively, good number of different brands within limited cultivar range. Good, standard range of beverages.
	3,4,5	Limited range of standard wines and beverages available.
	1,2	No variety and choice in beverages - only unbranded products available.

#### D. General Service and Services

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Reservations	9,10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6,7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3,4,5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/offered.
	1,2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/offered. No booking found on arrival.
Check-in and Check-out	9,10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment. Management available to welcome and bid farewell to guests.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct. Management available to welcome and bid farewell to guests.
	6,7	Registered, given key and directed to room. Bill correct. Staff obviously willing and trying to be helpful.
	3,4,5	Name and address taken. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1,2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staff have no idea and are unwilling to assist customer. Long wait. Staff unable to cope with some forms of payment.
Porter Service (refer to minimum requirements by grade)	9,10	Smart, helpful manner of staff readily available. Good knowledge of lodge / safari camp facilities and local area.
	8	Willing and friendly, and reasonably knowledgeable about most matters - willing to find out. May have other duties but endeavours to be prompt.
	6,7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside lodge / safari camp environment - happy to help where he/she can.
	3,4,5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.
	1,2	Bags ignored and/or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.

Friendliness and Attitude	9,10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.
	8	Cheerful demeanour and attitude. Guests will be shown to room and given necessary information - told to ask if anything else required.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1,2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
General Efficiency	9,10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated.
	6,7	Good level of efficiency. All requests dealt with pleasantly.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests.
	1,2	Poor level of efficiency. Marked reluctance to give any help.
Spa / health club / gym service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Spa booking correct and on time. Assistance with gym equipment provided. Professional trainer available for assistance in gym / health club.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly, inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
	Public Area Service	9,10
8		Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
6,7		Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
3,4,5		Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
1,2		Surly, inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Conference Area Service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly, inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Activities Service (including game drives, bush walks, etc.)	9,10	Guides friendly, extremely knowledgeable and able to answer guests' questions most of the time. Guides provide interesting information throughout the activity, including information about plants, animals, the history and people of Zambia, etc. Proper safety briefing done at the start of the activity. Guests' needs anticipated (e.g. switching off vehicles while guests are trying to take photographs). Tailoring activities to guests' interests (e.g. on game drives/walks focusing on birds if guests have a particular interest in birds, putting additional effort in to search for animals or birds guests particularly want to see, etc.). Splitting groups of guests with different interests. Drinks and snacks provided according to guest preference, where applicable. Where appropriate, table set out for such service with excellent quality linen, glassware, cups/mugs, etc.

	8	Not as much attention to detail. Guides very knowledgeable, and able to answer though not always providing additional information. Not always splitting groups with different interests. Safety briefing done at the start of the activity. Drinks and snacks offered. Where appropriate, table set out for such service with excellent quality linen, glassware, cups/mugs, etc.
	6,7	Guests' interests acknowledged, though no real effort made to find specific animals, plants or birds for guests. If drinks and snacks provided, no table set out for service. Only water available to guests. Only basic safety briefing done. Guides reasonably knowledgeable, though don't provide much more than basic information.
	3,4,5	Guides exhibit neutral behaviour, with no effort to address guest requirements. Reasonable levels of knowledge, though some information incorrect. Limited safety briefing done. Only water available to drink.
	1,2	Guides unfriendly and only doing their job. No effort to address guest requirements. Guides have limited knowledge. No safety briefing done. No drinks available.
Guest Services	9,10	Excellent level of efficiency and complete attempt to assist with all reasonable services/items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated and guests requests are some times not fulfilled.
	6,7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests and most requests not fulfilled.
	1,2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.

### E. General

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Staff Appearance (uniforms are not a necessity, but should be able to identify staff)	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance. Sleeves and trousers the right length. Clothing fresh and well ironed. Hair clean and under control. Hands and finger nails clean. Polished shoes.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6,7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3,4,5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1,2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
Tourist Information (could be hard copy or verbal; in rooms or in general guest area)	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guests' information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6,7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3,4,5	Limited information at reception only. Staff have very limited knowledge.
	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication (Grading to be undertaken on a "fit for purpose" basis iro the location and the primary source markets in terms of communication needs, type of communication and time requirement for communication.)	9,10	Full access to external and internal communication throughout the day e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc either in bedroom or in establishment. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	Good access to external and internal communication throughout the day e.g. telephone, internet, cellular networks, satellite telephone (if appropriate) etc either in bedroom or in establishment. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.

	6,7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, cellular networks, satellite telephone (if appropriate) etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access to external and internal communication throughout the day e.g. telephone, internet, cellular networks, satellite telephone (if appropriate) etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.
Back of House Areas (entire description may not apply to every establishment – use fit-for-purpose principle to grade)	9,10	Back-of-house areas more than adequate for the needs of the lodge / safari camp. Clean and tidy with gleaming surfaces. Staff facilities, including change rooms, lockers and a staff canteen provided and maintained in good condition. Kitchens (if applicable) well organised (separate areas for washing up, different food preparation areas, separate hand washing facilities for staff, etc.) and maintained in a good condition. Worktops and equipment in excellent condition. Storerooms tidy and clean. Receiving bays kept clean with entrances separate from guest entrances. Refuse area tidy and bins in good condition. Laundry equipment in good condition. Laundry kept tidy with store rooms in good condition.
	8	Back-of-house areas adequate for the needs of the lodge / safari camp. Clean and tidy, though with one or two lapses. Not as extensive as back-of-house areas specified above. Equipment in good condition, though not new.
	6,7	Back-of-house areas adequate for the needs of the lodge / safari camp, though somewhat limited. Generally clean and tidy, but not exceptionally so. Back-of-house areas not very extensive. Equipment in sound working.
	3,4,5	Back-of-house areas somewhat inadequate for the needs of the lodge / safari camp. Not very tidy. Cleanliness not up to the required standard. Some equipment not in working condition.
	1,2	Back-of-house areas in poor condition. Untidy, not kept clean and generally inadequate for the needs of the lodge / safari camp. Back-of-house areas visible to guests.

## BUSH CAMPS

### 1. Grading Criteria Methodology

Each establishment needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

- A. Physical Facilities
  - (i) Exterior
  - (ii) Bedrooms
  - (iii) Bathrooms
  - (iv) Swimming Pool
  - (v) Dining Area(s)
  - (vi) Spa / Gym / Health Club
  - (vii) Public Areas
- B. Housekeeping
- C. Food and Beverage
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment (e.g. conference facilities), those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

The grading advisor will award a score between 1 and 10 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets (business, leisure traveller, family). The Grading Advisor will also consider whether the establishment provides a competitive service, the location and environment.

The score is defined as follows:

- Excellent 10
- Very good 9
- Good 8
- Standard 6 or 7
- Acceptable 5
- Poor 3 or 4
- Unacceptable 1 or 2

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

**Required Overall Score for each grading band:**

Grading Band		What the stars mean
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

**2. Additional Requirements for 4- and 5-star Establishments**

Establishments should conform to these requirements in addition to the minimum requirements specified above in order to obtain a particular grade.

**2.1 General**

Criteria	1-star	2-star	3-star	4-star	5-star
High level of spaciousness throughout the bush camp.				X	X

**2.2 Bedrooms and tents**

Criteria	1-star	2-star	3-star	4-star	5-star
Minimum bedroom size requirements for double rooms, including bathrooms.	14 m <sup>2</sup>	16 m <sup>2</sup>	18 m <sup>2</sup>	20 m <sup>2</sup>	25 m <sup>2</sup>
Minimum bed sizes	Normal single or double	Normal single or double	Normal single or double	¾ for single, queen for double	Double for single, king for double
The bedroom should have at least two comfortable seating chairs				X	X
Minimum tent size requirements			47m2	84m2	93m2
There should be a hairdryer in each room (where electricity is available) on request				X	X

**2.3 Bathrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
All rooms to have en-suite bath / shower rooms			X	X	X
Either bath or shower only. If shower only, it must be a minimum size of 1 000 x 1 000mm (some leeway may be considered for older bush camps, but all new purpose-built 5-star bush camps must have separate baths and showers or showers according to minimum size)					X
Bath with overhead shower permissible	X	X	X	X	
Only a shower and no bath is acceptable	X	X	X		
Separate showers must be a minimum size of 900 x 900cm. Must have shower doors and NOT plastic curtains. The shower rose and other fittings to be of a superior nature and there needs to be space for toiletries, etc.				X	X
Hot water for showering purposes should be provided to guests. It is possible that hot water is only available only at certain times of the day.			X	X	X
Bath sheets must be provided					X
An extensive range of quality guest amenities should be available					X

**2.4 Services**

Criteria	1-star	2-star	3-star	4-star	5-star
Porter service to be available			X	X	X
Guest laundry service is required				X	X
Transport service to be available to guests in the form of a camp shuttle service (could be outsourced)				X	X
A comprehensive bedroom / bathroom turn-down service is expected to be available					X
Private external areas				X	X
Private pool (hot bath)					X
Private butler					X
Game drive kit (binoculars in-house, cameras, mobile canteens etc)					X

**2.5 Food and Beverage**

Criteria	1-star	2-star	3-star	4-star	5-star
There should be a served beverage service in the public lounge, deck or bar area				X	X
Meals can be served in the room if the appropriate table and chair arrangement is provided	X	X	X	X	X

**2.6 Social Responsibility**

Criteria	1-star	2-star	3-star	4-star	5-star
A corporate social responsibility programme to be in place				X	X

### 3. GRADING CRITERIA

#### A. Physical Facilities

##### 1. Exterior

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (if applicable) - external to property and on grounds (take into consideration Local Authority by-laws on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1,2	No signage.
Driveway - may be tar, brick, gravel, or any other fit for purpose surface. Assessment of surface to take into consideration the geological surface per location.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage. Accessible by all types of vehicles. Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles. Traffic can only move in one direction, but passing areas have been allowed for and are clearly marked.
	3,4,5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles. Traffic can only move in one direction and no passing areas have been allowed for.
	1,2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable even in a 4x4 vehicle.
Parking (Guest vehicles)	9,10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	6,7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available for guests according to Local Authority By-laws.
	3,4,5	Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of bays in relation to number of rooms.
	1,2	No parking available.
Grounds and Gardens (extent of gardening/ grounds to be judged on a "fit for purpose" basis. Some establishments may have no actual garden but is set totally in natural environment with as little impact on the nature as possible. Establishments may not be penalised for no grounds/ gardens if it is fitting with the environment)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.



	3,4,5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Appearance of Buildings	9,10	In new structures or buildings, material (e.g. canvas, reeds or other natural material) in excellent condition (like new), absence of weathering, fresh well-maintained paintwork or stone wall, an overall clean and "new" look. Alternatively, in older buildings or structures, material (e.g. canvas, reeds or other natural material) well-maintained, no unsightly staining or chipping and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting (as appropriate in location). Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of canvas, wood, reeds, grass or other natural material, windows, drains, etc. Though some weathering may be present. All areas to be in sound condition. Some additional external features to enhance appearance.
	6,7	Canvas, wood, reeds, grass or other natural material, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Canvas, wood, reeds, grass or other natural material generally in sound condition, though some areas of stonework chipping and rather weathered. Small defects, damage and cracks visible. No evidence of recent repairs, etc.
	1,2	Generally neglected buildings (i.e. structures with walls of canvas or wood, reeds, grass or any other natural material and with concrete or wooden floors). Obvious structural defects or damage (highly worn out canvas). Flaking paint, illegible signs, rotting exposed wood.

## 2. Bedrooms

Should establishment comprise of different types of rooms (i.e. rooms with different looking structures, or built at significantly different time periods) then grading should be completed for each type, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding	9,10	High quality linen (e.g. percale, but no polycotton), laundered and well ironed. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions etc. Thick, weighty blankets with spares available (season and location dependent) or good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6,7	Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
	Beds (refer to minimum requirements by grade)	9,10
8		Very good firm mattresses and sound base. Bed to be of high quality though not new. Bed frames may be of an older style, but in good condition and good quality.
6,7		Standard domestic quality bed frames, divans and mattresses - all in sound condition. Headboards may be a simple wooden board or continental pillow.
3,4,5		Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames.
1,2		Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing, stains marks and holes. Creaking frame, sagging support.

Decoration	9,10	High quality wall covering. Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, objects d'art, etc although some styles require a "minimalist" approach. All work should look professional and be well executed.
	8	High quality wall covering, but need not be in excellent condition. Minimal signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to good.
	6,7	Competent job of applying wall covering of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old with some wear and tear but not damaged, scratched, torn or stained. Room decor may range from excellent/ very good to good.
	3,4,5	Ageing décor, which was only of an average quality to begin with. Amateurish application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Mismatch of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space (all materials allowed as long as fits with overall design and of good quality/workmanship). Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Where applicable, full, well-lined curtains with appropriate accessories, in working order.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Where applicable, curtains to be full and curtains or tent flaps effective in retaining heat/ keeping out light and all in working order.
	6,7	Furniture which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No uncoordinated styles - all furniture to be of a broadly similar standard.
	3,4,5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Some stains, marks on soft fittings. Where applicable, thin, short, skimpy curtains.
	1,2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained, worn upholstery. Where applicable, Thin, unlined curtains.
Flooring	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats, where applicable. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but with high quality rugs, where applicable. Painted cement floors acceptable, if of good quality and fits with overall design.
	6,7	Wooden, tiled, slasto or stone floors a little scratched in places Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Chipped wooden, tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains. If a combination of tent and other structure: Roofing to be of excellent quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated with no marks or stains. If only tent structure: Canvas of excellent quality (like new condition). No evidence of tears and seam splitting. Awning (of canvas or other material) of excellent quality erected above room tent and extends beyond the perimeter of room tent.

	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated. If combination of tent and other structure: Roofing of good quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated. If only tent structure: Canvas of good quality. No bent poles or tent anchors. No evidence of tears and seam splitting but some signs of ageing. Awning of good quality erected above room tent and extends beyond the perimeter of room tent, with some sign of ageing.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. If combination of tent and other structure: Competent job of roofing application and roofing of average quality. Staining/treatment competently applied, although not necessarily professionally done. If only tent structure: Canvas of good/average quality. No bent poles or tent anchors. Some evidence of tears and seam splitting. Awning of average quality erected above room tent and extends only to perimeter of room tent with some evidence of wear and tear.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. If combination of tent and other structure: Poor quality roofing, amateurishly fitted, but no evidence of sagging or splitting. Roofing slightly stained, treatment poorly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. If combination of tent and other structure: Poor quality roofing sagging/splitting in places, evidence of water seepage. Treatment old and amateurishly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.
Functionality of Floor Space/ Layout / Overall Impression	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (either in room or on patio). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. Unrestricted view of full mirror. All plug points functionally located, if applicable.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a self-contained sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located, if applicable.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points area functionally located, if applicable.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located, if applicable.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located, if applicable.
Temperature Control (dependent on energy supply and location) (refer to minimum requirements by grade)	9,10	Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles. If combination of tent and other structure: Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees,

	fireplaces, hot water bottles. If only tent structure: Fan available and can be utilised 24 hours a day. Air ventilators ("windows") available and allow sufficient airflow into tent, can be opened and closed at will, and has mesh covering in perfect condition.
8	<p>Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners (if appropriate). If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners. If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles. If only tent structure: Fan available, in good condition for use for at least 12 hours in a day. Air ventilation possible with sufficient airflow into tent, can be opened or closed at will by occupant and has mesh covering in good condition.</p>
6,7	<p>Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here (if appropriate). If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here. If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tented structure: Fan available for use for less than 8 hours a day. Air ventilation possible with sufficient airflow into tent, can be opened or closed at will by occupant and has mesh covering, but in average condition, i.e. some large holes.</p>
3,4,5	<p>Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles. If only tented structure: No fan. Air ventilation is possible but with insufficient airflow into tent, can be opened or closed at will by occupant, but no mesh covering.</p>
1,2	<p>Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fireplaces, hot water bottles. If only tent structure: No fan. No form of air ventilation in tent i.e. no windows</p>

Lighting	9,10	Overall high standard of illumination in room. Controllable dimness/glare. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc. Bedside lighting control separate for each occupant.
	6,7	More than adequate room light. Quality bedside and/or bedhead lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.
	3,4,5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1,2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Accessories (refer to minimum requirements by grade)	9,10	A wide range (a minimum of 8) to be provided in-room of the following list of high quality extras for guests e.g. fruit bowl, satellite television, remote controls, books and magazines, mending kit, air freshener, insect killer/repellent, shoe polishing cloth or pad, biscuits, mineral water, sweets/mints/chocolates, tea tray with variety of teas/hot chocolate/coffees/milk, comprehensive well-presented room information, minibar, iron and ironing board, hair dryers, plug adaptors.
	8	A reasonable proportion of the above (a minimum of 6) provided either in-room or upon request (good quality).
	6,7	A small selection of the above (a minimum of 4) provided either in-room or upon request (good/ average quality).
	3,4,5	Two or more items only of average quality provided either in-room or upon request.
	1,2	Two items or more only of very poor quality provided either in-room or upon request.

## 2. Bathrooms

Only a bath or only a shower is acceptable for all grades; for 4 and 5-star, only an open-air shower is not acceptable, an internal or at least covered option should also be provided.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Towelling (refer to minimum requirements by grade)	9,10	Full range of towel sizes - bath sheet, (additional bath towel optional), hand towel, face cloth for each guest. Provision of towelling robes. Thick, heavy, fluffy quality with plenty of pile. Replace on guest request/instruction, but at least every second day (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6,7	Good quality bath and hand towels in sound condition.
	3,4,5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
Decoration	9,10	Highest quality wall coverings. Tiles/stones well fitted. Grouting in excellent condition. No marks, stains, condensation damage. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.

Fixtures and Fittings (no curtains/screens required for outside showers) (refer to minimum requirements by grade)	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy and high quality bath of good size. Attractive shower door/screen (no shower curtain) in excellent condition if shower/bath is combined. Fixed shower head, not merely hand shower. Good sized washbasin. Easily used, responsive controls. Hot water at all times (dependent on location and energy/water supply).
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6,7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1,2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
Flooring	9,10	Highest quality floor coverings. Tiled, slasto or stone flooring professionally fitted, with high quality rugs, where applicable. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable. All flooring to be sealed.
	8	Tiled, slasto or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	6,7	Chipped tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition. All flooring to be sealed.
	3,4,5	Ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition. Flooring not sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions with numerous chips and entire pieces missing. Flooring not sealed.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks. Limited possibility of enclosing bathroom in winter (where temperatures are low).
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment <b>old</b> and amateurishly done. Significant evidence of damp/condensation marks. No possibility of enclosing bathroom in winter (where temperatures are low).

Lighting	9,10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6,7	Centre light and shaving light, well positioned providing adequate light.
	3,4,5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings.
Functionality of Floor Space/ Layout	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6,7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3,4,5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1,2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet.
Accessories (refer to minimum requirements by grade)	9,10	High quality toilet paper (for example 2-ply). A wide range of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, laundry rack, etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6,7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.
	3,4,5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1,2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

#### 4. Dining Areas

All areas used for dining purposes must be graded, i.e. formal dining room, lapas, bomas, outside picnic or braai areas, etc. Should establishment comprise of more than one separate dining area then grading should be completed for each, and the average score for the sections applied.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration (Not necessarily relevant for bomas and outside dining areas; wall covering could be canvas or in other material)	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting features, artwork, objects d'art, etc. No evidence of ageing, wear and tear. High quality professional finish. If natural stone used for wall covering, in excellent condition.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, tears or scuffs. Professional workmanship. If natural stone used for wall covering, in good condition.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship. If natural stone used for wall covering, in reasonable condition showing some ageing.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired. If natural stone used for wall covering, in poor condition.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring. If natural stone used for wall covering, in unacceptable condition.

Furniture and Fittings (Relevant for bomas and outside dining areas)	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors. Well spaced chairs of appropriate height for tables. Coordinated design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. Inadequate table size - cluttered and inconvenient.
Flooring (Not necessarily relevant for bomas and outside dining areas)	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable - merely painted cement floors not acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but with high quality rugs. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	6,7	Wooden, tiled, slasto or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design - may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Chipped wooden, tiled, slasto or stone floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing (Relevant for bomas or similar covered structures but not for outside dining areas)	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting (May be less stringently applied for bomas and outside dining areas)	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights and shades of high quality manufacture and in excellent order.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings <b>old</b> , ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.



Table appointment (Relevant for bomas and outside dining areas)	9,10	An emphasis on style and high quality (stainless steel, silver, etc) (as per the market requirement). All pieces of cutlery and crockery matching and coordinated and of high quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases, candlesticks, coasters, etc. Good quality linen/cloth napery. Large napkins. Equally high quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate styles of cutlery for different functions and different glasses/ crystal for different uses.
	8	Items of similar style and quality as in "excellent" but perhaps more limited in range, fewer glasses, smaller napkins. Alternatively, high quality domestic crockery rather than professional china. Fine glass rather than crystal, good quality stainless steel rather than silver, etc. Limited wear, damage, etc.
	6,7	Middle to high range domestic cutlery and crockery - all in sound condition and main service matching. Perhaps accessories of different style but good quality. Thick (multi-ply) paper napkins. Short tablecloth.
	3,4,5	Variety of styles and quality, some damage, wear and tear (fading of pattern or glaze). Thin napkins. No accessories. Sauces in bottles/ packets.
	1,2	Mismatched patterns. Cracks, chips, well-used appearance. Pyrex or low quality functional crockery. Small, thin (one-ply) napkins. Sticky sauce bottles on table.
Menu Presentation (could be written, printed hard copy menu, on blackboard/or similar or verbal) (May not be applicable in the lodge environment)	9,10	Excellent standard of presentation. If hard copy, clear, informative layout. Attractive design in excellent condition - no grease, thumbprints, wine stains, written correlations, etc. Wine set out in clear sections and majority of items available (if not available notified on presentation of list). If verbal, presentation is clearly understood and all items described in detail. Majority of items on menu available and if not available notified on presentation of menu.
	8	High standard of presentation. If hard copy may show a little wear, though not dirty. Where a few wines or items are not available - clearly marked or verbally specified. If verbal, presentation is understood and most items described in detail.
	6,7	Good standard of presentation. If hard copy, intelligible layout but not too top quality production. Clean, not worn or grubby. Large majority of wines and items available and those that are not - clearly marked or verbally specified. If verbal, presentation reasonable and understood and some items described in detail.
	3,4,5	Poor standard of presentation. If hard copy, scrappy appearance, well used, stained. Many wines out of stock - not marked, vintages wrong. If verbal, presentation poor and not easily understood and few items described in detail.
	1,2	No menu presentation or if presentation of unacceptable quality. If hard copy, dirty, dog-eared. Difficult to read. Wine list out of date, bears little relation to what is available. If verbal, not understood and no items described in detail.
Atmosphere and Ambience (Relevant for bomas and outside dining areas)	9,10	Harmonious combination of décor and lighting. Spacious room and good layout of tables. No intrusive noise or smells. Themes or designs may add to the ambience. Family tables only acceptable.
	8	High standard of fabric. Perhaps busy, with some background noise. Tables may be close together with sufficient space to allow movement. A little noise from the bar. Family tables only acceptable.
	6,7	Tables quite close but with sufficient space to allow private conversation and staff and customers to pass without inconvenience. A certain amount of noise and activity from other areas. Family tables only acceptable.
	3,4,5	Crowded tables, awkward access. Difficult to have private conversation. Intrusive noise, stuffy. Family tables only acceptable.
	1,2	Very crowded, cramped, uncomfortable. Loud noise. Very stuffy. Impossible to have privacy. Family tables only acceptable.

## 5. Public Areas

All areas other than the areas previously mentioned, which are accessible to guests and the public should be evaluated under this section. This includes: public toilets, lounges, recreational areas, outside seating areas, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal) (internal signage may be verbal on arrival)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, objects d'art, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive.
Flooring	9,10	If fitted carpets, high quality good thick pile and underlay, professionally laid and in pristine condition. High quality wooden slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats, if applicable. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.

	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing (if applicable)	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use. Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings <b>old</b> , ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.
Outdoor guest seating/relaxation areas (this may include private terraces adjacent to the rooms or general seating areas)	9,10	Provision of high quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/seating facilities in excellent condition. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
	8	Provision of good quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/seating facilities in good condition but showing some wear. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
	6,7	Provision of reasonable quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment, but insufficient to cater for all guests. Furniture/seating facilities in reasonable condition - showing some wear but evidence of maintenance. Outdoor seating area has an attractive appearance for most of the year, however some evidence of disorder or rubbish/litter.
	3,4,5	Provision of poor quality outdoor furniture/seating facilities and insufficient to cater for all guests. Furniture/seating facilities in poor condition - showing significant wear and no evidence of maintenance. Outdoor seating area has an unattractive with evidence of disorder or rubbish/litter.
	1,2	No outdoor relaxation areas provided.

Recreational facilities (e.g. games rooms/areas, hides, game drive vehicles, etc. – not to assess the extent of facilities provided, only the quality/condition of actual facilities offered).	9,10	Recreational facilities (either provided on the premises or offered on other premises) provided of excellent quality and in excellent condition.
	8	Recreational facilities (either provided on the premises or offered on other premises) provided of good quality and in good condition (showing some wear but evidence of maintenance). Or of high quality but only reasonable condition.
	6,7	Recreational facilities (either provided on the premises or offered on other premises) provided of reasonable quality and in reasonable condition (showing wear and maintenance seem haphazard).
	3,4,5	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in poor condition (showing considerable wear and maintenance seem haphazard).
	1,2	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in total state of disrepair. No evidence of maintenance.
Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6,7	Comfortable seating area but may be used for other things at times. A degree of activity/noise but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

### C. Housekeeping

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedrooms	9,10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turndown service, room tidied, any trays taken away.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6,7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3,4,5	Surfaces smeary/dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1,2	Very heavy dust on surfaces, high and low. Debris in wardrobe/drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.
Guest Bathrooms	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Public Areas	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.

	3,4,5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/wilting plants. Ashtrays unemptied. Newspapers/books on floor. Dirty glasses/cups on tables.
Public Toilets	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout. One or two lapses.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1,2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Dining Areas (Including bomas and outside dining areas)	9,10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1,2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.

### C. Food and Beverage

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Breakfast presentation	9,10	Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferably refrigerator counter. Good range of hot and cold food. Preferably plated main course and eggs cooked to order.
	8	Smaller items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items.
	6,7	Standard range of cold courses. Limited range of choice for cooked items. Some choice available.
	3,4,5	Only basic breakfast and limited choice for cold and hot courses.
	1,2	Badly presented. Dull combination. No choice.
Breakfast quality	9,10	High quality fresh ingredients and a sufficient selection available. Specialty foods and unusual dishes. Selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provide high quality and some unusual items. Eggs cooked to order.
	6,7	All ingredients of good quality - competent cooking, but no unusual or sophisticated dishes.
	3,4,5	Low quality ingredients.
	1,2	Low quality ingredients, badly cooked.
Breakfast Service	9,10	Cheerful friendly, polite, well-trained staff. A cheerful meet and greet. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied. DIRTIES to be cleaned and top-ups noted.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Dinner/ Other meals presentation (including Room Service if available)	9,10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing combination of colours, textures, and shapes. Attention to care and execution with attention on visual appeal. Carvery to be attended and rehabilitated. Buffet replenished/refreshed.
	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish.

	6,7	Attractive arrangement and garnish. Neat arrangement on plate.
	3,4,5	No real attempt to enhance appearance. No variety of colours/textures. No careful arrangement. Some drying out of food, wrinkled skin on source. Not particularly hot.
	1,2	Badly presented. No garnish. Dull combination. Lukewarm.
Dinner/ Other meals Quality (including Room Service if available)	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for most tastes.
	8	Evidence of aiming for highest quality but may not quite reach top level of execution. High quality fresh (where appropriate) ingredients.
	6,7	Maybe a mixture of fresh ingredients (where appropriate) and high quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3,4,5	Low quality food or inexpertly prepared. Not very appetising but edible.
	1,2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.
Dinner/ Other Meals Service (including Room Service if available)	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. High standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasses supplied for each meal. Good timing on courses and drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Bar/Drinks Presentation	9,10	Appropriate glasses for all beverages. Beverages presented, poured and displayed appropriately - according to internationally accepted etiquette and the guest's specific request. Sufficient variety in beverage presentation. Wide variety of different glass types available as necessary. Guests asked how they would like their beverage presented.
	8	Some variety in different presentation styles for beverages, but overall standard presentation techniques. Presentation good, in appropriate glasses. Wines stored and poured appropriately.
	6,7	Beverage presentation standard, yet unexciting. Overall good use of different glasses.
	3,4,5	Limited range of different glass types. Some attempt at basic etiquette.
	1,2	Beverages presented in inappropriate glasses, tins, etc. No knowledge of basic beverage presentation etiquette.
Bar/Drinks Service	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about beverage options. High standard of personal cleanliness. Prompt and efficient service. Correct glasses supplied for each beverage. Good timing on drinks. Any further needs responded to.
	8	Well-motivated staff that shows evidence of aspiring to excellent standard, but may fall a little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to do their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really interested, but responds in reasonably helpful way to requests. Conversely well skilled and trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Bar/Drinks Quality	9,10	Knowledgeable wine advisor to assist diners with their wine choice - with knowledge of in-stock wines. Excellent variety of wines and beverages available. Wines from a variety of different cultivars available. Excellent description of wines available (verbal or written) - including year. A variety of good quality wines available by the glass. Excellent variety of beverages, liqueurs, liquor, etc - including a variety of different brands per type of beverage.
	8	Good range of wines from a variety of cultivars. Good variety of appropriate beverages - but perhaps only one brand per option. Possibly only local beverages (with limited international brands) available. Good description of wines (verbal or written).
	6,7	Wines from a number of different cultivars available but limited choice within each. Alternatively, good number of different brands within limited cultivar range. Good, standard range of beverages.
	3,4,5	Limited range of standard wines and beverages available.
	1,2	No variety and choice in beverages - only unbranded products available.

**D. General Service and Services**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Reservations	9,10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6,7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3,4,5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/offered.
	1,2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/offered. No booking found on arrival.
Check-in and Check-out	9,10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc. Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment. Management available to welcome and bid farewell to guests.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct. Management available to welcome and bid farewell to guests.
	6,7	Registered, given key and directed to room. Bill correct. Staff obviously willing and trying to be helpful.
	3,4,5	Name and address taken. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1,2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staff have no idea and are unwilling to assist customer. Long wait. Staff unable to cope with some forms of payment.
Porter Service	9,10	Smart, helpful manner of staff readily available. Good knowledge of bush camp facilities and local area.
	8	Willing and friendly, and reasonably knowledgeable about most matters - willing to find out. May have other duties but endeavours to be prompt.
	6,7	Member of staff available to carry bags, though there may be some delay. Cheerful, but not necessarily skilled in dealing with matters outside bush camp environment - happy to help where he/she can.
	3,4,5	Long delay in getting bags to room. No further help or information. Responds to requests to information or help in indifferent way.
	1,2	Bags ignored and/or taken to wrong room with error not proficiently rectified. Great difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearly resents having to carry other people's bags. Not interested in helping guests.
Friendliness and Attitude	9,10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.
	8	Cheerful demeanour and attitude. Guests will be shown to room and given necessary information - told to ask if anything else required.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1,2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
General Efficiency	9,10	Excellent level of efficiency. All messages forwarded promptly. Efficient communication with other departments - summoning porter, booking meals, etc.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated.
	6,7	Good level of efficiency. All requests dealt with pleasantly.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests.
	1,2	Poor level of efficiency. Marked reluctance to give any help.

Public Area Service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests anticipated. Polished, professional manner. Drinks correctly served and presented.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish. Show willingness when anything requested, though may have to go away to ask.
	6,7	Staff always present and respond helpfully when asked. Willing though could possibly benefit from further training.
	3,4,5	Staff difficult to locate at times. Do what they are asked without enthusiasm. No rapport. Little interest.
	1,2	Surly inefficient staff - missing for long periods of time. No willingness to be helpful. Ignoring customer they are serving. Little product knowledge, no interest.
Activities Service (including game drives, bush walks, etc.)	9,10	Guides friendly, extremely knowledgeable and able to answer guests' questions most of the time. Guides provide interesting information throughout the activity, including information about plants, animals, the history and people of Zambia, etc. Proper safety briefing done at the start of the activity. Guests' needs anticipated (e.g. switching off vehicles while guests are trying to take photographs). Tailoring activities to guests' interests (e.g. on game drives/walks focusing on birds if guests have a particular interest in birds, putting additional effort to search for animals or birds guests particularly want to see, etc.). Splitting groups of guests with different interests. Drinks and snacks provided according to guest preference, where applicable. Where appropriate, table set out for such service with excellent quality linen, glassware, cups/mugs, etc.
	8	Not as much attention to detail. Guides very knowledgeable, and able to answer though not always providing additional information. Not always splitting groups with different interests. Safety briefing done at the start of the activity. Drinks and snacks offered. Where appropriate, table set out for such service with excellent quality linen, glassware, cups/mugs, etc.
	6,7	Guests' interests acknowledged, though no real effort made to find specific animals, plants or birds for guests. If drinks and snacks provided, no table set out for service. Only water available to guests. Only basic safety briefing done. Guides reasonably knowledgeable, though don't provide much more than basic information.
	3,4,5	Guides exhibit neutral behaviour, with no effort to address guest requirements. Reasonable levels of knowledge, though some information incorrect. Limited safety briefing done. Only water available to drink.
	1,2	Guides unfriendly and only doing their job. No effort to address guest requirements. Guides have limited knowledge. No safety briefing done. No drinks available.
Guest Services	9,10	Excellent level of efficiency and complete attempt to assist with all reasonable services/items required and find appropriate solutions.
	8	Very good level of efficiency. Good responses to any requests, but guests' needs aren't anticipated and guests requests are some times not fulfilled.
	6,7	Good level of efficiency. All requests dealt with pleasantly, but many requests not fulfilled.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests and most requests not fulfilled.
	1,2	Poor level of efficiency. Marked reluctance to give any help and all requests are not fulfilled.

### E. General

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Staff Appearance (uniforms are not a necessity, but should be able to identify staff)	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance. Sleeves and trousers the right length. Clothing fresh and well ironed. Hair clean and under control. Hands and finger nails clean. Polished shoes.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6,7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3,4,5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1,2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.



Tourist Information (could be hard copy or verbal; in rooms or in general guest area)	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guests' information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6,7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3,4,5	Limited information at reception only. Staff have very limited knowledge.
	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication (Grading to be undertaken on a "fit for purpose" basis iro the location and the primary source markets in terms of communication needs, type of communication and time requirement for communication.)	9,10	Full access iro external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	Good access iro external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6,7	Reasonable access iro external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access iro external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.
Back of House Areas (entire description may not apply to every establishment – use fit-for-purpose principle to grade)	9,10	Back-of-house areas more than adequate for the needs of the bush camp. Clean and tidy with gleaming surfaces. Staff facilities, including change rooms, lockers and a staff canteen provided and maintained in good condition. Kitchens (if applicable) well organised (separate areas for washing up, different food preparation areas, separate hand washing facilities for staff, etc.) and maintained in a good condition. Worktops and equipment in excellent condition. Storerooms tidy and clean. Receiving bays kept clean with entrances separate from guest entrances. Refuse area tidy and bins in good condition. Laundry equipment in good condition. Laundry kept tidy with store rooms in good condition.
	8	Back-of-house areas adequate for the needs of the bush camp. Clean and tidy, though with one or two lapses. Not as extensive as back-of-house areas specified above. Equipment in good condition, though not new.
	6,7	Back-of-house areas adequate for the needs of the bush camp, though somewhat limited. Generally clean and tidy, but not exceptionally so. Back-of-house areas not very extensive. Equipment in sound working.
	3,4,5	Back-of-house areas somewhat inadequate for the needs of the bush camp. Not very tidy. Cleanliness not up to the required standard. Some equipment not in working condition.
	1,2	Back-of-house areas in poor condition. Untidy, not kept clean and generally inadequate for the needs of the bush camp. Back-of-house areas visible to guests.

## CAMPING SITE AND CARAVAN PARK

### 1. Grading Criteria Methodology

Each establishment needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

- A. Physical Facilities
  - (i) Exterior
  - (ii) Bedrooms
  - (iii) Bathrooms
  - (iv) Swimming Pool
  - (v) Dining Area(s)
  - (vi) Spa / Gym / Health Club
  - (vii) Public Areas
- B. Housekeeping
- C. Food and Beverage
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment (e.g. conference facilities), those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

The grading advisor will award a score between 1 and 10 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets (business, leisure traveller, family). The Grading Advisor will also consider whether the establishment provides a competitive service, the location and environment.

The score is defined as follows:

- |                |        |
|----------------|--------|
| • Excellent    | 10     |
| • Very good    | 9      |
| • Good         | 8      |
| • Standard     | 6 or 7 |
| • Acceptable   | 5      |
| • Poor         | 3 or 4 |
| • Unacceptable | 1 or 2 |

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

**Required Overall Score for each grading band:**

<b>Grading Band</b>		<b>What the stars mean</b>
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

**2. Minimum Requirements by Grade in addition to Minimum Requirements for licensing**

Establishments should conform to these requirements in addition to the minimum requirements in order to obtain a particular grade.

**2.1 Ablutions**

<b>Criteria</b>	<b>1-star</b>	<b>2-star</b>	<b>3-star</b>	<b>4-star</b>	<b>5-star</b>
All communal bathrooms should be equipped with hand soap and hand drying facilities at washbasins. Hygiene should be considered when determining appropriate soap and drying facilities.				X	X
A fixed soap dispenser or stand should be provided for each bath and shower cubicle.				X	X
There should be baths and showers available, however, the typical market catered for will be considered when assessing this requirement.				X	X
Each bath, shower and toilet unit should be a private cubicle, with a door that locks from the inside				X	X
There should be a stool and or bench in each shower or bath cubicle				X	X
All washbasins should be built into an appropriate vanity or shelf, with sufficient space around each washbasin for placing toiletries, etc.				X	X
Plumbing, above and below washbasins should not be visible. Good drainage must be ensured.				X	X
Urinals should be suitably deodorised or designed to ensure that they are odour free.				X	X

Facilities for the disposal of chemical toilet waste should be provided. All new "purpose-built" 4- and 5-star parks should provide this facility.				X	X
Suitable disinfecting, sanitising must be obvious at all times with a "fresh" feel to the facilities.					X
All ablution facilities should have an appropriate wall coating (tiles or similar) extending from the floor to the top of the shower cubicles (throughout the ablution facility).					X
Private drying and changing facilities must be provided in each shower or bath cubicle. A stool or sitting area must be provided in the shower or bath cubicle, in addition to a suitable surface area to hold toiletries. More than adequate clothes hanging facilities must be provided.					X
If deemed necessary to keep the private changing or drying area dry, there should be a shower curtain or door between the shower and the private changing or drying area.					X
The shower and private changing area should be large enough for guests to move around with ease, with sufficient space to stand in the drying area and open the cubicle door.					X
At least one full-length mirror should be provided in each female ablution block.					X

## 2.2 General facilities

Criteria	1-star	2-star	3-star	4-star	5-star
Adequate communal or individual braai facilities should be provided.				X	X
There should be an adequate and clearly identifiable reception area or office				X	X
Information about the facilities and services on offer at the park as well as in the surrounding areas should be provided including, maps, activity schedules, local tours, etc.				X	X

## 2.3 Scullery and Laundry

Criteria	1-star	2-star	3-star	4-star	5-star
A scullery, for dishwashing purposes, should be provided. All single or double washbasins should be equipped with a draining board.				X	X
If appropriate to the market (i.e. parks catering for holidaymakers and or long-stay travellers) and not readily available in the surrounding areas, a laundry facility (washing machines and or deep washing basins, etc) should be provided. The laundry and scullery facilities may be located in the same vicinity or room.				X	X
Fit for purpose flooring, considering ease of cleaning, hygiene and guest safety should be provided in the scullery and laundry areas.				X	X
The scullery, laundry areas must be well ventilated				X	X
Clothes drying or hanging area be provided. This area should be hidden from general view and possibly enclosed				X	X
An appropriate wall coating (tiles, high quality paint, etc) from floor to ceiling.					X
If a laundry is provided and deemed necessary for the market, there should be adequate washing machines and tumble driers available.					X
Power points and ironing boards should be provided in the laundry area.					X

**2.4 Sites**

Criteria	1-star	2-star	3-star	4-star	5-star
In those parks that accommodate caravans, each caravan site should have adequate and easily accessible electricity. There should be one power outlet per site and the distance from the site should be minimal (max 25 meters to prevent long lead cords). Where there are separate sites allocated for tents, these may be excluded from this requirement.				X	X
All parks, whether catering for caravanning and or tenting, should have electricity to provide appropriate lighting and services throughout the park. Appropriate gas or kerosene lighting may be considered in certain circumstances.					X
All electrical points must be clearly visible, especially at night. It is recommended that a light is mounted atop the power box to provide this.					X
Sites should be level and clearly demarcated, and are typically larger and more spacious.					X
There should be a high ratio of taps and refuse bins to the number of sites available. It is recommended that there should be at least one tap and one refuse bin for every 2 sites – depending on the layout of the sites and ease of access. All water taps must be securely mounted, clearly visible and positioned at a comfortable height.					X
Sites must not be overcrowded during peak periods.					X
An adequate drainage system must be installed at each tap to allow for water run-off				X	X
These sites should be demarcated for easy identification, by means of numbers, plants, stones, painted lines, wooden barriers, etc.				X	X

**2.5 Information for hirers**

Criteria	1-star	2-star	3-star	4-star	5-star
Larger properties should provide guests with a visible layout and signage to the various facilities, sites and services.				X	X

**2.6 Ambience**

Criteria	1-star	2-star	3-star	4-star	5-star
A higher level of general ambience, spaciousness and guest comfort will be required in all areas of the park.					X

**2.7 Safety and Security**

Criteria	1-star	2-star	3-star	4-star	5-star
All parks need to offer a higher level of general safety. The risk level should be assessed when determining the level of security necessary. However it is suggested that 24-hour, patrolled security is provided at a 5-star caravan and camping park. In addition, entrance and exit gates should be staffed and access controlled 24-hours a day.					X
If appropriate the caravan and camping park should be adequately fenced.					X

### 3. GRADING CRITERIA

#### A. Physical Facilities

##### 1. Exterior

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage - external to property and on grounds (take into consideration Local Authority by-laws or national road regulations on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible from all access points/directions and during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible from all directions and during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are not visible from all directions and only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not visible from all directions and are not even clearly visible during the day.
	1,2	No signage.
Driveways and internal roads- (including access to sites, if relevant) - may be tar, brick, gravel, or any other fit for purpose surface. Assessment of surface to take into consideration the geological surface per location.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles and/or only 4x4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes). Roads should be wide enough to accommodate a caravan and towing vehicle without encroaching on sites. One-way roads should be clearly indicated. Blind corners should be clearly marked and managed (i.e. with mirrors, etc). There should be sufficient overhead room (considering tree canopies, etc) to accommodate high vehicles, motorhomes, caravans, etc.
	8	Driveway in good condition, with maintained road surfaces and good drainage but showing some signs of decay. Accessible by all types of vehicles and/or only 4x4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes). Roads may be narrow in certain areas. Good overhead space. Roads not quite excellent.
	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles and/or only 4x4 (as required by market). Passing areas have been allowed for but are not clearly marked. Clear access to the facilities.
	3,4,5	Driveway and internal roads in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable. Not accessible by all types of vehicles, mainly 4x4, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
	1,2	Driveway and internal roads in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable. Only accessible by 4x4 vehicles, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
	Parking (Guest vehicles)	9,10
8		Organised and secure parking. Marked bays where appropriate. Some external security lighting (if appropriate to environment).
6,7		Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided.
3,4,5		Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space.
1,2		No parking available.

Grounds and Gardens (extent of gardening/ grounds to be judged on a "fit for purpose" basis. Some establishments may have no actual garden but is set totally in natural environment with as little impact on the nature as possible. Establishments may not be penalised for no grounds/ gardens if it is fitting with the environment) (if a swimming pool is present, it should be included in this assessment)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways (as appropriate to location/lighting source). Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting (as appropriate to location/lighting source).
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting (as appropriate to location/lighting source). Clear access.
	3,4,5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting (as appropriate to location/lighting source).
Lighting (Not to be rated if electricity is not available at the park.)	9,10	Well-lit pathways and roads. Lights shine at ground level. Lighting provided to guide guests to bathrooms at night. Adequate lighting available all night. Lighting outside public areas (i.e. bathrooms and recreational hall) very good (soft lighting). Low level lights with shielding to prevent "upward" shine. Use of low energy bulbs.
	8	External lighting good. Perhaps good number of lights and in right positions but shine slightly too high. Or slightly insufficient lights, that shine at ground level.
	6,7	Limited external lighting, but of good quality and shining at ground level. Limited, but good lighting outside public areas.
	3,4,5	Very little lighting. Lights sparsely positioned. Very bright lights outside bathrooms and public areas. Very bright lights along pathways.
	1,2	Poor lighting. Bright lights that shine into caravans or tents at night. No lighting. Lighting in inappropriate places.
Appearance of Buildings	9,10	In new structures or buildings, material (e.g. brick, canvas, wood, reeds, grass or other natural material) in excellent condition (like new), absence of weathering, fresh well-maintained paintwork or stone wall, an overall clean and "new" look. Alternatively, in older buildings or structures, material (e.g. brick, canvas, wood, reeds, grass or other natural material) well-maintained, no unsightly staining or chipping and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting (as appropriate in location). Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of canvas, wood, reeds, grass or other natural material, paintwork, windows, drains, etc. Though some weathering may be present. All areas of to be in sound condition. Some additional external features to enhance appearance.
	6,7	Canvas, wood, reeds, grass or other natural material, paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Canvas, wood, reeds, grass or other natural material generally in sound condition, though some areas of paint may be ageing and stonework chipping and rather weathered. Small defects, damage and cracks visible. No evidence of recent repairs, paintwork, etc.
	1,2	Generally neglected buildings (i.e. permanent tents, or other structures with walls of canvas or wood, reeds, grass or any other natural material and with concrete or wooden floors). Obvious structural defects or damage (crumbling brickwork, cracked stone, highly worn out canvas). Flaking paint, illegible signs, rotting exposed wood.

## 2. Camping and Caravan Sites

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Appearance	9,10	Very neat, clean, tidy sites. Excellent site maintenance. Sites clearly and neatly demarcated or identified. Even surface and level. Excellent site drainage. Excellent quality site surface. Good sized sites, suitable for typical market. Some secluded or private sites available. Excellent site layout. Thought to layout of sites.
	8	Clean and neat sites. Good drainage. Sites clearly identifiable. Even and level surface. Good quality site surface. Sites not quite excellent. No awkward sized or shaped sites.
	6,7	Sites not necessarily demarcated. Suitable areas available for caravans and camping. Very slight slope on some sites. Drainage good. Surface fairly even. Sites neat and tidy.
	3,4,5	Some puddles or small holes in some sites. Drainage fair. Slight sloping of some sites. Sites relatively small in size.
	1,2	Sites untidy, unkempt, litter. Uneven surface with holes, puddles, etc. No drainage (easily flooded in light rain). Significant slope on a number of sites. Poor quality site surface. Sites very close together and small in size (very cramped).
Facilities	9,10	At least one electricity point for each caravan site. Acceptable distance between the power point and the site (tenting sites may be excluded from this requirement). At least one refuse bin and water tap for 2 sites. Alternatively within a short distance and easily accessible from all sites. All refuse bins covered and lined with appropriate garbage or rubbish bags. Water from taps to be consistent and pressure good. Excellent drainage system beneath all taps. Potable water should be available on request if not available at sites. Braai facilities (if provided) in excellent condition and clean. (If fit for purpose, sites or parks without electricity may receive a 9 rating if all other requirements are met.)
	8	If electricity is provided there should be at least one electricity point for <u>most</u> caravan sites. There should be an acceptable distance between the power point and the site (tenting sites may be excluded from this requirement). Covered and lined refuse bin within an acceptable distance from each site. No overcrowding or overuse of bins. Tap, with good water pressure and drainage system fairly accessible from each site. Braai facilities (if provided) in very good condition and cleaned daily.
	6,7	Refuse bins, covered and emptied regularly. Bins need not be lined. Sufficient taps but some sites have fairly far to walk to reach tap. Water pressure okay. Drainage below tap acceptable. Braai facilities (if provided) in good condition. Cleaned. No holes in braai grid.
	3,4,5	Uncovered, but clean refuse bins. Bins not cleaned or emptied often enough. Not enough bins for all sites. Poor water pressure from taps but sufficient number of taps. Not enough taps for all sites in park, although pressure good. Poor drainage at base of taps. Braai facilities (if provided) in fair condition. Some damage but still useable.
	1,2	Limited number of refuse bins. Long distance to walk to bins. Dirty, overflowing bins. Bees around bins. Long distance to walk to tap. Very poor water pressure. Little or no drainage of water at base of tap. Taps leaking or dripping constantly. Unsafe electrical points, etc. Braai facilities (if provided) in very poor condition. Dirty, used ash, no braai grid or big holes in grid, etc.

## 3. Ablutions and Bathrooms

All ablutions, including private bathrooms, will be evaluated under this section. All facilities will be assessed, and where different standards are present, an average score will be applied, unless there is significant difference between the highest and the lowest score, in which case the lowest score will apply.



<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	Highest quality wall coverings. Tiles/stones well fitted. Grouting in excellent condition. No marks, stains, condensation damage. In excellent condition. No peeling wallpaper or flaking paint. Additional décor i.e. plants, attractive wall finish, etc. Bathrooms tiled (or other equivalent and appropriate wall coverings) to top of shower.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
Flooring	9,10	High quality and safe flooring, well fitted and free from stain or water damage. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	8	High quality, safe floor covering or tiles. Not necessarily new but in good condition. Tiled, slasto or stone floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	6,7	Standard quality bathroom flooring. No stains or marks. Chipped tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition. All flooring to be sealed.
	3,4,5	Ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition. Flooring not sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions with numerous chips and entire pieces missing. Flooring not sealed. Area around toilet discoloured, damp. Cracked floor tiles. Torn flooring, etc.
Fixtures and Fittings	9,10	High quality, well-made fittings in excellent finish and matching style. Quality shower screen. Showers of a design allowing strong water flow without compromising temperature. Good sized washbasins and baths. Easily used, responsive controls. Plenty of hot water at all times. Good sized and good quality vanities. Good supply of clothes hooks in shower, bath and toilet cubicles. Good quality shelving and seats in bath or shower cubicles.
	8	Generally high quality fittings throughout, but not necessarily new. High quality plastic fittings may be considered appropriate. Good-sized bath. Shower screen or good quality curtain. All porcelain in good order no cracks, crazing or dull finish, no stains. Good supply of clothes hooks in cubicles. Fairly good sized vanities. Good supply of hot water at all times.
	6,7	Standard domestic range of bathroom fittings. May be showing some wear but in good, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times. Smallish vanities. Limited seating or shelving space in bath or shower cubicles.
	3,4,5	Ageing fittings. Dull finish to porcelain. Chrome wearing off. Cheap, plastic fittings – warped toilets, etc. Weak shower pressure. Barely effective flow of shower water. Intermittent hot water. Fittings not matching. Well used. Rough DIY grouting or sealant. Some fittings missing. Small baths. Very small shelves in shower or bath cubicles. No vanities around washbasins but small shelves or similar available.
	1,2	Bath enamel chipped. Stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting or sealant. Cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc. Cracked or damaged shower flooring or trays. Many absent fittings e.g. taps. No vanities, shelving, etc.

Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains. If a combination of tent and other structure: Roofing to be of excellent quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated with no marks or stains. If only tent structure: Canvas of excellent quality (like new condition). No evidence of tears and seam splitting. Awning (of canvas or other material) of excellent quality erected above room tent and extends beyond the perimeter of room tent.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated. If combination of tent and other structure: Roofing of good quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated. If only tent structure: Canvas of good quality. No bent poles or tent anchors. No evidence of tears and seam splitting but some signs of ageing. Awning of good quality erected above room tent and extends beyond the perimeter of room tent, with some sign of ageing.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. If combination of tent and other structure: Competent job of roofing application and roofing of average quality. Staining/treatment competently applied, although not necessarily professionally done. If only tent structure: Canvas of good/average quality. No bent poles or tent anchors. Some evidence of tears and seam splitting. Awning of average quality erected above room tent and extends only to perimeter of room tent with some evidence of wear and tear.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. If combination of tent and other structure: Poor quality roofing, amateurishly fitted, but no evidence of sagging or splitting. Roofing slightly stained, treatment poorly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. If combination of tent and other structure: Poor quality roofing sagging/splitting in places, evidence of water seepage. Treatment old and amateurishly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.
Lighting	9,10	Lighting effective for all purposes particularly at washbasin. Suitable lighting so that adequate light shines into all cubicles, even with the door closed. Good quality fittings. Light switch at main entrance. Light at entrance to ablutions good. On all night without disturbing guests. Opening window or electric extractor fan. Appliances in excellent condition. Good natural light.
	8	Good quality fitting with suitable light for general bathroom use. Perhaps light not evenly distributed throughout the facility, but overall good light.
	6,7	Fair quality fittings providing only adequate light.
	3,4,5	Dim centre light. Stark lighting on ageing fittings. Light not evenly disbursed through ablutions. Some dark areas.
	1,2	Gloomy, badly placed, ageing, damaged light fittings. Inadequate for normal use.

## 4. Scullery and Communal Kitchen(s)

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	High quality wall coverings. Wallpaper, tiles or other suitable finish in excellent condition. No discoloration, cooking marks, splashes, stains, burns.
	8	High standard wall coverings. May not be new but of the same excellent standard. High standard of workmanship in application of covering. Covering still in very good condition. Some slight signs of wear and tear on excellent quality décor.
	6,7	Good quality workmanship. Wall coverings of average quality. Some signs of use.
	3,4,5	Ageing décor of medium to low quality. Amateur finish. Notable wear and tear. Stains and discolouration. Evidence of continual heavy use with no redecoration or improvement.
	1,2	Low grade materials. Poor standard of workmanship. Very noticeable cooking marks or splashes. Unsightly wiring or exposed pipes. Signs of seepage and damp. Lifting of tiles or wall covering.
Flooring	9,10	Non-slip flooring professionally fitted. Quarry tiles in excellent condition. Kitchen quality floor coverings. Tiled, slasto or stone flooring in need of buffing but with high quality rugs. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	8	Very good quality flooring but not of excellent quality. Tiled, slasto or stone floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	6,7	More modest quality flooring or excellent quality flooring now showing some wear and slight damage. Chipped tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition. All flooring to be sealed.
	3,4,5	Evidence of continual heavy use with no redecoration or improvement. Missing tiles and obvious chips. Painted cement floors in poor condition. Flooring not sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions with numerous chips and entire pieces missing. Flooring not sealed. Damaged floor surfaces.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks.
Lighting	9,10	Overall high standard of lighting especially in important working areas e.g. at sink. All fittings of high quality and in excellent order. All areas well lit. Excellent natural light. Good light at entrance to scullery. Light switch at entrance.
	8	Adequate light. High quality fittings. Very good natural light.
	6,7	Ageing fittings in good order, but adequate light. Good natural light.
	3,4,5	Minimal lighting. Restricted natural light. Working areas not well lit and cast into shadow.
	1,2	Dark, gloomy. Low wattage. Old, dilapidated fittings of cheap quality. Little natural light. Lights in inappropriate places.

Furnishings and Fittings	9,10	High quality units. Professionally fitted with ample shelving for clean and dirty dishes. High quality sinks (basins) – preferably double sinks with drainage board. Good sized sinks. Adequate supply and good flow of hot and cold water. Easily cleaned durable surfaces. All in excellent order. May be commercial quality catering surfaces and tables.
	8	High quality fittings. Sinks and shelving may not be new, but are all in good condition. Some evidence of use (knife cuts on surface, slight discolouration) not quite excellent. Sufficient shelving for clean and dirty dishes.
	6,7	Middle of the range domestic fittings and sinks. DIY assembly competently carried out. Possibly former high standard fittings that have deteriorated through long use, but still in good condition. Traditional fittings of good standard.
	3,4,5	Medium to low quality fittings. Sinks not professionally fitted. Much wear and tear. Cheap quality materials. Old-fashioned. Poor supply of water. Intermittent or weak flow. Limited shelving for clean and dirty dishes. Small sinks.
	1,2	Very used. Chipped, broken, stained, badly-fitted units and sinks in need of replacement. Bowed or wobbly shelves. Painted units in poor condition. Greasy and stained fittings and sinks. Drains blocked with food. No area to place clean and dirty dishes.

### 5. Laundry or Drying Room

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	High quality wall coverings. Wallpaper, tiles or other suitable finish in excellent condition. No discoloration, cooking marks, splashes, stains, burns.
	8	High standard wall coverings. May not be new but of the same excellent standard. High standard of workmanship in application of covering. Covering still in very good condition. Some slight signs of wear and tear on excellent quality décor.
	6,7	Good quality workmanship. Wall coverings of average quality. Some signs of use.
	3,4,5	Ageing décor of medium to low quality. Amateur finish. Notable wear and tear. Stains and discolouration. Evidence of continual heavy use with no redecoration or improvement.
	1,2	Low grade materials. Poor standard of workmanship. Very noticeable cooking marks or splashes. Unsightly wiring or exposed pipes. Signs of seepage and damp. Lifting of tiles or wall covering.
Flooring	9,10	Non-slip flooring professionally fitted. Quarry tiles in excellent condition. Kitchen quality floor coverings. Tiled, slasto or stone flooring in need of buffing but with high quality rugs. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	8	Very good quality flooring but not of excellent quality. Tiled, slasto or stone floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	6,7	More modest quality flooring or excellent quality flooring now showing some wear and slight damage. Chipped tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition. All flooring to be sealed.
	3,4,5	Evidence of continual heavy use with no redecoration or improvement. Missing tiles and obvious chips. Painted cement floors in poor condition. Flooring not sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions with numerous chips and entire pieces missing. Flooring not sealed. Damaged floor surfaces.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated.

	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks.
Lighting	9,10	Overall high standard of lighting especially in important working areas e.g. at sink. All fittings of high quality and in excellent order. All areas well lit. Excellent natural light. Good light at entrance to laundry. Light switch at entrance.
	8	Adequate light. High quality fittings. Very good natural light.
	6,7	Ageing fittings in good order, but adequate light. Good natural light.
	3,4,5	Minimal lighting. Restricted natural light. Working areas not well lit and cast into shadow.
	1,2	Dark, gloomy. Low wattage. Old, dilapidated fittings of cheap quality. Little natural light. Lights in inappropriate places.
Furnishings and Fittings	9,10	Clean, well-maintained and equipped premises. Generous provision of very good quality equipment (washing machines, tumble dryers and wash troughs) in excellent working order, with clear instructions. Maybe excellent quality domestic appliances or very good industrial quality. Spotlessly clean. Easily cleaned, durable surfaces. Very good quality ironing tables and areas to sort clothes. Suitable electrical points available near ironing area. Walled (or appropriately screened), suitably sized clothes hanging area. Sufficient, strong practical drying lines. Laundry area large enough to comfortably accommodate all appliances, fittings, etc. Sufficient space to sort washing.
	8	High quality premises with some signs of use. High quality appliances, may not be new, but in good condition. Some evidence of use acceptable (discolouration of appliances, etc). Laundry area suitably large enough to accommodate equipment as well as to sort laundry. Good ironing area. Electricity available for ironing. Good clothes drying and hanging facilities, walled or shielded from external view. Sufficient drying lines provided.
	6,7	Suitable premises in good order. Standard domestic equipment in sufficient quantity for convenient use. Signs of use but all in acceptable working order. Middle of the range domestic fittings and appliances. Possibly former high standard appliances and fittings that have deteriorated through long use, but still in good condition. Smallish room with limited facilities for sorting clothes. Traditional fittings in reasonable order. Wash trough in fair condition. Clean and organised. Modest length of drying lines.
	3,4,5	Medium to low quality fittings and appliances not professionally fitted or positioned. Fair number of appliances but not in sound condition. Ageing equipment, either professional or domestic, showing signs of wear, chipped enamel, scratched, loose hinges. Much wear and tear. Cheap quality materials. Stained wash troughs. Poor quality or very limited clothes hanging facilities. Limited or no ironing facilities. Insufficient provision for all users, without queuing. Premises getting shabby. Insufficient drying lines.
	1,2	Well-used, chipped, broken, stained, badly-fitted appliances and facilities in need of replacement. Machines not in working order. Bowed or wobbly shelves in poor condition. Poor quality and untidy clothes hanging and drying facilities, in full view of guests. Very old, inadequate equipment in unsuitable premises needing refurbishments. No drying lines available.

## 6. Communal and Public Areas

Criteria	Score	Description
Decoration	9,10	High quality wall covering in excellent condition. Co-ordinated design. No evidence of ageing, wear and tear (some historical locations are the exception). High quality finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively average quality materials if recently decorated. Plain décor in excellent condition with additional attractive features (photographs, prints, etc). No scratches, chips, stains, or scuffs. Professional workmanship.

	6,7	Good quality décor. Ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship. More practical than comfortable.
	3,4,5	Average quality but ageing. Some damage, wear and tear. Amateur application of décor. Little design input or co-ordination. Looking tired.
	1,2	Very old. Faded, damaged wall coverings or paint surfaces. Evidence of damp or water penetration. Grubby marks. Neglect. Unsightly paintwork or exposed wiring.
Fixtures and Furnishings	9,10	Good quality and in excellent condition. Considered extras e.g. table and chairs in communal areas, etc. High quality domestic furniture in excellent condition.
	8	High quality furniture, not necessarily new. All in good condition. Alternatively, more average quality furniture in excellent condition.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be quite old, but in good condition. Alternatively, new furniture of average or low quality. Showing slight wear or fading.
	3,4,5	Ageing seating. May show marks. Obvious sparse arrangement. Not particularly suitable. Patched repairs or tears.
	1,2	Low quality, uncomfortable, ageing furniture. Generally damaged – scratched, loose arms or legs. Stained or grubby. <b>Old, jaded, unattractive.</b>
	Flooring	9,10
8		High quality flooring, but not new. Showing some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively average quality flooring in excellent condition, recently laid in a professional manner. Well-maintained surfaces.
6,7		High quality flooring. Slight wear and tear in areas of most traffic but all in good condition, some small discolouration in places. Alternatively, cheaper new flooring. Well-fitted. Wooden or tiled floors a little scratched or chipped in places.
3,4,5		Flooring shows considerable use. Flattened spots, bleaching by windows, some thinning, some chipped tiles. Unprofessional fitting with ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns, missing tiles or other defects that render the flooring unsound. Low quality image flooring. Badly chipped wooden or tiled floors.
1,2		Very old, thin, cheap quality. Distinct signs of wearing – visible canvas or backing fabric, patches, stains, discolouration, obvious worn seams. DIY fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors in need of a new coat of varnish with ageing, worn and stained rugs. Missing tiles and lots of chips.
Ceiling/ Roofing		9,10
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes. All lights of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	High quality fittings with more adequate spread illumination for practical use. No use of lighting “effects”.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. Fittings <b>old</b> , ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

**B. Housekeeping**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Public Areas, Scullery, laundry, etc.	9,10	High standard of cleanliness. No dirt or dust. All surfaces polished with no smears. Carpets vacuumed, floors swept and mopped daily. Books, magazines, leaflets etc tidy. No discarded items left on premises. Interior of appliances clean and polished.
	8	Generally very high standard of cleanliness and tidiness. Floors swept and mopped daily.
	6,7	Good standard of cleanliness overall. Some evidence of dirt, dust and cobwebs in high, low or inaccessible places.
	3,4,5	Sloppy approach to cleaning. Some areas neglected. Unclean or damp smell. Condensation marks or mould showing in places. Grouting marked or stained.
	1,2	Unsatisfactory standard. Dirt and dust. Cobwebs. Un-vacuumed carpets. Long-term neglect. Grouting heavily stained.
Ablutions	9,10	Very high standard of cleanliness and hygiene. Clean, fresh smell. Sanitary ware thoroughly cleaned. High level of efficiency. Evidence of attention to housekeeping throughout the day, particularly during periods of heavy use.
	8	Generally very high standard. One or two slight lapses. Bathrooms cleaned regularly (dependent on usage levels) overall clean throughout the day.
	6,7	No evidence of dirt, dust, hair or grime. Surfaces all clean. Slight discolouration of enamel or grout. Bathrooms neat and clean.
	3,4,5	Generally clean but lacking attention to detail. Dirt, dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping. Dirt, dust on all surfaces. Long-term encrusted grime in inaccessible places. Dirt and hairs on floor, in plugholes and corners. Flooring around toilet stained, smelly. Bathrooms not cleaned regularly enough. Signs of neglect.

**C. General**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Welcome, ambience and personal touches	9,10	Personal welcome from owner or representative. Attempt to establish good rapport and willingness to please. Directed or shown to site. Strong evidence of personal touches, flowers, plants, collections, displays. Follow-up attention to guests' comfort throughout their stay. Obvious interest in guests. Positive input and assistance with guest plans and activities. All major credit cards accepted. Staff well-trained, welcoming, friendly and interacting with guests.
	8	Cheerful demeanour or attitude. Ready to help. Showing interest in guest activities and plans.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	No enthusiasm. Just doing the job. Absolute minimum customer contact.
	1,2	No welcome. Surly attitude. Indifference. Rude. Only contact made to settle account.
Management efficiency	9,10	Well-planned booking procedures. Comprehensive information about cancellation procedures. Directions, information on local area and attractions. Owner or manager thoroughly organised and professional. Information on all facilities. Useful, friendly and detailed "domestic rules". All brochures or leaflets up to date and helpfully presented.
	8	Efficiently and well organised information and booking procedures. Not professionally produced or printed. All procedures directly connected to property hire duly carried out, but no further information or services offered.
	6,7	Efficient or effective procedures carried out. Not of the highest professional standard. Hand-produced information individually typed or photocopied. Basic necessary information only.
	3,4,5	Rather amateur ad-hoc approach to bookings. Each enquiry or booking handled with hand-written or typed letter. Some information on property out of date.
	1,2	Disorganised approach to responding to enquires and acknowledging bookings. No system. Much information out of date. Failure to properly record booking.

Overall impression In the 4 and 5 Star bands all sites, bathrooms, public facilities, etc will be expected of a markedly more generous size than at lower levels, with greater ease of access and comfort.	9,10	Spacious, conveniently laid-out sites. No awkward shapes, tight corners, unattractive areas. Ample room for all functions. Sites have a feeling of spaciousness (with plenty of space for caravan, towing vehicle, tents, etc) no overcrowding of sites. Sufficient sites large enough to more than adequately accommodate a large caravan, towing vehicle and 2 side tents. Bathrooms spacious and not cramped. Welcoming and friendly ambience. Well laid out sites, some private sites.
	8	Generally very good sized sites. Some large sites available. Some sites may be slightly smaller, but well laid out. Room enough for all normal activities to be carried out without inconvenience. Overall friendly and pleasing ambience.
	6,7	Some restrictions on activities because of space. No awkward access to sites, bathrooms, public facilities, etc. Not all areas or sites large enough to accommodate large caravans, vehicle and tents but some suitable areas are available.
	3,4,5	Some small sites (unable to accommodate large caravans, etc). Tight access to bath or shower in bathrooms. Some sites quite close together.
	1,2	Very restricted access. Small sites throughout property. Sites and facilities which are obviously overcrowded.
Tourist Information (could be hard copy or verbal; in rooms or in general guest area)	9,10	Wide range of up-to-date brochures and leaflets about local and surrounding areas. Arranged in helpful way. Displayed in loose-leaf folder or file or on a tidy, organised wallboard. Additional information about area compiled by owners and others. More than commercially produced leaflets. Information about local walks, golf courses, fishing, riding, bicycle hire and any other sporting or leisure activities. Maps displayed for guest use. Books on national and local history, wildlife and events. Excellent verbal tourist information and input.
	8	A wide selection drawn from the above but not as extensive.
	6,7	Good selection of information. All up to date, mostly commercially-produced leaflets displayed in a folder.
	3,4,5	Limited range of information. Some out of date.
	1,2	Scrappy, sparse amount of mostly out of date information. Leaflets in no particular order. Lying loose in folders.
Access to Communication (Grading to be undertaken on a "fit for purpose" basis iro the location and the primary source markets in terms of communication needs, type of communication and time requirement for communication.)	9,10	18-hour access iro external and internal communication e.g. telephone, internet, satellite telephone, etc in establishment. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	12-hour access iro external and internal communication e.g. telephone, internet, satellite telephone, etc in establishment. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6,7	Reasonable access iro external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in establishment or close-by. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access iro external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in establishment or close-by. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.
Shop or take-away outlet	9,10	Clean, tidy, in excellent state of decorative order. Well-signed. Organised, shelves well stocked. Conveniently situated. Purpose-built, or converted to a high standard. Clear price displays. Appropriate stock for market and location. For take-away foods – excellent range of high quality and appropriate foods available.
	8	Well-built and conveniently organised. A little weathered. No gaps in stock on shelves. Possibly lacking range found above. Very good standard of take-away foods available. Menu not as extensive as above.



	6,7	Not a fully comprehensive supply of goods. Some out of stock, but generally well positioned. Tidy. Good range and quality of take-away foods available.
	3,4,5	Rather disorganised. Many gaps in stock. No ordered or logical display. Cramped, inconvenient premises in need of redecoration. Some out of date stock. Prices not clearly displayed. Small range of take-away foods available.
	1,2	Very disorganised. Cluttered, untidy and dusty. Meagre quantity of stock. Dilapidated premises in need of refurbishment. No prices. Out of date stock. Poor hygiene and unacceptable standard. Poor quality catering with limited range of take-away foods available.
Bar	9,10	Spacious, well-designed, convenient premises. Well-equipped. Decorated to an appropriately high standard. Ample, comfortable seating and appropriate furniture for eating. May be themed. Wide choice of food and drinks available at all reasonable times (if provided). Excellent choice of drinks, beers and wines. (if provided) All in excellent order.
	8	Large, comfortable and convenient premises with welcoming atmosphere. May not be in excellent condition but everything is in good order, a pleasant ambience. Very good standard of catering and range of beverages (if provided).
	6,7	Pleasant premises in good decorative order. Adequate space and seating. Good range of choice in food and drink (if provided). Clean and welcoming.
	3,4,5	Little atmosphere. cavernous and empty or small and cramped. No attempt at interesting style or design. Old décor and fittings. Small range of food and drink available (if provided)
	1,2	Very limited facilities. Run-down, in need of thorough spring clean or refurbishment. Dilapidated building, ageing fittings. Cramped, uncomfortable. Very restricted service. Poor quality catering. Limited range of beverages available (if provided).
Recreation (All recreation facilities provided will be assessed here, including, playground equipment, equipment and facilities for hire, etc. Where a range or number of facilities are provided, an average score will be assigned to this section unless there is significant difference between the highest and the lowest score, in which case the lowest score will apply.)	9,10	Extensive and varied provision of fit for purpose recreational and leisure facilities. Indoors and outdoors. All facilities and equipment in excellent order. Under supervision, where appropriate.
	8	Wide selection of facilities of very good quality. May specialise in one major type of activity to very high standard.
	6,7	Several activities catered for with equipment of a good standard and condition. May provide one major form of activity to a high standard.
	3,4,5	Limited availability of recreational facilities. Moderate standard. Equipment aging, but in good condition and reliable.
	1,2	Very restricted provision of facilities. Aging, out of date equipment in only acceptable condition. Available at limited times.

## BACKPACKER AND HOSTELS

### 1. Grading Criteria Methodology

Each establishment needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

- A. Physical Facilities
  - (i) Exterior
  - (ii) Bedrooms
  - (iii) Bathrooms
  - (iv) Swimming Pool
  - (v) Dining Area(s)
  - (vi) Spa / Gym / Health Club
  - (vii) Public Areas
- B. Housekeeping
- C. Food and Beverage
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment (e.g. conference facilities), those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

The grading advisor will award a score between 1 and 10 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets (business, leisure traveller, family). The Grading Advisor will also consider whether the establishment provides a competitive service, the location and environment.

The score is defined as follows:

- |                |        |
|----------------|--------|
| • Excellent    | 10     |
| • Very good    | 9      |
| • Good         | 8      |
| • Standard     | 6 or 7 |
| • Acceptable   | 5      |
| • Poor         | 3 or 4 |
| • Unacceptable | 1 or 2 |

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

**Required Overall Score for each grading band:**

<b>Grading Band</b>		<b>What the stars mean</b>
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

**2. Minimum Requirements by Grade in addition to Minimum Requirements for licensing**

Establishments should conform to these requirements in addition to the minimum requirements in order to obtain a particular grade.

Backpackers and hostels without electricity may achieve a 4- or 5-star grading. Additional requirements (listed below) will be reconsidered in areas where there is no electricity or where a specific ambience is preferred. In addition, assessors may be flexible on these requirements in special circumstances.

**2.1 Ambience**

<b>Criteria</b>	<b>1-star</b>	<b>2-star</b>	<b>3-star</b>	<b>4-star</b>	<b>5-star</b>
A higher level of general ambience, spaciousness and guest comfort will be required in all areas of the facility					X
Hot water for showering purposes should be provided to guests. It is possible that hot water is only available only at certain times of the day.					X

**2.2 Bedrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
Bunk beds are to be a maximum of 2 sleeping positions high.				X	X
Dormitories in 5-star backpackers or hostels should be more spacious and have fewer beds or bunks than a typical 4-star dormitory.					X
A ladder or equivalent should be provided for guests to climb to the top bunk.				X	X
A full range of linen should be provided for each bed (including dormitory beds). Including a duvet and duvet cover or good quality blanket.					X
All private rooms should have a full range of linen (bottom sheet, pillow, pillowcase, duvet and duvet cover or blanket and top sheet).				X	X
Private rooms should have 2 pillows per sleeping position.					X

**2.3 Bathrooms**

Criteria	1-star	2-star	3-star	4-star	5-star
All communal bathrooms should be equipped with hand soap and hand drying facilities. Hygiene should be considered when determining appropriate soap and drying facilities.				X	X
There should be at least one bath or shower to every 4 resident guests and 1 toilet with washbasin to every 4 resident guests.				X	X
All guests occupying private rooms should be provided with individual towel and soap upon arrival at the backpacker or hostel.				X	X

**2.4 Kitchens**

Criteria	1-star	2-star	3-star	4-star	5-star
The following additional appliances should be provided in communal kitchens: <ul style="list-style-type: none"> <li>– Freezer or large freezer section in fridges</li> <li>– Toaster</li> <li>– Microwave oven</li> <li>– Lockable food storage facilities</li> <li>– Hand soap</li> <li>– Range of herbs and spices</li> </ul>				X	X
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 be available at a 5-star backpacker or hostel. Alternatively guests should have relatively easy access to laundry facilities or service (provided in-house or outsourced).				X	X

### 3. GRADING CRITERIA

#### A. Physical Facilities

##### 1. Exterior

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage - external to property and on grounds (take into consideration Local Authority by-laws on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not even clearly visible during the day.
	1,2	No signage.
Driveway - may be tar, brick, gravel, or any other fit for purpose surface.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles.
	8	Driveway in good condition, with maintained road surfaces and good drainage but showing some signs of decay. Accessible by all types of vehicles.
	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles.
	3,4,5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable but not by all types of vehicles.
	1,2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable and is only accessible by 4x4 vehicles.
Parking (Guest vehicles)	9,10	Clearly marked parking bays (where appropriate to style of establishment) in a secure environment. External security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bays where appropriate. Some external security lighting. Sufficient parking to be made available for guests according to Local Authority By-laws.
	6,7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided. Sufficient parking to be made available for guests according to Local Authority By-laws.
	3,4,5	Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space. No external lighting provided. Insufficient number of bays in relation to number of rooms.
	1,2	No parking available.
Grounds and Gardens All facilities within the grounds should be evaluated in this section, including: gardens, tennis courts, swimming pools, volleyball courts, etc.	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of the market attracted to the establishment. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3,4,5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.

Appearance of Buildings	9,10	In new structures or buildings, material (e.g. brick, canvas, wood, reeds, grass or other natural material) in excellent condition (like new), absence of weathering, fresh well-maintained paintwork or stone wall, an overall clean and "new" look. Alternatively, in older buildings or structures, material (e.g. brick, canvas, wood, reeds, grass or other natural material) well-maintained, no unsightly staining or chipping and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting (as appropriate in location). Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of canvas, wood, reeds, grass or other natural material, paintwork, windows, drains, etc. Though some weathering may be present. All areas to be in sound condition. Some additional external features to enhance appearance.
	6,7	Canvas, wood, reeds, grass or other natural material, paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Canvas, wood, reeds, grass or other natural material generally in sound condition, though some areas of paint may be ageing and stonework chipping and rather weathered. Small defects, damage and cracks visible. No evidence of recent repairs, paintwork, etc.
	1,2	Generally neglected buildings or other structures with walls of canvas or wood, reeds, grass or any other natural material and with concrete or wooden floors). Obvious structural defects or damage (crumbling brickwork, cracked stone, highly worn out canvas). Flaking paint, illegible signs, rotting exposed wood.

## 2. Dormitories

If there are a number of dormitories which may have been decorated or refurbished at different times they may each be assessed at a different level of quality and condition. In this case an average score will be applied, unless there is significant difference between the highest and the lowest score, in which case the lowest score will apply.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding (refer to minimum requirements by grade)	9,10	Good quality pillows and blankets with spares available. Or good quality duvet and duvet cover (season dependent) co-ordinated with bedroom décor.
	8	All bed linen and bedding to be of a good quality though may not be in a brand new condition.
	6,7	Sheets neat, but not necessarily good quality linen but free from stains, holes, wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows.
	1,2	Cheap sheets with fraying edges, holes, faded.
Beds (refer to minimum requirements by grade)	9,10	Good sized beds. Good quality bed frames and mattresses, free from stains and wear. Headboards (if present) offering a degree of comfort and free from head stains. Top quality bunks with high quality foam mattresses. More than adequate "headroom" between bunk beds.
	8	Good firm mattresses and sound bed frame. Bed frames may be of an older style, but in good condition and good quality. Good spacing between bunk beds.
	6,7	Standard domestic quality bed frames and mattresses – all in sound condition. Thick, high density foam mattresses on bunks.
	3,4,5	Domestic mattresses and bed frames that are well used, thin on shallow divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames. Linen of cheaper polyester mixture, thinning, faded. Thin pillows. Thin foam mattresses. Chipped paintwork or slightly rusty frames.
	1,2	Mattress with little or no resistance or bounce. Legs loose, casters missing, stains, marks, holes. Creaking frame, sagging supports. Exposed springs, etc.
Decoration	9,10	Good quality wall covering (paint or wallpaper). Attention to detail, thoughtful co-ordination of patterns and colours. All work should look professional and be well executed.
	8	As with the above but need not be of quite the same standard.
	6,7	Competent job of applying wall covering of average quality. Attempt to co-ordinate patterns and colours. No jarring mismatch of colours and styles.

	3,4,5	Ageing wall covering, which was only of an average quality to begin with. Amateur application of paint or wall paper. Little attention to detail. Obvious wear and tear.
	1,2	Low-grade materials poorly executed. Uncoordinated styles and colours. Very noticeable wear and tear, stains, splashes, scratches, tears, etc. Unsightly pipe work. Exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Very good quality furniture and in excellent condition. Furniture of sound construction, good finish with little or no sign of ageing, wear and tear or ill use. Sufficient lockable cupboards. Good quality bedside tables. Possibly safes. Curtains effective in keeping out light and in working order.
	8	Good quality furniture may show some signs of use. Alternatively new or good (as opposed to excellent) 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 in working order.
	6,7	Furniture which may have been "excellent" or "very good" but through ageing may show signs of wear and tear. There should be no serious damage, stains or fraying on furniture. No jarringly mismatched styles – all furniture to be of a similar standard.
	3,4,5	Furniture of below average quality and in well-used condition. Little co-ordination of styles. Some damage, but all items capable of use. Surfaces not well-maintained. Thin, short, skimpy curtains. Some stains, marks on furnishings.
	1,2	Very low quality furniture, poor construction, damaged, marked or scratched. Uncoordinated styles. Thin, short, stained curtains. Stained, worn furnishings.
	Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10
8		Good quality flooring beginning to show some signs of ageing (flattening or wearing, few hidden chips in tiles or very slight stains in wooden floors). No obvious stains, burns, chips or marks, etc. Alternatively lower quality carpet but in new condition. Wooden or tiled flooring in need of buffing. Artistically finished cement floors of good quality and workmanship acceptable.
6,7		Flooring with flattening and well worn in areas of most traffic but all in good condition. Small discolouration in places. Alternatively, cheaper newer flooring. Wooden or tiled floors a little chipped and scratched but overall in good condition. Painted cement floors acceptable, if of good quality and fits with overall design.
3,4,5		Carpets show considerable use, flattened spots, bleaching by windows, some thinning and some patchy carpet pieces. Unprofessional fitting with ripples, rough ill-fitting edges, thin or no underlay. There should be no large holes, tears, burns or other defects that render the carpet unsound. Chipped wooden or tiled floors. Painted cement floor acceptable, but must be in reasonable condition.
1,2		Carpets with distinct signs of wearing, visible canvas or backing fabric, patches, stains, discolouration, obvious seams. DIY fitting with gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damaged or worn-through older ones. Wooden floors that have aged – now in need of a new coat of varnish, with worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition.
Ceiling/ Roofing		9,10
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.

Functionality of Floor Space/ Layout / Overall Impression	9,10	A spacious, well-planned dormitory with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. All plug points functionally located.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. Not all plug points are functionally located.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points or none that are functionally located.
Temperature Control (dependent on energy supply and location)	9,10	Heating and or cooling appliances appropriate to size and location of room. Capable of keeping the room at an acceptable temperature. In good condition, not noisy or disruptive. Appropriate appliances may include radiators, fans, heaters, air conditioning, etc.
	8	Hot water bottles provided for guest use in cold weather areas. Slightly old but functional, quiet fans in hot weather conditions.
	6,7	Fairly effective heating and or cooling provided in some areas of the rooms (appropriate climates). Large or very small, slightly noisy fans, air conditioners or heaters apply here.
	3,4,5	Ageing appliances with limited heating and cooling effect.
	1,2	Old low quality appliances, broken, very noisy, dusty, etc. Heat or cooling only available close to appliance. No heating or cooling appliances in areas which are typically considered to experience very hot or very cold weather conditions.
Lighting	9,10	Overall high standard of lighting in room. Controllable. Light in all appropriate places. Dimmer on main room light fittings. Bedside lighting control separate for each occupant preferred, but not essential. All lights and shades of good quality manufacture, in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. Light sources in all appropriate places.
	8	Provision of more sources of light than is strictly necessary. Good quality fittings.
	6,7	Good quality overhead lights with similar quality shades or covers. More than adequate room light. Effective lighting throughout the room although may only be controlled from doorway switch.
	3,4,5	Minimum lighting in room. Restricted natural light. Fittings ageing, beginning to look scruffy. Single bulb shade on flex, possibly low wattage, barely adequate to effectively illuminate further reaches of the room. Bare fluorescent tubes. No other sources of light. Restricted natural light.
	1,2	Dim, gloomy lighting. Heavy shade on minimal wattage bulbs. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc. Light levels inadequate for normal use of room.

### 3. Private Bedrooms

If there are a number of bedrooms which may have been decorated or refurbished at different times they may each be assessed at a different level of quality and condition. In this case an average score will be applied, unless there is significant difference between the highest and the lowest score, in which case the lowest score will apply.



<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding (refer to minimum requirements by grade)	9,10	High quality linen, laundered and well ironed. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent). Good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6,7	Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
Beds (refer to minimum requirements by grade)	9,10	Bed sizes frequently larger than standard single size. Good quality bed bases and mattresses, free from stains and wear. Headboards offering a degree of comfort and free from head stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though may not be in a brand new condition. Bed frames may be of an older style, but in good condition and good quality.
	6,7	Standard domestic quality bed frames, divans and mattresses - all in sound condition.
	3,4,5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames. Thin foam mattresses. Chipped paintwork or slightly rusty frames.
	1,2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing, stains marks and holes. Creaking frame, sagging support.
Decoration	9,10	Good quality wall covering (paint or wallpaper). Attention to detail. Thoughtful co-ordination of patterns, colours and textures. If plain décor then addition of good quality pictures (possibly of local features), etc. All work should look professional, well executed.
	8	As with above but need not be of quite the same standard. Room décor may range from very good to good.
	6,7	Competent job of applying wall covering. Average quality. Some pictures in good frames. Attempt to co-ordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room décor may range from very good to good.
	3,4,5	Ageing décor. Only an average quality to begin with. Amateur application of paint or wall paper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Uncoordinated styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures, graphics or wall hangings (if any). Unsightly pipe work, exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Very good intrinsic quality and in very good condition. Furniture of sound construction, attractive professional finish with little or no sign of ageing, wear and tear or ill use. Ample hanging space in cupboards.
	8	Good intrinsic quality of materials, showing some signs of use. 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. Good quality curtains.
	6,7	Furniture which may have been "excellent" or "very good" but through ageing may show signs of wear and tear. Medium quality range of materials and construction. All "good" furniture will be in sound and useable condition. There should be no damage, stains or fraying on furniture. No jarringly mismatched styles. All furniture to be of a broadly similar standard.
	3,4,5	Furniture of average quality and in well-used condition. Little co-ordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well-maintained. Thin, short, skimpy curtains. Some stains, marks on soft furnishings.
	1,2	Low quality materials. Poor construction. Damaged, marked or scratched. Uncoordinated styles. Thin, unlined curtains. Stained, worn upholstery.

Flooring <b>NB:</b> In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	9,10	If fitted carpets, high quality, good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/ slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of good quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Functionality of Floor Space/ Layout / Overall Impression	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. All plug points functionally located.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. To allow access some care may be taken in the positioning and design of furniture. Not all plug points are functionally located.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.

Temperature Control (dependent on energy supply and location)	9,10	Heating and or cooling system capable of maintaining a comfortable room temperature of between 18°C and 25°C. Appropriate to size and location of room. Appliances in very good condition, not noisy or disruptive. Appropriate appliances may include fans, heaters, air conditioning, etc.
	8	Individual control by guest at all times, some ageing of very good apparatus. Good quality and quiet air conditioners, fans and heaters would receive an 8 rating.
	6,7	Effective heating and or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy fans, hot water bottles, noisy air conditioners, small heaters apply here.
	3,4,5	Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances.
	1,2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. No heating or cooling appliances in regions considered to experience very hot or very cold weather.
Lighting	9,10	Overall good standard of lighting in room. Controllable, neither dimness nor glare. Light sources in all appropriate places. Bedside lighting control separate for each occupant. All lights and shades of good quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. Very good lighting fully effective in all parts of the room.
	8	More sources of light than is strictly necessary. Good quality fittings, lamps bases, etc. Bedside light for each occupant.
	6,7	Good quality overhead lights with similar quality shades or covers. More than adequate room lighting. Preferably further sources of light in room but not necessarily. Effective lighting throughout the room although may only be controlled from doorway switch.
	3,4,5	Minimum lighting in room. Restricted natural light. Fittings ageing, beginning to look scruffy. Single bulb shade on flex, possibly low wattage, barely adequate to effectively light furthest reaches of the room. Bare fluorescent tubes. No other sources of light. Restricted natural light.
	1,2	Dim, gloomy lighting. Heavy shade on minimal wattage bulbs. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc. Light levels inadequate for normal use of room.

#### 4. Communal Bathrooms

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
Fixtures and Fittings	9,10	Good quality, solid, well-made fittings in excellent order and matching styles. Quality shower screen. Showers of a design allowing strong flow without compromising temperature. Good sized washbasin, shower and or bath. Easily used, responsive controls. Plenty of hot water at all times.
	8	Generally good quality fittings throughout, but not necessarily new. Good-sized bath or shower. Shower screen or curtain of good quality. All porcelain in good order – no cracks, crazing or dull finish, no stains.
	6,7	Standard domestic range of bathroom fittings. May be showing some wear but in good clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings. Dull finish to porcelain, chrome wearing off. Weak shower pressure barely effective flow of water. Intermittent hot water. Fittings not matching. Well used. Rough DIY grouting or sealant.

	1,2	Bath enamel chipped, stained and dull. Cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting or sealant. Cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitting cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc. Cracked or damaged shower flooring or trays.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks.
Lighting and Ventilation / Temperature control	9,10	Lighting effective for all purposes, shaving, make-up and contact lenses, particularly at washbasin and shaving points. Good quality fittings. Opening window or electric extractor fan. Apparatus in excellent condition. Very good lighting in all toilet, bath and shower cubicles.
	8	Good standard of light fittings. Centre, main light providing sufficient shaving light, possibly supplementary lights. Heating and cooling appliance (if present) in very good condition. Good lighting in all cubicles.
	6,7	Centre light, well positioned providing adequate light in all cubicles.
	3,4,5	Dim centre light and awkwardly placed shaving light. Limited light entering cubicles.
	1,2	Gloomy, badly placed, ageing, damaged light fittings. Inadequate for normal use.

### 3. Private Bathrooms

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	Highest quality wall coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. No peeling wallpaper or flaking paint. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.

Fixtures and Fittings	9,10	Good quality, solid, well-made fittings in excellent order and matching style. Quality shower screen. Showers of a design allowing strong flow without compromising temperature. Good sized washbasin, bath and or shower. Easily used, responsive controls. Plenty of hot water at all times.
	8	Generally good quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain. All porcelain in good order no cracks, crazing or dull finish, no stains.
	6,7	Standard domestic range of bathroom fittings. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings – dull finish to porcelain, chrome wearing off. Weak shower pressure – barely effective flow of shower water. Intermittent hot water. Fittings not matching. Well used. Rough DIY grouting or sealant.
	1,2	Bath enamel chipped, stained and dull. Cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained, mouldy grouting or sealant. Cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitting cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps. Loose or broken towel rail. Evidence of cigarette burns, damage, etc. Cracked or damaged shower flooring or trays.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks.
Lighting and ventilation / temperature control	9,10	Lighting effective for all purposes, shaving, make-up and contact lenses, particularly at washbasin and shaving point. Very good quality fittings possibly recessed lights, spot lamps, etc. If relevant a heating system responsive to user's needs. Opening window, electric extractor fan. Appliances in excellent condition.
	8	Good standard of light fittings. Centre, main light plus adequate shaving light, possibly supplementary lights. Heating or cooling appliances (if present) in very good condition.
	6,7	Centre light and shaving light, well positioned providing adequate light.
	3,4,5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings. Inadequate for normal use.

#### 4. General Guest Access Areas

All areas other than the areas previously mentioned, which are inside or outside the buildings and are accessible to guests and the public should be evaluated under this section. This includes: lounges or sitting areas, patios, eating or dining areas, corridors, reception areas, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (as appropriate for style and size of establishment)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	No signage.
Decoration	9,10	Good quality wall covering in excellent condition. Evidence of co-ordinated design. No evidence of ageing, wear and tear (some historical locations accepted). Good quality professional finish.
	8	Good quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Plain décor in very good condition with additional attractive features (photographs, prints, etc). No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Good quality décor, some ageing but no major wear and tear. Use of some wall hangings, pictures, photographs, etc. Competent workmanship. Perhaps more practical than comfort orientated.
	3,4,5	Moderate quality, ageing. Some damage, wear and tear. Amateur application of décor. Little design input or co-ordination. Looking tired.
	1,2	Very old, faded, damaged wall covering or paint surfaces. Evidence of damp and water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort. Good quality in excellent condition. Attractive, good quality extras. Decorative, occasional pieces in main rooms and corridors. Good quality domestic furniture in excellent condition.
	8	Good quality furniture but not necessarily new. Comfortable, easy seating. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition.
	6,7	Medium to high quality of manufacture but showing some wear and tear. Maybe quite old, but sound. Alternatively, new furniture of medium quality. Comfortable but with no degree of luxury. May show slight wear or fading.
	3,4,5	Ageing seating. May show marks. Obvious sparse arrangement. Not particularly comfortable or attractive. Low quality worn fabrics, patched repairs or tears.
	1,2	Low quality, uncomfortable, ageing furniture. Generally damaged, scratched, loose arms or legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. Some tears on fabric.
Flooring	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay, professionally laid and in pristine condition. High quality wooden or tiled/slato flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs (if used). Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be some small discolouration in places. Alternatively cheaper new carpet. Wooden or tiled floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.

	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, some thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low quality flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stains, discolouration, obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Several unmatched styles or newer carpets laid on top of damage or worn through older ones. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall good standard of lighting giving sufficient light for all appropriate purposes but also designed for effect. All lights and shades of good quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more than adequate spread illumination for practical use.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings <b>old</b> , ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

## 6. Communal Kitchen(s)

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	Good quality wall coverings, wallpaper, tiles or other suitable finish in excellent condition. No discoloration, cooking marks, splashes, stains, burns.
	8	Good standard wall coverings, not necessarily new but of the same very good standard. Good workmanship in application. Covering still in very good condition. Some slight signs of wear and tear on very good quality décor.
	6,7	Good quality workmanship. Wall coverings of average quality, some signs of use.
	3,4,5	Ageing décor of medium to low quality. Amateur finish. Notable wear and tear, stains and discolouration. Evidence of continual heavy use with no redecoration or improvement.
	1,2	Low grade materials and poor standard of workmanship. Very noticeable cooking marks or splashes. Unsightly wiring and exposed pipes. Signs of seepage and damp. Tiles or wall covering lifting.
Furniture and Fittings	9,10	Good quality manufactured units, fitted professionally with ample space. Doors and drawers open easily. Easily cleaned durable surfaces. All in excellent order. Maybe more traditional kitchen with original features but all sound and well maintained. Maybe commercial quality catering surfaces and tables.
	8	
	6,7	Middle of the range domestic fittings. DIY assembly competently carried out. Doors and drawers fitted correctly. Possibly former high standard fittings that have deteriorated through long use, but still basically sound. Traditional fittings in reasonable order.

	3,4,5	Medium to low quality fittings, not professionally fitted; doors badly hung; drawers do not slide smoothly. Much wear and tear. Cheap quality materials. Old-fashioned, out.
	1,2	Very used, chipped, broken, stained, badly-fitted units in need of replacement. Bowed or wobbly shelves, painted units with paint in poor condition.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage. Non-slip contract vinyl flooring professionally fitted. Quarry tiles in excellent condition. Kitchen quality floor coverings.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job. Very good quality vinyl.
	6,7	Standard quality kitchen flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition. More modest quality vinyl or very good quality flooring now showing some wear and very slight damage.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks. Evidence of continual heavy use with no redecoration or improvement.
	1,2	Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. Damaged floor surfaces.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall good standard of lighting especially in important working areas. In other areas, more than just a suspended ceiling light. Light over dining table, where appropriate. All fittings of good quality in excellent order.
	8	More light sources than necessary. Good quality fittings.
	6,7	More than just adequate lighting, preferably with lights in at least some important working areas. Ageing fittings in good order. Good natural light.
	3,4,5	Minimal lighting. Centre light only, possibly of low wattage. Restricted natural light. Working areas not well lit and casting shadows.
	1,2	Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places.
Equipment (refer to minimum requirements by grade)	9,10	Relative to the number of people the backpacker or hostel can accommodate. More than a generous range and numbers than is strictly necessary (examples include microwave, toaster, kettle, urn, griller, wok, etc). All in excellent working order and condition. Some commercial quality equipment. Two or more fridges allowing for proper food separation. Fridges with freezer compartments or separate freezers, available for guest use.
	8	Good range of equipment, possibly of mixed ages and quality. Some old but all in very good working order. Alternatively a small range of new good quality equipment.
	6,7	Mixture of old and new equipment, some showing evidence of use over time. Alternatively very good range of older equipment. All equipment in good working order and of higher specification than basic.
	3,4,5	Minimum range of basic equipment. May be showing signs of considerable wear and tear.
	1,2	Old fashioned, in poor condition.



Crockery, cutlery and utensils	9,10	Wide range of utensils and dining equipment of good quality. Crockery of similar styles with ancillary items over and above the basic requirements of the inventory. Good standard of cooking pots, casseroles, possibly stainless steel, ceramic or enamelled. Thoughtful provision of "extras" such as garlic presses, lemon squeezers. No chipped, cracked or "crazed" crockery. Possibly some good specification "professional" utensils.
	8	Substantial range of good quality equipment, which may not be new, showing some slight signs of wear and tear. Very good domestic crockery in very good order. Mixed range of utensils and crockery of varying styles but all very good quality.
	6,7	Domestic middle-range pots, pans, crockery in good order. Perhaps some higher quality items that show signs of good use, but still in sound condition. All usual utensils provided but nothing more.
	3,4,5	Mixture of styles and quality. Mostly middle to low standard, showing evidence of considerable use. Worn patterns on some crockery, dull finish, scratches on utensils. Mixed and visibly aged cutlery. Minimal provision of basic utensils.
	1,2	Low quality. Cheap domestic, mass-produced crockery and utensils, showing wear and tear (badly chipped, cracks, crazed). Used Pyrex plates with discolouration from long use. Utensils and crockery jumbled, ill-assorted, having the appearance of being cast-offs, second-hand, discarded.

### B. Housekeeping

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedrooms and public areas	9,10	High standard of cleanliness. No dirt or dust. All surfaces well cleaned with no smears. All drawers and cupboards clean. Carpets vacuumed and floors swept daily. Books, magazines, leaflets etc tidy.
	8	Generally very high standard of cleanliness and tidiness. Carpets vacuumed and floors swept daily.
	6,7	Good standard overall. Possibly some evidence of dirt, dust, cobwebs in high or low or inaccessible places. Books, magazines and games may be untidy.
	3,4,5	Sloppy approach to cleaning. Some areas neglected.
	1,2	Unsatisfactory standard. Dirt and dust and cobwebs. Carpets not vacuumed. Long-term neglect.
Guest Bathrooms	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places. Dirt and hairs on floor, in plugholes and corners. Flooring around toilet stained, smelly.
Kitchens	9,10	High standard of cleanliness. No dirt or dust. All surfaces well cleaned with no smears. All drawers and cupboards clean. Floors washed and swept daily. Contents of kitchen cupboard and drawers tidily presented. All discarded items and unused food removed. Interior of fridge clean. Freezer compartment regularly defrosted. Sanitary ware thoroughly cleaned. Attention to housekeeping throughout the day, particularly in kitchen after periods of heavy use.
	8	Generally very high standard of cleanliness and tidiness.
	6,7	Good standard overall. Possibly some evidence of dirt, dust, cobwebs in high or low or inaccessible places. No sorting of kitchen equipment.
	3,4,5	Sloppy approach to cleaning. Some areas neglected. Kitchen equipment in complete jumble. Crumbs in drawers. Unclean and damp smell. Condensation marks or mould showing in places. Grouting marked and stained.
	1,2	Unsatisfactory standard. Dirt and dust and cobwebs. Long-term neglect. Grouting heavily stained. Thick grease accumulated on kitchen equipment.

**C. Food**

Applies if meals are served at the backpacker or hostel.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Breakfast presentation and quality	9,10	If appropriate cold buffet neatly set out, attractive containers. May opt for plated cold courses. Good range of hot and cold food. Preferably plated main course and eggs cooked to order. Good quality fresh ingredients and wide choice.
	8	Smaller range of items on buffet or fewer cold courses. Less attention to detail. Smaller range of cooked items. Good quality ingredients. Perhaps lower skill in execution. Noticeable attempt to provide good quality and some unusual items. Eggs cooked to order.
	6,7	Standard range of cold courses. Limited range of choice for cooked items. All ingredients of good quality. Competent cooking, but no unusual dishes. Some choice available.
	3,4,5	Only basic breakfast. Limited choice for cold and or hot courses. Low quality ingredients. Small portions.
	1,2	No choice. Low quality ingredients. Badly cooked.
Other meals (lunch, dinner, snacks) presentation and quality	9,10	Well laid out on appropriate plate with attractive and suitable garnishes. Pleasing combination of colours, textures, shapes. Attention to care and execution with emphasis on visual appeal. In simpler dishes – use of garnish, tidy, neat arrangement. Good use of fresh ingredients. Simple style but with great attention to detail and quality. Everything prepared to the right degree. Good balance on menu with something for most tastes.
	8	Obvious care and attention to detail with visual effect but perhaps not with the highest degree of skill. Tendency to standardise garnish. Good quality fresh ingredients.
	6,7	Attractive arrangement and garnish. Neat arrangement on plate. Maybe a mixture of fresh ingredients and good quality prepared meals. Obvious care and attention paid to preparation but perhaps domestic in style.
	3,4,5	No real attempt to enhance appearance. No variety of colours or textures. No careful arrangement. Some drying out of food, wrinkled skin on sauce. Not particularly hot. Low quality food. Inexpertly prepared. Not very appetising but edible.
	1,2	Badly presented. No garnish. Dull combination. Lukewarm. Lowest quality ingredients. Poorly prepared. Burnt, dried out, over salted. Unappetising. Inedible.

**D. General (including Service)**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Welcome, ambience and personal touches	9,10	Personal welcome from owner or representative. Attempt to establish good rapport and willingness to please. Directed or shown to room or 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. Assistance with guest plans and activities. If appropriate major credit cards accepted. Staff well-trained, welcoming, friendly and interacting with guests.
	8	Cheerful demeanour or attitude. Ready to help. Showing interest in guest activities and plans.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	No enthusiasm. Just doing the job. Absolute minimum customer contact.
	1,2	No welcome. Surly attitude. Indifference. Rude. Only contact made to settle account.
Management efficiency	9,10	Well-planned booking procedures. Comprehensive information about cancellation procedures. Directions and information on local area and attractions. Owner or manager thoroughly organised and professional. Information on all facilities in hostel. Owner or manager offers opportunities to arrange leisure activities etc. All brochures or leaflets up to date and well presented.
	8	Efficiently and well organised information and booking procedures. May not professionally produced and printed. All procedures directly connected to property hire duly carried out, but no further information or services offered.
	6,7	Efficient or effective procedures carried out, but not with highest degree of professionalism. Hand-produced information individually typed or photocopied. Basic information only.

	3,4,5	Rather amateur ad-hoc approach to bookings. Each enquiry or booking handled with hand-written or typed letter. Some information in property out of date.
	1,2	Disorganised approach responding to enquires and acknowledging bookings. No system. Much information out of date. Failure to properly record booking.
Overall impression (In the 4 and 5 Star bands all dormitories, private bedrooms, bathrooms, guest rooms, and living spaces will be expected to be of a markedly more generous size than at lower levels, with greater ease of access and comfort.)	9,10	Spacious, conveniently laid-out rooms. No awkward shapes, tight corners or gloomy areas. Easy access to drawers, cupboards and doors. Ample room for all areas (e.g. separate dining area, easy seating or lounge). Walls soundproofed no thin walls through which sound travels. Dormitories have a feeling of spaciousness (with plenty of space for luggage and backpacks, etc). No overcrowding of beds. No intrusive noise from water boiler, bathroom, pipes etc. Bathrooms spacious and not cramped.
	8	Generally very good size. Some rooms may be slightly smaller, but well laid out. Room enough for all normal activities to be carried out without inconvenience.
	6,7	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.
	3,4,5	Cramped dormitories. Limited space for backpacks and bags. Some small rooms with minimal furniture provision because of restricted space. Small windows in odd positions, giving little natural light. Steep or restricted staircases. Tight access to bath or shower, or along sides of bed.
	1,2	Very restricted space. Small amount of room throughout most of the property. Beds in rooms that are through routes to other parts of the hostel or backpackers. Dormitories which are overcrowded, too many beds with limited space for backpacks, etc.
Tourist Information (could be hard copy or verbal; in rooms or in general guest area)	9,10	Wide range of up-to-date brochures and leaflets about local and surrounding areas. Arranged in helpful way. Displayed in loose-leaf folder or file or on a tidy, organised wallboard. Additional information about area compiled by owners and others. More than commercially produced leaflets. Information about local walks, golf courses, fishing, riding, bicycle hire and any other sporting or leisure activities. Maps displayed for guest use. Books on national and local history, wildlife and events. Excellent verbal tourist information and input.
	8	A wide selection drawn from the above but not as extensive.
	6,7	Good selection of information. All up to date, mostly commercially-produced leaflets displayed in a folder.
	3,4,5	Limited range of information. Some out of date.
	1,2	Scrappy, sparse amount of mostly out of date information. Leaflets in no particular order. Lying loose in folders.
Access to Communication (Grading to be undertaken on a "fit for purpose" basis into the location and the primary source markets in terms of communication needs, type of communication and time requirement for communication.)	9,10	18-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in establishment. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	12-hour access to external and internal communication e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc in establishment. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6,7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, cellular networks, satellite telephone (if appropriate), etc either in establishment or close-by. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access to external and internal communication throughout the day e.g. telephone, internet, cellular network, satellite telephone (if appropriate), etc either in establishment or close-by. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.

Shop (where appropriate)	9,10	Clean, tidy and in excellent state of order. Well-signed, organised and stocked. Conveniently situated. Newly purpose-built, or converted to a good standard. Clear price displays. Appropriate stock for market and location.
	8	Well-built and conveniently organised. Perhaps a little weathered. No gaps in stock on shelves. Possibly lacking the range found above.
	6,7	Not a fully comprehensive supply of consumer goods, some out of stock, but generally well positioned. Tidy.
	3,4,5	Rather disorganised. Many gaps in stock. No ordered or logical display. Cramped, inconvenient premises in need of redecoration. Some out of date stock. Prices not clearly displayed.
	1,2	Very disorganised, cluttered, untidy, dusty. Meagre quantity of stock. <b>Old</b> premises badly in need of refurbishment. No prices. Out of date stock. Poor hygiene. Unacceptable standard.
Laundry or Drying room	9,10	Well-equipped premises in excellent order. Spotlessly clean. 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 offered.
	8	Provision of good quality premises and equipment. Perhaps not new some signs of use. Equipment may not be of highest specification, or the most modern but all in very good order. Sufficient drying lines.
	6,7	Standard domestic equipment in sufficient quantity for convenient use. Suitable premises in good decorative order. Clean and organised. Modest length of drying lines.
	3,4,5	Ageing equipment. Either professional or domestic, showing signs of wear, chipped enamel, scratched, loose hinges. Insufficient provision for all potential users, without queuing. Premises getting shabby. Insufficient drying lines.
	1,2	Very old inadequate equipment. Unsuitable premises needing refurbishments. No drying lines available.
Bar / restaurant	9,10	Spacious, well-designed, convenient premises. Well-equipped. Decorated to an appropriately high standard. Ample, comfortable seating and appropriate furniture for eating. Maybe themed. Wide choice of food and drinks available at reasonable times. Excellent choice of drinks, beers, wines. All in excellent order.
	8	Large, comfortable and convenient premises with welcoming atmosphere. May not be in excellent condition but has a pleasant ambience and in sound order. Very good standard of catering and range of beverages (if provided).
	6,7	Pleasant premises in good decorative order with adequate space and seating. Good range of choice in food and drink (if provided). Clean and welcoming.
	3,4,5	Little atmosphere. Cavernous and empty or small and cramped. No attempt at interesting style or design. <b>Old</b> décor and fittings. Small range of food and drink available.
	1,2	Very limited facilities. Run-down, in need of thorough spring clean or refurbishment. <b>Old</b> building, ageing fittings. Cramped, uncomfortable. Very restricted service. Poor quality catering, very limited range of beverages available.
Recreation	9,10	Extensive and varied provision of fit for purpose recreational and leisure facilities. Indoors and outdoors. All facilities and equipment in excellent order. Examples of possible recreational facilities or activities may include: board games, music, television, satellite television, radio, excursions or trips, braai facilities, videos, snooker or pool table, table tennis, volleyball, swimming pool, darts, competitions, themed parties or evenings, etc.
	8	Wide selection of facilities of very good quality. May specialise in one major type of activity to very high standard.
	6,7	Several activities catered for with equipment of a good standard and condition. May provide one major form of activity to a high standard.
	3,4,5	Limited availability of recreational facilities. Moderate standard. Equipment aging, but in good condition.
	1,2	Very restricted provision of facilities. Aging, out of date equipment in only acceptable condition. Available at limited times.

## SELF-CATERING ESTABLISHMENTS

### 1. Grading Criteria Methodology

Each establishment wishing to be graded needs to comply with the minimum criteria detailed for each accommodation category including the specified minimum criteria per star grading. Thereafter the establishment will be graded according to the criteria listed in this document.

The grading criteria have been developed based on guest expectations and cover:

- A. Physical Facilities – Public Areas and External
  - (i) Exterior
  - (ii) Swimming Pool
  - (iii) Public Areas
- B. Physical Facilities – Unit Specific
  - (i) Bedrooms
  - (ii) Bathrooms
  - (iii) Unit Lounge, Dining Area, Patio
  - (iv) Unit Kitchen
- C. House Keeping
- D. General Service and Services
- E. General

For some establishments, not all the criteria will apply. If particular criteria are not applicable to an establishment, those criteria will not be used in grading the establishment and the lack of the facility/service will not count in the overall grading score i.e. establishment will not be penalized for not having a service/facility.

The strength and extent of **lighting** provided in all areas must be judged according to fit-for-purpose based on the location of the establishment and type of power – if any – used i.e. if solar power is used, then the number of lights may be less and strength of lights may necessarily be weaker. The establishment should not be penalized, but be scored based on these restrictions. The grading for quantity of fittings remains the same.

In respect of flooring, there may be a high quality natural alternative to carpeting, tiles or wooden floors in all levels. In these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.

The grading advisor will award a score between 1 and 5 for each criterion. The score will be based on the advisor's experience of the establishment, which will comprise a balance between quality and condition of the establishment and service levels. Grading will be undertaken on a "fit for purpose" basis, i.e. a grading advisor will determine and take into consideration the markets served by the establishment and whether facilities and services are in fitting with the needs of these markets. It will also consider the location and environment of the establishment.

The score is defined as follows:

- Excellent 10
- Very good 9
- Good 8
- Standard 6 or 7
- Acceptable 5
- Poor 3 or 4
- Unacceptable 1 or 2

Examples of excellent to very good, good, acceptable and unacceptable standards are provided in the criteria. It is important to consider that these are examples and guidelines only – the criteria provided below are not exhaustive and rather a guideline to steer the grading advisors and property owners/ managers in the right direction in respect of scoring.

**Required Overall Score for each grading band:**

Grading Band		What the stars mean
<b>5-Stars</b>		Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive interior design with quality, attention to detail, comfort and style. Flawless service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professional staff, service excellence assured.
Overall score of	91% - 100%	
Most Items to score	9 or 10	
No more than 5 items to score	8	
All service elements to score	9 or 10	
Number of unacceptable items	0	
<b>4-Stars</b>		A degree of luxury as well as quality in the furniture, furnishings, decor and equipment. Well designed with coordinated furnishings and decor schemes. High standard of service and guest care.
Overall score of	81% - 90%	
Items to score	8 or more	
No more than 5 items to score	7	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>3-Stars</b>		Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
Overall score of	71% - 80%	
Items to score	7 or more	
No more than 5 items to score	6	
All service elements to score	8,9 or 10	
Number of unacceptable items	0	
<b>2-Stars</b>		Good quality in the overall standard of furnishings, comfortable and pleasant service and guest care. Clean, safe and comfortable surroundings in a well-maintained environment.
Overall score of	61% - 70%	
Items to score	6 or more	
No more than 5 items to score	5	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	2	
<b>1-Star</b>		Pleasant comforts of simple, clean and functional accommodation with an assured warm welcome. Maintenance, safety, cleanliness and comfort will be of an acceptable standard. Fair to good (acceptable/modest) quality in the overall standard of furnishings, service and guest care.
Overall score of	51% - 60%	
Items to score	5 or more	
No more than 5 items to score	4	
All service elements to score	7, 8,9 or 10	
Number of unacceptable items	3	

**2. Minimum Requirements by Grade in addition to Minimum Requirements for licensing**

Establishments should conform to these requirements in addition to the minimum requirements in order to obtain a particular grade.

**2.1 Ambience**

Criteria	1-star	2-star	3-star	4-star	5-star
A higher level of general ambience and spaciousness will be required in all areas of the unit e.g. spacious corridors, bedrooms with no narrow areas, etc. Some account may be taken of limitations in older or historic properties.				X	X

## 2.2 Units

Criteria	1-star	2-star	3-star	4-star	5-star
Bed linen and towels to be provided.			X	X	X
All units must have one private bathroom			per 6 guests	per 4 guests	per 4 guests
The following must be provided with each unit: <ul style="list-style-type: none"> <li>- Television (if appropriate to the market)</li> <li>- Telephone (if appropriate to the market)</li> </ul>			X	X	X
In areas where malaria occurs, adequate protection against mosquitoes in the form of mosquito nets, window gauze and/or insecticide should be provided in each guest room.				X	X
Units must be serviced daily upon request (this service can be charged for)				X	X
The following must be provided with each unit: <ul style="list-style-type: none"> <li>- Oven and/or convection microwave</li> <li>- Microwave</li> <li>- Dishwasher (or dishes washed daily)</li> <li>- Freezer (more than just an ice compartment)</li> <li>- Hi-fi (if appropriate to market)</li> <li>- Washing machine and dryer (or laundry/laundry service/laundromat in vicinity)</li> <li>- Lounge area, with adequate seating to accommodate the number of advertised guests (this seating should be over and above the dining facilities)</li> </ul>				X	X

## 3. Grading Criteria for self-catering establishments

## A. Physical Facilities – Public Areas and External

## 1. Exterior

Criteria	Score	Description
Signage - external to property and on grounds (take into consideration Local Authority by-laws or national road regulations on signage)	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment. Provides clear indication of location of establishment and facilities. Signs are visible from all access points/directions and during the day and at night.
	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the environment. Provides indication of location of establishment and facilities. Signs are visible from all directions and during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment. Provides indication of location of establishment and facilities. Signs are not visible from all directions and only visible during the day.
	3,4,5	Signs in poor condition (some letters no longer visible or difficult to read). Inappropriate for the environment. Location of establishment and facilities not clear (ie arrows in wrong directions or fades, etc). Signs are not visible from all directions and are not even clearly visible during the day.
	1,2	No signage.
Driveway - (including access to units, if relevant) - may be tar, brick, gravel, or any other fit for purpose surface. Assessment of surface to take into consideration the geological surface per location.	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage. Accessible by all types of vehicles and/or only 4x4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).
	8	Driveway in good condition, with maintained road surfaces and good drainage but showing some signs of decay. Accessible by all types of vehicles and/or only 4x4 (as required by market). Driveway width conducive to traffic moving in both directions (either by two way driveway or specific passing nodes).

	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road surfaces. Reasonable drainage. Accessible by all types of vehicles and/or only 4x4 (as required by market). Passing areas have been allowed for but are not clearly marked.
	3,4,5	Driveway in poor condition, with many uneven surfaces or some large potholes/ puddles. However driveway is still drivable. Not accessible by all types of vehicles, mainly 4x4, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
	1,2	Driveway in a terrible condition - poorly surfaced with many large potholes/ puddles. Driveway is barely drivable. Only accessible by 4x4 vehicles, but acceptable if that is transport of primary source markets. No passing areas have been allowed for.
Parking (Guest vehicles)	9,10	Clearly marked parking bays in a secure environment. External security lighting (if appropriate to environment).
	8	Organised and secure parking. Marked bays where appropriate. Some external security lighting (if appropriate to environment).
	6,7	Parking in secure environment but not necessarily organized or clearly marked. Limited external security lighting provided.
	3,4,5	Little attempt to control parking. Owners/staff vehicles taking up most of the available parking space.
	1,2	No parking available.
Grounds and Gardens (extent of gardening/ grounds to be judged on a "fit for purpose" basis. Some establishments may have no actual garden but is set totally in natural environment with as little impact on the nature as possible. Establishments may not be penalised for no grounds/ gardens if it is fitting with the environment)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment. Tidy and well-lit pathways (as appropriate to location/lighting source). Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting (as appropriate to location/lighting source).
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kept tidy and well maintained (whether formal or natural garden. Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting (as appropriate to location/lighting source). Clear access.
	3,4,5	Gardens and enclosed area around establishment are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting (as appropriate to location/lighting source).
Outdoor guest seating/relaxation areas (this may include private terraces adjacent to the rooms or general seating areas)	9,10	Provision of high quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/seating facilities in excellent condition. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
	8	Provision of good quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment and the number of guests catered for. Furniture/seating facilities in good condition but showing some wear. Outdoor seating area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.



	6,7	Provision of reasonable quality outdoor furniture/seating facilities appropriate to the nature of the market attracted to the establishment, but insufficient to cater for all guests. Furniture/seating facilities in reasonable condition - showing some wear but evidence of maintenance. Outdoor seating area has an attractive appearance for most of the year, however some evidence of disorder or rubbish/litter.
	3,4,5	Provision of poor quality outdoor furniture/seating facilities and insufficient to cater for all guests. Furniture/seating facilities in poor condition - showing significant wear and no evidence of maintenance. Outdoor seating area has an unattractive with evidence of disorder or rubbish/litter.
Recreational facilities (not to assess the extent of facilities provided, only the quality/condition of actual facilities offered)	9,10	Recreational facilities (either provided on the premises or offered on other premises) provided of excellent quality and in excellent condition.
	8	Recreational facilities (either provided on the premises or offered on other premises) provided of good quality and in good condition (showing some wear but evidence of maintenance). Or of high quality but only reasonable condition.
	6,7	Recreational facilities (either provided on the premises or offered on other premises) provided of reasonable quality and in reasonable condition (showing wear and maintenance seem haphazard).
	3,4,5	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in poor condition (showing considerable wear and maintenance seem haphazard).
	1,2	Recreational facilities (either provided on the premises or offered on other premises) provided of poor quality and/or in total state of disrepair. No evidence of maintenance.
Appearance of Buildings	9,10	In new structures or buildings, material (e.g. brick, canvas, wood, reeds, grass or other natural material) in excellent condition (like new), absence of weathering, fresh well-maintained paintwork or stone wall, an overall clean and "new" look. Alternatively, in older buildings or structures, material (e.g. brick, canvas, wood, reeds, grass or other natural material) well-maintained, no unsightly staining or chipping and well-maintained paintwork or wall finishing. Visible outbuildings or annexes to be of a similar standard. External lighting (as appropriate in location). Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of canvas, wood, reeds, grass or other natural material, paintwork, windows, drains, etc. Though some weathering may be present. All areas of to be in sound condition. Some additional external features to enhance appearance.
	6,7	Canvas, wood, reeds, grass or other natural material, paintwork, windows, drains, etc in good state of repair, though not necessarily recent. No obvious structural defects or damage. "Plain" architectural features but still appropriate to the market.
	3,4,5	Canvas, wood, reeds, grass or other natural material generally in sound condition, though some areas of paint may be ageing and stonework chipping and rather weathered. Small defects, damage and cracks visible. No evidence of recent repairs, paintwork, etc.
	1,2	Generally neglected buildings (i.e. permanent tents, or other structures with walls of canvas or wood, reeds, grass or any other natural material and with concrete or wooden floors). Obvious structural defects or damage (crumbling brickwork, cracked stone, highly worn out canvas). Flaking paint, illegible signs, rotting exposed wood.

## 2. Swimming Pool

If available for guest use, swimming pools should be evaluated under this section. This includes the pool itself, poolside furniture, public toilets, etc.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (including warning signs)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
Grounds and Gardens (surrounding the pool)	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive "natural" environment surrounding the swimming pool. Tidy and well-lit pathways. Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/disorder around service areas (if accessible/visible to guests).
	8	High standards of maintenance in formal gardens surrounding the swimming pool. Outlying areas may be more "natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around service areas (if accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds of swimming pool kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation. Some external lighting. Clear access.
	3,4,5	Gardens and enclosed area around swimming pool are kept under control. Little attempt at interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance around swimming pool, weeds in most areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance. Poor lighting.
Swimming pool	9,10	Pool larger than required for the size of the establishment. Maintained in excellent condition – water clean, any leaves or insects floating in the pool removed more than once a day. Good quality water pumps to ensure sufficient circulation of water. Pool sides not stained and pool in generally excellent condition.
	8	Pool larger than required for the size of the establishment. Maintained in excellent condition – water clean, any leaves or insects floating in the pool removed on a daily basis. Good quality water pumps to ensure sufficient circulation of water. Pool sides may have some stains and the pool may appear to start showing small signs of wear.
	6,7	Pool size adequate for the size of the establishment. Maintained in good condition – water clean, any leaves or insects floating in the pool removed regularly, though not every day. Pool sides starting to show signs of wear though still in good condition.
	3,4,5	Pool smaller than required for the size of the establishment. Maintained in acceptable condition – water clean, any leaves or insects floating in the pool removed from time to time. Pool sides in acceptable condition, though showing considerable signs of wear.
	1,2	Small pool in adequate to cater for the size of the establishment. Not maintained regularly. Water not clear and leaves and insects floating in the pool. Pool sides are stained and generally in poor condition.

Pool Furniture	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. More than sufficient loungers and tables and chairs available. All chairs and loungers furnished with good quality cushions.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Adequate number of loungers available.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality. Loungers available, but no cushions provided.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. No loungers provided.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. No loungers provided.

### 3. Public Areas

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Signage (Internal)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	8	Signs in good condition (although clearly not brand new). Signs readable. Signage fits in with the décor. Areas open and not open to guests are clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signage fits in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas open and not open to guests are not indicated. Signs do not fit in with the décor of the establishment.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Artwork, objects d'art, etc which fits with the design of the establishment. No evidence of ageing, wear and tear. High quality professional finish.
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive.

Flooring	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but with high quality rugs. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	6,7	Wooden, tiled, slasto or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Chipped wooden, tiled, slasto or stone floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes but also designed for good effect - showing off features of rooms/ corridors. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc. No harsh fluorescent tubes.
	8	High quality fittings with more adequate spread illumination for practical use, though no or limited sophisticated use of lighting "effects". Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades, ageing lamps, etc. Main light plus one or two small occasional lamps. No extra lights for effect.
	3,4,5	Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings <b>old</b> , ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no diffuser.

Atmosphere and Ambience	9,10	Harmonious combination of décor, lighting and comfortable but high quality furniture. Soothing coordinated effect. Interesting features. Spacious rooms (in relation to total number of guests occupied). No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive. Coordinated décor, finishing, etc.
	6,7	Comfortable seating area but may be used for other things at times. A degree of activity but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive noise. Awkward seating, cooking smells, not particularly comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.

## B. Physical Facilities – Unit Specific

Should establishment comprise of different types of units (i.e. chalets and apartments or all chalets but different looking structures, or built at different time periods) then grading should be completed for each type. The average score will be applied.

### 1. Bedrooms

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Bedding	9,10	High quality linen, laundered and well ironed. Comfortable linen fit in relation to bed size. A good supply of pillows, cushions. Thick, weighty blankets with spares available (season and location dependent). Good quality duvet (season and location dependent) coordinated with bedroom décor and softs if no separate bedcover. Bedcovers thickly quilted or similar high quality, coordinated with bedroom decor and other soft furnishings.
	8	All bed linen to be of high quality though may not be in a brand new condition - coordinated with other soft furnishings.
	6,7	Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded. Thin pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes.
Beds	9,10	Bed sizes frequently larger than standard single size. Bed of high quality with sound mattresses. In excellent condition. Decoration or interesting bed frames (excellent quality). Concrete bases acceptable as long as interesting design features added and of excellent workmanship and fits with overall design. If headboards, offering a degree of comfort and free from head or other stains.
	8	Very good firm mattresses and sound base. Bed to be of high quality though not new. Bed frames may be of an older style, but in good condition and good quality.
	6,7	Standard domestic quality bed frames, divans and mattresses - all in sound condition. Headboards may be a simple wooden board or continental pillow.
	3,4,5	Domestic mattresses that are well used, thin on divan base. Tendency to move or creak. No sagging, broken struts, uneven legs, wobbly headboards or sloping frames.
	1,2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster/s missing, stains marks and holes. Creaking frame, sagging support.

Decoration	9,10	High quality wall covering (e.g. canvas, reed, wood, paint, wallpaper, etc.). Attention to detail, thoughtful coordination of patterns, colours and textures. If plain décor then addition of high quality pictures, objects d'art, etc although some styles require a "minimalist" approach. All work should look professional and be well executed.
	8	High quality wall covering (e.g. canvas, reed, wood, paint, wallpaper, etc.), but need not be in excellent condition. Signs of wear and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from excellent to very good.
	6,7	Competent job of applying wall covering (e.g. canvas, reed, wood, paint, wallpaper, etc.) of average quality. Some pictures in good frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours and styles. Décor may be some years old but not damaged, scratched, torn or stained. Room decor may range from very good to good.
	3,4,5	Ageing décor, which was only of an average quality to begin with. Amateurish application of paint/ wallpaper. Little attention to detail. Plain style with no adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Mis-match of styles and colours. Noticeable wear and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or wall hangings. Unsightly pipe work, exposed wiring. Signs of damp.
Furniture and Fittings	9,10	Excellent intrinsic quality and in excellent condition. Furniture of sound construction, attractive professional finish and detailing. Little or no sign of ageing, wear and tear or ill-use. Ample hanging space (all materials allowed as long as fits with overall design and of good quality/workmanship). Attractive comfortable easy seating with upholstery in excellent condition (inside or on patio). Where applicable, tent flaps effective in retaining heat/ keeping out light and all in working order. Where applicable, full, well-lined curtains with appropriate accessories, in working order.
	8	High intrinsic quality of materials may show some signs of use. Alternatively new, good (as opposed to excellent) quality furniture and fittings. Where applicable, curtains to be full and curtains or tent flaps effective in retaining heat/ keeping out light and all in working order.
	6,7	Furniture which may have been "excellent" or "very good", but through ageing, showing signs of wear and tear. Alternatively medium quality range of materials and construction in sound and useable condition. There should be no damage, stains or fraying furniture. No uncoordinated styles - all furniture to be of a broadly similar standard. Where applicable, tent flaps reasonably effective in retaining heat/ keeping out light but not all in working order.
	3,4,5	Furniture of average quality and in well-used condition. Little coordination of styles, some slight damage may be apparent, but all items capable of use. Surfaces not well maintained. Some stains, marks on soft fittings. Where applicable, tent flaps somewhat effective in retaining heat/ keeping out light, and not all in working order. Where applicable, thin, short, skimpy curtains.
	1,2	Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained, worn upholstery. Where applicable, Thin, unlined curtains or tent flaps totally ineffective in retaining heat/ keeping out light and none in working order.

Flooring	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but with high quality rugs. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	6,7	Wooden, tiled, slasto or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Chipped wooden, tiled, slasto or stone floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains. If a combination of tent and other structure: Roofing to be of excellent quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated with no marks or stains. If only tent structure: Canvas of excellent quality (like new condition). No evidence of tears and seam splitting. Awning (of canvas or other material) of excellent quality erected above room tent and extends beyond the perimeter of room tent.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated. If combination of tent and other structure: Roofing of good quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated. If only tent structure: Canvas of good quality. No bent poles or tent anchors. No evidence of tears and seam splitting but some signs of ageing. Awning of good quality erected above room tent and extends beyond the perimeter of room tent, with some sign of ageing.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. If combination of tent and other structure: Competent job of roofing application and roofing of average quality. Staining/treatment competently applied, although not necessarily professionally done. If only tent structure: Canvas of good/average quality. No bent poles or tent anchors. Some evidence of tears and seam splitting. Awning of average quality erected above room tent and extends only to perimeter of room tent with some evidence of wear and tear.

	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. If combination of tent and other structure: Poor quality roofing, amateurishly fitted, but no evidence of sagging or splitting. Roofing slightly stained, treatment poorly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. If combination of tent and other structure: Poor quality roofing sagging/splitting in places, evidence of water seepage. Treatment old and amateurishly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.
Functionality of Floor Space/ Layout / Overall Impression	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (either in room or on patio). Space to put luggage so that it does not clutter the room and obstruct access. Easy access to all facilities. TV visible from sitting area or bed (TV in room not compulsory, dependent on reception and lodge experience). Unrestricted view of full mirror. All plug points functionally located.
	8	Reasonably spacious room with good access to all furniture and facilities. No areas of restricted access or obstruction. Not necessary to have a self-contained sitting area but room must be large enough to comfortably contain an easy chair in addition to the standard bedroom furniture (if market appropriate). All plug points functionally located.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. A chair may serve a dual purpose - easy seating and dressing table. To allow access some care may be taken in the positioning and design of furniture. Not all plug points area functionally located.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, wardrobes, etc. Little room for luggage. Few plug points are functionally located.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.
	Temperature Control (dependent on energy supply and location)	9,10



Temperature Control (dependent on energy supply and location)	9,10	<p>Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tent structure: Fan available and can be utilised 24 hours a day. Air ventilators ("windows") available and allow sufficient airflow into tent, can be opened and closed at will, and has mesh covering in perfect condition.</p>
	8	<p>Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners (if appropriate). If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners. If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tent structure: Fan available, in good condition for use for at least 12 hours in a day. Air ventilation possible with sufficient airflow into tent, can be opened or closed at will by occupant and has mesh covering in good condition.</p>
	6,7	<p>Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here (if appropriate). If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here. If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tented structure: Fan available for use for less than 8 hours a day. Air ventilation possible with sufficient airflow into tent, can be opened or closed at will by occupant and has mesh covering, but in average condition, i.e. some large holes.</p>
	3,4,5	<p>Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tented structure: No fan. Air ventilation is possible but with insufficient airflow into tent, can be opened or closed at will by occupant, but no mesh covering.</p>

	1,2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If combination of tent and other structure: Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tent structure: No fan. No form of air ventilation in tent i.e. no windows
Lighting	9,10	Overall high standard of illumination in room. Controllable dimness/glare. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	6,7	More than adequate room light. Quality bedside and/or bedhead lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.
	3,4,5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1,2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Accessories	9,10	A wide range (a minimum of 8) to be provided either in-room or available on request of the following list of high quality extras for guests e.g. fruit bowl, books, magazines, air freshner, insect killer, shoe polishing cloth or pad, biscuits, mineral water, sweet/mints/chocolates, tea tray with variety of teas/hot chocolate/coffee/milk, microwave (on request), fridge, comprehensive well-presented room information, plug adaptors, sewing kit.
	8	With a minimum of 6 of the above.
	6,7	With a minimum of 4 of the above
	3,4,5	Two or more items only of average quality.
	1,2	Two items or more only of very poor quality.

## 2. Bathrooms

Only a bath or only a shower is acceptable for all grades.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Towelling	9,10	Full range of towel sizes - bath sheet, (bath towel optional), hand towel, face cloth for each guest. Provision of toweling robes. Thick, heavy, fluffy quality with plenty of pile. Replace on guest request/instruction, but at least every second day (unless guest requests otherwise with particular reference to environmental issues).
	8	Range of towels including bath sheet/towel and hand towel per guest but not quite such heavy quality as found in excellent. Changed frequently or at guest's request.
	6,7	Good quality bath and hand towels in sound condition.
	3,4,5	Moderate quality towels, showing age. Rather thin, fraying edges, small size. Faded.
	1,2	Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low absorbency.

Decoration	9,10	Highest quality wall coverings. Tiles/stones well fitted. Grouting in excellent condition. No marks, stains, condensation damage. In excellent condition.
	8	May be high quality finish but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Not necessarily recently decorated though in sound condition and reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	No decoration or very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy. For paintwork significant chipping or flaking and for wallpaper significant peeling.
Fixtures and Fittings (no curtains/screens required for outside showers)	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality finish. Sturdy and high quality bath. Attractive shower screen (no curtains). Good sized washbasin. Easily used, responsive controls. Hot water at all times (dependent on location and energy supply).
	8	Generally high quality fittings throughout, but not necessarily new. Good-sized bath. Shower screen or good quality curtain (if necessary to keep surrounding area free from water). All porcelain in good order - no cracks, crazing or dull finish, no stains. Matching and coordinated styles.
	6,7	Standard domestic range of bathroom fittings. Sturdy steel or acrylic bath. Bathroom may have a shower or a bath. May be showing some wear but in sound, clean condition. No small baths or under-sized showers with awkward access. Hot water at all reasonable times.
	3,4,5	Ageing fittings - dull finish to porcelain, chrome wearing off. Weak shower pressure. Intermittent hot water or at restricted hours. Fittings not matching. Out of date style or colour, well used. Rough DIY grouting/ sealant. Some "module" bathrooms with very restricted space and inconvenient layout.
	1,2	Bath enamel chipped, stained, dull and cheap plastic bath that moves and creaks. Very small shower with trickle of water. Stained or mouldy grouting/sealant and cheap, thin shower curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet and cover. Discoloured plastic cistern. Plastic taps, loose or broken towel rail. Evidence of cigarette burns, damage, etc.
Flooring	9,10	Tiled, slasto or stone flooring in need of buffing but with high quality rugs. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	8	Tiled, slasto or stone floors a little scratched in places. Painted cement floors acceptable, if of good quality and fits with overall design. All flooring to be sealed.
	6,7	Chipped tiled, slasto or stone floors. Painted cement floor acceptable, but must be in reasonable condition. All flooring to be sealed.
	3,4,5	Ageing, worn and stained rugs. Missing tiles and obvious chips. Painted cement floors in poor condition. Flooring not sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions with numerous chips and entire pieces missing. Flooring not sealed.

Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated with no marks or stains. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting or damp/condensation marks. Professionally painted/stained/treated. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. In sound condition but some evidence of damp/condensation marks. Where winter temperatures can be low, attempt to be made to enclose open bathrooms.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Some evidence of damp/condensation marks. Limited possibility of enclosing bathroom in winter (where temperatures are low).
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. Significant evidence of damp/condensation marks. No possibility of enclosing bathroom in winter (where temperatures are low).
Lighting	9,10	Lighting effectiveness for all purposes - shaving, make-up, and contact lenses, particularly at washbasin/shaving point. Excellent quality fittings.
	8	High standard of light fittings - centre, main light plus adequate shaving light, possibly supplementary lights.
	6,7	Centre light and shaving light, well positioned providing adequate light.
	3,4,5	Dim centre light and awkwardly placed shaving light. Stark fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings.
Functionality of Floor Space/ Layout	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
	8	Good-sized rooms with access to all facilities. May be room for only one person at a time. No awkward corners or obstructed parts. Good space for toiletries.
	6,7	Adequate size of room for one person, but no awkward access or inconvenient position of facilities, etc. Adequate space for toiletries.
	3,4,5	Restricted space leading to small bath or shower, small washbasin and awkward access. Limited space for toiletries.
	1,2	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet.
Accessories	9,10	High quality toilet paper (for example 2-ply). A wide range of excellent quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser, aftershave, cologne, shower gel, conditioner, tooth brushes, tooth paste, shower cap, toilet bags, tissues, cotton wool balls, cotton buds, laundry rack (on request), etc.
	8	A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or sticky containers. High quality toilet paper.
	6,7	A small range from the above, all in good condition and of good quality. Medium quality toilet paper.

	3,4,5	One or two items from the above list of average quality (wrapped soap or shower gel is compulsory).
	1,2	One or two items from the above list of poor quality (wrapped soap or shower gel is compulsory).

### 3. Unit Lounge, Dining Area, Patio

4 and 5-star establishments must have inside dining areas – not just outside - and must be separate area from lounge/kitchen.

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated design. Interesting architectural features, artwork, objects d'art, etc. No evidence of ageing, wear and tear (some historical locations excepted). <b>High quality professional finish.</b>
	8	Use of high quality materials, though not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use of wall hangings, pictures, etc. Competent workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. <b>Old</b> style. Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring.
Furniture and Fittings	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s and corridors. Well spaced chairs of appropriate height for tables. Coordinated theme design and spacious tables.
	8	High quality furniture but not necessarily new. All in sound condition, but may have "lived-in" feel. Alternatively, more moderate quality furniture in excellent condition. Comfortable easy seating. May not necessarily be of the same design though coordinated. Good sized tables.
	6,7	Medium to high quality of manufacture but showing some wear and tear. May be rather <b>old</b> but sound. Alternatively, new furniture of medium quality. Tables large enough for uncluttered use. May be a mix of styles and ages, but all in good order. Design may take precedence over comfort.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly comfortable or attractive. Low quality. May be quite a mix of styles, ages, designs, shapes and heights. Tables close together.
	1,2	Low quality, uncomfortable, ageing furniture. May show some damage - scratched, loose arms/ legs. Stained or grubby upholstery. <b>Old</b> , jaded, unattractive. Inadequate table size - cluttered and inconvenient.
Flooring	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and in pristine condition covered with high quality occasional rugs or mats. Screed flooring acceptable if of good quality and fits with overall design. Artistically finished cement floors of high quality and workmanship acceptable – merely painted cement floors not acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but with high quality rugs. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	6,7	Wooden, tiled, slasto or stone floors a little scratched in places. Screed flooring acceptable if of good quality and fits with overall design – may show signs of ageing or lack of maintenance. Painted cement floors acceptable, if of good quality and fits with overall design.
	3,4,5	Chipped wooden, tiled, slasto or stone floors. Screed flooring acceptable if of reasonable quality (but not necessarily in good condition) and fits with overall design. Painted cement floor acceptable, but must be in reasonable condition.
	1,2	Wooden floors that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring in poor condition. Painted cement floors in poor condition.

Ceiling/ Roofing	9,10	<p>All types of ceiling/roofing acceptable as long as it is of excellent quality, in good condition and professionally fitted. No sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.</p> <p>If a combination of tent and other structure: Roofing to be of excellent quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated with no marks or stains. If only tent structure: Canvas of excellent quality (like new condition). No evidence of tears and seam splitting. Awning (of canvas or other material) of excellent quality erected above room tent and extends beyond the perimeter of room tent.</p>
	8	<p>Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.</p> <p>If combination of tent and other structure: Roofing of good quality and professionally fitted, no sagging beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally stained/treated. If only tent structure: Canvas of good quality. No bent poles or tent anchors. No evidence of tears and seam splitting but some signs of ageing. Awning of good quality erected above room tent and extends beyond the perimeter of room tent, with some sign of ageing.</p>
	6,7	<p>Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.</p> <p>If combination of tent and other structure: Competent job of roofing application and roofing of average quality. Staining/treatment competently applied, although not necessarily professionally done. If only tent structure: Canvas of good/average quality. No bent poles or tent anchors. Some evidence of tears and seam splitting. Awning of average quality erected above room tent and extends only to perimeter of room tent with some evidence of wear and tear.</p>
	3,4,5	<p>Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.</p> <p>If combination of tent and other structure: Poor quality roofing, amateurishly fitted, but no evidence of sagging or splitting. Roofing slightly stained, treatment poorly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.</p>
	1,2	<p>Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.</p> <p>If combination of tent and other structure: Poor quality roofing sagging/splitting in places, evidence of water seepage. Treatment old and amateurishly done. If only tent structure: Average/poor quality canvas, amateurishly fitted, and with some evidence of tears and seam splitting. Some bent poles and tent anchors. No awning above the tent.</p>

Temperature Control (dependent on energy supply and location)	9,10	<p>Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Thermostatically and individually controlled heating and/or cooling system capable of maintaining a comfortable room temperature. Appropriate to size and location of room. Apparatus in excellent condition. If location/energy supply does not allow for air conditioning, significant other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tent structure: Fan available and can be utilised 24 hours a day. Air ventilators ("windows") available and allow sufficient airflow into tent, can be opened and closed at will, and has mesh covering in perfect condition.</p>
	8	<p>Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners (if appropriate). If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Individual control by guest at all times, some ageing of excellent apparatus. Good quality and quiet wall mounted air-conditioners. If location/energy supply does not allow for air conditioning, several other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tent structure: Fan available, in good condition for use for at least 12 hours in a day. Air ventilation possible with sufficient airflow into tent, can be opened or closed at will by occupant and has mesh covering in good condition.</p>
	6,7	<p>Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here (if appropriate). If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Effective heating and/or cooling provided in rooms when appropriate (under individual control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted air conditioners apply here. If location/energy supply does not allow for air conditioning, some other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tented structure: Fan available for use for less than 8 hours a day. Air ventilation possible with sufficient airflow into tent, can be opened or closed at will by occupant and has mesh covering, but in average condition, i.e. some large holes.</p>
	3,4,5	<p>Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles.</p> <p>If combination of tent and other structure: Free standing apparatus able of maintaining a reasonably comfortable temperature in room. Ageing appliances. If location/energy supply does not allow for air conditioning, one or two other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tented structure: No fan. Air ventilation is possible but with insufficient airflow into tent, can be opened or closed at will by occupant, but no mesh covering.</p>

	1,2	Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If combination of tent and other structure: Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unable to maintain a comfortable temperature throughout the room. If location/energy supply does not allow for air conditioning, no other means of temperature control applied, ie many opening windows, shady trees, fans, fireplaces, hot water bottles. If only tent structure: No fan. No form of air ventilation in tent i.e. no windows
Lighting	9,10	Overall high standard of illumination in room. Controllable dimness/glare. Light sources in all appropriate places - especially for shaving, make-up, contact lenses, reading, etc. Bedside lighting control separate for each occupant. All lights and shades of high quality manufacture and in excellent order. No wobbly connections, burnt shades, flimsy bases that fall over, etc.
	8	Provision of more sources of light than is strictly necessary i.e. more than just centre and bedside lights. High quality fittings, lamp bases, etc.
	6,7	More than adequate room light. Quality bedside and/or bedhead lamps with control by each occupant. Preferably further sources of light in room but not necessarily. Good blend of natural/electric light during day.
	3,4,5	Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to look scruffy.
	1,2	Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate places. Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Functionality of Floor Space/ Layout / Overall Impression	9,10	A spacious, well-planned layout with furniture in convenient places. Ease of access to all furniture. A sitting area with sufficient space to relax. Easy access to all facilities. TV visible from all seats in the lounge (TV not compulsory, dependent on reception and lodge experience). All plug points functionally located.
	8	Reasonably spacious rooms with good access to all furniture and facilities. No areas of restricted access or obstruction. All plug points functionally located.
	6,7	Room large enough to contain all necessary furniture and to allow access to all facilities but there may be some slightly restricted areas. To allow access some care may be taken in the positioning and design of furniture. Not all plug points area functionally located.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to get to others. Awkward opening of drawers, cupboards, etc. Few plug points are functionally located.
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted or awkward. No plug points are functionally located.

#### 4. Unit Kitchen

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Decoration	9,10	High quality wall coverings, wallpaper, tiles or other suitable finish in excellent condition: free from discolouration, cooking marks, splashes, stains, burns. There may be some pictures, decoration, etc.
	8	High standard wall coverings which may not be new or of the same excellent standard. High standard of workmanship in application of covering. Covering still in very good condition.
	6,7	Good quality workmanship. Wall coverings of average quality: some signs of use. An attempt at interesting design.
	3,4,5	Ageing décor of medium to low quality. Amateurish finish. Notable wear and tear/stains/discolouration.
	1,2	Low-grade materials, poor standard of workmanship. Very noticeable cooking marks/splashes. Unsightly wiring/exposed pipes.



Fixtures and Fittings	9,10	High quality manufactured units, fitted professionally with ample storage space. Doors and drawers open easily. Easily cleaned durable surfaces. Co-ordinated or matching designs. All in excellent order. May be more traditional kitchen with original features for interest but all sound and well maintained.
	8	High quality kitchen fittings, which may not be new, but are still in sound condition. Some evidence of use (knife cuts on surface, slight discolouration).
	6,7	Middle of the range domestic fittings. DIY assembly competently carried out. Doors and drawers fitted correctly. Possibly former high standard fittings that have deteriorated through long use, but still basically sound. Traditional fittings in reasonable order.
	3,4,5	Medium to low quality fittings, not professionally fitted; doors badly hung; drawers do not slide smoothly. Much wear and tear. Cheap quality materials
	1,2	Very well used, chipped, broken, stained, badly fitted units in need of replacement. Old fashioned style in bad condition.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. Flooring well-fitted and free from stain or water damage.
	8	High quality floor covering or tiles but not always recent - some signs of wear but all in sound condition. Alternatively, may be recently decorated but not with the highest quality materials, though a competent and professional job.
	6,7	Standard quality kitchen flooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY. Poor condition with some evidence of damp and marks.
	1,2	Very tired and old style. Damp/condensation marks. Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy, carpet rotting, smelly. Area around toilet discoloured, damp.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no sagging ceilings/beams/poles or evidence of water leakage, seeping, cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
Electrical Equipment (extent of equipment dependent on energy supply and location; in some areas may not apply at all)	9,10	Extensive range of electrical equipment with emphasis on automation. Recent model, high quality equipment with up to date technology. All in excellent working order. Operation manuals close at hand for all equipment.
	8	Very good range of equipment, possibly of mixed ages and quality. Some old but all in excellent working order. Alternatively a small range of new high quality equipment.
	6,7	Mixture of old and new equipment, some showing evidence of use over time. Alternatively excellent range of older equipment. All equipment in good working order.
	3,4,5	Minimum range of basic equipment. May be showing signs of considerable wear and tear.
	1,2	Old fashioned, old in poor condition.

Stove/ Oven/ Microwave (type and technology dependent on energy supply and location; in some areas may not apply at all)	9,10	Modern, high specification model incorporating new technology. New or nearly new. In immaculate order. With timing facility. Good capacity and storage, plate warmer, large grill. Possibly with two ovens, combination microwave.
	8	Top of the range model, but not new - some signs of usage. Very good model in excellent condition, but lacking some refinements.
	6,7	Good domestic cooker with all normal functions in sound condition.
	3,4,5	Lower quality domestic cooker of <b>old</b> style and design. Basic functions with no refinements. Looking well used. Small oven capacity.
	1,2	Bottom of the range, old-fashioned model showing evidence of considerable wear and tear. Oven door ill fitting, enamel extensively scratched or chipped. Difficult to use.
Lighting	9,10	Overall high standard of illumination giving sufficient light for all appropriate purposes. All lights of high quality manufacture and in excellent order.
	8	High quality fittings with more adequate spread illumination for practical use.
	6,7	More than minimal lighting. Medium quality fittings in sound condition.
	3,4,5	Enough light for practical use, but nothing more. Fittings <b>old</b> , ageing, discolouration.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, loose plugs. Dim, gloomy effect with dark areas.
Crockery and Utensils	9,10	Wide range of kitchen and dining equipment of high quality. Fine china or pottery cups and plates of matching styles with ancillary items over and above the basic requirements of the inventory. High standard of cooking pots, casseroles, flan dishes, possibly stainless steel, ceramic or enamelled. All of matching or coordinated design. Thoughtful provision of "extras" such as garlic press, lemon squeezer. No chipped, cracked or "crazed" crockery. There may be two or more styles of crockery - for "every day" and "special" use.
	8	Substantial range of high quality equipment, which may not be new - may show some slight signs of wear and tear. Very good domestic crockery in excellent order. Mixed range of utensils of varying styles but all very good quality.
	6,7	Domestic middle-range pots, pans, crockery in good order. Perhaps some higher quality items that shows signs of good use, but still in sound condition.
	3,4,5	Mixture of styles and quality, mostly middle to low standard, showing evidence of considerable use. Worn pattern on some crockery; dull finish, scratches on utensils. <b>Old</b> style.
	1,2	Low quality, cheap domestic, mass-produced crockery and utensils, showing wear and tear. Well-used pyrex plates with discolouration from long use. Utensils jumbled, ill assorted, having the appearance of being cast-offs, second-hand, discarded.

### C. Housekeeping

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Unit Bedrooms	9,10	High standard of cleanliness, attention to detail. Well-made beds, gleaming surfaces, no smears or marks. Evidence of thorough, not just superficial cleaning. No blown bulbs or broken equipment. Turndown service, room tidied, any trays taken away. Lights on and curtains drawn in the evening.
	8	High standard of cleanliness but attention to detail may not come up to the same standard as "excellent". One or two small areas of maintenance missed.
	6,7	No dust, efficient vacuuming. Equipment and room accessories not perhaps quite as tidy and well arranged as they might be. Occasional lapse in maintenance - odd bulb blown. All surfaces free from dirt and polished.
	3,4,5	Surfaces smeary/dusty. Evidence of neglect of vacuuming under beds and in inaccessible corners. Pieces of paper, debris in corners and under furniture, blown bulbs, dusty light shades.
	1,2	Very heavy dust on surfaces, high and low. Debris in wardrobe/drawers. Bits of paper, threads and other items, grit, etc on carpet. Long-term neglect.

Unit Bathrooms	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust. Slight discolouration of enamel/grout.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places. Surfaces and enamel dull. Flooring discoloured.
	1,2	Low standard of housekeeping - dust on all surfaces. Long-term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.
Unit Lounge/ Dining Area/ Patio	9,10	High standard of cleanliness in all areas - no evidence of previous meal. Efficient vacuuming. Tables always set-up to high standard.
	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally good standards of dusting, tidiness.
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally clean but may be some dust on high or low surfaces. Some tables remain unset during meal service. Pot plants and flowers neglected.
	1,2	Dusty, crumbs on carpet, surfaces smeared, ring marked, dead/dying flowers. Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty ashtrays.
Unit Kitchen	9,10	High standard of cleanliness, attention to detail. No dust. All surfaces polished with no smears. Contents of kitchen cupboard and drawers tidily laid out. Interior of fridge clean and polished and freezer compartment regularly defrosted.
	8	Generally very high standard of cleanliness and tidiness. Kitchen equipment sorted between lets.
	6,7	Good standard overall, though possibly some evidence of dust, cobwebs in high and low or inaccessible places. Kitchen equipment not sorted between lets.
	3,4,5	Kitchen equipment in complete jumble. Crumbs in drawers. Some cooking items from previous guests (cans, bottles, sauces) left in cupboard. Unclean/ damp smell. Condensation marks/ mould showing in places. Grouting marked/stained.
	1,2	Unsatisfactory standard. Dust and cobwebs. Long-term neglect.
Public Areas (i.e. reception, office, shop, laundry, bar, restaurant, etc.)	9,10	All well vacuumed. All surfaces, high and low, dust free, no cobwebs. Table surfaces well-polished, no smears. Ashtrays clean. No fingerprints on doorplates, light switches, etc. Flowers fresh and well arranged. Newspapers, books, etc up to date and tidy.
	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel - some books, magazines, etc on tables.
	3,4,5	Clean but with some dust on high and low surfaces. Personal clutter. Books and magazines out of date, in untidy piles. Dying houseplants. Smears on surfaces.
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty. Cobwebs, dead insects. Dead/wilting plants. Ashtrays unemptied. Newspapers/books on floor. Dirty glasses/cups on tables.
Public Toilets	9,10	Fastidious attention to hygiene. All surfaces gleaming. Clean, fresh smell. High level of efficiency.
	8	Generally very high standard, but perhaps one or two slight lapses.
	6,7	No evidence of dust/hairs/grime. Surfaces all clean. Floor vacuumed and free from dust.
	3,4,5	Generally clean but lacking attention to detail - dust on low and high surfaces and in inaccessible places.
	1,2	Low standard of housekeeping - dust on all surfaces. Long term encrusted grime in inaccessible places, dirt and hairs on floor, in corners. Flooring around toilet stained, smelly.

**D. General Service and Services**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Reservations	9,10	Efficient, friendly and helpful reservation process - all details taken down correctly and checked and all necessary information given and confirmation provided or offered. Reservation completely correct on check-in.
	8	Reservation dealt with promptly and friendly although not totally efficient. All necessary information taken and provided. Confirmation provided or offered. One or two errors on reservation on check-in.
	6,7	Reservation dealt with reasonably well and friendly but not efficient. Only most necessary information taken and provided. Confirmation provided or offered. Some errors on reservation on check-in.
	3,4,5	Reservation dealt with poorly. Only minimal information taken and provided. Many errors on reservation upon arrival. No confirmation of reservation provided/offered.
	1,2	Not possible to make a reservation or reservation process totally unfriendly and inefficient. No confirmation of reservation provided/offered. No booking found on arrival.
Check-in and Check-out	9,10	Prompt, thorough check-in. All necessary information given to guests - layout of property, available facilities, meal times, etc (on request). Prompt attention. Bill correct in all details. Items explained by receptionist on request. Guests asked if they enjoyed their stay. Positive last impression. Staff well versed in all methods of payment.
	8	Efficient check-in. Perhaps not always given full information about facilities. Prompt attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bill correct.
	6,7	Registered, given key and directed to room. Bill correct. Staff obviously willing and trying to be helpful.
	3,4,5	Name and address taken. Minimal information given. Key given, no directions to room. Bill unclear (some charges not explained). Arithmetic wrong. Staff unable to explain why charges made but sort things out in time. Lack training.
	1,2	Administrative errors not proficiently rectified. Surly manner. Bill wrong and unexplained. Staff have no idea and are unwilling to assist customer. Long wait. Staff unable to cope with some forms of payment.
Friendliness and Attitude	9,10	Warm friendly smile. Helpful attitude. Help with luggage and provision of information about the establishment. All establishments attempt to establish a good rapport and show willingness to please.
	8	Cheerful demeanour and attitude. Guests will be shown to room and given necessary information - told to ask if anything else required.
	6,7	Pleasant appearance. Willingness to help when asked.
	3,4,5	Neutral behaviour - no particular enthusiasm - just doing the job.
	1,2	Surly or rude behaviour. Clear indifference to guests, irritation at being asked for anything.
General Efficiency	9,10	Excellent level of efficiency. Any messages forwarded promptly. Efficient communication with other departments - summoning porter, booking restaurant table, etc.
	8	Very good level of efficiency. Good responses to any requests, but guest's needs aren't anticipated.
	6,7	Good level of efficiency. All requests dealt with pleasantly.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests.
	1,2	Poor level of efficiency. Marked reluctance to give any help.

**E. General**

<i>Criteria</i>	<i>Score</i>	<i>Description</i>
Staff Appearance (uniforms are not a necessity, but should be able to identify staff)	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance. Sleeves and trousers the right length. Clothing fresh and well ironed. Hair clean and under control. Hands and finger nails clean. Polished shoes.
	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All clothing clean.
	6,7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than smartness.
	3,4,5	Clothes starting to look worn, rumpled, lived in, but basically clean. Hair a bit uncontrolled.
	1,2	Dirty, stained, frayed, holed clothes, dirty shoes. Hands and finger nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
Tourist Information (could be hard copy or verbal; in rooms or in general guest area)	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as well as accommodation specific information. Books, pamphlets on matters of local interest, leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist information. Staff willing to assist and inform tourists on the local area. High attention to personalised itineraries and personal interest in guest's information requirements.
	8	As for excellent but limited range. Staff not as well versed.
	6,7	Few pamphlets available on surrounding area. Staff able to assist but not well versed.
	3,4,5	Limited information at reception only. Staff have very limited knowledge.
	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication (Grading to be undertaken on a "fit for purpose" basis iro the location and the primary source markets in terms of communication needs, type of communication and time requirement for communication.)	9,10	Uninterrupted access to external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in excellent condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in the use of communication.
	8	Good access to external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in good condition. Clear and visible communication to guests on the availability of communication facilities and how to access it. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	6,7	Reasonable access to external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in reasonable condition. Some communication to guests on the availability of communication facilities and how to access it, but inconsistent. Friendly and helpful (but not necessarily knowledgeable) assistance to guests in the use of communication.
	3,4,5	Poor access to external and internal communication throughout the day e.g. telephone, internet, satellite telephone, etc either in bedroom or in establishment. Communication facilities and equipment in poor condition. No communication to guests on the availability of communication facilities and how to access it. No assistance to guests in the use of communication.
	1,2	No access to communication.

FIFTH SCHEDULE  
(Regulations 7, 9, 10, 11, 13, 14, 15 and 17)

PRESCRIBED FORMS

FORM I  
(Regulation 7)



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards)  
Regulations, 2018**

**APPLICATION FOR GRADING**

Name of Accommodation Establishment: .....

Name of Hotel Manager: .....

Licence Number: ..... Licence Holder's name: .....

Notification address (Please indicate business address)

Tel: ..... Fax: .....

E-mail: ..... P.O. Box: .....

Website: .....

Location of establishment: .....

Classification: ..... Existing Grading (if any): .....

Number of rooms (by type) (Tick as appropriate)									
Single		Double		Twin		Suite		(Other)	
Other facilities and activities (indicate number of facilities, where applicable)									
Restaurant (in-house)		Health Club/ Fitness centre		Gift Shop/ boutique/ hair dresser		Children's area		(Other)	
Restaurant (outsourced)		Conference facilities		Bar					
Kitchen		Swimming pool		Spa/massage facilities		Business centre			

**Grading applied for (indicate with a tick, could indicate more than one):**

Hotel	Lodge and Safari Camp	Backpacker and Hostel	
Guest house	Bush camp	Camping and Caravan park	
Bed and breakfast	Self-catering establishment		



FORM II  
(Regulation 7(2))



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards)  
Regulations, 2018**

**ACKNOWLEDGEMENT OF RECEIPT OF APPLICATION**

- 1. Here insert the full names and address of applicant *To* (1) .....
  - 2. Here insert the reference No. of the application *IN THE MATTER OF* (2) .....
- You are hereby informed that your application for grading was successfully submitted and is being fully processed.

Dated this ..... day of ....., 20.....

.....

*Director*



FORM III  
(Regulation 9)



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards)  
Regulations, 2018**

**REPORT WITH GRADING RECOMMENDATION**

Assessor's name .....

Date assessed: .....

Name of accommodation establishment: .....

Licence Number: ..... Licence holder: .....

Hotel Manager's name: .....

Business address: .....

Location of accommodation establishment: .....

Classification: ..... Existing Grading (if any): .....

**Grading applied for:** .....

<u>Number of rooms (by type)</u> (Tick as appropriate)					
<i>Single</i>	<i>Double</i>	<i>Twin</i>	<i>Suite</i>	<i>(Other)</i>	
<b>Facilities graded</b>					
Restaurant (in-house)	Health club/ Fitness centre	Gift shop/ boutique/hair dresser	Children's area	(Other)	
Restaurant (outsourced)	Conference facilities	Bar			
Kitchen	Swimming pool	Spa/massage facilities			

**Level of Grading applied for (indicate with a tick, for type of accommodation):**

<i>Hotel</i>	<i>Lodge/Safari Camp</i>	<i>Backpacker/Hostel</i>
5-star	5-star	5-star
4-star	4-star	4-star
3-star	3-star	3-star
2-star	2-star	2-star
1-star	1-star	1-star

Contact person: ..... Designation: .....  
 Contact telephone number: ..... Contact cellular number: .....  
 E-mail address: ..... Company website: .....  
 Reservations telephone number: ..... E-mail: .....

**Summary of findings:**

To be completed by assessor – summarising key findings and expanding on comments made in the grading score sheet, where applicable

Name of Assessor: .....

Name of accompanying staff: ..... Position: .....

Findings (use a separate sheet if necessary):  
 .....

**Recommendations for Improvements:**

(To be completed by assessor – summarising key findings and expanding on comments made in the grading score sheet, where applicable)

**Recommended grade:**

<i>Hotel</i>		<i>Lodge/Safari Camp</i>		<i>Backpacker/Hostel</i>	
5-star		5-star		5-star	
4-star		4-star		4-star	
3-star		3-star		3-star	
2-star		2-star		2-star	
1-star		1-star		1-star	

Assessor’s Signature: ..... Date: .....

Endorsement by Master assessor: .....

Date taken to Committee: .....

Committee Decision: ..... Date: .....

<b>FOR OFFICIAL USE ONLY</b>	
Received by:	RECEIPT No.:
Amount Received:	Date:
Serial No. of application	<b>OFFICIAL STAMP</b>

FORM IV  
(Regulation 10(1)(b))



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards)  
Regulations, 2018**

LICENCE NO. ....

**NOTICE OF CLASSIFICATION**

Name of accommodation establishment: .....

Address: .....

.....

.....

You are hereby notified that the.....

Has been classified in accordance with section 45 of the Tourism and Hospitality Act, 2015 to  
operate as a: .....

Issued at ..... this .....day of .....

(This document is not valid without the seal of the Agency)

.....  
*Director*

FORM V  
(Regulation 10 (2))



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards) Regulations, 2018**

LICENCE NO. ....

**REQUEST FOR FURTHER INFORMATION**

To: .....

Address:.....

You are hereby requested to furnish the following information and documents in respect of your application:

- (a) .....
- (b).....
- (c).....
- (d).....

within .....days of this Notice.

Dated this .....day of ....., 20.....

.....  
*Director*

FORM VI  
(Regulation 11(1))



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards) Regulations, 2018**

LICENCE NO. ....

**GRADING CERTIFICATE**

*(Section 46 of the Tourism and Hospitality Act, 2015)*

1. Here insert the type of establishment  
2. Here insert the level of grading awarded  
Name of accommodation establishment: .....  
Address: .....

This certifies that the above accommodation establishment has been graded in accordance with section 46 of the Tourism and Hospitality Act, 2015 as a ..... (1)

The accommodation establishment has been awarded a ..... -star grading (2).

The grading certificate is valid from ..... day of ..... to the..... day of ....., 20.....

Issued at ..... on this ..... day of ....., 20.....

(This document is not valid without the seal of the Agency)

.....  
*Director*

FORM VII  
(Regulation 13)



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards) Regulations, 2018**

LICENCE NO. ....

**NOTICE OF INTENTION TO RE-GRADE ACCOMMODATION ESTABLISHMENT**

- (1) Here insert the full names and address of holder *To* (1) .....
- (2) Here insert the type of application hereby notified that the Board intends to re-grade your accommodation establishment on the following grounds:
- (3) Here insert the number of days (a)..... (b).....
- (4) Signature of Director (c)..... (d).....

Accordingly, you are requested to take action to remedy the breaches set out in paragraphs.....(above)within (3).....days of receiving this Notice. Failure to remedy the said breaches shall result in the re-grading of your accommodation establishment.

Dated this .....day of ....., 20.....

(4) .....  
*Director*

OFFICIAL  
STAMP

FORM VIII  
(Regulation 13)



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards) Regulations, 2018**

LICENCE NO. ....

**NOTICE OF RE-GRADING OF ACCOMMODATION ESTABLISHMENT**

- 1. Here insert the full names and address of Licensee *To* (1) .....
  - 2. Here insert the Licence No. *IN THE MATTER OF* (2) .....
- you are notified that your accommodation establishment has been re-graded from ..... stars to ..... Stars on the following grounds:
- (a).....
  - (b).....
  - (c).....
  - (d).....

This Notice shall take effect on the ..... day of .....  
20....., and is subject to the following terms and conditions:

- (a).....
- (b).....
- (c).....
- (d).....

Dated this ..... day of ....., 20.....

.....  
*Director*

OFFICIAL  
STAMP



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards)  
Regulations, 2018**

**APPEAL FOR RE-ASSESSMENT OF GRADING**

Name of Accommodation Establishment: .....

Licence Number: ..... Licence's Name: .....

Notification address (Please indicate business address)

Tel: ..... Fax: .....

E-mail: ..... P.O. Box: .....

Location of accommodation establishment: .....

Classification: ..... current grading: .....

Number of rooms (by type) e.g. single, double, suite, etc.			
Restaurant (in-house)	Health club/fitness centre	Gift shop/ boutique/hair dresser	Children's area
Other facilities and activities (indicate number of facilities, where applicable)			
Bar	Lodge/Safari Camp	Restaurant (outsourced)	
Swimming pool	Kitchen	Spa/massage facilities	

Grading applied for (indicate with a tick, could indicate more than one):

<i>Hotel</i>	<i>Lodge/Safari Camp</i>	<i>Backpacker/hostel</i>	
Guest house	Bush camp	Camping and Caravan bar	
Bed and Breakfast	Self-catering establishment		

Level of Grading applied for (indicate with a tick, for each type of accommodation):

<i>Hotel</i>	<i>Lodge/Safari Camp</i>	<i>Backpacker/Hostel</i>	
5-star	5-star	5-star	
4-star	4-star	4-star	
3-star	3-star	3-star	
2-star	2-star	2-star	
1-star	1-star	1-star	



**REASON FOR RE-ASSESSMENT:**

.....  
.....  
.....  
.....

Contact person: .....	Designation: .....
Contact telephone number: .....	Contact cellular number: .....
E-mail address: .....	Company website: .....
Reservations telephone number: .....	E-mail: .....

.....  
*Signed*

.....  
*Date*

FORM X  
(Regulation 15)



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards)  
Regulations, 2018**

**APPEAL TO THE MINISTER**

(1) Application reference and matter of appeal IN THE MATTER OF (1) .....  
I hereby give notice of appeal against the decision of the Board on the following grounds:\*

- (a) .....
- (b) .....
- (c) .....
- (d) .....

Dated this .....day of ..... 20.....

.....  
*Name of Appellant*

.....  
*Signature of Appellant*

\* Attach brief if necessary

FORM XI  
(Regulation 17)



**The Tourism and Hospitality Act, 2015**  
(Act No.13 of 2015)

**The Tourism and Hospitality (Accommodation Establishment Standards)  
Regulations, 2018**

**APPLICATION FOR RENEWAL OF GRADING**

Name of Accommodation Establishment: .....  
Licence Number: ..... Licence Holder's Name: .....  
Notification Address (Please indicate business address)  
Tel: ..... Fax: .....  
E-mail: ..... P.O. Box: .....  
Location of establishment: .....  
Classification: ..... Existing Grading: .....

Number of rooms (by type)					
Single	Double	Twin	Suite	(Other)	
Other facilities and activities (indicate number of facilities, where applicable)					
Restaurant (in-house)	Health club/fitness centre	Gift shop/boutique/hair dresser	Children's area	(Other)	
Bar	Conference facilities	Restaurant (outsourced)			
Swimming pool	Kitchen	Spa/massage facilities			

Grading applied for (indicate with a tick, could indicate more than one):

<i>Hotel</i>	<i>Lodge/Safari Camp</i>	<i>Backpacker/hostel</i>
Guest house	Bush camp	Camping and Caravan park
Bed and Breakfast	Self-catering establishment	

**Level of Grading applied for (indicate with a tick, for each type of accommodation):**

<i>Hotel</i>	<i>Lodge/Safari Camp</i>	<i>Backpacker/Hostel</i>
5-star	5-star	5-star
4-star	4-star	4-star
3-star	3-star	3-star
2-star	2-star	2-star
1-star	1-star	1-star

Contact person: ..... Designation: .....  
Contact telephone number: ..... Contact cellular number: .....  
E-mail address: ..... Company website: .....  
Reservations telephone number: ..... E-mail: .....

.....  
*Signed*

.....  
*Date*

SIXTH SCHEDULE  
(Regulation 19)

	Item	PRESCRIBED FEES	Fee Units
1.	<i>Application for grading</i>		
5	Star Establishments		33,500
4	Star Establishments		27,000
3	Star Establishments		20,000
2	Star Establishments		10,000
1	Star Establishments		5,000
2.	<i>Re-assessment</i>		
5	Star Establishments		16, 750
4	Star Establishments		13,500
3	Star Establishments		10,000
2	Star Establishments		5,000
1	Star Establishments		2,500
3.	<i>Renewal</i>		
5	Star Establishments		33,500
4	Star Establishments		27,000
3	Star Establishments		20,000
2	Star Establishments		10,000
1	Star Establishments		5,000
4.	Retention fee annual		10,000

LUSAKA  
9th February, 2018  
MTA.10/21/1

C. R. BANDA,  
*Minister of Tourism  
and Arts*

