













MINIMUM REQUIREMENTS: GUEST ACCOMMODATION
Country Houses, Guest Houses and Bed and Breakfast Establishments


CATEGORY DEFINITION REQUIREMENTS	
	COUNTRY HOUSE
	Category Definition
All Stars	Can be an existing home, a renovated home or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, which has public areas for the exclusive use of its guests. It is situated in natural peaceful surroundings such as near a nature reserve, a forest, a lake etc.
	Category Entry Requirements
	Scenic or natural vista (beyond that of the immediate garden area) e.g. water view, rural outlook, mountain view or natural bush setting. If the host / manager and guests are accommodated in the same building, there must be separate living areas. The host / representative must be contactable 24 hours a day, 7 days per week. The host must be available on site to check guests in/out or within a 10 minute drive from the property. Daily servicing of the rooms must be included in the tariff. Shared facilities must be a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests. Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is mandatory. Meals and beverages must be provided. These may/may not be prepared by the property. Servicing of rooms must take place 7 days a week (this includes linen/towel change, removal of rubbish and cleaning).
	GUEST HOUSE
	Category Definition
All Stars	Can be an existing home, a renovated home or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, must have more than three rooms and public areas for the exclusive use of its guests.
	Category Entry Requirements
	If the host / manager and guests are accommodated in the same building, there must be separate living areas. The host / representative must be contactable 24 hours a day, 7 days per week. The host must be available on site to check guests in/out or within a 10 minute drive from the property. Daily servicing of the rooms must be included in the tariff. Shared facilities must be a minimum of a guest dining room and guest lounge area and must be for the exclusive use of guests. Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is mandatory. Meals and beverages must be provided. These may/may not be prepared by the property. Servicing of rooms must take place 7 days a week (this includes linen/towel change, removal of rubbish and cleaning).
	BED AND BREAKFAST
	Category Definition







All Stars	More informal accommodation with limited service that is provided in a family (private) home with the owner/manager living in the house or on the property. Breakfast must be served. Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is ensured. In general the guest shares the public areas with the host family.
	<p>Category Entry Requirements</p> <p>The host/representative must live in the house or on the property. Breakfast must be included in the tariff Daily servicing of the rooms must be included in the tariff. Bathroom facilities must be en-suite. If not, exclusive use of bathroom facilities per room is mandatory. Servicing of rooms 7 days a week (this includes linen/towel change, removal of rubbish and cleaning)</p>

1. BUILDING EXTERIOR


















1.1 APPEARANCE OF BUILDINGS	
	Acceptable appearance/Maintenance/Condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Good appearance/Maintenance/Condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Very good appearance/Maintenance/Condition. No obvious maintenance issues.
	Excellent appearance/Maintenance/Condition. No maintenance issues. The establishment has an attractive and inviting impression.
	Outstanding appearance/Maintenance/Condition. No maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.















1.2 GROUNDS AND GARDENS	
All Stars	Seasonal changes, environmental concerns, water availability and water usage must be taken into account.
	Grounds and gardens well maintained, kept tidy and safe.
	Grounds and gardens well maintained, kept tidy and safe. Adequate and functional garden furniture provided in garden area for guests use.
	Grounds and gardens attractively maintained, kept tidy and safe. Good quality and functional garden furniture provided in garden area for guests use.
	Grounds and gardens well maintained and excellent appearance all year round in respect of seasonality. Well finished and excellent quality garden furniture provided in garden areas for guests use.
	Grounds and gardens in pristine condition with attention to detail, including landscaping, driveways and architectural features, e.g. gazebo, pergola, summerhouse etc. Well finished and outstanding quality garden furniture provided in all garden areas for guests use.




Universal Accessibility:	
	<p>Clear signage and pictograms. Grounds and garden pathways kept clear of obstacles / obstructions. Fixed, level, matt and slip resistant ground and floor surfaces. Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m. No steps en-route to facilities. Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths. Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.</p>





1.3 PARKING, DRIVEWAYS AND SIGNAGE	
All Stars	Provision of all onsite parking should conform to local municipal by-laws inclusive of signage which needs to be of an acceptable condition, be clearly visible, ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.
 and	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, well maintained, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in very good condition, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in excellent condition, clearly defined and well lit with clear signage.
	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in outstanding condition, clearly defined and well lit with clear signage.
Universal Accessibility:	
	<p>Clear signage and pictograms.</p> <p>No steps en-route to entrance from street or parking area.</p> <p>Number of designated 3500mm wide parking bays. There must be a minimum of 1 parking bay if there are more than 20 parking bays on a site, and a further designated parking bay must be available for the first 50, and an additional bay for every 50 thereafter i.e. for 20 - 50 parking bays, there must be 1 designated parking bay; for 50 to 100 parking bays, there should be 2 designated parking bays, for 100 - 150 parking bays, there should be 3 designated parking bays. Furthermore, there must be 1 accessible parking bay designated for every accessible bedroom provided.</p> <p>Gradient en-route to entrance from street or designated parking bay should not be steeper than 1:12 (<i>optimum gradient 1:15</i>)</p> <p>Entrance Route surface firm and even and slip-resistant no gravel or cobble type finishes. Incorporate texturized surfaces providing a demarcated route from entrances and parking areas to all facilities.</p>
1.4 SAFETY AND SECURITY	
All Stars	<p>Appropriate safety and security measures throughout the establishment at all times.</p> <p>Person responsible for safety and security on call 24 hours a day, 7 days a week.</p> <p>Emergency information, procedures and after hours contacts for assistance clearly displayed in English and in pictograms.</p> <p>Guests to have secure access into facility / establishment.</p> <p>Emergency evacuation procedures taking into account the needs of guests with functional auditory, visual and mobility limitations. It is essential that emergency evacuation procedures are developed and provide in written format.</p> <p>Emergency evacuation procedures provided orally or by an audio system.</p> <p>An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to the requirements of the SANS 10400-S and must be inspected on a regular basis by the relevant local authority.</p> <p>Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.</p>
Universal Accessibility:	
	<p>At check-in any guest with a functional limitation [or any guest requesting such facility] is highlighted in the system, so that in the event of an emergency, special procedures can be taken to locate and evacuate these guests.</p> <p>On request, places of accommodation should be able to provide a system for logging cell phone numbers of guests and be able to respond to SMS communication sent from guests whilst accommodated.</p> <p>Where two-communication systems are employed for security and safety purposes, these should provide a flashing-light mechanism that lights up once confirmation has been received that the signal has been acknowledged. Provision should be made for such communication devices to be equipped, where possible, with keypads and visual displays to allow transfer of information and communication.</p> <p>There must be a record of guests with a functional physical or mobility limitation, or visual limitation or auditory limitation kept at a secure and accessible place.</p>

2. BEDROOMS


2.1 BEDROOM ENTRANCE, SAFETY AND SECURITY	
All Stars	Printed information on summoning assistance and evacuation procedures in the event of an emergency to be displayed in every bedroom. Multilingual emergency procedure notices clearly displayed in every bedroom using English and pictograms. Facilities to keep guests' valuables safe at the establishment appropriate to the size, the Star Grading of the establishment and the profile of the client.
 and 	Means of securing bedroom doors from the inside and outside of the bedroom. Safety deposit facility available on request.
	Means of securing bedroom doors from the inside and outside of the bedroom. Secondary security device to be provided where bedrooms have direct external access. In-room safe required.
 and 	Means of securing bedroom doors from the inside and outside of the bedroom. Secondary security device to be provided where bedrooms have direct external access. In-room electronic safe required.
Universal Accessibility:	
	A minimum of one designated mobility accessible bedroom shall be required in all establishments, with the exception of facilities with three or fewer allocated rooms. Over and above the minimum room designation, 1 designated mobility accessible bedroom shall be required for every 25 rooms 1-25 rooms = 1 mobility accessible room 25-50 rooms = 2 mobility accessible rooms
2.2 FURNITURE	
All Stars	A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room. This may either be an 'all in one' fixture with a bed headboard or free a standing table.
	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor.
	Good quality and condition in the standard of furniture, furnishings, fittings and décor.
	Very good quality and condition in the standard of furniture, furnishings, fittings and décor.
	Excellent quality and condition in the standard of furniture, furnishings, fittings and décor. An appropriate, fit for purpose chair at the dressing table or desk must be provided.
	Outstanding quality and condition in the standard of furniture, furnishings, fittings and décor. Chairs to seat the number of people per room that are appropriate and fit for purpose, given the quality star grading on offer.
Universal Accessibility:	
	Designated Mobility Accessible Bedrooms: Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach. Provision should be made for the height of at least 10% of all seating to be 50cm.
2.3 ELECTRONIC APPLIANCES	
 and 	A functional remote controlled colour television with multi channels should be provided in each room; or a communal facility should be provided in the residents' lounge. A hairdryer to be available at reception.
	If the establishment has more than 5 rooms, ALL rooms must have a television. If the establishment has 5 rooms or less, one TV in a communal area is acceptable. A hairdryer to be available in each room.
 and 	All rooms must have a functional remote controlled flat screen television with an outstanding choice of channels

	<p>A hairdryer to be available in each room.</p>
<p>Universal Accessibility:</p>	
	<p>All Bedrooms: Sub-titles available on television on services where available.</p> <p>Designated Mobility Accessible Bedrooms: Remote control for heating and cooling system in designated Mobility Accessible Rooms.</p> <p>Designated Communication Accessible Bedrooms: Induction loop extensions or ear-phones linked to the television.</p>
<p>2.4 WARDROBES, SHELVES AND LUGGAGE STORAGE</p>	
<p>All Stars</p>	<p>No belongings of hosts to be left in any of the guest room drawers or wardrobes. Number of hangers is appropriate to the level of star grading being applied for.</p>
  	<p>Provision of a fit-for-purpose clothes hanging space.</p> <p>Minimum of one drawer or shelf per guest</p>
 	<p>Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc.</p> <p>and Excellent/Outstanding level of drawer or shelf space per guest (minimum 2 drawers or enclosed shelves per guest).</p> <p>Purpose built luggage stand to be provided per room. Additional luggage stand for more than one guest.</p>
<p>Universal Accessibility:</p>	
	<p>All Bedrooms: Wardrobe door handles at a height of between 80cm- 120cm from the floor with handles that are easy to grasp.</p> <p>Designated Mobility Accessible Bedrooms: Cupboard hanging rail is located at a height of 140cm from the floor. Wardrobe / drawer handles to be easy to grasp with limited twisting required.</p>
<p>2.5 CURTAINS AND WINDOW COVERINGS</p>	
<p>All stars</p>	<p>Window dressings must be large enough to draw easily and completely across the width and height of the window with or without lining.</p> <p>Ground floor bedrooms must provide additional privacy without restricting the natural light.</p>
	<p>Acceptable quality window dressings must be provided.</p>
	<p>Good quality window dressings must be provided.</p>
	<p>Very good quality window dressings must be provided.</p>
	<p>Excellent quality window dressings must be provided.</p> <p>Window coverings must provide full block out.</p>
	<p>Outstanding quality window dressings must be provided.</p> <p>Window coverings must provide full block out.</p>
<p>Universal Accessibility:</p>	
	<p>Designated Mobility Accessible Bedrooms: Curtains are fitted with pull-rods / closing cords.</p>




2.6 FLOORING, CEILING, SKIRTING AND CORNICES	
All Stars	All are of an acceptable quality and condition throughout i.e. No threadbare or fraying sections of carpets or rugs. A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.
	All are of an acceptable quality and condition throughout.
	All are of a good quality and condition throughout.
	All are of a very good quality and condition throughout.
	All are of an excellent quality and condition throughout.
	All are of an outstanding quality and condition throughout.
Universal Accessibility:	
	All Bedrooms: Fixed, level and slip-resistant floor surfaces are used.
2.7 BEDDING AND LINEN	
All Stars	Purpose designed mattress protectors and pillow protectors are required to be fitted to all beds. All bedding must be the appropriate size, free of stains, holes and fraying. This will include sheets, pillowcases, blankets, bedspreads/quilts/duvet on all beds.
	All linen must be of an acceptable quality and be clean. Two sheets, one pillow per sleeping position with pillow case, a blanket and a bedspread OR one sheet and duvet with duvet cover per bed. Spare bedding and one extra pillow to be available on request.
	All linen must be of a good quality and clean. Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. One good quality pillow per sleeping position on the bed. One good quality spare pillow in the bedroom. Additional bedding and pillows to be available on request.
	All linen must be of a very good quality and clean. Two sheets, one blanket and a bedspread OR one/two sheets and duvet with cover per bed. Two very good quality pillows per sleeping position, with spare pillows available on request. Spare bedding and extra pillow to be available on request.
	All linen must be of an excellent quality and be well laundered. Two sheets, one blanket and a bedspread OR two sheets and duvet with a cover per bed. Two excellent quality pillows per sleeping position with an additional pillow and blanket in the room. Special requirement pillows should be available on request.
	All linen must be of an outstanding quality and be immaculately laundered. Two sheets and duvet with duvet cover per bed. Two outstanding quality pillows per sleeping position with an additional pillow and blanket in the room. Special requirement pillows should be available on request. Other outstanding quality spare bedding and pillows should be available on request.
2.8 FORM OF BEDDING (BEDS, BASES AND MATTRESSES)	
All Stars	Sofa beds are not acceptable as permanent bed spaces. There should be access to both sides of beds for double occupancy.


	<p>and</p> <p>Minimum dimensions for a standard single bed: L180cm x W90cm. Minimum dimensions for a standard double bed: L180cm x W137cm. Good quality mattress</p>
	<p>Continental cushions are acceptable for use as a fixed headboard. Bed bases to be of a good quality.</p>
	<p>Minimum dimensions for a standard single bed: L180cm x W90cm. Minimum dimensions for a standard double bed: L180cm x W137cm. Very good quality mattresses Secure headboard or equivalent on all permanent beds. Bed bases to be of very good quality.</p>
	<p>and</p> <p>Minimum bed dimensions: Queen L200cm x W152cm. Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 90cm. Minimum bed dimensions: Single L200cm x 90cm. Secure headboard or equivalent on all permanent beds. Excellent/Outstanding quality mattresses. If using a divan bed set the sprung base must be upholstered or have a valance on the base. Bases to be visually attractive and of excellent / outstanding quality.</p>
<p>Universal Accessibility:</p>	
	<p>Designated Mobility Accessible Bedrooms: Size of firm bed must be 45cm to 50cm in height and a minimum of 90cm in width. Unobstructed space to turn adjacent to bed. At least 120cm width on one side of the bed.</p>







2.9 TEMPERATURE CONTROL AND VENTILATION

<p>All Stars</p>	<p>Adequate ventilation in the room. Heating and cooling system appropriate to the level of star grading being applied for, that can be individually controlled by the guest to their comfort levels based on the geographical location of the establishments and for all seasons.</p>
<p>Universal Accessibility:</p>	
	<p>All Bedrooms: Height of environmental controls to enable users to comfortably reach them below 120cm in height. Designated Mobility Accessible Bedrooms: Remote controls for heating and cooling system in designated Mobility Accessible Rooms.</p>





2.10 LIGHTING, POWER AND SWITCHES


<p>All Stars</p>	<p>Light switch to be located by the entrance door.</p>
	<p>and</p> <p>One bedside light per sleeping position. In a twin room, one light between two beds is acceptable. Acceptable/Good quality lighting for the room An international multi-power point/plug is available on request.</p>
	<p>One bedside light per sleeping position. In a twin room, one light between two beds is acceptable. Very good quality lighting for the room An international multi-power point/plug is available on request.</p>
	<p>One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position. Two bedside lights in a twin bedded room.</p>

	<p>and Provision of direct lighting at dressing table/desk. Excellent/Outstanding quality lighting for the room An international multi-power point/plug in each room.</p>
<p>Universal Accessibility:</p>	
	<p>All Bedrooms: Bedrooms must be well lit and lighting must be even. Height of light switches and controls should be between 80cm – 120cm from the floor.</p>
<p>2.11 MIRROR AND MIRROR LIGHTING</p>	
<p>All Stars</p>	<p>A full length mirror with direct lighting in the bedroom.</p>
	<p>& An additional well lit mirror at the dressing table area in close proximity to the plug point is also required.</p>
<p>Universal Accessibility:</p>	
	<p>All Bedrooms: Mirror area to have a minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces. Full length mirror suitable for both sitting and standing guests Bottom of the mirror not more than 40cm from the floor</p>
<p>2.12 ACCESSORIES</p>	
<p>All Stars</p>	<p>Adequate protection against insects in the form of netting, window gauze and / or insecticide should be provided in each guest room. A pictogram / diagram for fire evacuation procedure. List of emergency numbers available.</p>
	<p>& Tea and coffee available in a common area. Iron and ironing board advertised as available.</p>
	<p>to Tea and coffee making facilities provided in all rooms. Adequate crockery and cutlery should be provided for each guest in the room. An electric kettle must also be available. Complimentary sachets of tea, coffee and sugar (at least two sachets per guest per day) are required. Adequate preparation space located near a dedicated power point in the bedroom is required. Preparation space and power point in the bathroom is not acceptable. Local Tourism Information and Entertainment Guide. Information on surrounding restaurants and take-away menus.</p>
	<p>& Laundry/pressing/dry cleaning service where available. Iron and ironing board advertised as available. Instructions on how to use the television (where provided) and heating/cooling system.</p>
<p>Universal Accessibility:</p>	
	<p>All Bedrooms: Bedroom accessories have bold labels for easy identification, with labels in large print. Staff assistance available to guests in locating and using bedroom accessories. Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms: Emergency ID door hangers provided for identification of guests with functional communication/ hearing/ visual/ mobility and physical limitations, which can facilitate services that require access to the room. The use of door hangers is up to discretion of the guest. Ideally this type of service should be offered to all guests.</p>

2.13 SPACIOUSNESS AND OVERALL IMPRESSION	
All Stars	Unrestricted access to all storage facilities within the room.
 and 	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.
	Bedrooms must have a very good amount of space allowing for ease of movement and relaxation.
	Bedrooms must have a well-planned layout to ensure the room is quite spacious, allowing ease of movement, comfort and relaxation. Greater space would be expected where temporary beds or sofa beds are used.
	Bedrooms must have a well-planned layout to ensure the room is very spacious, allowing generous ease of movement, comfort, dining and relaxation. Greater space would be expected where temporary beds or sofa beds are used.
Universal Accessibility:	
	<p>All Bedrooms: Floor space is clear of any obstacles which may cause injury to guests with functional visual limitations.</p> <p>Designated Mobility Accessible Bedrooms: Unobstructed access widths between walls, features, furniture and fittings should be a minimum of 90cm. It is essential that the room be free of any obstructions which might cause a guest to be unable to access certain provisions within the room e.g. switches.</p>






3. BATHROOMS

3.1 TYPE OF BATHROOM	
All Stars	If establishments incorporate an open plan bathroom within the room, showers, baths and hand basins may be open plan but the toilet must be separate and enclosed from floor to ceiling with a lockable door.
 to 	Bathroom facilities should be en-suite. If not, exclusive use of bathroom facilities per room is mandatory.
 and 	Bathroom facilities must be en-suite.






3.2 FLOORING AND CEILING	
All Stars	An impervious surface to be provided on walls, floors and ceilings.
Universal Accessibility	
	<p>Fixed slip-resistant floor surface such as wooden floors, non-slip tiles or close pile carpet no higher than 13mm.</p> <p>Flooring to have no design obstructions.</p>

3.3 FIXTURES AND FITTINGS	
All Stars	<p>All basin, bath and shower taps to be in working order with sufficient hot and cold water supply.</p> <p>Baths and showers provide a strong and easily adjustable flow of water.</p> <p>There are sufficient towel rails for the number of guests in the room.</p> <p>There are sufficient racks/shelves for the number of guests in the room.</p> <p>A mirror must be situated above or adjacent to the hand basin.</p>

	<p>Sufficient open vanity space for maximum number of guests in the room.</p> <p>Window treatment to ensure privacy.</p>
	<p>Bathrooms to have a WC (toilet), a hand basin and a bath or a shower. (Shower over bath is also acceptable). Shower curtains are acceptable. Must be free of stains, tears, holes and mould.</p> <p>to Good maintenance and condition of fixtures and fittings. A hook for clothes.</p>
	<p>Bathrooms to have a WC (toilet), a single vanity with hand basin and a bath or shower (Shower over the bath is acceptable) Shower must have a screen (shower curtains are not acceptable). Bathrooms must have a lockable door. Excellent maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discolouration). Hook for clothes.</p>
	<p>Bathrooms to have a WC (toilet), hand basin, a bath and a separate shower. Shower screens/walls must be used. Shower curtain not acceptable. Outstanding maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discolouration). A minimum of two separate hooks for clothes must be provided.</p>
Universal Accessibility:	
	<p>Use of colour contrasting surfaces. Bathroom instructions must be provided in large print. Hot pipes must be well insulated. The access door should be fitted with an emergency release lock. No coat hooks or other obstructions to extend more than 3cm from the wall or doors. It is important to ensure that no harmful obstructions project from the walls. WC (toilet) seat height between 48cm and 50cm. Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin. Basin located no more than 30cm from the toilet seat. 80cm wide transfer space to side of pan. Front edge of pan to project at least 69cm from the rear wall. Centreline of toilet not more than 48cm from wall opposite transfer space. Extended flush handle located on side of transfer space of cistern. Cranked grab-bar should be located 80cm above floor finish. Horizontal grab bar located at 80cm above the floor finish. The back rest of the toilet, when raised to an upright position, shall remain in such position.</p>
3.4 HAND BASIN AND TOILET AREAS	
All Stars	<p>A WC (toilet) with seat and lid. All bathrooms equipped with:</p> <ul style="list-style-type: none"> • A lidded disposal bin. • Double ply toilet paper and holder plus spare toilet rolls. • Toilet brush or provide a cleaning service. • A well-lit mirror situated above or adjacent to the hand basin.
3.5 TOWELLING	
All Stars	<p>Towels must be free of stains or discolouration, fraying or holes. Bath mat should be provided.</p>

	An acceptable quality clean, absorbent hand and bath towel should be provided per person.
	A good quality clean, absorbent hand and a bath towel provided per person.
	A very good quality, clean, absorbent hand and a bath towel provided per person.
	An excellent quality clean, absorbent face cloth, hand towel and a bath sheet provided per person.
	An outstanding quality clean, absorbent face cloth, hand towel bath sheet and bath robe provided per person. Bath robe changed when required





3.6 LIGHTING AND VENTILATION

	Acceptable lighting and ventilation coverage across all areas of the bathroom.
	Good lighting coverage and ventilation across all areas of the bathroom.
	Very good lighting coverage and ventilation across all areas of the bathroom.
	Excellent lighting coverage and ventilation across all areas of the bathroom. Direct frontal lighting to be provided at all washbasins.
	Outstanding lighting coverage and ventilation across all areas of the bathroom. Direct frontal lighting to be provided at all washbasins.


Universal Accessibility:

	All areas in bathroom must be well and evenly lit.
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3.7 ACCESSORIES





All Stars	Toilet seat cover and mat sets are not acceptable. Wrapped soap provided.
 	Good quality shampoo provided. and Very good quality shampoo and tissues provided.
	Excellent quality wrapped soap provided per guest. Comprehensive personal amenities including tissues, shower cap, shampoo, conditioner, shower gel and body lotion.
	Outstanding quality wrapped soap provided for each new guest. Comprehensive personal amenities including tissues, shower cap, shampoo, conditioner, shower gel and body lotion.

Universal Accessibility:





	Bathroom toiletries/accessories need to have bold labels for easy identification.
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4. SHARED AREAS


4.1 DECORATION

	and	Functional decor but limited co-ordination
	and	Good overall impression. Decoration is simple and effective. Very good interior design and overall impression. Some use of objects of interest and artwork.
		Outstanding interior design and overall impression. Professional finish to all aspects of decoration. Interesting architectural features, objects of interest, artwork and objects d'art.
Universal Accessibility:		
		End of corridor highlighted by colour, tone or light contrast between walls and floor coverings. To avoid glare, used tinted glass or blinds. Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.

4.2 FURNISHINGS AND FIXTURES





		Acceptable appearance, maintenance and condition.
		Good appearance, maintenance and condition.
	and	Very good appearance, maintenance and condition. Excellent appearance, maintenance and condition.
		Outstanding appearance, maintenance and condition.

Universal Accessibility:

		Background music in public areas avoided or kept at a low level. Voice amplification option linked to public telephone in the lobby / reception. Where televisions are provided subtitles must be shown. A selection of chairs to be with and without arm-rests. At least 10% of chairs should have a seat height of 48cm - 52cm. All relevant emergency information and escape route maps available in large print & provision should be made for Braille mapping. Emergency evacuation signage to include pictograms. Public telephones to be fitted with a raised pip on button number 5. Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids. Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed. Height of emergency equipment, switches and controls located between 80cm and 120cm from the floor.
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4.3 BAR, LOUNGE AND SITTING AREAS

All Stars		Guest lounge in country houses and guest houses to be separate from host's lounge area. Guest lounge within a B&B may be shared between the host and guest. All seating areas to be of an acceptable size, quality and condition with good layout to provide a reasonable amount of space for guest to easily move around. A lounge with adequate comfortable seating for resident guests accessible throughout the day and evening.
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	Where televisions are not provided in the bedrooms, there should be easy access to a lounge which has comfortable seating and a functional remote controlled colour television with a minimum of 9 channels.
Universal Accessibility:	
	<p>Bar counters should include a section of the counter, lowered to 80cm above floor level.</p> <p>There should be provision for table-orientated assistance.</p>
4.4 FLOORING, CEILING, SKIRTING AND CORNICES	
All Stars	All are of an acceptable quality and condition throughout i.e. No threadbare or fraying sections of carpets or rugs. A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.
Universal Accessibility:	
	<p>End of corridors highlighted by colour, tone or light contrast.</p> <p>Fixed, slip-resistant floor surface. This is a precautionary measure and applies to almost all people with functional physical and mobility limitations.</p>
4.5 LIGHTING, HEATING/COOLING & VENTILATION	
All Stars	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Acceptable temperature control and ventilation.
Universal Accessibility:	
	<p>Directional and informational signage related to physical and environmental access must be well lit.</p> <p>Lighting must be even and effective, with minimum lighting levels of 200 lux.</p>
4.6 RAMPS	
Universal Accessibility:	
	<p>Gradients en-route to facilities should not be steeper than 1:12 gradient (<i>optimum gradient 1:15</i>)</p> <p>There should be a landing at the top of ramps with minimum dimensions: 90cm x 90cm.</p> <p>Unobstructed width of not less than 90cm (to allow for easy access for mobility aids):</p> <p>Ramps should have a well-defined textured surface that is easily differentiable from surrounding surfaces.</p> <p>Ramps should have handrails on both sides at a height of between 85-95cm.</p> <p>Fixed, slip-resistant floor surface.</p>
4.7 OTHER PUBLIC AREAS INCLUDING PASSAGES AND STAIRCASES	
All Stars	Passages and stairs in good repair and free from obstruction. Well lit 24 hours a day, although energy initiatives are to be respected. Clear, directional signage to bedrooms and reception (where needed). All emergency information and signage to be clearly displayed in public areas.
Universal Accessibility:	
	Protective soffits to be fitted to the underside of staircases below the height of 210cm.


	<p>Fixed slip-resistant floor surface.</p> <p>Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces.</p> <p>Passages and staircases to be of an unobstructed width of not less than 90cm to facilitate access for guests using mobility aids.</p> <p>Stairs fitted handrails at a height of between 85-95cm from the floor.</p> <p>Stairs fitted with non-slip treads.</p> <p>Provision for an unobstructed landing of 90cm x 90cm (clear of door swings etc.).</p>
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4.8 FLOORING AND CEILING	
Universal Accessibility:	
	<p>Fixed slip-resistant floor surface such as wooden floors, tiles or close pile carpet no higher than 13mm.</p>

4.9 FIXTURES AND FITTINGS	
Universal Accessibility:	
	<p>Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom.</p> <p>Size of unobstructed space in front of doors needs to be a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.</p>

4.10 MIRROR AND MIRROR LIGHTING	
Universal Accessibility:	
	<p>Full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of a 180cm.</p>


4.11 HAND BASIN AND TOILET AREAS	
Universal Accessibility:	
	<p>WC (toilet) seat height between 48cm and 50cm.</p> <p>Basin adjacent to WC (toilet) set at 80cm height with 72cm clear space under basin..</p> <p>Basin located no more than 30cm from the toilet seat.</p> <p>80cm wide transfer space to side of pan.</p> <p>Front edge of pan to project at least 69cm from the rear wall.</p> <p>Centreline of toilet not more than 48cm from wall opposite transfer space.</p> <p>Extended flush handle located on side of transfer space of cistern.</p> <p>Cranked grab-bar should be located 80cm above floor finish.</p> <p>Horizontal grab bar located at 80cm above the floor finish.</p> <p>The back rest of the toilet, when raised to an upright position, shall remain in such position.</p>


4.12 LIGHTING AND VENTILATION	
Universal Accessibility:	
	All areas in bathroom must be well and evenly lit.

4.13 ACCESSORIES	
Universal Accessibility:	
	Accessories/toiletries need to be within easy reach from a sitting position.

5. DINING AREAS

5.1 PROVISION	
All Stars	<p>Dining facility must be provided.</p> <p>Dinner may be provided at the discretion of the host.</p> <p>Meal times by arrangement with the guest.</p> <p>Where a communal dining table is provided, additional individual tables should be available on guest request.</p>

5.2 FURNISHINGS	
All Stars	Sufficient tables and chairs to accommodate all guests irrespective of the weather.
Universal Accessibility:	
	<p>Provision of handles on doors which should be located between 80cm and 120cm, this handle must be at least 12cm in length.</p> <p>Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom.</p> <p>Alternative route to revolving doors, gates or turnstiles if these form part of the entry into the facility.</p> <p>Clear un-obstructed access between furniture & fittings no less than 90cm in width.</p>

5.3 FLOORING, CEILING, SKIRTING AND CORNICES	
All Stars	All are of an acceptable quality and condition throughout i.e. No threadbare or fraying sections of carpets or rugs. A reasonable effort is made to minimise noise levels taking into consideration size and location of establishment as well as the profile of the guest.
Universal Accessibility:	
	<p>Fixed, slip-resistant floor surface with no changes in level or thresholds greater than 1.3cm.</p> <p>Critical areas such as reception counters, buffet tables, exits and entrances should have differently textured surfaces to provide information to guests.</p>

5.4 LIGHTING	
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All Stars	Acceptable levels of lighting, appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
Universal Accessibility:	
	Lighting must be even and well lit with minimum lighting levels of 200 lux.
5.5 MENU PRESENTATION	
Universal Accessibility:	
	<p>Clear and plain language should be employed on menus. Icons and symbols should be used wherever possible.</p> <p>On request, audio description[s] of all menus should be made available. e.g. through the use of a dedicated audio description service available to guests that provides information on differing facilities on request.</p> <p>Information and menus to be printed in large print and Braille. Staff must offer to read the menu if necessary.</p>
5.6 TABLE APPOINTMENTS	
All Stars	Table appointments are of acceptable quality, appropriate to the meal being served i.e breakfast or dinner.
Universal Accessibility:	
	Staff provide orientation for table setting and the food position on the guest's plate.
5.7 ATMOSPHERE AND AMBIENCE	
Universal Accessibility:	
	Background music should be avoided or kept at a low level.
5.8 DINNER QUALITY AND PRESENTATION (COUNTRY HOUSES AND GUEST HOUSES ONLY OR WHERE PROVIDED IN A B&B)	
All Stars	<p>All food is well presented and served at the correct temperature.</p> <p>Menu items modified to take into account dietary requirements (e.g. food allergies, diabetic-food requirements).</p> <p>Dinner optional and provided at the discretion of the host.</p>
Universal Accessibility:	
	<p>Labels on buffet stations and on containers must be clear and in large print.</p> <p>Staff assistance must be provided at buffets, e.g.: to read out labels etc.</p>

	<p>Provide a warning sign for hot elements at buffet tables and similar services to provide a basic level of warning to all guests.</p> <p>Menu items modified to take account of dietary requirements (e.g. food allergies, diabetic-food requirements).</p>
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5.9 BREAKFAST QUALITY AND PRESENTATION

All Stars	<p>All hot foods well-presented and served at the correct temperature.</p> <p>All cold foods (yoghurt, fruit, cold meats) also well-presented and served at the correct temperature.</p> <p>Menu items modified to take into account dietary requirements (e.g. food allergies, diabetic-food requirements).</p>
★	Continental breakfast provided with an acceptable range of cereals, bread and condiments.
★★★	A set menu for breakfast is acceptable with minimum choice of two hot items plus continental breakfast option.
★★★★★	<p>A good range of hot and cold items offered for breakfast. (Hot breakfast should include a minimum of 6 items; cold breakfast should include cereals, breads, cold meats, fruit and cheese)</p> <p>Guests are offered a wide choice of how their eggs are cooked; including fried, poached, boiled and scrambled.</p>
★★★★★ and ★★★★★	<p>An extensive range of hot and cold items provided for breakfast and presented in an attractive manner with an emphasis on homemade components</p> <p>Provision made for a variety of dietary requirements, e.g.: Kosher, Halaal, diabetic, vegetarian, etc.</p>

6. GENERAL SERVICES AND SERVICE

6.1 WELCOME, FRIENDLINESS AND ATTITUDE








All Stars	Personalised service and attention to detail is expected.
Universal Accessibility:	<p>Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.</p> <p>On arrival, the guest is offered an orientation tour.</p> <p>On arrival, guests are offered an audio-description package, providing information on facilities, movement through the hotel and the like. It must also provide detailed information on services, e.g. a guest should be able to access menu information, services and other courtesy information typically found by guests in the room manual.</p> <p>Re-positioning of furniture, and other obstructions in the room to meet guest requirements.</p>


6.2 APPEARANCE OF STAFF

All Stars	<p>Staff to wear name badges at all times</p> <p>Staff appearance to be professional and neat at all times.</p>
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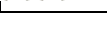
6.3 RECEPTION / MEET AND GREET

All Stars	<p>Guest to be met on arrival by host.</p> <p>Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests upon request. This should include:</p> <ul style="list-style-type: none"> • Full details of cancellation policy and in-house rules, e.g. smoking or pets, to be on hand. • 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.
★	A designated meet and greet area with a representative on call. An afterhours key service must be provided.


	<p>to Reception must be available for guest check-in with minimal delay. Hours of operation for reception are to be displayed in a prominent position indicating contact information.</p>
	<p>A clearly designated area, spacious and impressive entrance foyer or lobby. A representative must be available 24 hours a day,</p>
<p>Universal Accessibility:</p>	
	<p>Usage of reflective glass partitions (<i>reflective panel or mirrors</i>) should be avoided. (<i>a reflective panel or mirror behind reception staff can make communication difficult.</i>)</p> <p>Reception, and other public areas, must be provided with appropriate signage.</p> <p>Entrance should be adequately illuminated with a minimum lighting level of 200 lux.</p> <p>Clear glass panels and doors should be clearly marked.</p> <p>Level threshold across the main entrance door.</p> <p>Door mats should be firmly fixed or located.</p> <p>Any canopy structure should not protrude in a pedestrian route.</p> <p>No high gloss and simple backgrounds.</p> <p>Fixed, slip-resistant floor surface.</p> <p>Threshold at the main entrance not to exceed 1.3cm difference in level.</p> <p>Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom.</p> <p>Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing.</p> <p>Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.</p> <p>Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 130cm.</p>
<p>6.4 RESERVATION, CHECK IN AND GENERAL EFFICIENCY</p>	
<p>All Stars</p>	<p>Prompt thorough reservation and check-in system, including guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times etc.</p>
<p>Universal Accessibility:</p>	
	<p>Orientation provided / offered to guest. (<i>Guests with functional visual limitations need to be provided with an orientation of exactly where everything is in their bedroom in order for them to create a mental map.</i>)</p> <p>Guests briefed on emergency and evacuation procedures.</p> <p>Reception to have a pen and pad available for easier communication with guests.</p> <p>Audio-description packages, as described above, should be offered to all guests.</p> <p>SMS facilitated communication through cellular technology employed at switchboard/ reception/ reservations.</p> <p>At check-in, guests are given the option of being received at a separate counter, or ideally in a break-away room.</p> <p>Rooms allocated to guests with functional hearing/ communication limitations, visual/sight limitations and physical/mobility limitations are logged through the rooming system so that in the event of an emergency special procedures are employed to locate and evacuate these guests.</p> <p>Website provides sufficient pre-booking information on all services and facilities, to minimise the need to explain information by telephone. Minimum information includes room, toilet and bathroom configurations and layout.</p> <p>During reservation and check-in, staff should ask the guest whether additional services are required.</p>
<p>6.5 LAUNDRY SERVICES</p>	
	<p>and Iron and ironing board must be available on request.</p>
	<p>A limited laundry service is provided for a minimum of 3 days a week. Laundry bags are to be provided to guests either in the room or at reception with an indication of the days the service is available.</p>
	<p>and Laundry services are provided for a minimum of 5 days per week.</p>

	Laundry bags are to be provided to guests in the room with an indication of the days the service is available.
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6.6 MEAL and BEVERAGE SERVICES

All Stars	Unobtrusive, polite and courteous service. Well trained and professional staff. Good interaction with guests.
 	to Breakfast is provided and dinner is served at the discretion of the host, or alternative arrangements are made to provide this service.
  	and Table service is provided at breakfast and at dinner if served. Proactive table service for meals and beverages. Staff demonstrate excellent levels of food, beverage and wine product (if applicable) knowledge and service skills.

6.7 CHECK OUT EFFICIENCY

All Stars	Bill is correct in all details and clearly presented and explained.
Universal Accessibility:	
	Communication assistance is provided with check-out procedure. Check-out staff are trained to request satisfaction feedback from guests with functional limitations on existing facilities and services. Assistance provided with reading of bills and other check-out procedure, with signature template. Porterage assistance and check-out procedure is conducted at dropped counter or separate station.

6.8 COMMUNICATIONS AND BUSINESS FACILITIES







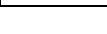
All Stars	Establishment should make available business facilities where possible i.e. Photocopy service, internet access and facsimile service.
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7. HOUSEKEEPING SERVICE

7.1 PROVISION

All Stars	Servicing of rooms and all shared areas 7 days a week, this includes daily removal of rubbish and cleaning.
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7.2 BEDROOMS AND BATHROOMS

All Stars	All bedrooms and bathrooms cleaned daily. All linen including duvets changed for each new guest. All beds made daily.
 	and All bed linen, including duvet covers changed at least every 5 days and for each new guest. All bathroom linen changed maximum every 3 days or on request.
  	and All bed linen, including duvet covers changed at least every 3 days and for each new guest. All bathroom linen changed daily.
 	All bed linen, including duvet covers changed at least every 2 days and for each new guest. All bathroom linen changed daily.