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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	EXERCISE of the powers contained in sections 44, 45 and 80 Tourism and Hospitality Act, 2015, the following Regulations nade:	
	These Regulations may be cited as the Tourism and itality (Accommodation Establishment Standards) Regulations, .	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.	
	Accommodation establishments shall be classified into the categories set out in the First Schedule.	Classification of accommodation establishments
	(1) An accommodation establishment shall be graded using car grading system set out in the Second Schedule.	Grading system and insignia

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(2) The Board shall use the star as the insignia for the classification and grading of 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.

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.

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

Awarding of grading

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.

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.

Minimum standards

Grading

criteria for

accommodation establishments

Application

for grading

accommodation establishments

for

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.

(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.

(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.

(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.

Listing of graded accommodation establishments

Re-grading

Appeal for reassessment 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.

16. The Minister may, where an appeal is lodged for reassessment 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.

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.

18. Bush camps shall be assessed annually at the start of the season.

Limits on facilities for Guest Houses

Renewal of

grading

certificate

Assessment of bush

camps

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.

Reassessment of grading (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 Fees the Sixth Schedule.

(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.

(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.

Quality control

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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. Ahotel should have a minimum of ten rooms.

2. Guest House

A guest house is a converted house adapted to accommodate overnight guests or a purposebuilt 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, helpfuland 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 (Regulation5)

MINIMUM STANDARDS FOR ACCOMMODATION ESTABLISHMENTS

GENERAL PROVISIONS

PREMISES

Statutory obligations All establishments are expected to comply with all and local authority regulations. statutory 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 authorityregulations 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.

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		rity and comfort for guests, lighting throughout all public areas, and car parks.
	able to lock from both	must be fitted with locking devices, h within and without. In situations -connecting, locking methods need in.
	at reception for the se	e in each room, should be provided ecure storage of guests' valuables informed accordingly.
		ered, security codes or remote d be made available, providing the remises at all times.
	• There should be a full all times.	y stocked first aid box available at
Access		
	providing all appropr	d be open every day of the year iate services and facilities, unless l accommodation, or are closed for
	discriminate, or cause the detriment of any p	tablishment personnel should not e discrimination, in favour of or to person on the premises on the e, tribe, place of origin, political ed.
Courtesy		
	• Courtesy of the highe guests at all times.	st standard should be shown to
	courteously, and infor procedure should be r	Id be dealt with promptly and mation about the complaints made available to guests upon nent should have a designated ffice on the premises.
	 Free and safe drinking guests. 	g water should be made availableto
Smoking		
	 Smoking and non-smoothing specified. 	oking areas need to be clearly
Maintenance of Ground	ds	
		lens of each establishment should ained, neat and clean.
Signage		
		be clearly visible, both on- and off- ests are correctly guided to the at all times.
	 Additional directional required along paths 	l signage, with lighting may be leading to annexes.
	• Warning and caution dangerous areas.	signs should be displayed in
	C C	clearly numbered or named.

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Exterior lighting		
	• There should be sufficient exterior lighti entry at night.	ng to ensure safe
Maintenance		
	• All interior and exterior structures, fittin furnishings should be maintained in a s working condition.	
Insect control		
	 Adequate protection against mosquitoes netting, window gauze, insecticide or or protection should be provided in each g 	ther forms of
Ventilation		
	• All areas must provide sufficient ventilat is no window or other portal that opens fan or other form of ventilation must be	, an extraction
Reception area		
	• Reception facilities should be available hours during the period that the established	
	• A message taking service should be ava	ulable.
	• A clearly designated reception area with should be provided. This should also pr with the means (a bell or buzzer) of gai when the reception is not attended.	ovide the guests
	• In addition information regarding the lo be readily available. This should includ schedules, local tours, transport, restau	le maps, activity
Seating area/Lobby		
	• There should be a sitting area (lounge) ave throughout the day and evening with su comfortable seating.	vailable to guests
Dining area		
	 At least one dining area should be provide of breakfast and other meals (if served). should be within or adjacent to the esta 	The dining area
Toilet facilities		
	• Separate toilet facilities for male and for conveniently located in the public areas	
	• Male toilets must be provided with Uri	nals.
	• Women's toilet must have a vanity area disposal.	and sanitary
	• Toilets for people with disabilities.	
	• Toilets must be functioning with door loc	k, and seat cover
	• All toilets should be well maintained, h frequently clean and inspected.	nygienic,
	 At minimum a basin with running wate soap and a drying mechanism (clean tow hot air dryer, etc.) should be provided. 	
	• A lined waste bin must be provided.	
	• A mirror should be provided	

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Porter service		
	• Assistance with lugg	gage should be available on request.
Morning call		e to request an early morning wake- alarm clock in guest rooms.
Laundry		
	• At minimum an iron available on request	and ironing board should be
Refuse		
	• Refuse shall be disp	osed of in a sanitary manner.
	• All refuse bins shall	be provided with tight-fitting lids.
		e the building, a suitable plinth shall re that refuse bins are above ground
	• The refuse area shal insects, rodentsand	l be kept clean and tidy and free of animals.
Staff changing roon	ns	
		et, shower, seating and locker ovided for staff of each gender.
Staff dining area		
	• An appropriate area	must be provided for staff dining.
STAFF		
Appearance		
		ld be clean and tidy and dressed in orm, where applicable.
	• Staff members shoul	ld wear a name tag
Knowledge		
	• All staff members sh of the establishment	nould demonstrate basic knowledge
Staff training progr	rammes	
	• At a minimum, all n training in their area	ew staff must receive in-house a of work
	• Staff must undertake	e general in house training.
		of staff members must have done ensure that there is always a staff t has such training.
	• Staff should be train	ed in fire procedures.
	SUSTAINABILITY	
Environmental Mar	nagement Policy	
		nust have a basic environmental

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

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	• All establishments must have a waste man to deal with sewage and refuse disposal.	agement plan
	• At a minimum, all establishments must use light bulbs in guest rooms and public area	
	A. HOTEL	
Admission		
	• The owner or proprietor of an accommoda establishment shall have a local office wher can be made.	
	• There should be fire detection, alarm syste sufficient firefighting equipment in operation of the establishment.	
	• Fire and emergency procedures should be	put in place
	· A fire assembly point should be designated	1
Marketing, reservation and prie	ring	
	• Clear communication regarding what the has to offer should be made available whe advertisement, brochure, and other means or prospective guests upon request. This sh	ther by to all guests
	 Detailed prices for: accommodatio bar, refreshments, any additional service charges, surcharges and le be displayed 	services,
	 An accurate description of all an facilities and services offered 	ienities,
	• All of the above should be communicated the time of reservation. All requests, corre enquires and complaints should be handled and efficient manner.	spondence,
Telephone answering		
	• The phone should always be answered or service be available that is responded to with	
Parking		
	• There should be sufficient parking with si where security is not provided.	gns posted
BUILDINGS		
Soundproofing		
	• Bedroom walls should be sound proofed to carrying over to the next room.	avoid noise
	• An effective sound absorber should be put establishments with long corridors leading avoid disturbing guests in the rooms.	

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Lifts and Disabili	ity access	
		ore than one floor must have a lif ould provide facilities for disablec
BEDROOMS:		
Housekeeping		
		be cleaned daily. Beds should be nen, including duvets should be v guest.
	at least every 5 days. prevent this, then this	ng duvet covers, should be change Should environmental reasons s period can be extended with the soiled linen should be changed
Bedroom size		
	easily, with free acces	n should allow for guests to move ss to all furniture and fittings in the ows, cupboards and drawers shoul
	• Minimum ceiling hei 1.8m tall, to move wi	ght should allow for a person of ithout stooping.
Beds		
		good condition providing a secur le prohibits, a continental pillow
		of a good quality, interior sprung tress protector or under-blanket.
	• A single bed should co sized adult and a dou	omfortably accommodate an averag ible bed, two adults.
Bedding		
	One blanket and one minimum, with extras or weather conditions	e clean and sufficient in quantity. pillow per sleeping space as s readily available should the gue s demand. Duvets are acceptable be on each bed and a pillowcase
	The base of the bed s	ed with a bedspread, quilt or duve hould never be exposed, preferabl ", valance or bedspread.
	• Non-allergic pillows request.	and duvets should be available o
Bedside tables		
	a reading light, where	ccompanied by a bedside table an e there are two beds in a room, a 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 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.

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	
	a colour television set suitable for the size of the room of there are no televisions in the bedrooms then a colour punge 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.

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- Do not disturb signs.
 - Emergency exit instructions at the back of bedroom door.

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

BATH/SHOWER ROOMS:

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Seating

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
- toiletwith 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.

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Lighting and win	ndows	
	• All bathrooms shoul near the entrance to	ld be well lit with the light switch the bathroom.
		bathroom windows should be opaque alternatively a blind, curtain or red.
PUBLIC AREAS	8	
Swimming Pool		
	• Safety equipment (eit at every pool.	ther a ring or hook) must be provided
	• At least one employ shift during pool ope	ee trained in life guard duties per ening hours.
	• Signage stating the a lifeguard during poor	availability or non-availability of bl opening times.
	• There should be sign pool.	nage stating the depth levels of the
SERVICES		
Restaurant / dini	ing area service	
	located in an area w	hould make dinner available if here no alternative meals can be catering for at least 50% of the
		strate adequate levels of product vide efficient service.
	• Restaurants / dining a	areas should have proper ventilation.
Breakfast		
		ntinental breakfast (or other t e.g. traditional) should be available ptable).
Bar		
		lean and equipped with both shing facilities adequate for its size.
		strate adequate levels of product vide efficient service.
	Glassware should be	e clean, adequate and not chipped.
Kitchen and Kite	chen Storerooms	
	• Should be sufficient restaurants.	to cater for full seating capacity of
	• Kitchens should be h and walls free from	hygienic, clean, with ceilings, floors dirt.
	• Floors should be of	easily cleaned non-slip materials.
	• Walls should be of in 160cm.	mpervious material up to a height of
	 Worktops should be impervious material 	made of stainless steel or other

- 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 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.
- 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

• Stationary 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 lightening 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 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.

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 doorscapable 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 to 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 serviceshould 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 <u>at least</u> 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**

Deus

- 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.

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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 onetoilet 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 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 Otimes. (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:

٠	Excellent	10
٠	Very good	9
٠	Good	8
٠	Standard	6 or 7
٠	Acceptable	5
٠	Poor	3 or 4
٠	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
5-Stars Overall score of Most Items to score No more than 5 items to score All service elements to score Number of unacceptable items	91% - 100% 9 or 10 8 9 or 10 0	Spacious and luxurious accommodation throughou the establishment, matching best internationa 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 professiona staff, service excellence assured.
4-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	81% - 90% 8 or more 7 8,9 or 10 0	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.
3-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	71% - 80% 7 or more 6 8,9 or 10 0	Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
2-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	61% - 70% 6 or more 5 7, 8,9 or 10 2	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.
1-Star Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	51% - 60% 5 or more 4 7, 8,9 or 10 3	Pleasant comforts of simple, clean and functiona 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.

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				Х	Х

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 ²	16 m ²	18 m ²	20 m ²	25 m ²
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	³ ⁄ ₄ for single, queen for double	Double for single, king for double
The bedroom should have at least two comfortable seating chairs			Х	X	Х
If appropriate, televisions must have remote control and a wide choice of channels should be provided			Х	X	Х
Individually controlled air conditioning with a remote or wall-mounted control			Х	X	Х
There should be a fridge in each room			Х	X	Х

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A mini-bar service – if not permanently		X	X
provided – should be available upon request			
There should be a safe in each room	X	Х	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		X	X
designated as suites (distinct separated			
living area with comfortable lounge seating			
and floor area more than 25sq.mtr)			

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	Х	X	Х		
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	Х	X	X		
Bath sheets must be provided					Х
An extensive range of quality guest amenities should be available					Х
For new properties twin wash hand-basins are required					Х

2.4 Services

Criteria	1-star	2-star	3-star	4-star	5-star
A 24 hour reception service is required				Х	Х
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					Х
Guest laundry service is required				Х	Х
Iron and ironing board available			X	Х	Х
Transport service to be available to guests – either in the form of taxis or a hotel shuttle service (could be outsourced)				Х	Х
A comprehensive bedroom / bathroom turn-down service is expected to be available					Х
A bedroom / bathroom turn-down service available				Х	
Baby-sitting facilities available				Х	Х
Shops or boutiques available				Х	Х
Spa or Health/ Fitness Center available					Х
Fitness Center or equipment available				Х	
Concierge facilities available				Х	Х
Car hire available				Х	Х
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				Х	Х
At least one full service restaurant open to residents available if no alternative restaurants are available in the vicinity of the hotel				Х	Х
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	Х	Х
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				Х	Х
There shall be a cocktail bar in addition to another bar; there shall also be a lounge				Х	Х
There shall be two rooms for the holding of functions;			X	Х	Х
Public rooms shall have air-conditioning where it is climatically necessary.			X	Х	Х

2.6 Social Responsibility

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

GRADING CRITERIA 3.

Physical Facilities A.

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.
		Signs in reasonable condition, but clearly ageing. A ppropriate 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.

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	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 pays 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 damag e (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.

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Criteria	Score	Description
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) of good quality duvet (season and location dependent) coordinated with bedroor décor and soft furnishings if no separate bedcover. Bedcovers thickly quilted of 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 be covers/spreads but free from stains, holes and wear.
	3,4,5	Linen of cheaper polyester mixture, thinning, faded and not properly ironed. Thi pillows/duvets.
	1,2	Cheap linen with fraying edges, holes, faded and creased. No pillows or staine 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 of 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 ma not be in a brand new condition. Bed frames may be of an older style, but in goo condition and good quality.
	6,7	Standard domestic quality bed frames, divans and mattresses - all in soun 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 c creak. No sagging, broken struts, uneven legs, wobbly headboards or slopin frames.
	1,2	Concave mattress shape with little or no resistance or bounce. Legs loose, caster, missing, stains, marks and holes. Creaking frame, sagging support.
Decoration	9,10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtfu coordination of patterns, colours and textures. If plain décor then addition of hig 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 sign of wear and tear (i.e. scratches, water splashes, finger marks, etc.,). Room déco may range from excellent to good.
	6,7	Competent job of applying wall covering of average quality. Some pictures i good frames. Attempt to coordinate patterns and colours. No jarring mismatch or colours and styles. Décor may be some years old with some wear and tear but no damaged, scratched, torn or stained. Room decor may range from excellent/ ver good to good.
	3,4,5	Ageing décor, which was only of an average quality to begin with. Amateuris application of paint/ wallpaper. Little attention to detail. Plain style with n adornment. Some wear and tear.
	1,2	Low-grade materials poorly executed. Mismatch of styles and colours. Noticeabl 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 soun 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 ligh Electronic goods of excellent quality and in excellent condition.
	8	High intrinsic quality of materials may show some signs of use. Alternativel new, good (as opposed to excellent) quality furniture and fittings. Curtains to b full and good quality/condition. Blinds/shutters in good condition and of goo quality. Curtains/blinds/shutters blocking external light. Good quality electroni goods in good condition.
	6,7	Furniture and fittings which may have been "excellent" or "very good", bu through ageing, showing signs of wear and tear. Alternatively medium qualit range of materials and construction in sound and useable condition. There shoul be no damage, stains or fraying furniture. No jarringly uncoordinated styles - a furniture to be of a broadly similar standard. Medium quality electronic goods i good working order.

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	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. Surface not well maintained. Thin, short, skimpy curtains. Some stains, marks on so fittings. Old electronic equipment but in good working order or new equipment is poor state of repair.
	1,2	Low quality materials, poor construction, damaged, marked or scratche Uncoordinated styles. Thin, unlined curtains, stained, worn upholstery. Electron goods: Very old, not working, components broken, badly tuned, channels no conforming to directory, etc.
Flooring NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these		If fitted carpets, high quality (high percentage wool content), good thick pile an underlay, professionally laid and in pristine condition. High quality wooden a tiled/ slasto flooring, professionally laid and in pristine condition with high quality occasional rugs or mats. Screed flooring acceptable if of excellent qualit and fits with overall design. Artistically finished cement floors of high quality ar workmanship acceptable – merely painted cement floors not acceptable.
cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.		High quality carpet beginning to show some signs of ageing (flattening wearing). No stains, burns or marks, etc. Alternatively carpet with high percentage of man-made fibre but in new condition. Wooden or tiled flooring need of buffing but with high quality rugs (if used). Screed flooring acceptable of good quality and fits with overall design. Artistically finished cement floors good quality and workmanship acceptable – merely painted cement floors n acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sour condition - may be some small discolouration in places. Alternatively cheap new carpet. Wooden or tiled floors a little scratched in places. Screed floorin acceptable if of good quality and fits with overall design – may show signs ageing or lack of maintenance. Painted cement floors acceptable, if of goo quality and fits with overall design.
	3,4,5	Carpets show considerable use - flattened spots, bleaching by windows, son thinning. Unprofessional fitting - ripples, rough ill-fitting edges thin or r 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 floor Screed flooring acceptable if of reasonable quality (but not necessarily in goo condition) and fits with overall design. Painted cement floor acceptable, but mu be in reasonable condition.
	1,2	Distinct signs of wearing - visible canvas/backing fabric, patches, stair discolouration, obvious seams. DIY fitting - gaping joints, gaps between carp and wall. Several unmatched styles or newer carpets laid on top of damage worn through older ones. Wooden floors that need a new coat of varnish wi ageing, worn and stained rugs. Missing tiles and obvious chips. Screed flooring 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 go condition and professionally fitted. No sagging ceilings/beams/poles or eviden of water leakage, seeping, cracking or splitting. Professional
	8	painted/stained/treated with no marks or stains. Ceiling/roofing of good quality and professionally fitted, no saggin ceilings/beams/poles or evidence of water leakage, seeping, cracking or splittin Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although n necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of wat 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 acce to all furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficie space to relax (if market appropriate) – could also be an outside patio area. Spa to put luggage so that it does not clutter the room and obstruct access. Easy acce to all facilities. TV visible from sitting area (if within the bedroom) or be Unrestricted view of full mirror. All plug points functionally located. No intrusi- noise from other rooms or public areas.
	8	Reasonably spacious room with good access to all furniture and facilities. Nareas of restricted access or obstruction. Not necessary to have a separate sittin area but room must be large enough to comfortably contain an easy chair addition to the standard bedroom furniture (if market appropriate). All plug poir functionally located. No creaky boards or intrusive noise.

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	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	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.
minimum requirements per grade)	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.

Criteria	Score	Description
Towelling (refer to minimum requirements by grade)	9,10	Full range of towel sizes - bath sheet, bath towel , 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
8	8	particular reference to environmental issues). 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
	6,7	request. 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/reated.
	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).

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.

23rd February, 2018

Criteria	Score	Description
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.

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	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

Criteria	Score	Description
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 NB: In all levels there may	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
be a high quality natural		tiled/slasto flooring, professionally laid and in pristine condition with high
alternative to carpeting, tiles or wooden floors. In		quality occasional rugs or mats. Artistically finished cement floors of high quality and workmanship acceptable.
these cases the intrinsic	0	High quality carpet beginning to show some signs of ageing (flattening or
quality and condition would be assessed, taking		wearing). No stains, burns or marks, etc. Alternatively carpet with higher
the style of the property		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
into consideration.		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	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 saggin g 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,
	6,7	etc. Reasonable combination of décor, lighting and furniture. Some intrusive noise in
	0,7	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.

Criteria	Score	Description
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 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/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	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/reated.
	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 ne 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 burn 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, looss plugs. Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent light 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 marke requirement). All pieces of cutlery and crockery matching and coordinated and of higl quality. No wear, damage, cracks, chips, etc. Additional features such as bud vases candlesticks, coasters, etc. Good quality linen/cloth napery. Large napkins. Equally higl quality accessories - ice bucket, sauce boats, jam pots, etc. Provision of appropriate style: 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. I 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 or 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.

Criteria	Score	Description
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 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 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/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.

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	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.

Criteria	Score	Description
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, hough not necessarily in pristine condition. Alternatively more moderate quality materials if recently decorational design, with additional attractive features. No seratches, 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 val langings, pictures, etc. Competent workmanship. 1.4.5 Moderate quality, ageing. Some slight damage, wear and tear. Old style. Annaturity application of doct. Little design input or confination. Tired. 1.2 Very old, faded, damaged wall covering. Evidence of damaf water potentiation. Grubby marks. Evidence of neglect. Unsignity paintwork or exposed wring. Furniture and Fittings 9.10 High degree of comfort and travury. High quality in excellent condition. Hurrauive, more moderate quality furniture is excellent condition. Mutractive. Conditiated estits. Decontive, conscional pieces in main room's and condition. Hurrauively more furniture of medium quality. 7.1 High quality furniture but no necessarily news. In main room's and condition. Mut may have "iteraching" comfortable args setting. May show marks, sparse arrangement. Not particularly comfortable args setting. May show marks, sparse arrangement. Not particularly comfortable args setting. 8.1.6 Uncoordinated style. Ageing setting setting and in pristine condition. High quality worden or tiled forong acceptable if of excellent quality and tris with overall design. Artistically finished cement floors of high quality and workmanship acceptable. 8.1.6 High quality corden to rube wore bases		+-	
Use of wall hangings, pictures, etc. Competent workminstip.		8	more moderate quality materials if recently decorated. Attempt to coordinate design with additional attractive features. No scratches, chips, stains, or scuffs. Professional
application of décor. Lutile design input or coordination. Trued. 1.2 Very old, Add, damaged value covering, Evidence of damp valuer penetration. Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring. Furniture and Fittings 9.10 High degree of confort and luxary. High quality in excellent condition. Attractive, coordinated extras. Decorative, accessional pieces in main roma's and corridors. 8 High quality furniture but not necessarily new. All in sound condition, but may have "inved.in" feed. Alternatively, new furniture of medium quality. Confortable easy seating. 6.7 Medium to high quality of nanufacture but showing some wear and tear. May be rather old but sound. Alternatively, new furniture of medium quality. 3.4.5 Lucoordinated style. Ageing stating. May show maks, sparse arrangement. Nor particularly comfortable ageing furniture. May show some damage - scratched, loose arms/legs. Station of rubby oplostry. Old, jaded, unattractive, condition, with high quality occasional rugs or mats. Screet Olooring acceptable if of escellent quality and fits with overall design. Artistically finished cenent 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, arepet with higher precentage of man-made fibre but in new condition. Wooden or tiled flooring acceptable. 9.10 If fitted carpets, high quality dow of workmaship acceptable. 6.7 High quality carpet beignining to show some signs of ageing (flattening or wearing).		6,7	
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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.		1,2	
	Lighting	9,10	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	

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	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 bus y 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

Criteria	Score	Description
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.
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.

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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 takeaway 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,		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.

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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.

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	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, b ut 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 g lass. 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.			
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D. General Service and Services

Criteria	Score	Description
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 of reservation on check-in.
	6,7	Reservation dealt with reasonably well and friendly but not efficient. Only mos necessary information taken and provided. Confirmation provided or offered. Som 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 ver 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 necessar information given to guests - layout of property, available facilities, meal times, etc (o request). Prompt attention. Bill correct in all details. Items explained by receptionist o request. Guests asked if they enjoyed their stay. Positive last impression. Staff we versed in all methods of payment. Online self-check in/check out system may b provided.
	8	Efficient check-in. Perhaps not always given full information about facilities. Promp attention. Attempt at excellence, but perhaps lacking professional polish. Cheerful, bi correct. Online self-check in/check out system may be provided.
	6,7	Registered, given key and directed to room. Information given. Bill correct. Sta obviously willing and trying to be helpful.
	3,4,5	Registered. Minimal information given. Key given, no directions to room. Bill unclea (some charges not explained). Arithmetic wrong. Staff unable to explain why charge made but sort things out in time. Lack training.
	1,2	Administrative errors not proficiently rectified. Surly manner. Bill wrong an unexplained. Staff have no idea and are unwilling to assist customer. Long wait. Stat unable to cope with some forms of payment. No guest register in use.
Porter Service (Formal porterage may not	9,10	Smart, helpful manner of staff readily available. Good knowledge of hotel facilities an local area.
apply to all hotels. Refer to minimum requirements per	8	Willing and friendly, and reasonably knowledgeable about most matters - willing to fin out. May have other duties but endeavours to be prompt.
grade)	6,7	Member of staff available to carry bags, though there may be some delay. Cheerful, bu not necessarily skilled in dealing with matters outside hotel environment - happy to hel where he/she can.
	3,4,5	Long delay in getting bags to room. No further help or information. Responds to request to information or help in indifferent way.
	1,2	Bags ignored and/or taken to wrong room with error not proficiently rectified. Gree difficulty in finding a porter when one is required. Unforthcoming, unhelpful - clearl 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 informatio 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 necessar 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. Surly or rude behaviour. Clear indifference to guests, irritation at being asked for
General Efficiency	9,10	anything. Excellent level of efficiency. Any messages forwarded promptly. Efficien
		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' 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.
Spa / health al-th /	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 gyn equipment provided. Professional trainer available for assistance in gym / health club.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the final polish

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	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	9,10	Excellent level of efficiency and complete attempt to assist with all reasonable services/items required and find appropriate solutions.
not apply to all hotels, refer to minimum requirements)" after services	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.
after services	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

Criteria	Score	Description
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. Direc 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 promp 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
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•	Acceptable	5
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- 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
5-Stars Overall score of Most Items to score No more than 5 items to score All service elements to score Number of unacceptable items	91% - 100% 9 or 10 8 9 or 10 0	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.
4-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	81% - 90% 8 or more 7 8,9 or 10 0	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.
3-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	71% - 80% 7 or more 6 8,9 or 10 0	Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
2-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	61% - 70% 6 or more 5 7, 8,9 or 10 2	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.
1-Star Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	51% - 60% 5 or more 4 7, 8,9 or 10 3	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.

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				Х	X

2.2 Bedrooms

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

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					X
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)					
Only a shower or only a bath is acceptable	X	X	X		
Separate showers must be a minimum size of 1m x 1m.				X	X
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.					
Bath with overhead shower permissible	X	X	X	X	
Bath sheets must be provided					X
An extensive range of quality guest amenities should be					X
available					
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					X
expected to be available					
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				X	Х
lounge, deck or bar area					
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	Х

2.6 Social Responsibility

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

3. Grading Criteria for Guest Houses

A. Physical Facilities

1. Exterior

Criteria	Score	Description
Signage - external to	9,10	Signs in excellent condition (like new). Attractive and blends well into the
property and on grounds		environment. Provides clear indication of location of establishment and facilities. Signs
(take into consideration		are visible during the day and at night.
Local Authority by-laws	8	Signs in good condition (but clearly not new). Reasonably attractive and blends
on signage)		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	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent
tarred, well maintained		drainage. Accessible by all types of vehicles. Driveway width conducive to traffic
paved, gravel or any		moving in both directions (either by two way driveway or specific passing nodes).
other fit for purpose	8	Driveway in good condition, with maintained road surfaces and good drainage.
surface.		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	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 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.
1		

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.

Criteria	Score	Description
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
	8	and other soft furnishings. All bed linen to be of high quality though may not be in a brand new condition - coordinated
	6,7	with other soft furnishings. Sheets well ironed, but not necessarily best quality linen. Medium quality bed covers/spreads but for four patient below and super adverses of the second s
	3,4,5	but free from stains, holes and wear. Linen of cheaper polyester mixture, thinning, faded. Thin pillows/duvets.
Beds (refer to minimum requirements per grade)	1,2 9,10	Cheap linen with fraying edges, holes, faded. No pillows or stained pillows with holes. Bed sizes frequently larger than standard single size or king-sized bed. Bed of high quality with sound nutrensee. In a vacallate condition Decorption or picture the hole former (avaellage
requirements per grade)	8	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.
		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
	8	professional and be well executed. 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 adomment. 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 NB: In all levels there	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
may be a high quality natural alternative to carpeting, tiles or		professionally laid and in pristine condition with high quality occasional rugs or mate Artistically finished cement floors of high quality and workmanship acceptable – merel painted cement floors not acceptable.
wooden floors. In these cases the intrinsic quality and condition would be assessed, taking the style of the	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 rug (if used). Artistically finished cement floors of good quality and workmanship acceptable merely painted cement floors not acceptable.
property into consideration.	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may b some small discolouration in places. Alternatively cheaper new carpet. Wooden or tile floors a little scratched in places. Painted cement floors acceptable, if of good quality and fit 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 b no holes, tears, burns or other defects that render the carpet unsound. Vinyl or low qualit flooring. Chipped wooden or tiled floors. Painted cement floor acceptable, but must be i 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 unmatche styles or newer carpets laid on top of damage or worn through older ones. Wooden floor that need a new coat of varnish with ageing, worn and stained rugs. Missing tiles an 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 conditio 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 of evidence of water leakage, seeping, cracking or splitting. Professionall 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 professionall 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. Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Staine
		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 al furniture, cupboards, wardrobes, drawers, etc. A sitting area with sufficient space to relax (i market appropriate) – could also be an outside patio area. Space to put luggage so that it doe not clutter the room and obstruct access. Easy access to all facilities. TV visible from sittin, area (if within the bedroom) or bed. Unrestricted view of full mirror. All plug point 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 or restricted access or obstruction. Not necessary to have a separate sitting area but room mus be large enough to comfortably contain an easy chair in addition to the standard bedroor furniture (if market appropriate). All plug points functionally located. No creaky boards of 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 seatin 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 intrusiv noise from plumbing, corridor, lifts, etc.
	3,4,5	Cluttered feel to room. Overlarge furniture for floor space. Need to move some things to ge 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. N plug points or none that are functionally located. Disturbance from music, noise in publi rooms or other areas.
Temperature Control (dependent on energy supply and location.	9,10	Thermostatically and individually controlled heating and/or cooling system capable o maintaining a comfortable room temperature. Appropriate to size and location of room Apparatus in excellent condition.
Refer to minimum requirements per grade)	8 6,7	Individual control by guest at all times. Ageing but excellent apparatus. Good quality an quiet wall mounted air-conditioners. Effective heating and/or cooling provided in rooms when appropriate (under individua
	3,4,5	control). Not necessarily the most up to date system. Large, slightly noisy, wall mounted ai conditioners apply here. Free standing apparatus able of maintaining a reasonably comfortable temperature in room
	1,2	Ageing appliances. Old low quality appliances. Heat/cold only available close to apparatus i.e. apparatus unabl
Lighting	9,10	to maintain a comfortable temperature throughout the room. Overall high standard of illumination in room. Controllable dimness/glare – through
~.9.nm6	2,10	dimming switches or a number of individually controlled lights/lamps. Light sources in al 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 bedside lights. High quality fittings, lamp bases, etc. Bedside lighting control separate each occupant. 6,7 More than adequate room light. Quality bedside and/or bedhead lamps with control by e occupant. Preferably further sources of light in room but not necessarily. Good blend natural/electric light during day. 3,4,5 Minimum illumination in room. Restricted natural light. Fittings ageing, beginning to l scruffy. 1,2 Dim, gloomy lighting. Low quality fittings and appliances. Light in inappropriate pla
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Poor natural light. Hidden controls. Shades burnt, scruffy, stained, etc.
Accessories (Refer to 9,10 A wide range (a minimum of 8) to be provided in-room of the following list of high qua
minimum requirements extras for guests e.g. fruit bowl, satellite television, remote controls, books and magazi
per grade) mending kit, air freshener, insert killer/repellent/ shoe polishing cloth or pad, biscu
mineral water, sweets/mints/chocolates, tea tray with variety of teas
chocolate/coffees/milk, comprehensive well-presented room information, minibar, iron
ironing board, hair dryers, plug adaptors.
8 A reasonable proportion of the above (a minimum of 6) provided either in-room or u
request (good quality).
6,7 A small selection of the above (a minimum of 4) provided either in-room or upon req
(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.

Criteria	Score	Description
Towelling (refer to	9,10	Full range of towel sizes - bath sheet, (additional bath towel optional), hand towel, face cloth
minimum requirements		for each guest. Provision of towelling robes on request. Thick, heavy, fluffy quality with
by grade)		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	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality
(refer to minimum		finish. High quality bath of good size. Attractive shower door/ screen (no shower curtain) in
requirements by grade)		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,
Flooring	0.10	damage,etc.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in excellent condition. No marks,
	8	stains, condensation damage. Flooring well-fitted and free from stain or water damage. High quality floor covering or tiles but not always recent - some signs of wear but all in
	8	
		sound condition. Alternatively, may be recently decorated but not with the highest quality
	6,7	materials, though a competent and professional job. Standard quality bathroom flooring. Some signs of wear but no stains or marks. Not
	0,7	standard quality bathroom hooring. Some signs of wear but no stains or marks. Not necessarily recently decorated though in sound condition.
	1	necessarily recently decorated though in sound condition.

	2.4.5	Leave welling and sold and an idea of a second and of DIV D 1971 19
	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
	0	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
	245	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
	8	washbasin/shaving point. Excellent quality fittings. High standard of light fittings - centre, main light plus adequate shaving light, possibly
	0	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	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for
Space/ Layout	8	laying out toiletries and hanging up clothes, etc. A high level of spaciousness. Good-sized rooms with access to all facilities. May be room for only one person at a time.
	0	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 following list of excellent
(refer to minimum		quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser,
requirements by grade)		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
	0,7	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.

Criteria	Score	Description		
Signage (including	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the décor. Areas open		
warning signs)		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	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or attractive		
(surrounding the pool)		"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		
clutter/disorder around service areas (if accessit		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.		
		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	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.			
	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.			
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	3,4,5	Moderate quality swimming towels provided. Towels of average size or smaller. Towels rather thin and faded. Towels available upon request.			

5. Conference Facilities

Criteria	Score	Description	
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	
	67	workmanship.	
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear and tear. Use	
	245	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	
	0.10	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	
	67	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 NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In	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.
these cases the intrinsic quality and condition would be assessed, taking the style of the property into consideration.	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	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.

Criteria	Score	Description
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 NB: In all levels there may be a high quality natural alternative to carpeting, tiles or wooden floors. In these cases the intrinsic	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.
quality and condition would be assessed, taking the style of the property into consideration.	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 quality and fits with overall design – may show signs of 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.

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	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.

Criteria	Score	Description
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	9,10	If fitted carpets, high quality (high percentage wool content), good thick pile and underlay,
NB: In all levels there	,	professionally laid and in pristine condition. High quality wooden or tiled/slasto flooring,
may be a high quality		professionally laid and in pristine condition with high quality occasional rugs or mats. Screed
natural alternative to		flooring acceptable if of excellent quality and fits with overall design. Artistically finished
carpeting, tiles or		cement floors of high quality and workmanship acceptable.
wooden floors. In these	8	High quality carpet beginning to show some signs of ageing (flattening or wearing). No
cases the intrinsic		stains, burns or marks, etc. Alternatively carpet with higher percentage of man-made fibre
quality and condition		but in new condition. Wooden or tiled flooring in need of buffing but with high quality rugs
would be assessed,		(if used). Screed flooring acceptable if of good quality and fits with overall design.
taking the style of the		Artistically finished cement floors of high quality and workmanship acceptable.
property into	6,7	High quality carpet with flattening in areas of most traffic but all in sound condition - may be
consideration.		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.
	- 10	Ceilings/roofing slightly stained, paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained
Y 1 1 .:	0.10	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
	8	shades of high quality manufacture and in excellent order. High quality fittings with more than adequate spread illumination for practical use.
	0	Occasional lamps, reading lights, perhaps picture lights.
	6,7	More than minimal lighting. Medium quality fittings in sound condition. No burnt shades,
	0,7	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,
	5,4,5	ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs.
	1,2	Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no
		diffuser.
Atmosphere and	9.10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated
Ambience	,	effect. Interesting architectural features, spacious rooms. No intrusive noise.
	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive.
		Continuated décor, finishing, etc.
	6,7	Confortable seating area but may be used for other things at times. A degree of
	0,7	activity/noise but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting, intrusive
	3,4,5	noise. Awkward seating, cooking smells, not particularly comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes. Loud noise, very
	1,2	loud TV/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches,
		loud 1 V/radio/noise. Smoky, old, persistent cooking smells. Draughty. No personal touches, nothing to look at or read.
		nouning to rook at or redu.
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B. Housekeeping

Criteria	Score	Description
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 ir
	-	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.

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Criteria Breakfast presentation	Score 9,10	Description Cold buffet neatly set out, attractive containers. May opt for plated cold courses, preferable
Breakfast presentation	9,10	refrigerator counter. Good range of hot and cold food. Preferably plated main course an
		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
	3,4,5	available. 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 an unusual dishes. Wide selection of breads and pastries.
	8	High quality ingredients. Perhaps lower skill in execution, but noticeable attempt to provid
	6,7	high quality and some unusual items. Eggs cooked to order (on request). 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 o 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 little short and who could benefit from more training.
	6,7	Willingness to be helpful and attentive. More enthusiastic than polished, but trying to de their best. Would benefit from further training.
	3,4,5	Low skills but basically pleasant. Informality bordering on inefficiency - not really
	2,1,2	interested, but responds in reasonably helpful way to requests. Conversely well skilled an
		trained but lacking social skills - arrogant, insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
Dinner/ Other meals	9,10	Well laid out on appropriate plate with attractive and appropriate garnish. Pleasing
presentation (including		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.
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 carefu
		arrangement. Some drying out of food, wrinkled skin on sauce. Not particularly hot.
Dimmer / Other 1	1,2	Badly presented. No garnish. Dull combination. Lukewarm.
Dinner/ Other meals Quality (including Room	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple style but wit great attention to detail and quality. Everything prepared to the right degree. Good balance
Service if available)		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
	3,4,5	Obvious care and attention paid to preparation but perhaps domestic in style. Low quality food or inexpertly prepared. Not very appetising but edible.
	1,2	Lowest quality ingredients, poorly prepared. Burnt, dried out, over salted. Unappetising
D: (01	0.10	Inedible.
Dinner/ Other Meals Service (including Room	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about food and wine. Higl standard of personal cleanliness. Prompt and efficient service. Correct cutlery and glasse
Service if available)		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
	67	little short and who could benefit from more training. Willingness to be helpful and attentive. More enthusiastic than poliched, but trying to de
	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 reall
		interested, but responds in reasonably helpful way to requests. Conversely well skilled and
	L 1.2	trained but lacking social skills - arrogant, insensitive.
Bar/Drinks Presentation	1,2 9,10	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest. Appropriate glasses for all beverages. Beverages presented, poured and displayed
(often not applicable in a Guest House situation)	9,10	appropriately - according to internationally accepted etiquette and the guest's specific request. Wide variety in beverage presentation. Wide variety of different glass type
	8	available as necessary. Guests asked how they would like their beverage presented. 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	appropriately. 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
Bar/Drinks Service (often	0.10	presentation etiquette.
not applicable in a Guest	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about beverage options. Higl standard of personal cleanliness. Prompt and efficient service. Correct glasses supplied for
House situation)	8	each beverage. Good timing on drinks. Any further needs responded to. 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 de 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. Surly, indifferent, poorly skilled staff. Slow service. No professionalism or interest.
	1,2	

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

D. General Service and Services

Criteria	Score	Description
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
	(7	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
	5,4,5	on reservation upon arrival. No confirmation of reservation provided. Many errors
	1.2	Not possible to make a reservation or reservation process totally unfriendly and inefficient.
	1,2	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
	1.0	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 guest house facilities
(if available – refer to	9,10	and local area.
minimum requirements	8	Willing and friendly, and reasonably knowledgeable about most matters - willing to find
by grade)	0	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
	8	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
	0	Binnant, while start, helpful and attentive, though perhaps lacking the multipolish. Show
	-	willingness when anything requested, though may have to go away to ask.
	6,7	

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	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.
	, í	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

Criteria	Score	Description
Staff Appearance	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
(uniforms are not a	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All
necessity, but should be		clothing clean.
able to identify staff)	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	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as
(could be hard copy or		well as accommodation specific information. Books, pamphlets on matters of local interest,
verbal; in rooms or in		leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist
general guest area)		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	9,10	24-hour access to external and internal communication e.g. telephone, internet, cellular
Communication		networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct
(Grading to be undertaken		dialing available within guest rooms. Communication facilities and equipment in excellent
on a "fit for purpose"		condition. Clear and visible communication to guests on the availability of communication
basis for the location and		facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in
the primary source		the use of communication.
markets in terms of	8	18-hour access to external and internal communication e.g. telephone, internet, cellular
communication needs,		networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct
type of communication		dialing available within guest rooms. Communication facilities and equipment in good
and time requirement for		condition. Clear and visible communication to guests on the availability of communication
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,
	5,4,5	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	9,10	Back-of-house areas more than adequate for the needs of the guest house. Clean and tidy
(entire description may	2,10	with gleaming surfaces. Staff facilities, including change rooms, lockers and a staff canteen
not apply to every		provided and maintained in good condition. Kitchens (if applicable) well organised
establishment – use fit-		(separate areas for washing up, different food preparation areas, separate hand washing
for-purpose principle to		facilities for staff, etc.) and maintained in a good condition. Worktops and equipment in
grade)		excellent condition. Storerooms tidy and clean. Receiving bays kept clean with entrances
<i>с</i> ,		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

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- 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
5-Stars Overall score of Most Items to score No more than 5 items to score All service elements to score Number of unacceptable items	91% - 100% 9 or 10 8 9 or 10 0	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.
4-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	81% - 90% 8 or more 7 8,9 or 10 0	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.
3-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	71% - 80% 7 or more 6 8,9 or 10 0	Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
2-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	61% - 70% 6 or more 5 7, 8,9 or 10 2	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.
1-Star Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	51% - 60% 5 or more 4 7, 8,9 or 10 3	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.

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				X	X
breakfast					
A communal lounge area with comfortable chairs should				Х	X
be available for guest use					

2.2 Bedrooms

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

2.3 Bathrooms

Criteria	1-star	2-star	3-star	4-star	5-star
All guest bedrooms should have private / en-suite				X	X
bathrooms					
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				X	X
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.					
Bath sheets must be provided					X
An extensive range of quality guest amenities should be					X
available					
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				Х	Х
Meals can be served in the room if the appropriate table and chair arrangement is provided				Х	Х

2.6 Social Responsibility

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

3. GRADING CRITERIA

A. Physical Facilities

1. Exterior

Criteria	Score	Description
Signage - external to	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment
property and on grounds		Provides clear indication of location of establishment and facilities. Signs are visible during
(take into consideration	0	the day and at night.
Local Authority by-laws	8	Signs in good condition (but clearly not new). Reasonably attractive and blends reasonably with the anyironment Provides indication of location of attablishment and facilities. Signs
on signage)		with the environment. Provides indication of location of establishment and facilities. Signate visible during the day and at night.
	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment
	0,7	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 fo
		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,	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent drainage
brick, gravel, or any		Accessible by all types of vehicles. Driveway width conducive to traffic moving in both
other fit for purpose		directions (either by two way driveway or specific passing nodes).
surface.	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 direction
		(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
	3,4,5	direction, but passing areas have been allowed for and are clearly marked.
	5,4,5	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
	1,2	Driveway in a terrore contactor poorly surfaced with many large polloies, paddes
Parking (Guest vehicles)	9,10	Clearly marked parking bays (where appropriate to style of establishment) in a secure
8 ()	,,	environment. External security lighting. Sufficient parking to be made available for guest
		according to Local Authority By-laws.
	8	Organised (where appropriate to style of establishment) and secure parking. Marked bay
		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 guest
		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
	1.2	number of rooms.
Grounds and Gardens	1,2 9,10	No parking available.
(Under control/	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
management of the bed		year. No disorder or rubbish and no evidence of litter. Provision of garden furniture
and breakfast)		appropriate to the nature of the market attracted to the establishment. No clutter/disorde
und oroundust)		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 (i
		accessible/visible to guests). Good external lighting.
	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds kep
		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 a
		interesting design. Domestic disorder kept to a minimum.
	1,2	Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible and
A	0.10	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 functional text) and well maintained resistance of a well
		finishes that on purpose have a stained look) and well-maintained paintwork or wal 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
	0	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
	0,7	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
	5,4,5	rather weathered. Small defects, damage, cracks, etc. No evidence of recent repairs.
		paintwork, etc.
	1.0	paintwork, etc. Generally neglected buildings. Obvious structural defects or damage (crumbling brickwork,
	1,2	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.

Criteria	Score	Description
Bedding	9,10	High quality linen (at a minimum percale, no poly-cotton), laundered and well ironed.
5	- / -	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	9,10	Bed sizes frequently larger than standard single size. Bed of high quality with sound
(refer to minimum		mattresses. In excellent condition. Decoration or interesting bed frames (excellent quality).
requirements by grade)		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,
	0.10	stains marks and holes. Creaking frame, sagging support.
Decoration	9,10	High quality wall covering (paint or wallpaper). Attention to detail, thoughtful coordination
	8	of patterns, colours and textures. All work should look professional and be well executed. High quality wall covering, but need not be in excellent condition. Minimal signs of wear
	0	and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from
		excellent to good.
	6,7	Competent to good. Competent job of applying wall covering of average quality. Some pictures in good frames.
	0,7	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.
	C.	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
	67	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
	5,7,5	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.

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

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	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 in-room of the following list of high quality
(refer to minimum		extras for guests e.g. fruit bowl, plants, satellite television, remote controls, books and
requirements by grade)		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

Towelling 9,10 Full range of towel sizes - bath sheet, (additional bath towel optional),	
	hand towel, face cloth
(refer to minimum for each guest. Provision of towelling robes on request. Thick, heav	y, fluffy quality with
requirements by grade) plenty of pile. Replace daily or after each use (unless guest requests oth	nerwise with particular
reference to environmental issues).	
8 Range of towels including bath sheet/towel and hand towel per gue	est but not quite such
heavy quality as found in excellent. Changed frequently or at guest's re-	quest.
6,7 Good quality bath and hand towels in sound condition.	
3,4,5 Moderate quality towels, showing age. Rather thin, fraying edges, smal	ll size. Faded.
1,2 Very thin, small, scratchy, old, fraying, some holes, stained, faded. Low	v absorbency.
Decoration 9,10 Highest quality wall coverings. Tiles well fitted. Grouting in excellent	t 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 w	
condition. Alternatively, may be recently decorated but not with	n the highest quality
materials, though a competent and professional job.	
6,7 Not necessarily recently decorated though in sound condition an	nd reasonable quality
materials used. Some signs of wear.	
3,4,5 Lower quality materials, ageing, and evidence of poor standard of DIV	Y. Poor condition with
some evidence of damp and marks.	
1,2 No decoration or very tired and old style. Damp/condensation marks. C	
finish, unprofessionally applied. Sealant or grouting mouldy. For	paintwork significant
chipping or flaking and for wallpaper significant peeling.	
Fixtures and Fittings 9,10 High quality, solid, well-made fittings in excellent order and matching	
(refer to minimum finish. High quality bath of good size. Attractive shower door/ screen	
requirements by grade) excellent condition if separate shower. Attractive shower screen (r	
excellent condition if shower/bath is combined. Fixed shower head, no	
Good sized washbasin. Easily used, responsive controls. Hot water at a	
8 Generally high quality fittings throughout, but not necessarily new. Go	
screen or good quality curtain (if necessary to keep surrounding area	
porcelain in good order - no cracks, crazing or dull finish, no	stains. Matching and
6,7 Standard domestic range of bathroom fittings. Sturdy steel or acrylic	hoth Dothroom more
have a shower or a bath. May be showing some wear but in sound, clea	
baths or under-sized showers with awkward access. Hot water at all rea	
3,4,5 Ageing fittings - dull finish to porcelain, chrome wearing off. W	
Intermittent hot water or at restricted hours. Fittings not matching.	
colour, well used. Rough DIY grouting/ sealant. Some "module"	
restricted space and inconvenient layout.	outinoonio mui vory
1,2 Bath enamel chipped, stained, dull and cheap plastic bath that moves a	nd creaks. Very small
shower with trickle of water. Stained or mouldy grouting/sealant an	
curtain. Cracked washbasin or toilet. Ill fitted, cheap plastic toilet ar	
plastic cistern. Plastic taps, loose or broken towel rail. Evidence	
damage,etc.	5
Flooring 9,10 Highest quality floor coverings. Tiles well fitted. Grouting in excellent	t condition. No marks,
stains, condensation damage. Flooring well-fitted and free from stain o	
8 High quality floor covering or tiles but not always recent - some signature	gns of wear but all in
sound condition. Alternatively, may be recently decorated but not with	ith 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	Y. Poor condition with
some evidence of damp and marks.	
1,2 Very tired and old style. Damp/condensation marks. Cheap very	
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	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for
Space/ Layout	,,	laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
T	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 drving/dressing. Small washbasin, cramped access to toilet.
Accessories	9,10	High quality toilet paper (for example 2 ply). A wide range of following list of excellent
(refer to minimum		quality accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser,
requirements by grade)		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
	3,4,5	toilet paper. 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

Criteria	Score	Description
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
	0.10	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-
	0	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.

	sto flooring ggs or mats Artisticall vearing). Ni-made fibr quality rug rall design ion - may b den or tile and fits wit ment floor ne thinning re should b low quality able quality able quality colouration l unmatche ooden floor ng tiles an ondition.
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 Figh quality carpet beginning to show some signs of ageing (flattening or v stains, burns or marks, etc. Alternatively carpet with higher percentage of ma but in new condition. Wooden or tiled flooring in need of buffing but with high (if used). Screed flooring acceptable if of good quality and workmanship acceptable. 8 High quality carpet beginning to show some signs of ageing (flattening or v stains, burns or marks, etc. Alternatively carpet with higher percentage of ma but in new condition. Wooden or tiled flooring in need of buffing but with high (if used). Screed flooring acceptable if of good quality and fits with over Artistically finished cement floors of high quality carpet with all in sound condit some small discolouration in places. Alternatively cheaper new carpet. Woo floors a little scratched in places. Screed flooring acceptable if of good quality overall design – may show signs of ageing or lack of maintenance. Painted c acceptable, if of good quality and fits with overall design. 3,4,5 Carpets show considerable use - flattened spots, bleaching by windows, sor Unprofessional fitting - ripples, rough ill-fitting edges thin or no underlay. The no holes, tears, burns or other defects that rende the carpet unsound. Vinyl or flooring. Chipped wooden or tiled floors. Screed flooring acceptable if of reasor (but not necessarily in good condition. 1,2 Distinct signs of wearing - visible canvas/backing fabric, patches, stains, dii obvious seams. DIY fitting - gaping joints, gaps between carpet and wall. Severs styles or newer carpets laid on top of damage or worn through older ones. W and professionally fitted. No sagging ceilings/beams/oles or evidence of	sto flooring ggs or mats Artisticall vearing). Ni-made fibr quality rug rall design ion - may b den or tile and fits wit ment floor ne thinning re should b low quality able quality able quality colouration l unmatche ooden floor ng tiles an ondition.
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6,7 Competent job of ceiling/roofing application and ceiling/roofing of aver	age quality
Paintwork/staining/treatment competently applied, although not necessarily p	ofessionall
done.	1.0.1
3,4,5 Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging Ceilings/roofing slightly stained, paintwork/treatment poorly done.	or splitting
1.2 Poor quality ceilings/roofing sagging/splitting in places, evidence of water see	age. Staine
paintwork, paintwork/treatment old and amateurishly done.	-
Lighting 9,10 Overall high standard of illumination giving sufficient light for all appropriate	
also designed for good effect - showing off features of rooms/ corridors. A shades of high quality manufacture and in excellent order.	I lights an
8 High quality fittings with more adequate spread illumination for practical use, t	hough no c
limited sophisticated use of lighting "effects". Occasional lamps, reading lig	
picture lights.	
6,7 More than minimal lighting. Medium quality fittings in sound condition. No b	
ageing lamps, etc. Main light plus one or two small occasional lamps. No ex effect.	ra lights fo
3,4,5 Enough light for practical use, but nothing more. No occasional lamps, etc.	Fittings old
ageing, discolouration. Stark, unattractive, harsh lighting.	
 Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, 	
Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lig	hts with n
diffuser.	the mark
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Table appointment 9,10 An emphasis on style and high quality (stainless steel, silver, etc) (as per requirement). All pieces of cutlery and crockery matching and coordinated	
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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.

Signage (as appropriate for vylean disc of establishmen) Signs in excellent condition, Signs essily readable, Signage fits in with the décor. Areas open and not open to guests are clearly indicated. Signs in pool condition dutshowing some signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signs in poor condition with clear signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signs in poor condition with clear signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signs in poor condition with clear signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signs in poor condition with clear signs of ageing and decay. Not all areas open and not open to guests are clearly indicated. Signs in poor condition with clear signs of ageing and decay. Not all areas of the stablishment. No evidence of ageing, wear and hear. High quality pool control fits with the design of the establishment. No evidence of ageing, wear and hear. High quality pool control fits with the design of the establishment. No evidence of ageing, wear and hear. High quality guestics. Some scattcles, chips, stains, or scattfs. Professional workmarship. 7.3.4.5 Student' donesic' syle and quality of decor, some ageing but no major war and tear. Use of wall hangings, pictures, etc. Conpetent workmarship. Furniture and Fitting (This would apply to oroner's living area used. 9.10 Furniture and Fitting (This would apply to oroner's living area used. 9.10 Furniture and Fitting (This would apply to oroner's living area used. 9.10 Furniture and Fitting (This would apply to oroner's living area u	Criteria	Score	Description
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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 cocasional rugs or mats. Screed flooring acceptable if of excellent quality and fits with overall design. Artistically finished cement floors of high quality and workmaship 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 workmaship 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. Unprofessionall fitting - ripples, rough ill-fitting edges thin or no underlay. There should be no holes, tears, burns or other defects that r		3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Not particularly
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Statutory Instruments

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,
	5,4,5	ageing, discolouration. Stark, unattractive, harsh lighting.
	1.2	Low quality fittings in poor condition - exposed, fraying wires, wobbly fittings, loose plugs.
	1,2	Dim, gloomy effect with dark areas. Glaring, irritating, harsh fluorescent lights with no
		diffuser.
Atmosphere and	9,10	Harmonious combination of décor, lighting and comfortable furniture. Soothing coordinated
Ambience		effect. Interesting architectural features, spacious rooms. No intrusive noise.
(This would apply to	8	Comfortable, relaxed feel. May be some busy activity or music background but not intrusive.
owner's living area if		Coordinated décor, finishing, etc.
visible to guest)	6,7	Comfortable seating area but may be used for other things at times. A degree of
U	, in the second s	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

Criteria	Score	Description
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	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.
owner's living area if	8	Generally very good level of vacuuming and dusting. Everything tidy and well arranged.
visible to guests)	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

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.
	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

Criteria	Score	Description
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 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

Criteria	Score	Description
Staff Appearance	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
(uniforms are not a	8	Approaching excellent, but lacking the final touch. Perhaps some items a little ill fitting. All
necessity, but should be		clothing clean.
able to identify staff)	6,7	A noticeable attempt to be smart. No stains, tears, etc but dressed for comfort rather than
	0,7	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
	Í	unwashed and out of control. Unshaven. Smelly.
Tourist Information	9,10	Information pack in bedrooms or in reception/lounge on immediate and surrounding area as
(could be hard copy or		well as accommodation specific information. Books, pamphlets on matters of local interest,
verbal; in rooms or in		leisure facilities, etc. Personally prepared information. Staff well versed on relevant tourist
general guest area)		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	9,10	18-hour access to external and internal communication e.g. telephone, internet, cellular
Communication		networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct
(Grading to be		dialling available within guest rooms. Communication facilities and equipment in excellent
undertaken on a "fit for		condition. Clear and visible communication to guests on the availability of communication
purpose" basis iro the		facilities and how to access it. Knowledgeable, friendly and prompt assistance to guests in
location and the primary		the use of communication.
source markets in terms	8	12-hour access to external and internal communication e.g. telephone, internet, cellular
of communication needs,		networks, satellite telephone (if appropriate), etc in bedroom or in establishment. Direct
type of communication		dialling available within guest rooms. Communication facilities and equipment in good
and time requirement for		condition. Clear and visible communication to guests on the availability of communication
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)
	2.1.5	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
	1,2	it. No assistance to guests in the use of communication. No access to communication.
	1,2	
	1	

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 fitfor-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
 Good
 Standard
 Acceptable
 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
5-Stars 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	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.
4-Stars 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	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.
3-Stars 71% - 80% 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 1 Number of unacceptable items 0	Well decorated, with emphasis on comfort and convenience Very good quality in the overall standard of furnishings service and guest care.
2-Stars 61% - 70% 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 1 Number of unacceptable items 2	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.
1-Star 51% - 60% 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	Pleasant comforts of simple, clean and functiona accommodation with an assured warm welcome Maintenance, safety, cleanliness and comfort will be of a acceptable standard. Fair to good (acceptable/modest quality in the overall standard of furnishings, service and guest care.

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				Х	Х
camp.					

2.2 Bedrooms

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

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	Х
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)					Х
Bath with overhead shower permissible	Х	Х	X	X	
Only a shower and no bath is acceptable	Х	X	X		
Separate showers must be a minimum size of 1m x 1m and there needs to be space for toiletries, etc.				X	Х
Bath sheets must be provided					Х
An extensive range of quality guest amenities should be available					Х
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				X	X
form of taxis or a lodge shuttle service (could be outsourced)					
A comprehensive bedroom / bathroom turn-down service is					X
expected to be available					
Private external areas				X	X
Private pool					X
Private butler					X
Game drive kit (binoculars, in-house, cameras, mobile					Х
canteens etc)					

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				X	X
lounge, deck or bar area					
Meals can be served in the room if the appropriate table and	Х	X	X	X	X
chair arrangement is provided					

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	Х

3. Grading Criteria for safari lodges and camps

A. Physical Facilities

1. Exterior

Criteria	Score	Description
Signage (if applicable) -	9,10	Signs in excellent condition (like new). Attractive and blends well into the environment.
external to property and	9,10	Provides clear indication of location of establishment and facilities. Signs are visible
on grounds (take into		during the day and at night.
consideration Local	8	Signs in good condition (but clearly not new). Reasonably attractive and blends
Authority by-laws on	0	reasonably with the environment. Provides indication of location of establishment and
signage)		facilities. Signs are visible during the day and at night.
signage)	6,7	Signs in reasonable condition, but clearly ageing. Inappropriate for the environment.
	0,7	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).
	5,4,5	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,	9,10	Driveway in excellent condition, with well-maintained road surfaces and excellent
brick, gravel, or any	,,	drainage. Accessible by all types of vehicles. Driveway width conducive to traffic
other fit for purpose		moving in both directions (either by two way driveway or specific passing nodes).
surface. Assessment of	8	Driveway in good condition, with maintained road surfaces and good drainage.
surface to take into		Accessible by all types of vehicles. Driveway width conducive to traffic moving in both
consideration the		directions (either by two way driveway or specific passing nodes).
geological surface per	6,7	Driveway in reasonable condition, but some small potholes/ puddles or uneven road
location.	- , .	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	9,10	Evidence of systematic programme of maintenance - well tended formal gardens or
(extent of gardening/		attractive "natural" environment. Tidy and well-lit pathways. Attractive appearance
grounds to be judged on		throughout the year. No disorder or rubbish and no evidence of litter. Provision of
a "fit for purpose" basis.		garden furniture appropriate to the nature of the market attracted to the establishment.
Some establishments		No clutter/disorder around service areas (if accessible/visible to guests).
may have no actual	8	High standards of maintenance in formal gardens. Outlying areas may be more
garden but is set totally		"natural". Pleasant and tidy appearance throughout the year. No clutter/disorder around
in natural environment	67	service areas (if accessible/visible to guests). Good external lighting.
with as little impact on	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate surrounds
the nature as possible. Establishments may not		kept tidy and well maintained (whether formal or natural garden). Lawns, if any, cut
be penalised for no		regularly through the season and edges trimmed. Evidence of some attempt to produce a pleasing effect with some interesting design. Uncluttered access to accommodation.
grounds/ gardens if it is		Some external lighting. Clear access.
fitting with the	3.4.5	Gardens and enclosed area around establishment are kept under control. Little attempt
environment)	5,4,5	
environment)	1,2	at interesting design. Neglected and overgrown appearance, weeds in most areas. Rubbish and clutter visible
	1,2	and untidily stocked. Disorderly appearance, weeds in most areas. Kubbish and clutter Visible
Appearance of Buildings	9,10	and untidily stacked. Disorderly appearance. Poor lighting. In new structures or buildings, material (e.g. brick, stone or other natural material) in
11	1 ,	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.
		location). Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of stone or other natural material, paintwork, windows,
	8	

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.

Criteria	Score	Description
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 n
		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 bee 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 hig quality with sound mattresses. In excellent condition. Decoration or interesting be frames (excellent quality). Concrete bases acceptable as long as interesting desig
1 20 /		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 creat 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/ 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'ar etc although some styles require a "minimalist" approach. All work should loo
	8	professional and be well executed. High quality wall covering, but need not be in excellent condition. Minimal signs of weat and tear (i.e. scratches, water splashes, finger marks, etc). Room décor may range from professional and the second
	6,7	excellent to good. Competent job of applying wall covering of average quality. Some pictures in goo frames. Attempt to coordinate patterns and colours. No jarring mismatch of colours an
		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. Amateuris application of paint/ wallpaper. Little attention to detail. Plain style with no adornmen Some wear and tear.
	1,2	Low-grade materials poorly executed. Mismatch of styles and colours. Noticeable weat and tear, stains, splashes, scratches, tears, etc. Few pictures/ graphics (if any) or was a state of the state of t
Furniture and Fittings	9,10	hangings. Unsightly pipe work, exposed wiring. Signs of damp. 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 c ill-use. Ample hanging space (all materials allowed as long as fits with overall desig and of good quality/workmanship). Attractive comfortable easy seating with upholster in excellent condition (inside or on patio). Where applicable, full, well-lined curtair
	8	with appropriate accessories, in working order. 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 b full and curtains or tent flaps effective in retaining heat/ keeping out light and all i working order.
	6,7	Furniture which may have been "excellent" or "very good", but through ageing, showin signs of wear and tear. Alternatively medium quality range of materials and constructio in sound and useable condition. There should be no damage, stains or fraying furniture
	3,4,5	No uncoordinated styles - all furniture to be of a broadly similar standard. 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 we maintained. Some stains, marks on soft fittings. Where applicable, thin, short, skimp
	1,2	curtains. Low quality materials, poor construction, damaged, marked or scratched. Uncoordinate styles. Stained, worn upholstery. Where applicable, Thin, unlined curtains.
		sizes burned, worn upholstery. where appreaded, rinn, unmed cultanis.

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
	1,2	must be in reasonable condition. Wooden floors that need a new coat of varnish with ageing, worn and stained rugs.
Ceiling/ Roofing	9,10	Missing tiles and obvious chips. Painted cement floors in poor condition. 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 on bed (TV in room not compulsory, dependent on reception and lodge experience).
requirements per grude)	8	Unrestricted view of full mirror. All plug points functionally located, if applicable. Reasonably spacious room with good access to all furniture and facilities. No areas of
	0	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 al facilities but there may be some slightly restricted areas. A chair may serve a dua 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, i
	3,4,5	applicable. 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
	1,2	for luggage. Few plug points are functionally located, if applicable. Furniture too large or plentiful for room. Access to most facilities restricted or suburged. No pluggage that are functionally located if applicable
Temperature Control	9,10	awkward. No plug points or none that are functionally located, if applicable. Thermostatically and individually controlled heating and/or cooling system (not
(dependent on energy supply and location) (refer to minimum requirements by grade)		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, freplaces, 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.

Criteria	Score	Description
Towelling (refer to	9,10	Full range of towel sizes - bath sheet, (additional bath towel optional), hand towel, face
minimum requirements	>,10	cloth for each guest. Provision of towelling robes on request. Thick, heavy, fluffy quality
by grade)		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	9,10	High quality, solid, well-made fittings in excellent order and matching style. High quality
(no curtains/screens		finish. Sturdy and high quality bath of good size. Attractive shower door/ screen (no
required for outside		shower curtain) in excellent condition if shower/bath is combined. Fixed shower head,
showers)		not merely hand shower. Good sized washbasin. Easily used, responsive controls. Hot
(refer to minimum		water at all times (dependent on location and energy/water supply).
requirements by grade)	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
711	0.10	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
	<u> </u>	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
	1,2	entire pieces missing. Flooring not sealed.
Ceiling/ Roofing	9,10	Ceiling/roofing to be of excellent quality and professionally fitted, no sagging
Cennig/ Rooning	9,10	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.
	5,4,5	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).
	1.0	
	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	9,10	Conveniently laid out bathroom with easy access to all facilities. Plenty of provision for
Space/ Layout	,10	laying out toiletries and hanging up clothes, etc. A high level of spaciousness.
Space/ Layour	8	
	0	Good-sized rooms with access to all facilities. May be room for only one person at a
	67	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	9,10	High quality toilet paper (for example 2-ply). A wide range of excellent quality
minimum requirements		accessories provided in the bathroom e.g. wrapped soap, shampoo, moisturiser,
by grade)		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	
	0,/	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).
	1	
	1	

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.

Criteria	Score	Description
Signage, where applicable (including	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.
warning signs)	8	Signs in good condition (although clearly not brand new). Signs readable.
warning signs)	0	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 (in 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 (it 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
	3,4,5	lighting. Clear access. Gardens and enclosed area around swimming pool are kept under control. Little
	1,2	attempt at interesting design. Domestic disorder kept to a minimum. Neglected and overgrown appearance around swimming pool, weeds in mos areas. Rubbish and clutter visible and untidily stacked. Disorderly appearance Poor lighting.
Swimming pool	9,10	Pool nginting. 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 insect: 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 excellen 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. No 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.

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

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.

Criteria	Score	Description
Signage (Internal)	9,10	Signs in excellent condition with clear indication of the internal layout of
(internal signage may be		conference area. Signs easily readable. Signage fits in with the décor. Areas
verbal on arrival)		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.
	1.2	Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration.
Examitures and Eittings	9,10	Grubby marks. Evidence of neglect. Unsightly paintwork or exposed wiring. High degree of comfort and functionality. High quality and in excellent
Furniture and Fittings	9,10	condition.
	8	High quality furniture but not necessarily new. All in sound condition, but may
	0	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
	0,7	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 -
	, í	scratched, loose legs. Stained or grubby upholstery. Old , 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
L		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
	8	painted/stained/treated with no marks or stains.
	0	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
	0,7	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
	6,7	use. Lights dimmable. More than minimal lighting. Medium quality fittings in sound condition. Some
	0,7	lights dimmable
	3,4,5	Enough light for practical use, but nothing more. Fittings old , ageing,
	5,4,5	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	9,10	Harmonious combination of décor, lighting and furniture. Coordinated attractive
Ambience		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,
	(7	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
	5,4,5	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.

Criteria	Score	Description
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated
(Not necessarily		design. Interesting features, artwork, objects d'art, etc. No evidence of ageing,
relevant for bomas and		wear and tear . High quality professional finish. If natural stone used for wall
outside dining areas;		covering, in excellent condition.
wall covering could be	8	Use of high quality materials, though not necessarily in pristine condition.
canvas or in other		Alternatively more moderate quality materials if recently decorated. Attempt to
material)		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. Old 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.

Ceiling/Roofing 9,10 High quality wooden, tiled, slass or stone flooring, professionally laid and pristine condition covered with high quality occasional rugs or mats. Scree flooring acceptable if of good quality and fits with overall design. Artistike cement floors of high quality occasional rugs or mats. Scree flooring acceptable if of good quality and fits with overall design. 8 Wooden, tiled, slasto or stone flooring in need of buffing but with high quality and fits with overall design. 6,7 Wooden, tiled, slasto or stone flooring an end of buffing but with overall design. 6,7 Wooden, tiled, slasto or stone floors a true cement floor acceptable if of good quality and fits with overall design. 3,4,5 Chipped wooden, tiled, slasto or stone floors acceptable, if of goo quality and fits with overall design. 3,4,5 Chipped wooden, tiled, slasto or stone flooring in poor condition. 1,2 Wooden floors of god quality and professionally fitted, no saggir ceilings/beams/poles or evidence of water leakage, seeping, cracking. 9,10 Ceiling/roofing of god quality and professionally fitted, no saggir ceilings/beams/poles or evidence of water leakage, seeping, cracking. 9,10 Ceiling/roofing application			
(Relevant for bomas and outside dining areas) Attractive, coordinated extras. Decoraive, occasional pieces in main room's a corridors. Well spaced chains of appropriate height for tables. Coordinate design and spacious tables. 8 High quality furniture in the not necessarily new. All in sound condition, but hough coordinated. Good sized tables. 6.7 Medium to high quality of manufacture but showing some wear and tear. M hough coordinated dist. Ageing seating. May show marks, sparse arrangement. Na good order. Design may take precedence over comfort. 3.4.5 Uncoordinated style. Ageing seating. May show marks, sparse arrangement. Na gene, design, shapes and height. Tables colo together. 1.2 Low quality, unconfortable or attractive. Low quality. May be quite a mix of style age, design, shapes and height. Tables colo together. 1.2 Low quality ouconfortable, ageing furniture. May show some damage scratched, losse arm of coloring, professionally liad and pristine condition covered with high quality occasional rugs or mats. Sere flooring acceptable if or good quality and fits with overall design. (Not necessarily relevant for bomas and outside dining areas) 9.10 High quality and fits with overall design. 8 Wooden, tiled, slasto or stone flooring, no created fooring acceptable if or good quality and fits with overall design. 9.10 Chipped wooden, tiled, slasto or stone flooring acceptable if no consign or a latter scratched in places. Screed flooring acceptable if or good quality and fits with overall design. 1.2 <td>Furniture and Fittings</td> <td>9.10</td> <td>High degree of comfort and luxury High quality in excellent condition</td>	Furniture and Fittings	9.10	High degree of comfort and luxury High quality in excellent condition
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	outside dining areas)		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.			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	9,10	Excellent standard of presentation. If hard copy, clear, informative layout.
(could be written,		Attractive design in excellent condition - no grease, thumbprints, wine stains,
printed hard copy menu,		written correlations, etc. Wine set out in clear sections and majority of items
on blackboard/or similar		available (if not available notified on presentation of list). If verbal, presentation
or verbal) (May not		is clearly understood and all items described in detail. Majority of items on
applicable in the lodge		menu available and if not available notified on presentation of menu.
environment)	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,
Atmosphere and	9,10	Harmonious combination of décor and lighting. Spacious room and good layout
Ambience	.,.	of tables. No intrusive noise or smells. Themes or designs may add to the
(Relevant for bomas and		ambience. Family tables only acceptable.
outside dining areas)	8	High standard of fabric. Perhaps busy, with some background noise. Tables
Suiside uning areas)	0	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
	0,7	
		staff and customers to pass without inconvenience. A certain amount of noise
	2.4.5	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)	9,10	Signs in excellent condition with clear indication of the internal layout of spa /
(internal signage may be		health club / gym area. Signs easily readable. Signage fits in with the décor.
verbal on arrival)		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.

Atmosphere and	9,10	Harmonious combination of décor, lighting and furniture. Coordinated
Ambience		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.

Criteria	Score	Description
Signage (Internal)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the
(internal signage may be		décor. Areas open and not open to guests are clearly indicated.
verbal on arrival)	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
	5,4,5	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,
	67	stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no major wear
	3,4,5	and tear. Use of wall hangings, pictures, etc. Competent workmanship. Moderate quality, ageing. Some slight damage, wear and tear. Old style.
	5,4,5	Amateurish application of décor. Little design input or coordination. Tired.
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ water penetration.
	1,2	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
	2.1.5	be rather old but sound. Alternatively, new furniture of medium quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, sparse arrangement.
	1,2	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	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, 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
ļ	L	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
	0.10	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 avidence of water leakage coording gradking or calitting. Professionally
		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
	0	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
	8	harsh fluorescent tubes. High quality fittings with more than adequate spread illumination for practical
	0	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
	0.10	fluorescent lights with no diffuser.
Outdoor guest	9,10	Provision of high quality outdoor furniture/seating facilities appropriate to the
seating/relaxation areas		nature of the market attracted to the establishment and the number of guests
(this may include private		catered for. Furniture/seating facilities in excellent condition. Outdoor seating
terraces adjacent to the rooms or general seating		area to have an attractive appearance throughout the year - no disorder or rubbish and no evidence of litter.
areas)	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
	2.4.5	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.
L	1,4	110 outdoor telanation areas provided.

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	0.10	
Recreational facilities	9,10	Recreational facilities (either provided on the premises or offered on other
(e.g. games rooms/areas,		premises) provided of excellent quality and in excellent condition.
hides, game drive	8	Recreational facilities (either provided on the premises or offered on other
vehicles, etc not to		premises) provided of good quality and in good condition (showing some wear
assess the extent of		but evidence of maintenance). Or of high quality but only reasonable
facilities provided, only		condition.
the quality/condition of	6,7	Recreational facilities (either provided on the premises or offered on other
actual facilities offered).		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
	, í	premises) provided of poor quality and/or in total state of disrepair. No
		evidence of maintenance.
Atmosphere and	9,10	Harmonious combination of décor, lighting and comfortable furniture.
Ambience	.,.	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
	0,7	activity/noise but not irritating.
	3,4,5	Busy area with numerous activities going on - "corridor" effect. Harsh lighting,
	5,1,5	intrusive noise. Awkward seating, cooking smells, not particularly
		comfortable.
	1,2	Uncomfortable, awkward seating in an area clearly used for other purposes.
	1,2	Loud noise, very loud TV/radio/noise. Smoky, old, persistent cooking smells.
		Draughty. No personal touches, nothing to look at or read.
		Draughty. No personal touches, nothing to look at of read.

C. Housekeeping

Criteria	Score	Description
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
Conference Areas	9,10	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
	0	arranged.
	6,7	High level of cleanliness. Everything tidy.
		Clean but with some dust on high and low surfaces. Smears on surfaces.
	3,4,5	
	1,2	Generally neglected housekeeping - carpet badly vacuumed. All surfaces dusty.
	0.10	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	9,10	High standard of cleanliness in all areas - no evidence of previous meal.
(Including bomas and		Efficient vacuuming. Tables always set-up to high standard.
outside dining areas)	8	Generally high standard of cleanliness - no dust, etc. May be some clutter. Pile
5		of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally good
	ŕ	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.
	1,2	Untidy piles of menus etc scattered around. Marks, stains on tablecloths, dirty
		ashtrays.

C. Food and Beverage

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.
	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	9,10	Well laid out on appropriate plate with attractive and appropriate garnish.
presentation (including		Pleasing combination of colours, textures, and shapes. Attention to care and
Room Service if		execution with attention on visual appeal. Carvery to be attended and
available)		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
	5,1,5	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		
	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple
Quality (including		style but with great attention to detail and quality. Everything prepared to the
Room Service if		right degree. Good balance on menu with something for most tastes.
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.
	1,2	Unappetising. Inedible.
Dinner/ Other Meals	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about food and
Service (including	9,10	wine. High standard of personal cleanliness. Prompt and efficient service.
Room Service if		Correct cutlery and glasses supplied for each meal. Good timing on courses
available)		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
Bui/Brinks Fresentation	,,10	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	
	ð	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

Criteria	Score	Description
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
<u> </u>	0.10	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.
	0	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	9,10	Smart, helpful manner of staff readily available. Good knowledge of lodge /
minimum requirements by		safari camp facilities and local area.
grade)	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	9,10	Efficient, attentive service from smart, willing staff. Needs of guests
service		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.
Activities Service	9,10	Guides friendly, extremely knowledgeable and able to answer guests'
(including game drives,		questions most of the time. Guides provide interesting information
bush walks, etc.)		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.
ļ		quanty men, 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

Criteria	Score	Description
		Description
Staff Appearance	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed appearance.
(uniforms are not a		Sleeves and trousers the right length. Clothing fresh and well ironed. Hair
necessity, but should be		clean and under control. Hands and finger nails clean. Polished shoes.
able to identify staff)	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	9,10	Information pack in bedrooms or in reception/lounge on immediate and
be hard copy or verbal; in		surrounding area as well as accommodation specific information. Books,
rooms or in general guest		pamphlets on matters of local interest, leisure facilities, etc. Personally
area)		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	9,10	Full access to external and internal communication throughout the day e.g.
(Grading to be undertaken		telephone, internet, cellular networks, satellite telephone (if appropriate), etc
on a "fit for purpose" basis		either in bedroom or in establishment. Communication facilities and
iro the location and the		equipment in excellent condition. Clear and visible communication to guests
primary source markets in		on the availability of communication facilities and how to access it.
terms of communication		Knowledgeable, friendly and prompt assistance to guests in the use of
needs, type of		communication.
communication and time	8	Good access to external and internal communication throughout the day e.g.
requirement for		telephone, internet, cellular networks, satellite telephone (if appropriate) etc
communication.)		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.
	L	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. 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	1or 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
5-Stars 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	Spacious and luxurious accommodation throughou the establishment, matching best internationa standards. Impressive Interior design with quality attention to detail, comfort and style. Flawles service in its attention to guests' needs, without being intrusive. Knowledgeable, helpful and professiona staff, service excellence assured.
4-Stars 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	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.
3-Stars 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	Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
2-Stars 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	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.
1-StarOverall score of51% - 60%Items to score5 or moreNo more than 5 items to score4All service elements to score7, 8,9 or 10Number of unacceptable items3	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.

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.				Х	Х

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 ²	16 m ²	18 m ²	20 m ²	25 m ²
Minimum bed sizes	Normal single or double	Normal single or double	Normal single or double	³ ⁄ ₄ for single, queen for double	Double for single, kin for double
The bedroom should have at least two comfortable seating chairs				Х	Х
Minimum tent size requirements			47m2	84m2	93m2
There should be a hairdryer in each room (where electricity is available) on request				Х	Х

2.3 Bathrooms

Criteria	1-star	2-star	3-star	4-star	5-star
All rooms to have en-suite bath / shower rooms			Х	Х	Х
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)					Х
Bath with overhead shower permissible	Х	Х	Х	X	
Only a shower and no bath is acceptable	Х	X	Х		
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.			Х	X	Х
Bath sheets must be provided					Х
An extensive range of quality guest amenities should be available					Х

2.4 Services

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

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	Х
Meals can be served in the room if the appropriate table and chair arrangement is provided	Х	Х	Х	X	Х

2.6 Social Responsibility

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

3. GRADING CRITERIA

A. Physical Facilities

1. Exterior

1. Exterior		
Criteria	Score	Description
Signage (if applicable) -	9,10	Signs in excellent condition (like new). Attractive and blends well into the
external to property and		environment. Provides clear indication of location of establishment and
on grounds (take into		facilities. Signs are visible during the day and at night.
consideration Local	8	Signs in good condition (but clearly not new). Reasonably attractive and
Authority by-laws on		blends reasonably with the environment. Provides indication of location of
signage)		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,	9,10	Driveway in excellent condition, with well-maintained road surfaces and
brick, gravel, or any		excellent drainage. Accessible by all types of vehicles. Driveway width
other fit for purpose		conducive to traffic moving in both directions (either by two way driveway
surface. Assessment of		or specific passing nodes).
surface to take into	8	Driveway in good condition, with maintained road surfaces and good
consideration the	Ŭ	drainage. Accessible by all types of vehicles. Driveway width conducive to
geological surface per		traffic moving in both directions (either by two way driveway or specific
location.		passing nodes).
	6,7	Driveway in reasonable condition, but some small potholes/ puddles or
	0,7	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
	5,4,5	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
	1,2	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)
Tarking (Guest venicies)	9,10	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.
	0	Marked bays where appropriate. Some external security lighting. Sufficient
		parking to be made available for guests according to Local Authority By-
		laws.
	6,7	
	0,7	Parking in secure environment but not necessarily organized or clearly parked Limited automal security lighting provided Sufficient parking to
		marked. Limited external security lighting provided. Sufficient parking to
	215	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
	1.2	number of bays in relation to number of rooms.
Grounds and Gardens	1,2	No parking available.
	9,10	Evidence of systematic programme of maintenance - well tended formal
(extent of gardening/		gardens or attractive "natural" environment. Tidy and well-lit pathways.
grounds to be judged on		Attractive appearance throughout the year. No disorder or rubbish and no
a "fit for purpose" basis.		evidence of litter. Provision of garden furniture appropriate to the nature of
Some establishments		the market attracted to the establishment. No clutter/disorder around service
may have no actual		areas (if accessible/visible to guests).
garden but is set totally	8	High standards of maintenance in formal gardens. Outlying areas may be
in natural environment		more "natural". Pleasant and tidy appearance throughout the year. No
with as little impact on		clutter/disorder around service areas (if accessible/visible to guests). Good
the nature as possible.		external lighting.
Establishments may not	6,7	No overgrown, tangled areas (whether formal or natural garden). Immediate
be penalised for no		surrounds kept tidy and well maintained (whether formal or natural garden).
grounds/ gardens if it is		Lawns, if any, cut regularly through the season and edges trimmed.
fitting with the		Evidence of some attempt to produce a pleasing effect with some
environment)		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 ir good state of repair, though not necessarily recent. No obvious structura 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 wooder 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.

	1 1
ironad Comfortable lin	percale, but no polycotton), laundered and well
	en fit in relation to bed size. A good supply of
	nick, weighty blankets with spares available (season
	t) or good quality duvet (season and location
1 ,	with bedroom décor and softs if no separate
	ickly quilted or similar high quality, coordinated
with bedroom decor and	
	high quality though may not be in a brand new
	with other soft furnishings.
	not necessarily best quality linen. Medium quality
	ree from stains, holes and wear.
	er mixture, thinning, faded. Thin pillows/duvets.
	g edges, holes, faded. No pillows or stained pillows
with holes.	
	ger than standard single size. Bed of high quality
	n excellent condition. Decoration or interesting bed
	y). Concrete bases acceptable as long as interesting
	nd of excellent workmanship and fits with overall
design. If headboards, o other stains.	ffering a degree of comfort and free from head or
8 Very good firm mattress	es and sound base. Bed to be of high quality though
not new. Bed frames ma	ay be of an older style, but in good condition and
good quality.	
6,7 Standard domestic quali	ty bed frames, divans and mattresses - all in sound
condition. Headboards	may be a simple wooden board or continental
pillow.	
	at are well used, thin on divan base. Tendency to
66	ing, broken struts, uneven legs, wobbly headboards
or sloping frames.	
	with little or no resistance or bounce. Legs loose,
caster/s missing, stains n	narks and holes. Creaking frame, sagging support.

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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"
	8	approach. All work should look professional and be well executed. 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
	1,2	style with no adornment. Some wear and tear. Low-grade materials poorly executed. Mismatch of styles and colours.
	1,2	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
	8	appropriate accessories, in working order. High intrinsic quality of materials may show some signs of use.
	, in the second se	Alternatively new, good (as opposed to excellent) quality furniture and
		fittings. Where applicable, curtains to be full and curtains or tent flaps
	67	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
	2.4.5	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
	8	workmanship acceptable – merely painted cement floors not acceptable. 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
	3,4,5	cement floors acceptable, if of good quality and fits with overall design. Chipped wooden, tiled, slasto or stone floors. Painted cement floor
	2,.,5	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
Ceiling/ Roofing	9,10	condition. All types of ceiling/roofing acceptable as long as it is of excellent quality,
g ressing	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	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 hears (roles or quidance of
		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.

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	8	Ceiling/roofing of good quality and professionally fitted, no saggi ceilings/beams/poles or evidence of water leakage, seeping, cracking
		splitting. Professionally painted/stained/reated. If combination of tent and other structure: Roofing of good quality a
		professionally fitted, no sagging beams/poles or evidence of water leaka seeping, cracking or splitting. Professionally stained/treated. If only to
		structure: Canvas of good quality. No bent poles or tent anchors. evidence of tears and seam splitting but some signs of ageing. Awning
		good quality erected above room tent and extends beyond the perimeter room tent, with some sign of ageing.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of avera quality. Paintwork/staining/treatment competently applied, although processing professionally does
		necessarily professionally done. If combination of tent and other structure: Competent job of roof application and roofing of average quality. Staining/treatment competer
		applied, although not necessarily professionally done. If only tent structur Canvas of good/average quality. No bent poles or tent anchors. So
		evidence of tears and seam splitting. Awning of average quality erec above room tent and extends only to perimeter of room tent with so
	3,4,5	evidence of wear and tear. Poor quality ceiling/roofing, amateurishly fitted, but no evidence of saggi
		or splitting. Ceilings/roofing slightly stained, paintwork/treatment poor done.
		If combination of tent and other structure: Poor quality roofi amateurishly fitted, but no evidence of sagging or splitting. Roofing sligh stained, treatment poorly done. If only tent structure: Average/poor qua canvas, amateurishly fitted, and with some evidence of tears and se
	1,2	splitting. Some bent poles and tent anchors. No awning above the tent. Poor quality ceilings/roofing sagging/splitting in places, evidence of wa
	1,2	seepage. Stained paintwork, paintwork/treatment old and amateuris done.
		If combination of tent and other structure: Poor quality roof sagging/splitting in places, evidence of water seepage. Treatment old a amateurishly done. If only tent structure: Average/poor quality can
		amateurishly fitted, and with some evidence of tears and seam splitti 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
	8	located, if applicable. 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
	6,7	market appropriate). All plug points functionally located, if applicable. 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
	3,4,5	plug points area functionally located, if applicable. 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	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
requirements by grade)		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,

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	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	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.
	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.
6,	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.
	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.
3,4	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 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.
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. 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 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

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	9,10	A wide range (a minimum of 8) to be provided in-room of the following list
(refer to minimum		of high quality extras for guests e.g. fruit bowl, satellite television, remote
requirements by grade)		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
	1,2	upon request.
		and the second
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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.

Criteria	Score	Description
Towelling	9,10	Full range of towel sizes - bath sheet, (additional bath towel optional), hand
(refer to minimum		towel, face cloth for each guest. Provision of towelling robes. Thick, heavy,
requirements by grade)		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
	2.1.5	reasonable quality materials used. Some signs of wear.
	3,4,5	Lower quality materials, ageing, and evidence of poor standard of DIY.
	1.0	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.

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Fixtures and Fittings	9,10	High quality, solid, well-made fittings in excellent order and matching
(no curtains/screens		style. High quality finish. Sturdy and high quality bath of good size.
required for outside		Attractive shower door/screen (no shower curtain) in excellent condition if
showers) (refer to minimum		shower/bath is combined. Fixed shower head, not merely hand shower. Good sized washbasin. Easily used, responsive controls. Hot water at all
requirements by grade)		times (dependent on location and energy/water supply).
requirements by grade)	8	Generally high quality fittings throughout, but not necessarily new. Good-
	Ŭ	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
riconing	,10	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
Calling / Das fing	0.10	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 (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

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.

Criteria	Score	Description
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinated
(Not necessarily relevant		design. Interesting features, artwork, objects d'art, etc. No evidence of
for bomas and outside		ageing, wear and tear . High quality professional finish. If natural stone
dining areas; wall		used for wall covering, in excellent condition.
covering could be canvas	8	Use of high quality materials, though not necessarily in pristine condition.
or in other material)		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. Old 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.

Eurniture and Eittings	0.10	High dagrae of comfort and luvury. High quality in avcellant condition
Furniture and Fittings (Relevant for bomas and	9,10	High degree of comfort and luxury. High quality in excellent condition. Attractive, coordinated extras. Decorative, occasional pieces in main room/s
outside dining areas)		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
	1.2	of styles, ages, designs, shapes and heights. Tables close together. Low quality, uncomfortable, ageing furniture. May show some damage -
	1,2	1 5 6 6 5 5
		scratched, loose arms/ legs. Stained or grubby upholstery. Old , jaded, unattractive. Inadequate table size - cluttered and inconvenient.
Flooring	9,10	High quality wooden, tiled, slasto or stone flooring, professionally laid and
(Not necessarily relevant	9,10	in pristine condition covered with high quality occasional rugs or mats.
for bomas and outside		Screed flooring acceptable if of good quality and fits with overall design.
dining areas)		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
	1.0	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	Ceiling/roofing to be of excellent quality and professionally fitted, no
(Relevant for bomas or	,10	sagging ceilings/beams/poles or evidence of water leakage, seeping,
similar covered		cracking or splitting. Professionally painted/stained/treated with no marks
structures but not for		or stains.
outside dining areas)	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
	1.2	done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of water
		seepage. Stained paintwork, paintwork/treatment old and amateurishly
Lighting	9,10	done. Overall high standard of illumination giving sufficient light for all
(May be less stringently	,10	appropriate purposes but also designed for good effect. All lights and
applied for bomas and		shades of high quality manufacture and in excellent order.
outside dining areas)	8	High quality fittings with more adequate spread illumination for practical
<i></i> ,		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.
	1	Fittings old, ageing, discolouration. Stark, unattractive, harsh lighting.
	1,2	Low quality fittings in poor condition - exposed, fraying wires, wobbly
	1,2	

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 men 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	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.
outside dining areas)	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.

Criteria	Score	Description
Signage (Internal)	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with th
(internal signage may be		décor. Areas open and not open to guests are clearly indicated.
verbal on arrival)	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 and
		clearly indicated.
	6,7	Signs in reasonable condition but showing some signs of ageing and deca
		Not all areas open and not open to guests are clearly indicated. Signage fi
		in with the décor.
	3,4,5	Signs in poor condition with clear signs of ageing and decay. Areas ope
		and not open to guests are not indicated. Signs do not fit in with the déco
		of the establishment.
	1,2	No signage
Decoration	9,10	High quality wall covering in excellent condition. Evidence of coordinate
		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 decorate
		Attempt to coordinate design with additional attractive features. N
		scratches, chips, stains, or scuffs. Professional workmanship.
	6,7	Standard "domestic" style and quality of décor, some ageing but no majo
		wear and tear. Use of wall hangings, pictures, etc. Competer
		workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old styl
		Amateurish application of décor. Little design input or coordination. Tired
	1,2	Very old, faded, damaged wall covering. Evidence of damp/ wat
		penetration. Grubby marks. Evidence of neglect. Unsightly paintwork
	0.10	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
		excellent condition. Comfortable easy seating.
	6,7	Medium to high quality of manufacture but showing some wear and tea
		May be rather old but sound. Alternatively, new furniture of mediu
	2.4.5	quality.
	3,4,5	Uncoordinated style. Ageing seating. May show marks, spars
		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, jade
	0.10	unattractive.
Flooring	9,10	If fitted carpets, high quality good thick pile and underlay, professional
		laid and in pristine condition. High quality wooden slasto floorin
		professionally laid and in pristine condition with high quality occasion
		rugs or mats, if applicable. Screed flooring acceptable if of excelle
		quality and fits with overall design. Artistically finished cement floors
	0	high quality and workmanship acceptable.
	8	High quality carpet beginning to show some signs of ageing (flattening
		wearing). No stains, burns or marks, etc. Alternatively carpet with high
		percentage of man-made fibre but in new condition. Wooden or tile
		flooring in need of buffing but with high quality rugs (if used). Scree
		flooring acceptable if of good quality and fits with overall desig
		Artistically finished cement floors of high quality and workmansh
		acceptable – merely painted cement floors not acceptable.
	6,7	High quality carpet with flattening in areas of most traffic but all in sour
		condition - may be some small discolouration in places. Alternative
		cheaper new carpet. Wooden or tiled floors a little scratched in place
		Screed flooring acceptable if of good quality and fits with overall design
		may show signs of ageing or lack of maintenance. Painted cement floo
		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 old , ageing, discolouration. Stark, unattractive, harsh lighting. 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	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.
areas)	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,	9,10	Recreational facilities (either provided on the premises or offered on other
(a a comos rooms/oroos		
		premises) provided of excellent quality and in excellent condition.
hides, game drive	8	Recreational facilities (either provided on the premises or offered on other
vehicles, etc not to		premises) provided of good quality and in good condition (showing some
assess the extent of		wear but evidence of maintenance). Or of high quality but only reasonable
facilities provided, only		condition.
the quality/condition of	6,7	Recreational facilities (either provided on the premises or offered on other
actual facilities offered).		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	
	,	
		evidence of maintenance.
Atmosphere and	9,10	Harmonious combination of décor, lighting and comfortable furniture.
Ambience		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
1		
Atmosphere and Ambience	8 6,7 3,4,5	Recreational facilities (either provided on the premises or offered on othe premises) provided of poor quality and/or in total state of disrepair. N evidence of maintenance. Harmonious combination of décor, lighting and comfortable furniture Soothing coordinated effect. Interesting architectural features, spaciou rooms. No intrusive noise. Comfortable, relaxed feel. May be some busy activity or music backgroun but not intrusive. Coordinated décor, finishing, etc. Comfortable seating area but may be used for other things at times. degree of activity/noise but not irritating. Busy area with numerous activities going on - "corridor" effect. Hars lighting, intrusive noise. Awkward seating, cooking smells, not particularl comfortable.

C. Housekeeping

Criteria	Score	Description
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
	1.0	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
D L L'A	0.10	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
	Ŭ	well arranged.
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel - some
	- , -	books, magazines, etc on tables.
		, , ,

1	0.4.5	
	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
	, í	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
	, í	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.
(Including bomas and	,	Efficient vacuuming. Tables always set-up to high standard.
outside dining areas)	8	Generally high standard of cleanliness - no dust, etc. May be some clutter.
outside uning measy	Ű	Pile of menus, wine lists, etc.
	6,7	Always tidy and clean in time for beginning of meal service. Generally
	0,7	good standards of dusting, tidiness.
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces. Generally
	5,4,5	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	
	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

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.
	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
21 / 21		interest.
Dinner/ Other meals	9,10	Well laid out on appropriate plate with attractive and appropriate garnish.
presentation (including		Pleasing combination of colours, textures, and shapes. Attention to care and
Room Service if		execution with attention on visual appeal. Carvery to be attended and
available)		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.

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	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	9,10	Skilful use of finest, fresh (where appropriate) ingredients. Could be simple
Quality (including Room		style but with great attention to detail and quality. Everything prepared to
Service if available)		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	9,10	Cheerful friendly, polite, well-trained staff. Well-informed about food and
Service (including Room		wine. High standard of personal cleanliness. Prompt and efficient service.
Service if available)		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
	0	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 1,2	Limited range of different glass types. Some attempt at basic etiquette. Beverages presented in inappropriate glasses, tins, etc. No knowledge of
	1,2	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,
	6,7	but may fall a little short and who could benefit from more training. Willingness to be helpful and attentive. More enthusiastic than polished, but
	0,7	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,
	1.2	insensitive.
	1,2	Surly, indifferent, poorly skilled staff. Slow service. No professionalism or
Bar/Drinks Quality	9,10	interest. Knowledgeable wine advisor to assist diners with their wine choice - with
Dai/Dinks Quanty	9,10	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
	6	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	cultivar range. Good, standard range of beverages. Limited range of standard wines and beverages available.
	3,4,5 1,2	cultivar range. Good, standard range of beverages.

D. General Service and Services

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6,7 Registered, given key and direc willing and trying to be helpful.	bill correct. Management available to
willing and trying to be helpful.	
	imal information given. Key given, no
	(some charges not explained). Arithmetic
	why charges made but sort things out in
time. Lack training.	
, 1	iently rectified. Surly manner. Bill wrong
	idea and are unwilling to assist customer.
Long wait. Staff unable to cope	
	f readily available. Good knowledge of
bush camp facilities and local ar	
	hably knowledgeable about most matters -
	her duties but endeavours to be prompt.
	ry bags, though there may be some delay.
	illed in dealing with matters outside bush
camp environment - happy to he	elp where he/she can.
	room. No further help or information.
Responds to requests to informa	
	wrong room with error not proficiently
	finding a porter when one is required.
	arly resents having to carry other people's
bags. Not interested in helping g	
	ttitude. Help with luggage and provision
	blishment. All establishments attempt to
establish a good rapport and sho	
	de. Guests will be shown to room and
given necessary information - to	old to ask if anything else required.
6,7 Pleasant appearance. Willingnes	
7.7 I	r enthusiasm - just doing the job.
	indifference to guests, irritation at being
asked for anything.	
asked for anything.	l messages forwarded promptly. Efficient
asked for anything. General Efficiency 9,10 Excellent level of efficiency. All	l messages forwarded promptly. Efficient partments - summoning porter, booking
asked for anything. General Efficiency 9,10 Excellent level of efficiency. All	5 1 1 5
General Efficiency 9,10 Excellent level of efficiency. All communication with other dep meals, etc.	5 1 1 5
General Efficiency 9,10 Excellent level of efficiency. All communication with other dep meals, etc.	partments - summoning porter, booking 7. Good responses to any requests, but
General Efficiency 9,10 Excellent level of efficiency. All communication with other dep meals, etc. 8 Very good level of efficiency	partments - summoning porter, booking 7. Good responses to any requests, but
General Efficiency 9,10 Excellent level of efficiency. All communication with other deg meals, etc. 8 Very good level of efficiency guests' needs aren't anticipated. 6,7 Good level of efficiency. All received of the ficiency guests' needs aren't anticipated.	partments - summoning porter, booking 7. Good responses to any requests, but

	0.10	
Public Area Service	9,10	Efficient, attentive service from smart, willing staff. Needs of guests
		anticipated. Polished, professional manner. Drinks correctly served and
	0	presented.
	8	Brilliant, willing staff, helpful and attentive, though perhaps lacking the
		final polish. Show willingness when anything requested, though may
	6.7	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	9,10	Guides friendly, extremely knowledgeable and able to answer guests'
(including game drives,		questions most of the time. Guides provide interesting information
bush walks, etc.)		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
	1	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.
	1	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
	0,7	requests not fulfilled.
	3,4,5	Fair level of efficiency. Rather unwilling response to any requests and
	5,4,5	
	1,2	most requests not fulfilled.
	1,2	Poor level of efficiency. Marked reluctance to give any help and all
		requests are not fulfilled.
	1	

E. General

Criteria	Score	Description
Staff Appearance	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed
(uniforms are not a		appearance. Sleeves and trousers the right length. Clothing fresh and
necessity, but should be		well ironed. Hair clean and under control. Hands and finger nails clean.
able to identify staff)		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.

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Statutory Instruments

230	Siditio	<i>y mstrumentis</i> 251d February, 2010
Tourist Information	9,10	Information pack in bedrooms or in reception/lounge on immediate and
(could be hard copy or	9,10	surrounding area as well as accommodation specific information.
verbal; in rooms or in		Books, pamphlets on matters of local interest, leisure facilities, etc.
general guest area)		Personally prepared information. Staff well versed on relevant tourist
general guest a ca)		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
	0,7	not well versed.
-	3,4,5	Limited information at reception only. Staff have very limited
	3,4,5	
-	1.2	knowledge.
A	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication	9,10	Full access iro external and internal communication throughout the day
(Grading to be		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
undertaken on a "fit for		
purpose" basis iro the		of communication facilities and how to access it. Knowledgeable,
location and the primary		friendly and prompt assistance to guests in the use of communication.
source markets in terms	8	Good access iro external and internal communication throughout the
of communication		day e.g. telephone, internet, satellite telephone, etc either in bedroom or
needs, type of		in establishment. Communication facilities and equipment in good
communication and		condition. Clear and visible communication to guests on the availability
time requirement for		of communication facilities and how to access it. Friendly and helpful
communication.)		(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	9,10	Back-of-house areas more than adequate for the needs of the bush
(entire description may	,	camp. Clean and tidy with gleaming surfaces. Staff facilities, including
not apply to every		change rooms, lockers and a staff canteen provided and maintained in
establishment – use fit-		good condition. Kitchens (if applicable) well organised (separate areas
for-purpose principle to		for washing up, different food preparation areas, separate hand washing
grade)		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.
		Receiving bays kept clean with entrances separate from guest entrances. Refuse area tidy and bins in good condition. Laundry equipment in
	0	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	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. Back-of-house areas adequate for the needs of the bush camp. Clean
	8	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. 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-
	8	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. 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
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	6,7	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. 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. 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.
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	6,7	 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. 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. 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. 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.
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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	1or 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
5-Stars Overall score of Most Items to score No more than 5 items to score All service elements to score Number of unacceptable items	91% - 100% 9 or 10 8 9 or 10 0	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.
4-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	81% - 90% 8 or more 7 8,9 or 10 0	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.
3-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	71% - 80% 7 or more 6 8,9 or 10 0	Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
2-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	61% - 70% 6 or more 5 7, 8,9 or 10 2	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.
1-Star Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	51% - 60% 5 or more 4 7, 8,9 or 10 3	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.

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

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

23rd February, 2018

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

2.2 General facilities

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

2.3 Scullery and Laundry

Criteria	1-star	2-star	3-star	4-star	5-star
A scullery, for dishwashing purposes, should be provided.				X	Х
All single or double washbasins should be equipped with					
a draining board.					
If appropriate to the market (i.e. parks catering for				X	X
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.					
Fit for purpose flooring, considering ease of cleaning,				Х	X
hygiene and guest safety should be provided in the					
scullery and laundry areas.					
The scullery, laundry areas must be well ventilated				X	X
Clothes drying or hanging area be provided. This area				X	Х
should be hidden from general view and possibly					
enclosed					
An appropriate wall coating (tiles, high quality paint, etc)					Х
from floor to ceiling.					
If a laundry is provided and deemed necessary for the					Х
market, there should be adequate washing machines and					
tumble driers available.					
Power points and ironing boards should be provided in					X
the laundry area.					

2.4 Sites

1-star	2-star	3-star	4-star X	5-star X
				x
				x
				x
				x
				x
				x
				X
				1 1
				X
				X
				X
				X
			Х	X
			Х	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.				Х	Х

2.6 Ambience

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

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.					Х
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.					
If appropriate the caravan and camping park should be					Х
adequately fenced.					

3. GRADING CRITERIA

A. Physical Facilities

1. Exterior

Cuitouia	Coore	Description
Criteria	Score	Description
Signage - external to property	9,10	Signs in excellent condition (like new). Attractive and blends well into
and on grounds (take into		the environment. Provides clear indication of location of establishment
consideration Local Authority		and facilities. Signs are visible from all access points/directions and
by-laws or national road		during the day and at night.
regulations on signage)	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.
	67	
	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	<u> </u>
	1,2	No signage.
Driveways and internal roads-	9,10	Driveway in excellent condition, with well-maintained road surfaces
(including access to sites, if		and excellent drainage. Accessible by all types of vehicles and/or only
relevant) - may be tar, brick,		4×4 (as required by market). Driveway width conducive to traffic
gravel, or any other fit for		moving in both directions (either by two way driveway or specific
purpose surface. Assessment		passing nodes). Roads should be wide enough to accommodate a
of surface to take into		caravan and towing vehicle without encroaching on sites. One-way
consideration the geological		roads should be clearly indicated. Blind corners should be clearly
surface per location.		marked and managed (i.e. with mirrors, etc). There should be
surface per location.		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 4×4 (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
	0,7	uneven road surfaces. Reasonable drainage. Accessible by all types of
		vehicles and/or only 4×4 (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 4×4, 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
	1,4	with many large potholes/ puddles. Driveway is barely drivable. Only
		accessible by 4x4 vehicles, but acceptable if that is transport of
L		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.
	2 4 5	Little attempt to control parking. Owners/staff vehicles taking up most
	3,4,5	
1	1	of the available parking space.
	1,2	No parking available.

Statutory Instruments

Grounds and Gardens (extent	9,10	Evidence of systematic programme of maintenance - well tended
of gardening/ grounds to be		formal gardens or attractive "natural" environment. Tidy and well-lit
judged on a "fit for purpose" basis. Some establishments		pathways (as appropriate to location/lighting source). Attractive
may have no actual garden		appearance throughout the year. No disorder or rubbish and no evidence of litter. No clutter/disorder around service areas (if
but is set totally in natural		accessible/visible to guests).
environment with as little	8	High standards of maintenance in formal gardens. Outlying areas may
impact on the nature as	0	be more "natural". Pleasant and tidy appearance throughout the year.
possible. Establishments may		No clutter/disorder around service areas (if accessible/visible to
not be penalised for no		guests). Good external lighting (as appropriate to location/lighting
grounds/ gardens if it is		source).
fitting with the environment)	6,7	No overgrown, tangled areas (whether formal or natural garden).
(if a swimming pool is	- , .	Immediate surrounds kept tidy and well maintained (whether formal or
present, it should be included		natural garden. Lawns, if any, cut regularly through the season and
in this assessment)		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
Tish4in -	0.10	lighting (as appropriate to location/lighting source).
Lighting Not to be roted if electricity	9,10	Well-lit pathways and roads. Lights shine at ground level. Lighting
(Not to be rated if electricity is not available at the park.)		provided to guide guests to bathrooms at night. Adequate lighting available all night. Lighting outside public areas (i.e. bathrooms and
is not available at the park.)		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
	0	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
		in location). Addition of attractive architectural features (applicable to market), etc.
	8	High quality maintenance of canvas, wood, reeds, grass or other
	0	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

2. Camping and Caravan Sites

Criteria	Score	Description
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
	, in the second	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
	1,2	some sites. Sites relatively small in size. Sites untidy, unkempt, litter. Uneven surface with holes, puddles, etc. No
	1,2	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
		most 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
	6,7	facilities (if provided) in very good condition and cleaned daily. Refuse bins, covered and emptied regularly. Bins need not be lined.
	0,7	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)
	1,2	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.

Criteria	Score	Description
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 no
		with the highest quality materials, though a competent and professional job
	6,7	Not necessarily recently decorated though in sound condition and
	0,7	reasonable quality materials used. Some signs of wear.
	3,4,5	
	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 wallpape
		significant peeling.
Flooring	9,10	High quality and safe flooring, well fitted and free from stain or wate
Tiooning	9,10	
		damage. Painted cement floors acceptable, if of good quality and fits wit
	-	overall design. All flooring to be sealed.
	8	High quality, safe floor covering or tiles. Not necessarily new but in goo
		condition. Tiled, slasto or stone floors a little scratched in places. Painte
		cement floors acceptable, if of good quality and fits with overall design. A
		flooring to be sealed.
	6,7	Standard quality bathroom flooring. No stains or marks. Chipped tiled
	0,7	slasto or stone floors. Painted cement floor acceptable, but must be i
		reasonable condition. All flooring to be sealed.
	3,4,5	Ageing, worn and stained rugs. Missing tiles and obvious chips. Paintee
		cement floors in poor condition. Flooring not sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions wit
		numerous chips and entire pieces missing. Flooring not sealed. Area aroun
		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
i ixtures and i ittings	,10	Quality shower screen. Showers of a design allowing strong water flow
		without compromising temperature. Good sized washbasins and bath
		Easily used, responsive controls. Plenty of hot water at all times. Goo
		sized and good quality vanities. Good supply of clothes hooks in showe
		bath and toilet cubicles. Good quality shelving and seats in bath or showe
		cubicles.
	8	Generally high quality fittings throughout, but not necessarily new. Hig
		quality plastic fittings may be considered appropriate. Good-sized bath
		Shower screen or good quality curtain. All porcelain in good order n
		cracks, crazing or dull finish, no stains. Good supply of clothes hooks i
		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 wea
		but in good, clean condition. No small baths or under-sized showers wit
		awkward access. Hot water at all reasonable times. Smallish vanities
		Limited seating or shelving space in bath or shower cubicles.
	2 4 5	
	3,4,5	Ageing fittings. Dull finish to porcelain. Chrome wearing off. Cheap
		plastic fittings - warped toilets, etc. Weak shower pressure. Barel
		effective flow of shower water. Intermittent hot water. Fittings no
		matching. Well used. Rough DIY grouting or sealant. Some fitting
		missing. Small baths. Very small shelves in shower or bath cubicles. N
		vanities around washbasins but small shelves or similar available.
	1.2	
	1,2	Bath enamel chipped. Stained, dull and cheap plastic bath that moves an
		creaks. Very small shower with trickle of water. Stained or mould
	1	grouting or sealant. Cheap, thin shower curtain. Cracked washbasin o
		toilet. Ill fitted cheap plastic toilet and cover. Discoloured plastic cistern
		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 abser

Cailing/Doofing	0.10	All types of colling/moding populately loss it is of it is
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.
l t	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)

Criteria	Score	Description
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, dilapiold fittings of cheap quality. Little natural light. Lights in inappropriate places.

Furnishings and Fitments	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

Criteria	Score	Description
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 celling/roofing application and celling/roofing of verage quality. Paintvork/staining/treatment competently applied, although not damp/condensation marks. 7.8 Poor quality celling/roofing, anateurishly fitted, but no evidence of sagging or splitting. Celling/roofing, anateurishly fitted, but no evidence of sagging dome evidence of damp/condensation marks. 1.2 Poor quality celling/roofing, anateurishly fitted, but no evidence of water seepage. Stained paintwork, paintwork/treatment old and anateurishly done. Significant evidence of damp/condensation marks. 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 it. Excellent natural light. Good natural light. 6.7 Ageing fittings in good order, but adequate light. High subwith at entrance. 8 Adequate light. High quality fittings. Very good natural light. 7.4 Ageing fittings in good order, but adequate light. Working areas not well it and cast into shadow. 7.2 Dark, gloomy. Low wattage. Old fittings of cheap quality. Little natural light. Lights in inappropriate places. 7 Ageing fittings to sort clorks. Suitable electrical points available clorks and wats protein quality quinting tables and areas to sort clorks. Suitable electrical points available near ironing area. Sufficient strong practical drying lines. Laundy area large enough to comfortably accommodate all appliances, fitting and philances, fitting and philances, thigh quality pephilances of thigh quality appliances or very good i			
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 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 atbles 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, fitments, 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 (discoluration 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, 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 drying lines. 1,2 Well-used, chipped, broken, stained, badly-		0.40	
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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			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.
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		1,2	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

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
	1,2	application of décor. Little design input or co-ordination. Looking tired. Very old. Faded, damaged wall coverings or paint surfaces. Evidence of damp or water penetration. Grubby marks. Neglect. Unsightly paintwork
Fixtures and Furnishings	9,10	or exposed wiring. 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. Old , jaded, unattractive.
Flooring	9,10	High quality flooring professionally fitted. No marks, stains or burns. No wear in areas of heavy traffic (e.g. entrance). Well-maintained surfaces.
	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,
Ceiling/ Roofing	9,10	worn and stained rugs. Missing tiles and lots of chips. 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	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	Over, etc. 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 old , 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

Criteria	Score	Description
Public Areas, Scullery,	9,10	High standard of cleanliness. No dirt or dust. All surfaces polished with no
laundry, etc.		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 grine. 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

Criteria	Score	Description
Welcome, ambience and	9,10	Personal welcome from owner or representative. Attempt to establish good
personal touches		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	9,10	Spacious, conveniently laid-out sites. No awkward shapes, tight corners,
In the 4 and 5 Star bands		unattractive areas. Ample room for all functions. Sites have a feeling of
all sites, bathrooms,		spaciousness (with plenty of space for caravan, towing vehicle, tents, etc.)
public facilities, etc will be expected of a		no overcrowding of sites. Sufficient sites large enough to more than adequately accommodate a large caravan, towing vehicle and 2 side tents.
markedly more generous		Bathrooms spacious and not cramped. Welcoming and friendly ambience.
size than at lower levels,		Well laid out sites, some private sites.
with greater ease of	8	Generally very good sized sites. Some large sites available. Some sites
access and comfort.		may be slightly smaller, but well laid out. Room enough for all normal
		activities to be carried out without inconvenience. Overall friendly and
	6.7	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	9,10	Wide range of up-to-date brochures and leaflets about local and
(could be hard copy or		surrounding areas. Arranged in helpful way. Displayed in loose-leaf folder
verbal; in rooms or in		or file or on a tidy, organised wallboard. Additional information about area
general guest area)		complied 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-
	245	produced leaflets displayed in a folder.
	3,4,5	Limited range of information. Some out of date. Scrappy, sparse amount of mostly out of date information. Leaflets in no
	1,2	particular order. Lying loose in folders.
Access to	9,10	18-hour access iro external and internal communication e.g. telephone,
Communication		internet, satellite telephone, etc in establishment. Communication facilities
(Grading to be		and equipment in excellent condition. Clear and visible communication to
undertaken on a "fit for		guests on the availability of communication facilities and how to access it.
purpose" basis iro the		Knowledgeable, friendly and prompt assistance to guests in the use of communication.
location and the primary source markets in terms	8	12-hour access iro external and internal communication e.g. telephone,
of communication needs,	0	internet, satellite telephone, etc in establishment. Communication facilities
type of communication		and equipment in good condition. Clear and visible communication to
and time requirement for		guests on the availability of communication facilities and how to access it.
communication.)		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
		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.
1	1	take using 10005 available. Inclu not as extensive as above.

	67	
	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. Dilapiold 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. Dilapi old 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	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.
here, including, playground equipment,	8	Wide selection of facilities of very good quality. May specialise in one major type of activity to very high standard.
equipment and facilities for hire, etc. Where a	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.
range or number of facilities are provided, an	3,4,5	Limited availability of recreational facilities. Moderate standard. Equipment aging, but in good condition and reliable.
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 every will merkely	1,2	Very restricted provision of facilities. Aging, out of date equipment in only acceptable condition. Available at limited times.
lowest score will apply.)		

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.

Grading Band		What the stars mean
5-Stars Overall score of Most Items to score No more than 5 items to score All service elements to score Number of unacceptable items	91% - 100% 9 or 10 8 9 or 10 0	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.
4-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	81% - 90% 8 or more 7 8,9 or 10 0	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.
3-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	71% - 80% 7 or more 6 8,9 or 10 0	Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
2-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	61% - 70% 6 or more 5 7, 8,9 or 10 2	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.
1-Star Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	51% - 60% 5 or more 4 7, 8,9 or 10 3	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.

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.

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 facility					Х
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.					Х

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

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.				Х	Х
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	Х
All guests occupying private rooms should be provided with individual towel and soap upon arrival at the backpacker or hostel.				X	Х

2.4 Kitchens

Criteria	1-star	2-star	3-star	4-star	5-star
The following additional appliances should be				Х	Х
provided in communal kitchens:					
 Freezer or large freezer section in fridges 					
- Toaster					
 Microwave oven 					
 Lockable food storage facilities 					
 Hand soap 					
 Range of herbs and spices 					
An iron and ironing board should be provided in				Х	Х
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).					
service (provided in-nouse of outsourced).					

3. GRADING CRITERIA

A. Physical Facilities

1. Exterior

Criteria	Score	Description
Signage - external to	9,10	Signs in excellent condition (like new). Attractive and blends well into the
property and on		environment. Provides clear indication of location of establishment and
grounds (take into consideration Local	8	facilities. Signs are visible during the day and at night. Signs in good condition (but clearly not new). Reasonably attractive and
Authority by-laws on	0	blends reasonably with the environment. Provides indication of location of
signage)		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
	1.0	clearly visible during the day.
Driveway - may be	1,2 9,10	No signage. Driveway in excellent condition, with well-maintained road surfaces and
tar, brick, gravel, or	,10	excellent drainage. Accessible by all types of vehicles.
any other fit for	8	Driveway in good condition, with maintained road surfaces and good
purpose surface.		drainage but showing some signs of decay. Accessible by all types of
	67	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
	1,2	of vehicles. Driveway in a terrible condition - poorly surfaced with many large
	1,2	potholes/ puddles. Driveway is barely drivable and is only accessible by
		4x4 vehicles.
Parking (Guest	9,10	Clearly marked parking bays (where appropriate to style of establishment)
vehicles)		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-
	6,7	laws. Parking in secure environment but not necessarily organized or clearly
	0,7	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	9,10	Evidence of systematic programme of maintenance - well tended formal
All facilities within		gardens or attractive "natural" environment. Tidy and well-lit pathways.
the grounds should be evaluated in this		Attractive appearance throughout the year. No disorder or rubbish and no evidence of litter. Provision of garden furniture appropriate to the nature of
section, including:		the market attracted to the establishment. No clutter/disorder around
gardens, tennis courts,		service areas (if accessible/visible to guests).
swimming pools,	8	High standards of maintenance in formal gardens. Outlying areas may be
volleyball courts, etc.		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.
	1.2	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.
	L	eratter visiole and unitarily stacked. Disorderly appearance. I 001 lighting.

Appearance of	9,10	In new structures or buildings, material (e.g. brick, canvas, wood, reeds,
Buildings	9,10	grass or other natural material) in excellent condition (like new), absence of
Buildings		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
	0	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	
	0,7	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
	5,4,5	condition, though some areas of paint may be ageing and stonework
		chipping and rather weathered. Small defects, damage and cracks visible.
	1.2	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.

Criteria	Score	Description
Bedding (refer to	9,10	Good quality pillows and blankets with spares available. Or good quality
minimum		duvet and duvet cover (season dependent) co-ordinated with bedroom
requirements by		décor.
grade)	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	9,10	Good sized beds. Good quality bed frames and mattresses, free from stains
(refer to minimum		and wear. Headboards (if present) offering a degree of comfort and free
requirements by		from head stains. Top quality bunks with high quality foam mattresses.
grade)		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.

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	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 il 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 o good (as opposed to excellent) quality furniture and furnishings. Som contract furniture even when brand new will only be "very good". Wel cared for domestic furniture may be very good. Curtains in working order.
	6,7	Furniture which may have been "excellent" or "very good" but throug ageing may show signs of wear and tear. There should be no seriou damage, stains or fraying on furniture. No jarringly mismatched styles – al 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. Surface not well-maintained. Thin, short, skimpy curtains. Some stains, marks o furnishings.
	1,2	Very low quality furniture, poor construction, damaged, marked of scratched. Uncoordinated styles. Thin, short, stained curtains. Stained worn furnishings.
Flooring NB: In all levels there may be a high quality natural alternative to	9,10	Good quality flooring. Professionally laid and in very good condition. Goo carpet pile and underlay, where appropriate. Good quality wooden or tile flooring with good quality occasional rugs or mats where appropriat Artistically finished cement floors of high quality and workmanshi acceptable.
carpeting, tiles or wooden floors. In these cases the intrinsic quality and condition would be assessed,	8	Good quality flooring beginning to show some signs of ageing (flattening of wearing, few hidden chips in tiles or very slight stains in wooden floors No obvious stains, burns, chips or marks, etc. Alternatively lower qualit carpet but in new condition. Wooden or tiled flooring in need of buffing Artistically finished cement floors of good quality and workmanshi acceptable.
taking the style of the property into consideration.	6,7	Flooring with flattening and well worn in areas of most traffic but all i good condition. Small discolouration in places. Alternatively, cheape newer flooring. Wooden or tiled floors a little chipped and scratched bu overall in good condition. Painted cement floors acceptable, if of goo quality and fits with overall design.
	3,4,5	Carpets show considerable use, flattened spots, bleaching by window some thinning and some patchy carpet pieces. Unprofessional fitting wit ripples, rough ill-fitting edges, thin or no underlay. There should be n large holes, tears, burns of other defects that render the carpet unsound Chipped wooden or tiled floors. Painted cement floor acceptable, but mu be in reasonable condition.
	1,2	Carpets with distinct signs of wearing, visible canvas or backing fabri- patches, stains, discolouration, obvious seams. DIY fitting with gapin joints, gaps between carpet and wall. Several unmatched styles or new carpets laid on top of damaged or worn-through older ones. Wooden floo that have aged – now in need of a new coat of varnish, with worn an stained rugs. Missing tiles and obvious chips. Painted cement floors in pool condition.
Ceiling/ Roofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent quality, i good condition and professionally fitted. No sagging ceilings/beams/pole or evidence of water leakage, seeping, cracking or splitting. Professionall painted/stained/treated with no marks or stains.
	8	Ceiling/roofing of good quality and professionally fitted, no saggin ceilings/beams/poles or evidence of water leakage, seeping, cracking of splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of averag quality. Paintwork/staining/treatment competently applied, although no necessarily professionally done.
	3,4,5	Poor quality ceiling/roofing, amateurishly fitted, but no evidence of saggin or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorl done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence of wate seepage. Stained paintwork, paintwork/treatment old and amateurishl done.

Functionality of Floor	9,10	A specieus, well planned dormitory with furniture in convenient places
Functionality of Floor	9,10	A spacious, well-planned dormitory with furniture in convenient places.
Space/ Layout /		Ease of access to all furniture, cupboards, wardrobes, drawers, etc. Space to
Overall Impression		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	
	1,2	Furniture too large or plentiful for room. Access to most facilities restricted
	0.40	or awkward. No plug points or none that are functionally located.
Temperature Control	9,10	Heating and or cooling appliances appropriate to size and location of room.
(dependent on energy		Capable of keeping the room at an acceptable temperature. In good
supply and location)		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
	1,2	only available close to appliances. No heating or cooling appliances in areas
		which are typically considered to experience very hot or very cold weather
T' 1.'	0.10	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,
	3, 7,3	beginning to look scruffy. Single bulb shade on flex, possibly low wattage,
		barely adequate to effectively illuminate further reaches of the room. Bare
	1.0	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.

Criteria	Score	Description
Bedding	9,10	High quality linen, laundered and well ironed. Comfortable linen fit in
(refer to minimum		relation to bed size. A good supply of pillows, cushions. Thick, weighty
requirements by grade)		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. Good quality bed bases
(refer to minimum	,10	and mattresses, free from stains and wear. Headboards offering a degree of
requirements by grade)		comfort and free from head stains.
requirements by grade)	8	Very good firm mattresses and sound base. Bed to be of high quality though
	0	
		may not be in a brand new condition. Bed frames may be of an older style,
	67	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
	0,,	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
	5,4,5	
		paint or wall paper. Little attention to detail. Plain style with no adornment.
	1.0	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.
	0.10	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.
L	I	encoronance styles. Thin, anniec cartains, stained, worn uphoistery.

Flooring	9,10	If fitted carpets, high quality, good thick pile and underlay, professionally
NB: In all levels there		laid and in pristine condition. High quality wooden or tiled/ slasto flooring,
may be a high quality		professionally laid and in pristine condition with high quality occasional rugs
natural alternative to		or mats. Screed flooring acceptable if of excellent quality and fits with
carpeting, tiles or		overall design. Artistically finished cement floors of high quality and
wooden floors. In		workmanship acceptable- merely painted cement floors not acceptable.
these cases the	8	High quality carpet beginning to show some signs of ageing (flattening or
intrinsic quality and		wearing). No stains, burns or marks, etc. Wooden or tiled flooring in need of
condition would be		buffing but with high quality rugs (if used). Screed flooring acceptable if of
assessed,		good quality and fits with overall design. Artistically finished cement floors
taking the style of the		of good quality and workmanship acceptable - merely painted cement floors
property into		not acceptable.
consideration.	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,
	1,2	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.
Calling / Das fins	0.10	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
	L	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	9,10	A spacious, well-planned room with furniture in convenient places. Ease of
Space/ Layout /		access to all furniture, cupboards, wardrobes, drawers, etc. Space to put
Overall Impression		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
	2,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	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
	1,2	or awkward. No plug points are functionally located.
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	0.40	
Temperature Control	9,10	Heating and or cooling system capable of maintaining a comfortable room
(dependent on energy		temperature of between 18°C and 25°C. Appropriate to size and location of
supply and location)		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
Eighting	,10	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
	0	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

Criteria	Score	Description
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.
	8	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
	0,7	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
	5,4,5	pressure barely effective flow of water. Intermittent hot water. Fittings not
		matching. Well used. Rough DIY grouting or sealant.
		matering. Wen used. Rough Diff ground of seatant.

	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 3,4,5	Centre light, well positioned providing adequate light in all cubicles. 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

Criteria	Score	Description
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	9,10	Lighting effective for all purposes, shaving, make-up and contact lenses,
ventilation /		particularly at washbasin and shaving point. Very good quality fittings
temperature control		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.

Criteria	Score	Description
Signage (as	9,10	Signs in excellent condition. Signs easily readable. Signage fits in with the
appropriate for style		décor. Areas open and not open to guests are clearly indicated.
and size of establishment)	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
	8	corridors. Good quality domestic furniture in excellent condition. 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. Old , 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/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 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
	1.2	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
	245	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.

6. Communal Kitchen(s)

Criteria	Score	Description			
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			
	0.10	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	tables.			
	6,7	Middle of the range domestic fittings. DIY assembly competently carried out.			
	0,7	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.			
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	3,4,5	Medium to low quality fittings, not professionally fitted; doors badly hung;
	5,4,5	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
	0.10	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
,	3,4,5	slight damage. Lower quality materials, ageing, and evidence of poor standard of DIY. Poor
	5,4,5	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
,	8	painted/stained/treated with no marks or stains. Ceiling/roofing of good quality and professionally fitted, no sagging
	0	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
	1.0	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
Lighting	,,10	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.
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	3,4,5	Minimal lighting. Centre light only, possibly of low wattage. Restricted
		natural light. Working areas not well lit and casting shadows.
	3,4,5 1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural
Equipment	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places.
Equipment (refer to minimum		natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural
• •	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. Relative to the number of people the backpacker or hostel can accommodate. More than a generous range and numbers than is strictly necessary (examples
(refer to minimum	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. Relative to the number of people the backpacker or hostel can accommodate.
(refer to minimum	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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
(refer to minimum	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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.
(refer to minimum	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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. Good range of equipment, possibly of mixed ages and quality. Some old but
(refer to minimum	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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. 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
(refer to minimum	1,2 9,10 8	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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. 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.
(refer to minimum	1,2	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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. 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. Mixture of old and new equipment, some showing evidence of use over time.
(refer to minimum	1,2 9,10 8	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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. 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. Mixture of old and new equipment, some showing evidence of use over time. Alternatively very good range of older equipment. All equipment in good
(refer to minimum	1,2 9,10 8 6,7	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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. 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. 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.
(refer to minimum	1,2 9,10 8	natural light. Working areas not well lit and casting shadows. Dark and gloomy. Low wattage. Old, fittings of cheap quality. Little natural light. Lights in inappropriate places. 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. 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. Mixture of old and new equipment, some showing evidence of use over time. Alternatively very good range of older equipment. All equipment in good

Statutory Instruments

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Crockery, cutlery and	9,10	Wide range of utensils and dining equipment of good quality. Crockery of			
utensils		similar styles with ancillary items over and above the basic requirement			
		the inventory. Good standard of cooking pots, casseroles, possibly stainl			
		steel, ceramic or enamelled. Thoughtful provision of "extras" such as ga			
		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

Criteria	Score	Description			
Bedrooms and public	9,10	High standard of cleanliness. No dirt or dust. All surfaces well cleaned with			
areas		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 discard			
		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.

Criteria	Score	Description			
Breakfast presentation	9,10	If appropriate cold buffet neatly set out, attractive containers. May opt for			
and quality		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			
	67	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			
	245	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.	9,10	No choice. Low quality ingredients. Badly cooked. Well laid out on appropriate plate with attractive and suitable garnishes.			
dinner, snacks)	,10	Pleasing combination of colours, textures, shapes. Attention to care and			
presentation and quality		execution with emphasis on visual appeal. In simpler dishes – use			
F		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			
	1.0	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)

Criteria	Score	Description			
Welcome, ambience	9,10	Personal welcome from owner or representative. Attempt to establish good			
and personal touches		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	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.
to be of a markedly more generous size than at lower levels,	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.
with greater ease of access and comfort.)	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 complied 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
	8 6,7	tourist information and input. A wide selection drawn from the above but not as extensive. Good selection of information. All up to date, mostly commercially-
	3,4,5 1,2	produced leaflets displayed in a folder. Limited range of information. Some out of date. 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	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.
primary source markets in terms of communication needs, type of communication and time requirement for 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	9,10	Clean, tidy and in excellent state of order. Well-signed, organised and
appropriate)		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
	0	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. Old
		premises badly in need of refurbishment. No prices. Out of date stock. Poor
Laundry or Drying	9,10	hygiene. Unacceptable standard. Well-equipped premises in excellent order. Spotlessly clean. Generous
room	,10	provision of top quality, modern equipment, together with clear instructions.
Toom		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
	6.7	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,
	5,4,5	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. Old décor and fittings. Small range of food and drink available.
	1,2	Very limited facilities. Run-down, in need of thorough spring clean or
	1,2	refurbishment. Old 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	Equipment aging, but in good condition. 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-forpurpose 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:

• Exce	ellent	1	0
• Very	/ good	9)
• Goo	d	8	3
• Stan	dard	6	or 7
• Acce	eptable	5	5
Poor	ſ	3	or 4
• Una	cceptable	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
5-Stars Overall score of Most Items to score No more than 5 items to score All service elements to score Number of unacceptable items	91% - 100% 9 or 10 8 9 or 10 0	Spacious and luxurious accommodation throughout the establishment, matching best international standards. Impressive Interior design with quality, attention to detail, comfor and style. Flawless service in its attention to guests' needs, without being intrusive Knowledgeable, helpful and professional staff service excellence assured.
4-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	81% - 90% 8 or more 7 8,9 or 10 0	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.
3-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	71% - 80% 7 or more 6 8,9 or 10 0	Well decorated, with emphasis on comfort and convenience. Very good quality in the overall standard of furnishings, service and guest care.
2-Stars Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	61% - 70% 6 or more 5 7, 8,9 or 10 2	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.
1-Star Overall score of Items to score No more than 5 items to score All service elements to score Number of unacceptable items	51% - 60% 5 or more 4 7, 8,9 or 10 3	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.

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-	5-star
				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	per 4	per 4
*			guests	guests	guests
The following must be provided with each unit:			X	X	Х
 Television (if appropriate to the market) 					
 Telephone (if appropriate to the market) 					
In areas where malaria occurs, adequate protection				X	Х
against mosquitoes in the form of mosquito nets,					
window gauze and/or insecticide should be provided in					
each guest room.					
Units must be serviced daily upon request (this service				X	Х
can be charged for)					
The following must be provided with each unit:				X	Х
 Oven and/or convection microwave 					
 Microwave 					
 Dishwasher (or dishes washed daily) 					
 Freezer (more than just an ice compartment) 					
 Hi-fi (if appropriate to market) 					
- Washing machine and dryer (or laundry/laundry					
service/laundromat in vicinity)					
- Lounge area, with adequate seating to					
accommodate the number of advertised guests					
(this seating should be over and above the dining					
facilities)					

3. Grading Criteria for self-catering establishments

A. Physical Facilities – Public Areas and External

1. Exterior

Criteria	Score	Description
Signage - external to property and	9,10	Signs in excellent condition (like new). Attractive and blends
on grounds (take into consideration		well into the environment. Provides clear indication of
Local Authority by-laws or		location of establishment and facilities. Signs are visible
national road regulations on		from all access points/directions and during the day and at
signage)		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	9,10	Driveway in excellent condition, with well-maintained road
units, if relevant) - may be tar,		surfaces and excellent drainage. Accessible by all types of
brick, gravel, or any other fit for		vehicles and/or only 4×4 (as required by market). Driveway
purpose surface. Assessment of		width conducive to traffic moving in both directions (either
surface to take into consideration		by two way driveway or specific passing nodes).
the geological surface per location.	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 4×4 (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 4×4 (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 4×4 , but acceptable if that is transport of primary source markets.
	1,2	No passing areas have been allowed for. 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
Parking (Guest vehicles)	9,10	allowed for. Clearly marked parking bays in a secure environment.
	8	External security lighting (if appropriate to environment). 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	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
on the nature as possible. Establishments may not be penalised for no grounds/ gardens if it is fitting with the environment)	8	guests). 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/seatin
	- , .	facilities appropriate to the nature of the market attracted t
		the establishment, but insufficient to cater for all guests
		Furniture/seating facilities in reasonable condition - showin
		some wear but evidence of maintenance. Outdoor seatin
		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 facilitie
		and insufficient to cater for all guests. Furniture/seatin
		facilities in poor condition - showing significant wear and n
		evidence of maintenance. Outdoor seating area has a
		unattractive with evidence of disorder or rubbish/litter.
Recreational facilities (not to	9,10	Recreational facilities (either provided on the premises of
assess the extent of facilities	,10	offered on other premises) provided of excellent quality ar
provided, only the		in excellent condition.
quality/condition of actual	8	Recreational facilities (either provided on the premises of
facilities offered)		offered on other premises) provided of good quality and
		good condition (showing some wear but evidence of
		maintenance). Or of high quality but only reasonab
		condition.
	6,7	Recreational facilities (either provided on the premises of
	0,7	
		offered on other premises) provided of reasonable quali
		and in reasonable condition (showing wear and maintenand
		seem haphazard).
	3,4,5	Recreational facilities (either provided on the premises
		offered on other premises) provided of poor quality and/or
		poor condition (showing considerable wear and maintenand
		seem haphazard).
	1,2	Recreational facilities (either provided on the premises of
	1,2	
		offered on other premises) provided of poor quality and/or
		total state of disrepair. No evidence of maintenance.
Appearance of Buildings	9,10	In new structures or buildings, material (e.g. brick, canva
		wood, reeds, grass or other natural material) in excellent
		condition (like new), absence of weathering, fresh wel
		maintained paintwork or stone wall, an overall clean an
		"new" look. Alternatively, in older buildings or structure
		material (e.g. brick, canvas, wood, reeds, grass or othe
		natural material) well-maintained, no unsightly staining
		chipping and well-maintained paintwork or wall finishin
		Visible outbuildings or annexes to be of a similar standar
		External lighting (as appropriate in location). Addition of
		attractive architectural features (applicable to market), etc.
	8	High quality maintenance of canvas, wood, reeds, grass
		other natural material, paintwork, windows, drains, et
		Though some weathering may be present. All areas of to b
		in sound condition. Some additional external features
	L	enhance appearance.
	6,7	
	0,7	
	0,7	
	0,7	paintwork, windows, drains, etc in good state of repaint
	0,7	paintwork, windows, drains, etc in good state of repain though not necessarily recent. No obvious structural defect
	0,7	paintwork, windows, drains, etc in good state of repai though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria
		paintwork, windows, drains, etc in good state of repain though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria to the market.
	3,4,5	paintwork, windows, drains, etc in good state of repainthough not necessarily recent. No obvious structural defector damage. "Plain" architectural features but still appropriato the market. Canvas, wood, reeds, grass or other natural materia
		paintwork, windows, drains, etc in good state of repaint though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria to the market. Canvas, wood, reeds, grass or other natural materi generally in sound condition, though some areas of pain
		paintwork, windows, drains, etc in good state of repaint though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria to the market. Canvas, wood, reeds, grass or other natural materi generally in sound condition, though some areas of pain may be ageing and stonework chipping and rather
		paintwork, windows, drains, etc in good state of repaint though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria to the market. Canvas, wood, reeds, grass or other natural materi generally in sound condition, though some areas of pain may be ageing and stonework chipping and rather
		paintwork, windows, drains, etc in good state of repaint though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria to the market. Canvas, wood, reeds, grass or other natural materi generally in sound condition, though some areas of pain may be ageing and stonework chipping and rather
	3,4,5	paintwork, windows, drains, etc in good state of repainthough not necessarily recent. No obvious structural defector damage. "Plain" architectural features but still appropriato the market. Canvas, wood, reeds, grass or other natural matering enerally in sound condition, though some areas of paintana be ageing and stonework chipping and rathweathered. Small defects, damage and cracks visible. Nevidence of recent repairs, paintwork, etc.
		paintwork, windows, drains, etc in good state of repainthough not necessarily recent. No obvious structural defector damage. "Plain" architectural features but still appropriato the market. Canvas, wood, reeds, grass or other natural materigenerally in sound condition, though some areas of pairmay be ageing and stonework chipping and rath weathered. Small defects, damage and cracks visible. Nevidence of recent repairs, paintwork, etc. Generally neglected buildings (i.e. permanent tents, or oth
	3,4,5	paintwork, windows, drains, etc in good state of repaint though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria to the market. Canvas, wood, reeds, grass or other natural materi generally in sound condition, though some areas of pain may be ageing and stonework chipping and rath weathered. Small defects, damage and cracks visible. N evidence of recent repairs, paintwork, etc. Generally neglected buildings (i.e. permanent tents, or oth structures with walls of canvas or wood, reeds, grass or an
	3,4,5	paintwork, windows, drains, etc in good state of repaint though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropria to the market. Canvas, wood, reeds, grass or other natural materi generally in sound condition, though some areas of pain may be ageing and stonework chipping and rath- weathered. Small defects, damage and cracks visible. Nevidence of recent repairs, paintwork, etc. Generally neglected buildings (i.e. permanent tents, or oth structures with walls of canvas or wood, reeds, grass or ar other natural material and with concrete or wooden floors
	3,4,5	paintwork, windows, drains, etc in good state of repaint though not necessarily recent. No obvious structural defec or damage. "Plain" architectural features but still appropriat to the market. Canvas, wood, reeds, grass or other natural materi- generally in sound condition, though some areas of pain may be ageing and stonework chipping and rathe weathered. Small defects, damage and cracks visible. Nevidence of recent repairs, paintwork, etc. Generally neglected buildings (i.e. permanent tents, or othe structures with walls of canvas or wood, reeds, grass or an other natural material and with concrete or wooden floors Obvious structural defects or damage (crumbling brickword
	3,4,5	Canvas, wood, reeds, grass or other natural materi- generally in sound condition, though some areas of pair may be ageing and stonework chipping and rathe weathered. Small defects, damage and cracks visible. N

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.

Criteria	Score	Description
Signage (including warning	9,10	Signs in excellent condition. Signs easily readable. Signage fits in
signs)		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
	(7	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
	1.0	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	9,10	Evidence of systematic programme of maintenance - well tended
(surrounding the pool)		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
Carrierania e a cal	0.10	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.
		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.
	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.

3. Public Areas

Criteria	Score	Description
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
	2.1.7	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
	1,2	fit in with the décor of the establishment. Very thin, small, scratchy, old, fraying, some holes, stained,
	1,2	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.
		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
Furniture and Fittings	9,10	paintwork or exposed wiring. High degree of comfort and luxury. High quality in excellent
Furniture and Fittings	9,10	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
	245	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
	1,2	damage - scratched, loose arms/ legs. Stained or grubby
		upholstery. Old , jaded, unattractive.
		aphoistery. Ora, jadea, anatraeuve.

Flooring	9,10	High quality wooden tiled electe or stone descine
	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
8	,	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
	0,7	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
	5,4,5	of sagging or splitting. Ceilings/roofing slightly stained,
	1,2	paintwork/treatment poorly done.
	1,2	Poor quality ceilings/roofing sagging/splitting in places, evidence
		of water seepage. Stained paintwork, paintwork/treatment old
Lighting	0.10	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
	1	
		condition. No burnt shades, ageing lamps, etc. Main light plus
		one or two small occasional lamps. No extra lights for effect.
	3,4,5	one or two small occasional lamps. No extra lights for effect. Enough light for practical use, but nothing more. No occasional
	3,4,5	one or two small occasional lamps. No extra lights for effect.
	3,4,5	one or two small occasional lamps. No extra lights for effect. Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old , ageing, discolouration. Stark, unattractive, harsh lighting.
	3,4,5	one or two small occasional lamps. No extra lights for effect. Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old , ageing, discolouration. Stark, unattractive, harsh lighting.
		one or two small occasional lamps. No extra lights for effect. Enough light for practical use, but nothing more. No occasional lamps, etc. Fittings old, ageing, discolouration. Stark,

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.

Criteria	Score	Description
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 of 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 wooder 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, unever 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.

1. Bedrooms

Descention	0.10	
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,
	Ŭ	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
	0	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,
		flaps somewhat effective in retaining heat/ keeping out light, and not all in working order. Where applicable, thin, short,
		flaps somewhat effective in retaining heat/ keeping out light, and not all in working order. Where applicable, thin, short, skimpy curtains.
	1,2	flaps somewhat effective in retaining heat/ keeping out light, and not all in working order. Where applicable, thin, short, skimpy curtains. Low quality materials, poor construction, damaged, marked or
	1,2	flaps somewhat effective in retaining heat/ keeping out light, and not all in working order. Where applicable, thin, short, skimpy curtains. Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained, worn upholstery.
	1,2	flaps somewhat effective in retaining heat/ keeping out light, and not all in working order. Where applicable, thin, short, skimpy curtains. Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained, worn upholstery. Where applicable, Thin, unlined curtains or tent flaps totally
	1,2	flaps somewhat effective in retaining heat/ keeping out light, and not all in working order. Where applicable, thin, short, skimpy curtains. Low quality materials, poor construction, damaged, marked or scratched. Uncoordinated styles. Stained, worn upholstery.

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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
	0.10	and tent anchors. No awning above the tent.
Functionality of Floor Space/	9,10	A spacious, well-planned room with furniture in convenient places. Ease of access to all furniture, cupboards, wardrobes,
Layout / Overall Impression		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.
	1,2	Few plug points are functionally located. Furniture too large or plentiful for room. Access to most
		facilities restricted or awkward. No plug points are
		functionally located.
Temperature Control (dependent	9,10	Thermostatically and individually controlled heating and/or
on energy supply and location)		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 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.

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Temperature Control (dependent on energy supply and location)	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, fans, 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, 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.
	8	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. 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.
	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, fans, fireplaces, hot water bottles. 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
		avilable 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
	3,4,5	average condition, i.e. some large holes. 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 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.

Lighting	9,10	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 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.
	6,7	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. 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.

Score	Description
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.
	9,10 8 6,7 3,4,5

Descention	0.10	History Tiles/story will fitted
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
	1.0	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	High quality, solid, well-made fittings in excellent order and
(no curtains/screens required for	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	matching style. High quality finish. Sturdy and high quality
outside showers)		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.
	0, 1,0	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
1.001116	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	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
	1.2	sealed.
	1,2	Low quality concrete, tiled or stone floors in poor conditions
		with numerous chips and entire pieces missing. Flooring not sealed.
	I	seareu.

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
	1.0	fluorescent tube on ageing fittings.
	1,2	Gloomy, badly placed, ageing, damaged light fittings.
Functionality of Floor Space/	9,10	Conveniently laid out bathroom with easy access to all
Layout		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
	2.4.5	toiletries.
	3,4,5	Restricted space leading to small bath or shower, small
1		
		washbasin and awkward access. Limited space for toiletries.
	1,2	Very small room with facilities in separate small rooms. Very
		Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small
	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		Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet. High quality toilet paper (for example 2-ply). A wide range of
Accessories	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. High quality toilet paper (for example 2-ply). A wide range of excellent quality accessories provided in the bathroom e.g.
Accessories	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. 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,
Accessories	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. 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
Accessories	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. 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
Accessories	9,10	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet. 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.
Accessories	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. 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.
Accessories	9,10	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet. 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. A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or
Accessories	9,10	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet. 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. 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.
Accessories	9,10	Very small room with facilities in separate small rooms. Very awkward access. Limited room for drying/dressing. Small washbasin, cramped access to toilet. 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. A reasonable proportion of excellent quality items from the above list. No well-used ageing bottles, scrappy sachets or

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.

Criteria	Score	Description
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
	0,7	major wear and tear. Use of wall hangings, pictures, etc. Competen
		workmanship.
	3,4,5	Moderate quality, ageing. Some slight damage, wear and tear. Old
	5,4,5	
		style. Amateurish application of décor. Little design input or
	1.0	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 an
	0,7	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
	5,4,5	arrangement. Not particularly comfortable or attractive. Low
		quality. May be quite a mix of styles, ages, designs, shapes and
	1.0	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	9,10	High quality wooden, tiled, slasto or stone flooring, professional
		laid and in pristine condition covered with high quality occasion
		rugs or mats. Screed flooring acceptable if of good quality and fi
		with overall design. Artistically finished cement floors of his
		quality and workmanship acceptable - merely painted cement floo
		not acceptable.
	8	Wooden, tiled, slasto or stone flooring in need of buffing but wi
		high quality rugs. Screed flooring acceptable if of good quality ar
		fits with overall design – may show signs of ageing or lack
		maintenance. Painted cement floors acceptable, if of good quali
		and fits with overall design.
	6.7	Wooden, tiled, slasto or stone floors a little scratched in place
	0,7	Screed flooring acceptable if of good quality and fits with overa
		design may show signs of againg or lack of meintenance Doint
		cement floors acceptable, if of good quality and fits with overa
	2.1.5	cement floors acceptable, if of good quality and fits with overa design.
	3,4,5	cement floors acceptable, if of good quality and fits with overa design. Chipped wooden, tiled, slasto or stone floors. Screed floorin
	3,4,5	cement floors acceptable, if of good quality and fits with overa design. Chipped wooden, tiled, slasto or stone floors. Screed floorin acceptable if of reasonable quality (but not necessarily in goo
	3,4,5	cement floors acceptable, if of good quality and fits with overa design. Chipped wooden, tiled, slasto or stone floors. Screed floorin acceptable if of reasonable quality (but not necessarily in goo condition) and fits with overall design. Painted cement floo
	3,4,5	cement floors acceptable, if of good quality and fits with overa design. Chipped wooden, tiled, slasto or stone floors. Screed floorin acceptable if of reasonable quality (but not necessarily in goo
	3,4,5	cement floors acceptable, if of good quality and fits with overa design. Chipped wooden, tiled, slasto or stone floors. Screed floorin acceptable if of reasonable quality (but not necessarily in goo condition) and fits with overall design. Painted cement floo acceptable, but must be in reasonable condition.
		Chipped wooden, tiled, slasto or stone floors. Screed floorin acceptable if of reasonable quality (but not necessarily in goo condition) and fits with overall design. Painted cement floo

Coiling/Peofing	9,10	All types of ceiling/roofing acceptable as long as it is of excellent
Ceiling/ Roofing	9,10	An types of certing/rooming acceptable as long as it is of excentent 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
	1,2	anchors. No awning above the tent. Poor quality ceilings/roofing sagging/splitting in places, evidence of
	1,2	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.
		above me tent.

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

	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

Criteria	Score	Description
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.

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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
	1,2	of replacement. Old fashioned style in bad condition.
Flooring	9,10	Highest quality floor coverings. Tiles well fitted. Grouting in
Tiboring	9,10	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
	1,2	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,
Cennig/ Rooning	9,10	
		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,
		analyzing on colitting Drofossionally pointed/stained/treated
	L	cracking or splitting. Professionally painted/stained/treated.
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of
	6,7	
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of
	6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied,
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Electrical Equipment	3,4,5	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done.
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(extent of equipment dependent on energy supply	3,4,5	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. 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
(extent of equipment dependent on energy supply and location; in some areas	3,4,5	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. 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.
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(extent of equipment dependent on energy supply and location; in some areas	3,4,5	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. 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.
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(extent of equipment dependent on energy supply and location; in some areas	3,4,5 1,2 9,10 8	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. 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. 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.
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(extent of equipment dependent on energy supply and location; in some areas	3,4,5 1,2 9,10 8 6,7	Competent job of ceiling/roofing application and ceiling/roofing of average quality. Paintwork/staining/treatment competently applied, although not necessarily professionally done. Poor quality ceiling/roofing, amateurishly fitted, but no evidence of sagging or splitting. Ceilings/roofing slightly stained, paintwork/treatment poorly done. Poor quality ceilings/roofing sagging/splitting in places, evidence of water seepage. Stained paintwork, paintwork/treatment old and amateurishly done. 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. 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. 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.
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	0.10	
Stove/ Oven/ Microwave	9,10	Modern, high specification model incorporating new technology.
(type and technology		New or nearly new. In immaculate order. With timing facility. Good
dependent on energy supply		capacity and storage, plate warmer, large grill. Possibly with two
and location; in some areas		ovens, combination microwave.
may not apply at all)	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 old 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 old , 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. Old 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

Criteria	Score	Description
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 blow 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			
	0	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			
	2.4.5	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 previou meal. Efficient vacuuming. Tables always set-up to high standard. 			
r auo	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.			
	0,7	Generally good standards of dusting, tidiness.			
	3,4,5	Not always at its tidiest. Bottles, glasses, menus on surfaces.			
	5,4,5	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,			
	1,2				
		dead/dying flowers. Untidy piles of menus etc scattered around.			
Unit Kitchen	9,10	Marks, stains on tablecloths, dirty ashtrays. High standard of cleanliness, attention to detail. No dust. All			
Unit Kitchen	9,10				
		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			
	2.4.5	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.			
D 1 11 4 <i>d</i>	1,2	Unsatisfactory standard. Dust and cobwebs. Long-term neglect.			
Public Areas (i.e. reception,	9,10	All well vacuumed. All surfaces, high and low, dust free, no			
office, shop, laundry, bar,		cobwebs. Table surfaces well-polished, no smears. Ashtrays clean.			
restaurant, etc.)		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			
	(7	tidy and well arranged.			
	6,7	High level of cleanliness. Easy seating area may have "lived-in" feel			
	2.4.5	- 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			

D. General Service and Services

Criteria	Score	Description
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.
	67	
	6,7 3,4,5	Good level of efficiency. All requests dealt with pleasantly. Fair level of efficiency. Rather unwilling response to any requests.

E. General

Criteria	Score	Description
Staff Appearance	9,10	Clean, neat, appropriate clothes. A general smart, well-groomed
(uniforms are not a		appearance. Sleeves and trousers the right length. Clothing fresh
necessity, but should be		and well ironed. Hair clean and under control. Hands and finger
able to identify staff)		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
	, í	nails grubby. Hair unwashed and out of control. Unshaven. Smelly.
Tourist Information (could	9,10	Information pack in bedrooms or in reception/lounge on immediate
be hard copy or verbal; in	,,	and surrounding area as well as accommodation specific
rooms or in general guest		information. Books, pamphlets on matters of local interest, leisure
area)		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
	0,,,	but not well versed.
	3,4,5	Limited information at reception only. Staff have very limited
	5,1,5	knowledge.
	1,2	No information, or out-of-date information. Staff unable to assist.
Access to Communication	9,10	Uninterrupted access to external and internal communication
(Grading to be undertaken	,10	throughout the day e.g. telephone, internet, satellite telephone, etc
on a "fit for purpose" basis		either in bedroom or in establishment. Communication facilities
iro the location and the		and equipment in excellent condition. Clear and visible
primary source markets in		communication to guests on the availability of communication
terms of communication		facilities and how to access it. Knowledgeable, friendly and prompt
needs, type of		assistance to guests in the use of communication.
communication and time	8	Good access to external and internal communication throughout the
requirement for		day e.g. telephone, internet, satellite telephone, etc either in
communication.)		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
	0,7	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
	5,1,5	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.
	1,2	
	1	1

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) Health Club/ Gift Shop/ boutique/ Children's area Restaurant (Other) (in-house) Fitness centre hair dresser Restaurant Conference Bar (outsourced) facilities Kitchen Swimming Spa/massage Business centre pool facilities

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			

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

Hotel	Lodge/Safari Camp	Backpacker/Hostel	
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	

Provision of additional information on the establishment (where necessary)

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

Signed

..... Date

FOR OFFICIAL USE ONLY		
Received by:	RECEIPT No:	
Amount Received: DATE:		
Serial No. of application:	OFFICIAL STAMP	

Form II (Regulation 7(2)

ZAMBI

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	<i>To</i> (1)
2.	Here insert	IN THE MATTER OF (2) You are hereby informed that your application for grading was successfully submitted and is being fully processed.

Dated this, 20......

.....

Director

Form III (Regulation 9)

ZAMBI

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

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

REPORT WITH GRADING RECOMMENDATION

Grading applied for:
Classification: Existing Grading (if any):
Location of accommodation establishment:
Business address:
Hotel Manager's name:
Licence Number: Licence holder:
Name of accommodation establishment:
Date assessed:
Assessor's name

	Numbe	r of rooms (by type) (Tick	as appropriate)					
Single	Double	Twin	Suite	(Other)				
Facilities graded								
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):

Hotel	Lodge/Safari Camp	Backpacker/Hostel
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

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Contact person:	Designation:
Contact telephone number: Contact	t cellular number:
E-mail address: Com	pany 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

.....

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:

Serial No. of application

Hotel	Lodge/Safari Camp	Backpacker/Hostel
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
0		Date:
Date taken to Comm	nittee:	
Committee Decision:		Date:
FOR OFFICIAL US	E ONLY	
Received by:	RECEIPT No.:	
Amount Received:	Date:	

OFFICIAL STAMP

FORM IV (Regulation10(1)(b))

AMBI

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

Director

Statutory Instruments

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FORM V (Regulation10 (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

То:
Address:
You are hereby requested to furnish the following information and documents in respect of
your application:
(a)
<i>(b)</i>
(c)
(<i>d</i>)
within days of this Notice

Dated thisday of, 20.....

Director

Form VI (*Regulation*11(1))

AMBI

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	Name of accommodation establishment:				
21	Address:				
grading awarded	This certifies that the above accommodation establishment has been graded in				
	accordance with section 46 of the Tourism and Hospitality Act, 2015 as a				
	The accommodation establishment has been awarded astar grading				
	(2).				
	The grading certificate is valid from day of to				
	the day of 20				
	Issued at on this day of				
	(This document is not valid without the seal of the Agency)				

Director

FORM VII (Regulation 13)

ZAMBIA

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	<i>To</i> (1)
of holder	IN THE MATTER OF (2) you are
(2) Here insert the	hereby notified that the Board intends to re-grade your accommodation
type of application	establishment on the following grounds:
	(<i>a</i>)
the number of days	(b)
(4) Signature of Director	(c)
	(d)
	Accordingly, you are requested to take action to remedy the breaches set out in
	paragraphsdays
	of receiving this Notice. Failure to remedy the said breaches shall result in the
	re-grading of your accommodation establishment.
	Dated this, 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

Here insert the full names and address of Licensee Here insert the	<i>To</i> (1)					
	IN THE MATTER OF (2) you are notified that your accommodation establishment has been re-graded from stars to Stars on the following grounds:					
Licence No.	<i>(a)</i>					
140.	<i>(b)</i>					
	(c)					
	(<i>d</i>)					
	This Notice shall take effect on the day of					
	20, and is subject to the following terms and conditions:					
	(<i>a</i>)					
	<i>(b)</i>					
	(c)					
	(<i>d</i>)					

Dated this, 20......

Director

OFFICIAL STAMP

1.

2.

FORM IX (Regulation 14)

AMBI

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:							

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

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

Hotel	Lodge/Safari Camp	Backpacker/hostel	
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):

Hotel	Lodge/Safari Camp	Backkpacker/Hostel	
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	

330	Statutory Instruments	23rd February, 2018
	RE-ASSESSMENT:	
Contract management		Designation
Contact person: .		Designation:
Contact telephone	e number:	Contact cellular number:
E-mail address: .		Company website:
Reservations telep	phone number:	E-mail:

.....

Date

Signed

Form X (Regulation15)

ZAMBIA

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)
	<i>(b)</i>
	(c)
	(<i>d</i>)
	Dated this 20

Name of Appellant

Signature of Appellant

* Attach brief if necessary

FORM XI (Regulation17)

ZAMBIA

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 Establishme	ent:
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	Health club/	Gift shop/	Children's area	(Other)		
(in-house)	fitness centre	boutique/hair				
		dresser				
Bar	Conference facilities	Restaurant				
	Camp	(outsourced)				
Swimming	Kitchen	Spa/massage facilitie	es			
pool						

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

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

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

Level of Grading applied to	i (indicate with a tick, for ca	ten type of accommodation).		
Hotel	Lodge/Safari Camp	Backpacker/Hostel		
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)

PRESCRIBED FEES

	Prescribed Fees	
	Item	Fee Units
1.	Application for grading	
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.	Re-assessment	
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.	Renewal	
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 334