








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

CATEGORY DEFINITION REQUIREMENTS	
<b>All Stars</b>	<b>Self-Catering</b>
	<p><b>Category Definition</b> A self-catering property is your home away from home. It usually offers guests a sole occupancy unit consisting of one or more bedrooms or suites and a dining area with cooking facilities. Self-catering accommodation styles include Apartments, Villas and Resorts. Limited service is optional. Apartment - Unit/s within a multi complex dwelling. Villa – A free standing residential dwelling. Resort – Multi self-contained accommodation with communal facilities and amenities.</p> <p><b>Category Entry Requirements</b> Cooking facilities: minimum of a microwave, two hot plates, saucepans, crockery, cutlery and cooking utensils must be provided. The host / representative must be contactable 24 hours a day, 7 days per week. 33 Bathroom facilities may or may not be en-suite and/ or private.</p>






**1. BUILDING EXTERIOR**

1.1 APPEARANCE OF BUILDINGS	
<b>All Stars</b>	The reception entrance as well as individual unit entrances should be clearly identifiable and the doorway illuminated when it is dark. Excellent levels of lighting for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
	Acceptable appearance/maintenance/condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Good appearance/maintenance/condition. Minor maintenance issues may be present i.e. natural weathering to building exterior.
	Very good appearance/maintenance/condition. No obvious maintenance issues.


	Excellent appearance/maintenance/condition. No maintenance issues. The establishment has an attractive and inviting impression.
	Outstanding appearance/maintenance/condition. No maintenance issues. The establishment has an attractive and inviting impression that creates a sense of luxury.

## 1.2 GROUNDS AND GARDENS



*(This section may be Not Applicable if there are no grounds and gardens; e.g.: in a self-catering apartment)*




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

### Universal Accessibility:


	<p>Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.</p> <p>Grounds and garden pathways kept clear of obstacles / obstructions.</p> <p>Fixed, level, matt and slip resistant ground and floor surfaces.</p> <p>Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.</p> <p>No steps en-route to facilities.</p> <p>Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.</p> <p>Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.</p>
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## 1.3 PARKING, DRIVEWAYS AND SIGNAGE

<b>All Stars</b>	Provision of all onsite parking should conform to local municipal by-laws inclusive of signage which needs to be of an acceptable condition, be clearly visible, ensuring guests are correctly guided to the appropriate entrances at all times, with appropriate safety measures in place.
 and 	Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, well maintained, clearly defined and well lit with clear signage.

	<p>Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in very good condition, clearly defined and well lit with clear signage.</p>
	<p>Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in excellent condition, clearly defined and well lit with clear signage.</p>
	<p>Provision of adequate, fit for purpose, on site and/or designated parking areas, which have to be tidy, in outstanding condition, clearly defined and well lit with clear signage. Valet service available 18 hours where the guest can have their vehicle parked at check in/out by dedicated staff.</p>


**Universal Accessibility:**

	<p>Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.</p> <p>No steps en-route to entrance from street or parking area.</p> <p>Number of designated 3500mm wide parking bays. For every 50 bays at least 1 should be 3500mm in width.</p> <p>1 bay for 20-50 bays 2 bays for 50-100 etc.</p> <p>Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)</p> <p>Entrance route surface should be firm and even and slip-resistant, no gravel or cobble type finishes. Incorporate textured surfaces providing a demarcated route from entrances and parking areas to all facilities.</p>
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**1.4 SAFETY AND SECURITY**

<p><b>All Stars</b></p>	<p>Appropriate safety and security measures throughout the establishment at all times.</p> <p>Person responsible for safety and security on call 24 hours a day, 7 days a week.</p> <p>Emergency information, procedures and after hours contacts for assistance clearly displayed in English and in pictograms.</p> <p>Guests to have secure access into facility / establishment.</p> <p>Emergency evacuation procedures provided orally or by an audio system.</p> <p>An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to the requirements of the SANS 10400-S and must be inspected on a regular basis by the relevant local authority.</p> <p>Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.</p>
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**Universal Accessibility:**

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


### 2.1 UNIT ENTRANCE, SAFETY AND SECURITY

<b>All Stars</b>	<p>Printed information on requesting assistance and evacuation procedures, in the event of an emergency, to be advertised in every bedroom. Emergency procedure notices clearly displayed in every bedroom in English and / or multi-pictograms.</p> <p>Facilities to keep guests' valuables safe inside the room with additional safe facilities (e.g. large items) made available upon request, given the size of the establishment, the quality Star Grading of the establishment and the profile of the client.</p>
	and Means of securing unit doors that can be locked from the inside and outside.
	and Means of securing unit doors from inside and outside. All doors to all bedrooms inside the unit to also have keys.
<b>Universal Accessibility:</b>	
	<p><b>All Bedrooms:</b></p> <p>Size of opening leaf of all doors should be, when measured in the 90-degree open position, at least 76cm wide.</p> <p><b>Designated Mobility Accessible Bedrooms:</b></p> <p>Size of unobstructed space in-front of doors - Minimum space 90cm x 120cm, lack of clear unobstructed space can result in a guest not being able to enter the room.</p> <p>Door-handles should be located at a height below 120cm.</p>






### 2.2 FURNITURE


<b>All Stars</b>	<p>A bedside table or shelf should be provided and be located beside all permanent sleeping positions. One bedside table between the beds is acceptable in a twin room. This may either be an 'all in one' fixture with a bed headboard or a free standing table.</p>
	Acceptable quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
	Good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
	Very good quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.






	Excellent quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
	Outstanding quality and condition in the standard of furniture, furnishings, flooring, fittings and décor. This means that all elements are intact without tears, holes, breakages, cracks, etc.
<b>Universal Accessibility:</b>	
	<b>Designated Mobility Accessible Bedrooms:</b> Minimum size of access space to all furniture and fittings is 80cm x 90cm - access space provides easy reach.


<b>2.3 ELECTRONIC APPLIANCES</b>	
<b>Universal Accessibility:</b>	
	<p><b>All Bedrooms:</b> Sub-titles available on television on services where available. Televisions to have working remote controls. Beside radio/ clock alarm within easy reach from the bed.</p> <p><b>Designated Mobility Accessible Bedrooms:</b> Remote controls for air-conditioning system. Beside radio/ clock alarm within easy reach from the bed.</p> <p><b>Designated Communication Accessible Bedrooms:</b> Induction loop extensions or ear-phones linked to the television. Remote controls for air-conditioning system. Beside radio/ clock alarm within easy reach from the bed.</p>





**2.4 WARDROBES, SHELVES AND LUGGAGE STORAGE**



<b>All Stars</b>	Number of hangers is appropriate to the level of star grading being applied for.
 and 	Provision of a fit-for-purpose clothes hanging space. Minimum of one drawer or shelf per guest
	Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc. Minimum of one drawer or shelf per guest
 and 	Excellent/Outstanding level of drawer or shelf space per guest (minimum 2 drawers or enclosed shelves per guest). Provision of adequate hanging space to accommodate full length clothing. This should also accommodate for additional pillows, blankets, etc. Purpose built luggage stand to be provided per room. Additional luggage stands for more than one guest.






<b>Universal Accessibility:</b>	
	<p><b>All Bedrooms:</b> Cupboard door handles height between 80cm- 120cm with handles that are easy to grasp.</p> <p><b>Designated Mobility Accessible Bedrooms:</b> Cupboard hanging rail height located at 140cm height above the floor level. Wardrobe / draw handles to be easy to grip with limited twisting required.</p>

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





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

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


	All are of an outstanding quality and condition throughout.
<b>Universal Accessibility:</b>	
	<b>All Bedrooms:</b> Fixed, level slip-resistant floor surfaces used.

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

<b>2.8 FORM OF BEDDING (BEDS, BASES AND MATTRESSES)</b>	
<b>All Stars</b>	Sofa beds are not acceptable as permanent bed spaces. Where bunk beds are provided, a purpose designed, safe, effective ladder must be fitted.

All Stars	An acceptable form of headboard. There should be access to both sides of beds for double occupancy.
	<p>and</p> <p>Minimum dimensions for a standard single bed: L180cm x W90cm. Minimum dimensions for a standard double bed: L180cm x W137cm. Good quality mattress required. Bed bases must be of good quality.</p>
	<p>Minimum dimensions for a standard single bed: L180cm x W90cm. Minimum dimensions for a standard double bed: L180cm x W137cm. Very good quality mattresses required. Bed bases must be of very good quality.</p>
	<p>and</p> <p>Minimum bed dimensions: Queen L200cm x W152cm. Minimum bed dimensions: King L200cm x W180cm or two single beds of L200cm x 90cm. Minimum bed dimensions: Single L200cm x 90cm. Excellent/Outstanding quality mattresses. If using a sleeper couch it must be upholstered. Sleeper couch to be visually attractive and of excellent/outstanding quality.</p>
<b>Universal Accessibility:</b>	
	<p><b>All Bedrooms:</b> Emergency pull cord next to bed linked to monitoring alarm / system (cord must reach floor level). An alternative system may be employed e.g. vibrating wrist-bands, issued beepers, cellphone technology etc.</p> <p><b>Designated Mobility Accessible Bedrooms:</b> Size of firm bed 45cm to 50cm in height and minimum 90cm in width. Unobstructed space to turn adjacent to bed. <i>(At least 120cm width on one side of the bed)</i></p>








**2.9 TEMPERATURE CONTROL AND VENTILATION**

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

**2.10 LIGHTING, POWER AND SWITCHES**

All Stars	All rooms should have light switches located on the inside of each doorway or equivalent.
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	<p>and</p> <p>One bedside light per sleeping position. In a twin room, one light between two beds is acceptable. Acceptable/Good quality lighting for the room</p>
	<p>One bedside light per sleeping position. In a twin room, one light between two beds is acceptable. Very good quality lighting for the room Very good quality, working light fittings without any maintenance issues (i.e. no cracks, damaged or poor fitting lights).</p>
	<p>and</p> <p>One bedside light per sleeping position with switches conveniently placed within reach of the guests sleeping position. Two bedside lights in a twin bedded room. Excellent/Outstanding quality lighting for the room Excellent/Outstanding quality, working light fittings without any maintenance issues. (i.e. no cracks, damaged or poor fitting lights).</p>
<p><b>Universal Accessibility:</b></p>	
	<p><b>All Bedrooms:</b> Bedroom lighting must be even and well lit. Height of light switches and controls should be 80cm – 120cm.</p>
<p><b>2.11 MIRROR AND MIRROR LIGHTING</b></p>	
<p><b>All Stars</b></p>	
	<p>A full length mirror with direct lighting in the bedroom. An additional well lit mirror at the dressing table or vanity area is also required in close proximity to a plug point.</p>
<p><b>Universal Accessibility:</b></p>	
	<p><b>All Bedrooms:</b> Mirror area well lit to assist guests with minimum lighting level of 200 lux. Lights positioned so as not to create glare on surfaces.</p>
<p><b>2.12 ACCESSORIES</b></p>	
<p><b>Universal Accessibility:</b></p>	
	<p>Fire extinguisher or fire blanket located between 80cm and 120cm above floor level. Bedroom accessories need to have bold labels for easy identification, with labels in large print.</p>



Staff assistance available to guests to assist in locating and using bedroom accessories.  
Flashing lights and vibrating pads linked to alarm. All emergency evacuation systems are linked to flashing emergency lights in the bedroom and vibrating alarm pads placed under pillows.  
**Designated Mobility Accessible Bedrooms and Designated Communication Accessible Bedrooms:**  
Emergency ID door hangers provided for identification of guests with functional communication/hearing/visual/mobility and physical limitations, which can facilitate services that require access to the room. The use of door hangers is up to preference of the guest. Ideally this type of service should be offered to all guests.

### 2.13 SPACIOUSNESS AND OVERALL IMPRESSION

	All bedrooms with sufficient space to allow guests freedom of movement around all furniture and fittings including sofa beds. There should be no restriction of free movement. Doors and drawers must be able to open and close easily without having to move furniture.
	Bedrooms must have a very good amount of space allowing for ease of movement and relaxation.
	Bedrooms must have a well-planned layout to ensure the room is quite spacious, allowing ease of movement, comfort and relaxation. Greater space would be expected where temporary beds or sofa beds are used.
	Bedrooms must have a well-planned layout to ensure the room is very spacious, allowing generous ease of use for movement, comfort, dining and relaxation. Greater space would be expected where temporary beds or sofa beds are used.


#### Universal Accessibility:

	<b>All Bedrooms:</b> Floor space clear of any obstacles which may cause injury to guests with functional visual limitations <b>Designated Mobility Accessible Bedrooms:</b> Unobstructed access widths between walls, features, furniture and fittings should be a minimum of 90cm. <i>(It is essential that the room be free of any obstructions which may deny a guest access certain provisions within the room e.g. switches.)</i>
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## 3. BATHROOMS


### 3.1 TYPE OF BATHROOM

	Bathroom can be internal or external to unit. Dependent on location of self-catering units i.e. bush location vs. resort location. If bathrooms are located external to the unit, one bathroom per every 8 guests is acceptable.
	Bathroom can be internal or external to unit. Dependent on location of self-catering units i.e. bush location vs. resort location.
	The bathrooms in the unit must be private.

	<p>and In multiple bedroom units at least one en-suite bathroom in the unit.</p>
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**3.2 FLOORING AND CEILING**


<p><b>All Stars</b></p>	<p>An impervious surface must be provided to all walls, floors and ceilings.</p>
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<p><b>Universal Accessibility:</b></p>	
	<p>No coat hooks or other projections that extend more than 3cm from the wall or doors. <i>(It is important to ensure that no harmful obstructions project from the walls.)</i> Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm. Flooring to have no design obstructions.</p>

**3.3 FIXTURES AND FITTINGS**

<p><b>All Stars</b></p>	<p>All basin, bath and shower taps to be in working order with sufficient hot and cold water supply. Baths and showers providing a strong and easily adjustable flow of water. Towel rails sufficient for the number of guests in the unit. A mirror must be situated above or adjacent to the hand basin. Sufficient open vanity space for maximum number of guests. Window treatment to ensure privacy. All bathrooms equipped with: Internal lock or bolt on bathroom doors except where open plan bathrooms exist. In this instance, the toilet must be lockable.</p>
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	<p>and Bathrooms to include WC (toilet), hand basin and a bath or a shower (shower over bath is also acceptable). Shower curtains are acceptable. Must be free of stains, tears, holes and mould.</p>
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	<p>and All bathrooms to have a WC (toilet), a vanity which is fit for purpose and sufficiently spacious with hand basin, a separate shower and bath or a shower over the bath but the shower must have a screen (shower curtains not acceptable). Bathrooms must have a lockable door or thumb lock. Excellent maintenance and condition of fixtures and fittings (i.e. no cracks, chips, stains or discolouration). A minimum of two separate hooks for clothes.</p>
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<p><b>Universal Accessibility:</b></p>	
	<p>Flashing light linked to alarm. <i>(All emergency evacuation systems should be linked to a flashing emergency light in the bedroom and bathroom.)</i> Bathroom instructions must be provided in large print.</p>








Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone communication etc.  
Use of colour contrasting surfaces.  
Hot pipes must be well insulated.  
The access door should be fitted with an emergency release lock.  
No coat hooks or other projections that extend more than 3cm from the wall or doors. *(It is important to ensure that no harmful obstructions project from the walls.)*  
Audio and visual emergency warning and evacuation systems.





### 3.4 HAND BASIN AND TOILET AREAS



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

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






### 3.6 LIGHTING AND VENTILATION


<p><b>All Stars</b></p>	<p>Energy saving initiatives to be respected</p>
<p></p>	<p>Acceptable lighting coverage and ventilation across all areas of the bathroom.</p>
<p></p>	<p>Good lighting coverage and ventilation across all areas of the bathroom.</p>
<p></p>	<p>Very good lighting coverage and ventilation across all areas of the bathroom.</p>
<p></p>	<p>Excellent lighting coverage and ventilation across all areas of the bathroom. Direct frontal lighting to be provided at all washbasins.</p>

	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom. Direct frontal lighting to be provided at all washbasins.
<b>Universal Accessibility:</b>	
	All areas in bathroom must be well and evenly lit.


<b>3.7 ACCESSORIES</b>	
<b>All Stars</b>	<p><u>All bathrooms equipped with:</u></p> <ul style="list-style-type: none"> <li>• Wrapped soap provided for each new guest.</li> <li>• Hook for clothes.</li> <li>• Toilet paper and holder plus spare toilet paper.</li> <li>• A lidded disposal bin.</li> </ul>
 and 	Comprehensive personal amenities pack including tissues, shampoo, conditioner and body lotion as well as a selection of other items such as bath foam, shower cap and cotton buds, etc.
<b>Universal Accessibility:</b>	
	Bathroom toiletries/accessories need to have bold labels for easy identification.

#### 4. PUBLIC AREAS


<b>4.1 Decoration</b>	
 and 	Functional décor.
	Good overall impression. Decoration is simple and effective
	Excellent interior design and overall impression. Some use of objects of interest and artwork
	Outstanding interior design and overall impression. Professional finish to all aspects of decoration.

★ ★ ★ ★ ★	
Interesting architectural features, objects of interests, artwork, objects d'art	
<b>Universal Accessibility:</b>	
	<p>End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.</p> <p>Public areas should have clearly demarcated areas providing information for guests to navigate. This should consist of textured and demarcated areas that should be incorporated into the interior décor of public areas.</p>

<b>4.2 FURNISHINGS AND FIXTURES</b>	
<b>All Stars</b>	Adequate seating for both internal lounge area as well as external patio area, where applicable.
★	Acceptable appearance, maintenance and condition.
★ ★	Good appearance, maintenance and condition.
★ ★ ★	Very good appearance, maintenance and condition.
★ ★ ★ ★	Excellent appearance, maintenance and condition.
★ ★ ★ ★ ★	Outstanding appearance, maintenance and condition.

<b>Universal Accessibility:</b>	
	<p>Background music in public areas avoided or kept at a low level.</p> <p>Voice amplification option linked to public telephone in the lobby.</p> <p>Where televisions are provided subtitles must be shown.</p> <p>A selection of chairs to be with and without arm-rests.</p> <p>At least 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm)</p> <p>All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping.</p> <p>Emergency evacuation signage to incorporate symbols and pictograms.</p> <p>Public telephones to be fitted with a raised pip on button number 5.</p> <p>The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.</p> <p>Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.</p> <p>Height of emergency equipment, switches and controls located between 80cm and 120cm.</p>


<b>4.3 FLOORING AND CEILING, SKIRTING AND CORNICES</b>	
<b>All Stars</b>	All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.
<b>Universal Accessibility:</b>	

	<p>End of corridors highlighted by colour, tone or light contrast. Fixed, slip-resistant floor surface.</p>
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**4.4 LIGHTING, HEATING/COOLING and VENTILATION**


<p><b>All Stars</b></p>	<p>Appropriate, fit for purpose levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night. Appropriate, fit for purpose temperature control and ventilation given the level of the star grading being applied for.</p>
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**Universal Accessibility:**

	<p>Directional and informational signage related to physical and environmental access must be well lit. Lighting must be even and effective, with minimum lighting levels of 200 lux.</p>
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**4.5 RAMPS**


**Universal Accessibility:**


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

<p><b>All Stars</b></p>	<p>Corridors and stairs in good repair and free from obstruction. Well lit 24 hours. Clear, directional signage to bedrooms and reception (where needed). All emergency information and signage to be clearly displayed in public areas.</p>
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**Universal Accessibility:**






	<p>Protected soffits to underside of the stairs below the height of 210cm. Fixed slip-resistant floor surface. Desire lines and main circulation path should have strongly textured surfaces. Routes leading to different elements or facilities should, ideally, have differently textured floor surfaces.</p>
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	<p>Unobstructed width of not less than 90cm. Stairs fitted handrails at a height of 85-95cm. Stairs fitted non-slip treads. Provision for unobstructed landing of 90cm x 90cm (clear of door swings etc.).</p>
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**4.7 SPACIOUSNESS AND OVERALL IMPRESSION**

<p>All Stars</p>	<p>The number of units and variety of facilities offered will be influenced by the guest expectation given the nature and style of the establishment.</p>
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**4.8 ELEVATORS/ LIFTS**

	<p>Optional</p>
	<p>A lift is required when there is a guest bedroom that is more than three floors higher or lower than the entrance level floor i.e. on the fourth floor.</p>
 and 	<p>A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor i.e. on the fourth floor.</p>
	<p>A lift is required when there is a guest bedroom that is more than two floors higher or lower than the entrance level floor i.e. on the fourth floor.</p>



**Universal Accessibility:**

	<p>Lifts should be located in the following locations:</p> <ol style="list-style-type: none"> <li>1. En-route to accessible bedrooms or other facilities</li> <li>2. Any area where accessible bedrooms and facilities are not located on the ground floor.</li> </ol> <p>Braille or raised text on external and internal controls including emergency equipment. Fixed slip-resistant floor surface. Size of unobstructed approach space not less than 120cm x 150cm. Clear opening width of the door should not be less than 80cm. Emergency assistance equipment must be available and in working order. Such equipment must have both audible and visual means of summoning assistance, i.e. a telephonic device, and some form of text-interface communication system. Minimum requirement for internal size of lift car is 120cm x 140cm. Height of internal and external controls including emergency controls should be 90cm - 120cm.</p>
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**5. PUBLIC TOILETS - MOBILITY DESIGNATED TOILETS**

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


## 6. UNIT KITCHENS

### 6.1 PROVISION

#### All Stars

A kitchen is a facility specifically designed for the preparation of food, and should be appropriate to the nature and style of the establishment. Provision should be made for fire safety (extinguisher and fire blanket) and emergency lighting.

#### Universal Accessibility:

	<p>All designated mobility accessible bedrooms must have a unit kitchen, where such is provided in other typical units, that complies with the provisions laid out here.</p>
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### 6.2 DECORATION


#### All Stars

Kitchen walls, floors and ceilings to be finished with impervious surfaces. Decor appropriate to the nature and style of the establishment.

**6.3 FURNISHINGS AND FITTINGS**

<p><b>All Stars</b></p>	<p>A covered waste disposal bin to be provided, with liner. An opening window or effective air extraction. Adequate storage space for crockery, cutlery, kitchen and cleaning equipment as well as guests' supplies. At least one hygienic and durable work surface. Hot and cold running water at a sink equipped with a draining board and plug.</p>
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**Universal Accessibility:**

	<p><b>All Unit Kitchens:</b> Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements. The water supply and drain pipes under kitchen sinks should be insulated or otherwise configured to protect against contact and be free of sharp or abrasive surfaces. Kitchen appliances, including ovens, ranges and cook-tops, should be insulated or otherwise configured to prevent burns, abrasions, or electrical shock, and should be equipped with a safety switch to de-activate appliance controls. Kitchen elements should incorporate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on cabinets.</p> <p><b>Designated Mobility Accessible Unit Kitchens</b> There should be space in front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit forward and lateral approach by a person using a wheelchair or scooter. Kitchen work surfaces should be located on an accessible route with clear floor space for a forward approach. It should incorporate knee and toe space. The height of work surfaces or counter tops should be 80cm above the floor. They should be free of sharp or abrasive elements and be colour contrasted with adjacent elements. Kitchen sinks should be located on an accessible route with an adjacent clear floor space for forward approach. The kitchen sink should incorporate clear knee and toe space. The height of the rim or the counter top (whichever is higher) should be 80cm above the floor and incorporate faucets and other controls. Refrigerators/ freezers should be configured with at least 50% of the freezer space a maximum 120cm above the floor and incorporate clear floor space in-front.</p>
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**6.4 CROCKERY AND UTENSILS**

	<p>The following items are 'must haves' :</p> <ul style="list-style-type: none"> <li>• Braai tongs and other accessories where braai facilities are provided</li> <li>• Storage containers for multiple purposes</li> <li>• Knives - bread knife, paring knife, meat knife</li> <li>• Serving spoons</li> <li>• Potato peeler</li> <li>• Egg lifter</li> <li>• Fish slice (large egg lifter)</li> <li>• Grater</li> <li>• Spatula</li> </ul>
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**All Stars**

- Slotted spoon
- Wooden spoons or equivalent
- Whisk
- Hygienic chopping board
- Colander
- Cutlery box or drawer divider
- Good quality stainless steel cutlery.
- Numbers of each crockery/glass/cutlery item according to the maximum number of occupants.
- Ladle
- Jug
- Roasting tray
- Sugar bowl
- Mixing bowls x 3 sizes
- Salad bowl
- Salad servers
- Saucepans (one large, medium and small)
- Frying pans x 2 sizes
- Teapot
- Condiment set
- Table cloths and placemats
- Oven gloves
- Ironing board

**Cleaning Equipment:**




- Tea towels
- Washing up brush or sponge
- Broom
- Bucket with mop
- Cleaning agents / dishwasher tablets/ liquid/ powder for the dishwasher
- Cloths
- Dustpan and brush

**Electrical equipment:**


- Kettle (can be gas)
- Toaster

	<ul style="list-style-type: none"> <li>• Iron</li> </ul>
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**6.5 Cooking Equipment**

<b>All Stars</b>	<ul style="list-style-type: none"> <li>• 2 plate stove</li> <li>• Microwave oven</li> </ul>
	<ul style="list-style-type: none"> <li>• A refrigerator with a freezer compartment with ice tray</li> <li>• 2 plate stove</li> </ul>
	<ul style="list-style-type: none"> <li>• Oven or convection microwave.</li> <li>• Three to four plate hob.</li> </ul>
	<ul style="list-style-type: none"> <li>• Oven</li> <li>• Extractor Fan</li> <li>• A fridge/freezer with ice trays.</li> <li>• A four plate hob</li> <li>• Built-in oven with a stove.</li> <li>• A good quality fridge/freezer with ice trays.</li> <li>• A dishwasher with appropriate operating instructions.</li> <li>• Blender</li> <li>• Coffee machine</li> </ul>












**Universal Accessibility:**

	<p><b>All Unit Kitchens:</b> Kitchen work surfaces should be free of sharp or abrasive elements and be colour contrasted with adjacent elements. Kitchen appliances, including ovens, ranges and cook-tops, should be insulated or otherwise configured to prevent burns, abrasions, or electrical shock, and should be equipped with a safety switch to de-activate appliance controls. Kitchen elements should incorporate colour contrast to visually differentiate the cabinets and appliances from adjacent wall and floor surfaces, the counter-top from the cabinets and adjacent walls, and operable hardware on cabinets.</p> <p><b>Designated Mobility Accessible Unit Kitchens</b> There should be space in-front of storage elements, cabinets, sinks, appliances, and work surfaces a minimum of 1500mm deep to permit forward and lateral approach by a person using a wheelchair or scooter. Kitchen work surfaces should be located on an accessible route with clear floor space for a forward approach. It should incorporate knee and toe space. The height of work surfaces or counter top should be 80cm above the floor. It should be free of sharp or abrasive elements and be colour contrasted with adjacent elements. Ranges and cook-tops should incorporate controls that are located to avoid reaching across the burners. Ovens should have controls located on the front panels, mounted no higher than 120cm.</p>
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**6.6 LIGHTING**

<b>All Stars</b>	<p>Direct lighting in all work areas. Energy-saving initiatives to be respected.</p>
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**7. LOUNGE, DINING ROOM and PATIO**

<b>7.1 DECORATION</b>	
	and Functional décor but limited co-ordination.
	Good overall impression. Decoration is simple and effective.
	Very good interior design and overall impression. Some use of objects of interest and artwork.
	Outstanding interior design and overall impression. Professional finish to all aspects of decoration. Interesting architectural features, objects of interest, artwork, and objects d'art.
<b>Universal Accessibility:</b>	
	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.
<b>7.2 FURNISHING AND FIXTURES</b>	
<b>All Stars</b>	Adequate seating for both internal lounge area as well as external patio area, where applicable. Appropriate window treatment to ensure privacy. Good quality outdoor settings which can accommodate all permanent sleeping positions, to be provided on a patio.
	Acceptable appearance, maintenance and condition.
	Good appearance, maintenance and condition.
	Very Good appearance, maintenance and condition.
	Excellent appearance, maintenance and condition. Plastic furniture is not acceptable at 4 star level.
	Outstanding appearance, maintenance and condition. Plastic furniture is not acceptable at 5 star level.
<b>Universal Accessibility:</b>	
	Provision of handles on doors which should be located between 80cm and 120cm, this handle must be at least 12cm in length and be easy to grasp so that a seated user can easily open and close doors. All relevant emergency information and escape route maps available in large print and provision for Braille mapping. Emergency evacuation procedures need to take into account the needs of guests with functional visual limitations.

	<p>Size of opening leaf of all doors the clear opening must be measured with door in 90-degree open position and must measure at least 76cm to enable a mobility aid user to gain access. Adjacent alternative route to revolving doors, gates or turnstiles which these form part of the entry into the facility. Clear unobstructed access between furniture and fittings no less than 90cm in width.</p>
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**7.3 FLOORING AND CEILING, SKIRTING AND CORNICES**

<p><b>All Stars</b></p>	<p>All are of an acceptable quality and condition throughout, e.g. no threadbare or fraying sections of carpet or rugs. A reasonable effort is made to minimise noise levels taking into account size and location of establishment as well as the profile of the guest.</p>
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**Universal Accessibility:**

	<p>End of corridors highlighted by colour, tone or light contrast.  Fixed, slip-resistant floor surface.</p>
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**7.4 TEMPERATURE CONTROL**

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

	<p>and</p>	<p>Where televisions are not provided in the units, there should be easy access to a lounge which has comfortable seating and a functional remote controlled colour television with a minimum of 9 channels to be provided.</p>
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	<p>A functional colour TV with remote control and multi-channels in the unit.</p>
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	<p>and</p>	<p>A remote controlled flat screen colour television and an outstanding choice of channels. DVD/CD player.</p>
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**Universal Accessibility:**

	<p>Sub-titles available on television on services where available.  Televisions to have working remote controls.  Induction loop extensions or ear-phones linked to the television.</p>
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**8. GENERAL SERVICES AND SERVICE**


<b>8.1 WELCOME, FRIENDLINESS AND ATTITUDE</b>	
<b>All Stars</b>	Personalised service and attention to detail is expected.
<b>Universal Accessibility:</b>	
	<p>Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.</p> <p>On arrival, the guest is offered an orientation tour.</p> <p>Guests should be offered an emergency remote to be used to summon assistance when required. The use of vibrating arm-bands, beepers and cellphone communication technology is acceptable.</p> <p>On arrival, guests are offered an audio-description package, providing information on facilities, movement through the hotel and the ilk. It must also provide detailed information on services, e.g. a guest should be able to pull menu information, services and other courtesy information typically found by guests in the room manual.</p> <p>Re-positioning of furniture, and other obstructions in the room to meet guest requirements.</p>
<b>8.2 APPEARANCE OF STAFF</b>	
<b>All Stars</b>	Staff appearance to be professional and neat at all times.
	Staff are to wear name badges at all times
<b>8.3 RECEPTION / MEET AND GREET</b>	
<b>All Stars</b>	<p>All guests should be met on arrival and provided with registration and check in procedures.</p> <p>Meet and greet may be provided at the unit or at an administration centre.</p> <p>Hours of operation for reception are to be displayed in a prominent position indicating contact information.</p> <p>Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, word of mouth or other means to all guests upon request. This should include:</p> <ul style="list-style-type: none"> <li>• Full details of cancellation policy and in house rules, e.g.: Smoking or pets to be on hand.</li> <li>• An honest description of all amenities, facilities and services offered.</li> <li>• All of the above should be communicated before or at the time of reservation. All requests, correspondence, enquiries and complaints should be handled in a friendly and efficient manner.</li> </ul>
<b>Universal Accessibility:</b>	
	<p>Usage of non-reflective glass partitions. As guests with functional hearing/ communication limitations typically rely on sign language and lip reading to communicate, a reflective panel or mirror behind reception staff can make communication difficult.</p> <p>Reception, and other public areas, must be provided with appropriate signage.</p> <p>Entrance should be adequately illuminated with a minimum lighting level of 200 lux.</p> <p>Clear glass panels and doors should be clearly marked.</p> <p>Level threshold across the main entrance door.</p> <p>Door mats should be firmly fixed or located.</p> <p>Any canopy structure should not protrude in a pedestrian route.</p> <p>Reception areas should not have high glass surfaces and backgrounds should be simple in design.</p> <p>Fixed, slip-resistant floor surface.</p>

	<p>Threshold at the main entrance not to exceed 1.3cm difference in level.</p> <p>Doors should have a clear opening width of 90cm to allow a variety of different sizes and types of mobility aids to access the toilet/ bathroom.</p> <p>Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing.</p> <p>Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.</p>
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**8.4 RESERVATION, CHECK IN AND GENERAL EFFICIENCY**

<b>All Stars</b>	<p>Prompt thorough reservation and check-in system, including guest records and requests. All information accurately provided to guests including layout of property, available facilities, meal times etc.</p> <p>Orientation provided / offered to guest.</p> <p>Guests briefed on emergency and evacuation procedures.</p>
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**Universal Accessibility:**

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


	and	Laundry facility or service available.
	and	Where laundry facility is provided on site, drying facilities must be provided.
	and	High quality washing machine and tumble dryer required in each unit or full laundry service provided.

**8.6 CHECK-OUT EFFICIENCY**

<b>All Stars</b>	Bill corrects in all details and clearly presented and explained.
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**Universal Accessibility:**




	<p>Communication assistance provided with check-out procedure.</p> <p>Check-out staff trained to request satisfaction feedback from guests with functional limitations on existing facilities and services.</p> <p>Assistance provided with reading of bills and other check-out procedure, with signature template.</p> <p>Portage assistance and check-out procedure conducted at dropped counter or separate station.</p>
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**8.7 COMMUNICATION FACILITIES**

<b>All Stars</b>	Means of communication with staff 24 hours a day in the event of an emergency must be provided and advertised in the unit.
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**Universal Accessibility:**

	<p>Voice amplifier options on public telephones.</p> <p>Telephones to be fitted with a raised pip on button number 5, this allows the guest with a functional visual limitation to orientate themselves on the keypad.</p> <p>At least one workstation with counter-height at least 80cm from floor.</p> <p>At least one public telephone in the facility, at a level accessible for wheelchair users or a seated guest.</p>
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**8.8 MARKETING AND INFORMATION**

<b>All Stars</b>	<p>Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure, web-sites, word of mouth or other means to all guests or prospective guests upon request. These include:</p> <ul style="list-style-type: none"> <li>• Detailed prices for: accommodation, meals, refreshments, any additional services, service charges, surcharges and levies. All prices should include VAT.</li> <li>• Full details of cancellation policy and in-house rules, e.g. smoking or pets to be on hand.</li> <li>• An honest description of all amenities, facilities and services offered.</li> </ul> <p>All of the above should be communicated before, or at the time of reservation. All requests, correspondence, enquires and complaints should be handled in a friendly and efficient manner.</p>
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**8.9 SHOP / CONVENIENCE STORE**

<b>All Stars</b>	Where an on-site shop / convenience store is not provided or readily accessible, a stocking service to be available. This information to be included in the marketing / compendium information.
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**9. HOUSEKEEPING SERVICES**

**9.1 PROVISION**

<b>All Stars</b>	At the discretion of the establishment and on informing the guests on / prior to arrival cleaning service routine may be agreed upon with the guest.
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**9.2 BEDROOMS AND BATHROOMS**

**Universal Accessibility:**

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

**Universal Accessibility:**

	<p>House-keeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.</p>
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