TOURISM GRADING COUNCIL
OF SOUTH AFRICA
Quality in Tourism

MINIMUM REQUIREMENTS: CARAVANS and CAMPING

CATEGORY DEFINITION REQUIREMENTS	
All Stars	**Category Definition**
	A Caravan and Camping Park is a facility that provides space for guests who provide their own accommodation, such as a tent, a motor home and/or a caravan, together with ablution and toilet facilities.
	Category Entry Requirements
	Only establishments that cater for transient guests 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.
	Transient guests include the general public who travel for recreational purposes including those who may stay for extended periods. Transient guests exclude permanent or semi-permanent occupants (such as construction workers, retirees, etc.)
	Only venues that cater for the 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.
	The owner or representative must be contactable 24 hours per day, 7 days per week.
	There should be an appropriate meet and greet service or Reception area.
	Bathroom facilities may be separate communal male and female facilities (an ablution facility dedicated to men only with a separate section dedicated to ladies only.); or may be private (an ablution facility allocated to a specific site and used by the occupants of that allocated site only); or family bathrooms (bathrooms attached to the main ablution facility that can be used by each family one family at a time, and which are lockable from inside).
	There must be no discrimination to accepting guests based on their race, citizenship, nationality, gender, sexual orientation, religion, ethnicity, physical or mental condition. However, management has the right to refuse access in the interest of other users of the caravan and camping park.
	Establishments should be open every day of the year, unless closed for refurbishment, or unless it offers only seasonal or weekend accommodation.
	The highest standard of courtesy must be shown to guests at all times. Staff should be presentable, helpful and attend to guest needs as their highest priority.
	Guest complaints and problems should be dealt with courteously and promptly.
	Appropriate services and facilities should be available on all days that the establishment is open unless clearly advertised otherwise.
	All enquiries, requests, reservations, correspondence and complaints must be handled promptly and courteously.
	It must be made clear to all visitors what is included and excluded in all quoted prices.

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	Category Entry Requirements
All Stars	The property's pricing structure should be available on request and all prices must include VAT.
	Full details of the establishment's cancellation policy must be made clear to guests at the time of booking.
	Details of any unique in-house policies (e.g. pet policies) must be communicated to guests at the time of booking.
	The amenities, facilities and services provided by the establishment must be described fairly and truthfully to all visitors and prospective visitors, whether by advertisement, brochure, web site, verbal communication or other means.
	Should amenities, facilities and/or services not provided by the establishment be advertised or promoted in the establishment's marketing material, this must be clearly stipulated and the distance between the establishment and these amenities, facilities and/or services clearly indicated.
	Full details of the number of sites, including the maximum number caravans, tents, motor homes, vehicles and/or people per site must be provided on request. In addition, information on the maximum number of sites available and people that can be accommodated at the establishment must be provided on request.
	Domestic rules should be communicated to guests clearly and concisely either prior to or on guest arrival.

1. BUILDING and GROUNDS EXTERIOR	
1.1 APPEARANCE OF BUILDINGS	
All Stars	Outside the park, there should be appropriate signage to direct guests to the main entrance as well as clearly visible and neat property identification signage.
	Within the park, paths should be adequately lit (if appropriate) and, where necessary, directional signage and/or site plans should be provided to guide guests around the park.
	Acceptable general appearance, maintenance and condition. Minor maintenance issues may be present such as natural weathering to building exteriors.
	Good general appearance, maintenance and condition. Minor maintenance issues may be present such as natural weathering to building exteriors.
	Very good general appearance, maintenance and condition. There should be no obvious maintenance issues.
	Paintwork, windows, drains, guttering, etc. should be in a good state of repair, though not necessarily new.
	There should be no obvious structural defects or visible damage.
	Excellent general appearance, maintenance and condition, with no apparent maintenance issues at all.
	The establishment has an attractive and inviting impression.
	Outstanding general appearance, maintenance and condition, with no apparent maintenance issues at all.
	The establishment should create an attractive and inviting impression that creates a sense of luxury.

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1.2 GROUNDS and GARDENS	
All Stars	Seasonal changes, environmental concerns, water availability and water usage must be taken into account.
	The exterior of all buildings must be well maintained and be in a sound and clean condition.
	All grounds and gardens under the control of the operator must be neat, well maintained and appropriate.
★	Grounds and gardens well maintained, kept tidy and safe.
	Basic but functional garden furniture should be provided in all garden areas for guest use.
★★	Grounds and gardens well maintained, kept tidy and safe.
	Adequate and functional garden furniture should be provided in all garden areas for guest use.
★★★	Grounds and gardens attractively maintained, kept tidy and safe.
	Good quality and functional garden furniture is provided in all garden areas for guest use.
★★★★ and ★★★★★	Grounds and gardens are in excellent condition with attention to detail, including landscaping, driveways and appropriate garden architectural features.
	Well-finished and good quality garden furniture is provided in all garden and recreational areas for guest use.
Universal Accessibility	
	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.
	Grounds and garden pathways kept clear of obstacles / obstructions.
	Fixed, level, matt and slip resistant ground and floor surfaces.
	Canopy structures should not protrude into any pedestrian walkways, and should not be lower than 2.1m.
	Where steps en-route to facilities, a no-step route to be provided.
	Textured surfaces, such as roughened finishes, on all ramps, stairways and main circulation paths.
	Route surface firm and even - the surface should be hard with no gravel or cobble type finishes.

1.3 PARKING, DRIVEWAYS, ROADS and SIGNAGE	
All Stars	Where possible and appropriate, service roads should be weather proof (i.e. remain firm under all weather conditions), well-constructed and allow free access to all sites.
	Adequate signage needs to be clearly visible, both on and off the property ensuring guests are correctly guided to the appropriate entrances at all times.
	Where traffic-calming measures are installed on internal service roads these should not cause damage to towing vehicles and caravans when travelling at specified speeds.
	Traffic calming measures should be adequately sign posted and marked.

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Universal Accessibility:	
	Clear signage. Signage should incorporate symbols and pictograms. Signage is an essential for way for guests to find their way.
	Where steps en-route to facilities, a no-step route to be provided.
	Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width.
	Gradient en-route to entrance from street or designated parking bay, to be no steeper than 1:12 gradient (optimum gradient is 1:15)
	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.

1.4 EXTERIOR LIGHTING	
All Stars	Within the park, paths should be adequately lit (if appropriate) and where necessary directional signage and/or site plans should be provided to guide guests around the park.
	Consideration should be given to a park owner's conservation policy to avoid inappropriate light pollution through the use of screened, timed, movement sensitive or down lighting of parks and roads.
	Entrances to all facilities, ablutions, bathrooms, and public and communal areas must be well lit at night dependent on location and nature of park.
	All internal roads, and especially paths to ablution facilities, should be well lit.
	Surrounding areas and entrances to and from the ablutions, games room, play grounds and communal areas must be appropriately illuminated at night.
	Low-level lighting must be used along all paths and roads, and low energy light bulbs should be used where appropriate.
	Consideration must be given to whether lighting is appropriate to the environment, while being sufficient to satisfy s guests' sense of security and safety
	Alternative lighting such as gas or kerosene lighting may be considered appropriate in certain circumstances.

1.4 SAFETY AND SECURITY	
All Stars	Appropriate safety and security measures throughout the establishment at all times.
	Management Representative / the most senior representative on-site responsible for safety and security on call 24 hours a day, 7 days a week.
	Emergency information, procedures and after hours contacts for assistance clearly displayed in English and in pictograms where possible: (minimum: Emergency exits, Evacuation floor plan and Emergency contact numbers).
	Guests to have secure access into facility / establishment.
	Emergency evacuation procedures provided (Written and/or Orally and/or Audio) Minimum: Emergency exits, Evacuation floor plan and Emergency contact numbers.
	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable.
	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests.

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

2. BATHROOMS and ABLUTIONS

2.1 Type of Bathroom	
All Stars	Bathrooms can be communal, private or family facilities.
	Separate bathroom facilities should be provided for male and female guests unless private or family facilities are offered.
	Where appropriate privacy should be provided between individual washing, shower, bath and toilet areas.
	All ablutions should have sufficient space to allow freedom of movement for guests and access to all fittings.
	Clean, running cold and hot water is to be available at all times, unless otherwise advertised.
	All toilets, washbasins, showers, baths and other plumbing must be in good working order and free from trapping surfaces such as porcelain cracks and chips, and broken toilet seats.
	There should be a reasonable number of male and female ablution facilities (shower or bath, toilet and washbasin) for the maximum number of guests the park can accommodate.
	As a guideline it is recommended that there is at least 1 male and 1 female shower or bath, toilet and washbasin for every 8 six-person sites in the park.
★★	Bathrooms to include toilet, hand basin and bath or shower cubicles suitable for the amount of guests in park. A shower over bath tub is also acceptable.
★★★	All bathrooms should have sufficient vanity space at hand wash basins, as well as separate shower or bath cubicles. A shower over bath tub is also acceptable.

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 and	Any private or family bathrooms in the facility should be of a 5-star standard.
	All bathrooms should have ample vanity space at hand wash basins.
	Bathrooms must have a toilet, hand basin, a separate bath cubicle as well as separate shower cubicle.
	If establishments incorporate family bathrooms within the facility, showers, baths and hand basins may be open plan.
	Sufficient vanity space should be provided within the bathroom.
Universal Accessibility:	
	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.)*
	Fixed slip-resistant floor surface. Wooden floors, tiles or close pile carpet no higher than 13mm.
	Flooring to have no design obstructions.
	Flashing light linked to alarm.
	Bathroom instructions must be provided in large print.
	Emergency pull cord linked to monitoring alarm / system (Cord must reach floor level). An alternative system may be provided e.g. vibrating wrist-bands, beepers, cell phone communication etc.
	Use of colour contrasting surfaces.
	Hot pipes must be well insulated.
	The access door should be fitted with an emergency release lock.

2.2 Fixtures and Fittings	
All Stars	All basin, bath and shower taps must be in good working order with sufficient hot and cold water supply.
	Bath and shower taps should provide a strong and easily adjustable flow of water.
	There should be sufficient towel rails or clothes hooks for the number of guests using the facility. Actual shelf to put vanity case, 2 hooks for clothes, stool to sit and put on shoes - all in shower cubicle.
	Sufficient open vanity or shelving space at washbasins should be provided.
	All bathrooms must be equipped with:
	Internal locks or bolt on bathroom doors except where open plan bathrooms exist. In this instance, the toilet must be lockable or screened.
	Non-slip surfaces or mats for use in showers.
 to	All water taps at washbasins, baths and showers are to be of good quality.
	Shower roses to be of good quality.
	All bathroom fixtures and furnishings of good quality and functional. Porcelain fittings (washbasins, toilets and urinals) are to be in good condition with minimal cracks visible.
 and	All bathroom fixtures and furnishings are to be of high quality materials and attractive design.
	Porcelain fittings (washbasins, toilets and urinals) should be of excellent to outstanding quality and condition with no cracks visible.
	High quality vanity surfaces at washbasins, preferably marble or granite, to be provided. Excellent quality and condition tiled or post-form surfaces are also acceptable.
	All water taps at washbasins, baths and showers are to be of outstanding quality with no leaks or dripping faucets.
	Shower roses should be of outstanding quality, and should incorporate water saving features with no leaks or drips.
	All plumbing below basins must be suitably screened, and water pipes to washbasins, baths and showers should not be visible.

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2.3 Shower and Bath Cubicles and Dressing Areas	
All Stars	Privacy must be provided between individual bath and shower cubicles.
	All communal bath/shower units or cubicles must be lockable from the inside.
	All communal bath/shower units or cubicles must have clear access to and adjacent dry area in which to hang clothes, get dressed, etc.
	All clothes hooks in shower and bath cubicles must be positioned so that the clothing cannot come into contact with water from the facility.
	At least one clothes hook should be conveniently placed so that a towel can be hung within easy reach from the shower cubicle or from the bath.
 to	A fixed soap dish or stand should be provided in each bath/shower cubicle.
	Shower curtains are acceptable but not recommended – shower screen doors are preferred. Where shower curtains are used, these must be free of stains, tears, holes and mould.
	Sufficient clothes hanging facilities should be provided.
	A fixed soap dish or stand must be provided in each bath/shower cubicle.
	More than adequate clothes hanging facilities must be provided.
	There should be a stool and/or bench in each shower/bath cubicle.
	A safety grab rail should be fitted in at least 1 bath and 1 shower cubicle in both male and female bathrooms.
	Good water drainage must be ensured.
 and	Shower or bath caddy to be fitted in each shower cubicle as well as within easy reach from bathtubs.
	There must be a stool and/or bench in each shower/bath cubicle.
	Shower screen doors must be used.
	A safety grab rail must be fitted in more than 1 bath and more than 1 shower cubicle in both male and female bathrooms.
	Spacious drying and changing facilities must be provided in each shower/bath cubicle.

Universal Accessibility:	
	Hot water pipes must be well insulated or screened.
	Bath (where provided)
	• Minimum requirement for access space at the side of the bath is 80cm.
	• The space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the mobility device to the bath without any obstacles at the side of the bath.
	• Height of the edge of the bath should be between 45cm - 50cm.
	• This would enable a guest using a wheelchair or other mobility device to transfer from the device to use the bath at the same height and back again. Varying heights can make it impossible for guests to transfer into and out of the bath.
	• Lever action bath mixer with hand shower.
	• A person with a functional physical or mobility limitation will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and cold knobs, which can often result in severe burns from hot water, as the water flow cannot be properly controlled.

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Universal Accessibility:	
	**Roll-in Shower**
	• There should be a clear, unobstructed 120cm x 120cm space in front of the shower seat.
	• Provision should be made for a 40cm x 40cm fold-down shower seat at a height of between 45cm - 50cm above the floor.
	• A vertical and cranked grab-bar should be installed in the correct position. The vertical grab-bar should be 60cm long and the cranked grab-bar should be set at 80cm above the floor.
	• The width of the entrance to the roll-in shower should be at least 80 cm.
2.4 Mirrors and Mirror Lighting	
All Stars	Well lit mirror/s should be situated above or adjacent to the hand wash basins.
 and 	At least one full-length mirror must be provided in each female ablution block.
	All mirrors are to be attractively framed or set into the tiling.
Universal Accessibility:	
	Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of 180cm

2.5 Toilet Cubicles	
All Stars	Privacy must be provided between individual toilet facilities. All doors must be lockable from inside.
	There should be adequate ventilation for each cubicle using an extractor fan or opening window.
	Toilets should all have a separate seat and lid, and should be in good condition.
	All toilet cubicles should be equipped with:
	• A lidded disposal bin and/or sanitary bags.
	• Toilet paper and holder plus spare toilet rolls.
	• Toilet brush with holder.
	At least one clothes hook should be fitted in each toilet cubicle.
	Single-ply toilet paper is acceptable.
	A safety grab rail should be fitted in at least 1 toilet cubicle in both male and female facilities.
	Urinals must be suitably deodorised or designed to ensure that they are odour free.
	Single-ply is acceptable, but two-ply toilet paper is preferred. Each cubicle should also contain a toilet paper holder plus spare toilet rolls.
	A safety grab rail must be fitted in at least 1 toilet cubicle in both male and female facilities.
	Two-ply toilet paper is required. Each cubicle should also contain a toilet paper holder plus spare toilet rolls.
	A safety grab rail must be fitted in more than 1 toilet cubicle in both male and female facilities.

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Universal Accessibility:	
	Flooring should have no design obstructions.
	All accessories and toiletries need to be within easy reach from a sitting position.
	Well illuminated toilet cubicle.
	Toilet seat height should be between 45cm - 50cm.
	80cm wide transfer space to side of toilet pan.
	Front edge of toilet pan to project at least 69cm from the rear wall.
	Centreline of toilet not more than 48cm from wall opposite transfer space.
	Extended flush handle located on side of transfer space of cistern.
	Cranked grab-bar should be located 80cm above floor finish.
	Horizontal grab bar located at 80cm above the floor finish.
	This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.
	The back rest of the toilet, when raised to an upright position, must remain upright.
	Hand basin provided in the correct configuration related to the toilet pan.
	Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.

2.6 Hand Washing and Drying Facilities	
Note: If family bathrooms are in operation in the park, then at least 1 hand basin with mirror, hot and cold running water, and hand washing and drying facilities must be provided for guest use.	
This facility must be installed at the entrance to the family bathroom/s and must comply with the relevant Star level applied for.	
 and	Basic hand washing and drying facilities should be provided.
	A very good quality, clean, absorbent, cotton hand towel should be provided, and must be replaced daily.
	Towels must be free of stains.
	Alternatively, paper towelling or a hot air hand drying facility must be provided.
	A good quality liquid soap dispenser must be provided. Alternatively wrapped hand soap must be provided daily at all wash basins.
 and	An excellent to outstanding quality clean, absorbent, cotton hand towel must be provided, and must be replaced daily.
	Towels must be free of stains.
	Alternatively, paper towelling or an excellent quality hot air hand drying facility must be provided.
	An excellent to outstanding quality liquid soap dispenser must be provided. Alternatively high quality individually wrapped hand soap should be provided daily at all wash basins.
Universal Accessibility:	
	Liquid soap dispensers and paper towelling or hot air hand drying facility must not be higher than 100cm from the floor.

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2.7 Ventilation and Lighting	
All Stars	Adequate ventilation and extraction via opening window or extractor fan must be provided in all bathrooms.
	There should be adequate lighting in all areas.
	Energy-saving initiatives to be respected.
	Light switches must be located at the entrance door to the bathroom facility.
	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.
★	Acceptable lighting coverage and ventilation across all areas of the bathroom.
★★	Good lighting coverage and ventilation across all areas of the bathroom.
★★★	Very good lighting coverage and ventilation across all areas of the bathroom.
	All rooms should have light switches located on the inside of each doorway or an effective automated equivalent such as motion sensor activated lighting.
★★★★	Light fittings are to be of excellent quality, covered and/or recessed.
	Excellent lighting coverage and ventilation across all areas of the bathroom.
	Direct frontal lighting should be provided at all washbasins.
★★★★★	Outstanding quality working light fittings without any maintenance issues.
	Outstanding illumination, lighting coverage and ventilation across all areas of the bathroom.
	Direct frontal lighting should be provided at all washbasins.
Universal Accessibility:	
	All areas in bathroom must be well and evenly lit.
	Height of light switches and controls should be between 80cm - 120cm.

2.8 Walls: Tiling and Paintwork	
★ and ★★	All walls to be reasonably painted.
	Tiling must be of an acceptable quality with little or no cracked or broken tiles.
★★★	All walls are to be well painted with little or no mismatch of colours.
	Tiling must be of a good quality with little or no cracked or broken tiles.
★★★★	Excellent quality tiling covering at least 50% of the wall height from the floor up.
	There should be no cracked or broken tiles evident.
	Paintwork must be of excellent quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.
★★★★★	Outstanding quality tiling covering at least 50% of the wall height from the floor up, but preferably floor to ceiling.
	Added décor such as tile motifs or patterns to enhance the tiling.
	There should be no cracked or broken tiles evident.
	Paintwork must be of an outstanding quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.

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2.9 Flooring and Ceilings	
and	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.
	Ceilings, if fitted, must be well painted, free from any mildew or damage.
	No sagging panels should be visible.
	All flooring to be of an excellent quality non-slip floor tiling or floor coating.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted and be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an outstanding quality non-slip floor tiling.
	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
Universal Accessibility:	
	Fixed, slip-resistant floor finish.
	Where carpet is used it should be firmly fixed to avoid slipping.
	Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.
	Flooring should have no design obstructions.

2.10 Windows, Doors and Frames	
All Stars	All bathrooms must be adequately ventilated with adequate windows opening directly into the open air.
	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.
	If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.
	Grout or cement filling between glass bricks must be well applied.
	For guest privacy purposes, all windows in the bathroom (if present) should either be tinted, frosted, opaque or of other glass that ensures guest privacy. Alternatively windows should be covered with an opaque curtain, blind or shutter.

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2.10 Windows, Doors and Frames	
	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.
	Excessive wood rot is not acceptable in wooden doors, door and window frames.
	All doors and windows should be able to open, close and latch easily.
	All window frames, doors and door frames should have little or no wood rot noticeable.
	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.
	All putty in window frames should be in good condition, clean and well painted.
	All putty in window frames should be in excellent condition, clean and well painted.
 and	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in excellent condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
	All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.
	All putty in window frames should be in outstanding condition, clean and well painted.

2.11Portable Chemical Toilet Service and Disposal Area	
All Stars	A service area for the disposal of caravan or camper chemical toilet waste should be provided at or in close proximity to, existing ablution facilities. All new “purpose-built” 4- and 5-Star parks must provide this facility.
	Provision of a ceramic or stainless steel pan or toilet bowl with a flush system and tap and hose for rinsing the portable chemical toilet cassette should be made.
	The pan or bowl must have a similar easy to clean surround.
	The area should be enclosed or under cover, and be provided with lighting.
	Where private bathrooms or family bathrooms only are provided, the portable chemical toilet service area must be in a separate facility.
 to	The portable chemical toilet service area should be in a separate facility, preferably closed area.
	If a separate facility is not possible, it could be situated within the communal ablution facility, preferably in the male ablution section.)
 and	The portable chemical toilet service area must be in a separate facility, preferably within an enclosed area.

2.12 Purpose Built Universal Accessibility Bathroom for persons with Mobility Limitations	
Universal Accessibility:	
	All emergency warning and evacuation systems should be linked to a flashing emergency light in the bathroom.
	Emergency evacuation instructions must be provided in large print.
	An emergency pull cord linked to a monitored alarm system (cord must reach floor level) must be fitted in the bathroom.
	Surfaces (including walls, floors and counters) should be finished in contrasting colours.

Universal Accessibility:	
	Hot water pipes must be well insulated or screened.
	Minimum size of unobstructed floor space is to be 80cm x 120cm.
	This allows movement in the bathroom using a long cane without the guest injuring themselves by bumping into the toilet, bath/shower, etc.
	The access door should be fitted with an emergency release lock.
	This is to enable the access door to open easily, should there be a need to escape in an emergency.
	No coat hooks or other projections that extend more than 3cm from the wall or doors.
	Remote emergency call system in bathroom.
	In the event of an emergency occurring in the bathroom, there must be a method of calling for assistance.
	Audio and visual emergency warning and evacuation systems.
	This provides guests with functional visual limitations with an enunciated call that there is an emergency situation and that they should commence with the evacuation procedures.
	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.
	This enables a guest using a wheelchair or mobility aid to comfortably access bathroom.
	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.
	I. Bath (where provided)
	Minimum requirement for access space at the side of the bath is 80cm.
	The space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the mobility device to the bath without any obstacles at the side of the bath.
	Height of the edge of the bath should be between 45cm - 50cm.
	This would enable a guest using a wheelchair or other mobility device to transfer from the device to use the bath at the same height and back again. Varying heights can make it impossible for guests to transfer into and out of the bath.
	Lever action bath mixer with hand shower.
	A person with a functional physical or mobility limitation will find it easier to use a hand shower with a lever action mixer rather than having to grasp and turn the different hot and cold knobs, which can often result in severe burns from hot water, as the water flow cannot be properly controlled.
	II. Roll-in Shower
	There should be a clear, unobstructed 120cm x 120cm space in front of the shower seat.
	Provision should be made for a 40cm x 40cm fold-down shower seat at a height of between 45cm - 50cm above the floor.
	A vertical and cranked grab-bar should be installed in the correct position. The vertical grab-bar should be 60cm long and the cranked grab-bar should be set at 80cm above the floor.
	The width of the entrance to the roll-in shower should be at least 80 cm.
	III. WC Pan
	80cm wide transfer space to side of pan.
	Front edge of pan to project at least 69cm from the rear wall.
	Centreline of toilet not more than 48cm from wall opposite transfer space.
	Extended flush handle located on side of transfer space of cistern.

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	Cranked grab-bar should be located 80cm above floor finish.
	Horizontal grab bar located at 80cm above the floor finish.
	This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.
	The back rest of the toilet, when raised to an upright position, must remain upright.
	Hand basin provided in the correct configuration related to the toilet pan.
	Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.

3. HOUSEKEEPING - BATHROOMS / ABLUTIONS	
3.1 Provision	
All Stars	Any assessment of cleanliness should consider the parks' physical environment.
	A high degree of overall cleanliness and attention to detail should be evident.
	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, lights and fittings, mirrors and all other visible areas should be assessed.
	It is expected that ablution facilities will remain clean for a succession of users, even in busy periods.
	It is recommended that an ablution block attendant be on duty to facilitate continuous cleaning especially during busy periods. This is highly recommended in the case of 4- and 5-Star parks.
	Should ablution block attendants be used during busy periods, these attendants should be gender specific (a male attendant in male facilities, a female attendant in female facilities).
	All ablutions must be thoroughly cleaned at least daily with suitable disinfecting or sanitizing chemical cleaners.
	Tiling grout should be kept clean in all areas, at all times.
	The ceilings above shower and bath cubicles must be kept clean at all times, with special attention being paid to ceilings above steam generating facilities.
	Surfaces, porcelain, vanity shelves and counters, and floors should all be clean with all areas showing good housekeeping and maintenance.
Universal Accessibility:	
	Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be able to offer assistance to these guests if requested.

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4. SCULLERIES and CAMP KITCHENS	
4.1 Type of Scullery and/or Camp Kitchen	
All Stars	A scullery for dishwashing purposes and/or camp kitchen must be provided for guest use.
	Sculleries or camp kitchens should have an adequate roof, should preferably be totally enclosed and protected from the elements and must be appropriately lit.
	Each sink (single or double) must be equipped with a draining board and plug.
	Sculleries should be permanent, good quality facilities and not only be a “lean-to” added to the side of an ablution block.
	Sculleries can be communal, private, included in a camp kitchen, or combination of scullery and camp kitchen.
	The facility, its’ equipment and fittings should be of the same quality standard offered in the parks’ ablution or bathrooms.
	Sculleries and camp kitchens must not be situated within ablutions or bathrooms.
	Sculleries and camp kitchens and laundries may be housed in the same room.
	All sculleries and camp kitchens should have sufficient space to allow freedom of movement for guests and access to all fittings.
	Clean, running cold and hot water is to be available at all times, unless otherwise advertised.
	A broom, mop, dustpan and brush should be provided in each scullery or camp kitchen.
	All sinks, work surfaces and plumbing must be in good working order and free from trapping surfaces such as cracks, chips and broken tiles.
4.2 Fixtures and Fittings	
All Stars	All sinks, taps and mixers must be in working order with sufficient hot and cold water supply at all times, unless otherwise advertised.
	There must be a strong and easily adjustable flow of water at the sinks.
	An appropriate fire extinguisher (foam or powder, not water) designated as suitable for kitchen fires should be located at or near the entrance to the facility.
	If situated in an enclosed indoor area, there should be an externally opening window.
	A covered waste disposal bin with liner must be provided.
	There must be sufficient sinks (single or double), with draining boards and plugs, for the typical number of guests using the facility simultaneously.
	In camp kitchens a stove (gas or electric) with at least 2 hot-plates must be provided.
	In camp kitchens a (preferably wall-mounted) hot water urn must be provided for tea or coffee making.
	In camp kitchens a refrigerator with a freezer compartment must be provided.
	Suitable refrigeration and freezer facilities should be made available for guests travelling without this facility.
	A table/s with sufficient seating should be provided in all camp kitchens.

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4.2 Fixtures and Fittings	
and	At least one hygienic work surface.
	A sink (single or double) with plugs and a draining board must be provided.
	All work surfaces should be functional with minimal marks, splashing, grease or other signs of cooking.
	All work surfaces should be functional with minimal marks, splashing, grease or other signs of cooking.
	A sink (single or double) with plugs and a draining board, and possibly a hygienic and clean dish drying rack should be provided.
and	Durable kitchen surfaces, of a high quality, showing no signs of wear and tear or visible marking.
	Double sink of exceptional to outstanding quality equipped with plugs, a draining board and dish drying rack should be provided.
	All water taps and mixers at sinks should be of excellent to outstanding quality with no leaks or dripping taps.
	All plumbing below washbasins must be suitably screened and water pipes are not to be visible either above or below sinks and counters.

4.3 Ventilation and Lighting	
All Stars	Adequate ventilation and extraction via opening window or extractor fan must be provided in all sculleries and/or camp kitchens.
	There should be adequate lighting in all areas.
	Energy-saving initiatives to be respected.
	Light switches must be located at the entrance door to the scullery or camp kitchen facility.
	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.
and	Good lighting coverage and ventilation across all areas of the scullery or camp kitchen.
	Very good lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces.
	All sculleries or camp kitchens should have light switches located on the inside of each doorway or an effective automated equivalent such as motion sensor activated lighting.
	Light fittings are to be of excellent quality, covered and/or recessed.
	Excellent lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces.
	Outstanding quality working light fittings without any maintenance issues.
	Outstanding illumination, lighting coverage and ventilation across all areas of the scullery or camp kitchen. Direct frontal lighting to be provided at all sinks and work surfaces.
Universal Accessibility:	
	All areas in scullery or camp kitchen must be well and evenly lit.
	Height of light switches and controls should be between 80cm - 120cm.

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4.4 Walls: Tiling and Paintwork	
 and	All walls to be reasonably painted.
	Tiling must be of an acceptable quality with little or no cracked or broken tiles.
	All walls are to be well painted with little or no mismatch of colours.
	Tiling must be of a good quality with little or no cracked or broken tiles.
	Excellent quality tiling covering at least 50% of the wall height from the floor up.
	There should be no cracked or broken tiles evident.
	Paintwork must be of excellent quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.
	Outstanding quality tiling covering at least 50% of the wall height from the floor up, but preferably floor to ceiling.
	Added décor such as tile motifs or patterns to enhance the tiling.
	There should be no cracked or broken tiles evident.
	Paintwork must be of an outstanding quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.

4.5 Flooring and Ceilings	
 and	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.
	Ceilings, if fitted, must be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an excellent quality non-slip floor tiling or floor coating.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted and be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an outstanding quality non-slip floor tiling.
	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.

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Universal Accessibility:	
	Fixed, slip-resistant floor finish.
	Where carpet is used it should be firmly fixed to avoid slipping.
	Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.
	Flooring should have no design obstructions.

4.6 Windows, Doors and Frames	
All Stars	All sculleries and camp kitchens must be adequately ventilated with adequate windows opening directly into the open air.
	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.
	If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.
	Grout or cement filling between glass bricks must be well applied.
	If deemed necessary for guest privacy purposes all windows in the sculleries or camp kitchens (if present) should be either tinted, frosted, opaque or of other glass that ensures guest privacy.
 and	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.
	Excessive wood rot is not acceptable in wooden doors, door and window frames.
	All doors and windows should be able to open, close and latch easily.
	All window frames, doors and door frames should have little or no wood rot noticeable.
	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.
	All putty in window frames should be in good condition, clean and well painted.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in excellent condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in outstanding condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
Universal Accessibility:	
	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.
	This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.
	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.

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5. HOUSEKEEPING – SCULLERIES and CAMP KITCHENS	
5.1 Provision	
All Stars	All sculleries and camp kitchens must be thoroughly cleaned at least daily with suitable disinfecting or sanitizing chemical cleaners.
	A high degree of overall cleanliness and attention to detail should be evident.
	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, pipe work, lights and fittings, extractor fans, the interiors and exteriors of all installed machines, and all other visible areas should be assessed.
	Tiling grout should be kept clean in all areas, at all times.
	All work surfaces to be clean with no grime or smears visible.
	All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.
Universal Accessibility:	
	Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be able to offer assistance to these guests if requested.

6. LAUNDRIES and DRYING AREAS	
6.1 Type of Laundries and Drying Areas	
All Stars	If appropriate to the market (parks catering to holidaymakers and/or long-stay travellers), and not readily available in the surrounding area, a laundry facility should be provided for guest use.
	The laundry should be equipped and fitted with at least washing machines and/or deep hand-washing troughs.
	Laundry facilities may be located in the same vicinity or room as a scullery.
	Laundries must not be situated within ablutions or bathrooms.
	All laundries should have sufficient space to allow freedom of movement for guests and access to all fittings.
	Clean, running cold and hot water should be available at all times, unless otherwise advertised.
	A broom, mop, dustpan and brush should be provided in each laundry if not situated in the same room as the scullery or camp kitchen.
	A clothes drying/hanging area must be provided for guest use.
	This area should be hidden from general view and should be enclosed, with sufficient good quality clothes hanging lines installed.

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6.2 Fixtures and Fittings	
All Stars	All sinks, deep troughs, taps and mixers must be in working order with sufficient hot and cold water supply at all times, unless otherwise advertised.
	There must be a strong and easily adjustable flow of water at the sinks.
	An appropriate fire extinguisher (foam or powder, not water) designated as suitable for kitchen fires should be located at or near the entrance to the facility.
	Washing and drying equipment may be either domestic or industrial.
	Coin or disk operated equipment is acceptable.
	All equipment must to be in good working condition.
	Clear operating instructions for all equipment, with usage tariffs and acceptable means of payment must be clearly displayed.
	If situated in an enclosed indoor area, there should be an externally opening window.
	Alternatively, adequate ventilation for the facility must be provided.
	Good quality tiled flooring, considering ease of cleaning, hygiene and guest safety must be provided in all laundry areas.
	The facility, its' equipment and fittings should be of the same quality standard offered in the parks' ablution or bathroom facilities.
 and	At least 1 work surface suitable for clothes sorting and folding should be provided.
	Electrical power points and ironing boards must be provided in the laundry area.
 and	Durable working or clothes sorting surfaces, of a high quality, showing no signs of wear and tear or visible marking should be provided.
	All washing and drying equipment must be clean, well maintained and no rust should be visible.
	All water taps and mixers at wash troughs are to be of excellent to outstanding quality with no leaks or dripping taps.
	All plumbing below wash troughs should be suitably screened and water pipes are not to be visible.

6.3 Ventilation and Lighting	
All Stars	Adequate ventilation and extraction via opening window or extractor fan must be provided in all laundry facilities.
	There should be adequate lighting in all areas.
	Energy-saving initiatives to be respected.
	Light switches must be located at the entrance door to the facility.
	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.

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6.3 Ventilation and Lighting	
★	Acceptable lighting coverage and ventilation across all areas of the laundry.
★★	Good lighting coverage and ventilation across all areas of the laundry.
★★★	Very good lighting coverage and ventilation across all areas of the laundry.
	All laundries should have light switches located on the inside of each doorway or an effective automated equivalent such as motion sensor activated lighting.
★★★★	Light fittings are to be of excellent quality, covered and/or recessed.
	Excellent lighting coverage and ventilation across all areas of the laundry.
★★★★★	Outstanding quality working light fittings without any maintenance issues.
	Outstanding illumination, lighting coverage and ventilation across all areas of the laundry.
Universal Accessibility:	
	All areas in laundry must be well and evenly lit.
	Height of light switches and controls should be between 80cm - 120cm.

6.4 Walls: Tiling &Paintwork	
★ and ★★	All walls to be reasonably painted.
	Tiling must be of an acceptable quality with little or no cracked or broken tiles.
★★★	All walls are to be well painted with little or no mismatch of colours.
	Tiling must be of a good quality with little or no cracked or broken tiles.
★★★★	If installed, tiling should be of an excellent quality covering at least 50% of the wall height from the floor up.
	There should be no cracked or broken tiles evident.
	Paintwork must be of excellent quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.
★★★★★	If installed, tiling should be of an outstanding quality covering at least 50% of the wall height from the floor up, but preferably floor to ceiling.
	Added décor such as tile motifs or patterns to enhance the tiling.
	There should be no cracked or broken tiles evident.
	Paintwork must be of an outstanding quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.

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6.5 Flooring &Ceilings	
and	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.
	Ceilings, if fitted, must be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an excellent quality non-slip floor tiling or floor coating.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted and be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an outstanding quality non-slip floor tiling.
	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
Universal Accessibility:	
	Fixed, slip-resistant floor finish.
	Where carpet is used it should be firmly fixed to avoid slipping.
	Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.
	Flooring should have no design obstructions.

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6.6 Windows, Doors and Frames	
All Stars	All laundries must be adequately ventilated with adequate windows opening directly into the open air.
	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.
	If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.
	Grout or cement filling between glass bricks must be well applied.
6.6 Windows, Doors and Frames	
 and	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.
	Excessive wood rot is not acceptable in wooden doors, door and window frames.
	All doors and windows should be able to open, close and latch easily.
	All window frames, doors and door frames should have little or no wood rot noticeable.
	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.
	All putty in window frames should be in good condition, clean and well painted.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in excellent condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
	All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in outstanding condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
	All doors inside ablutions should have at least 15cm floor to door clearance at bottom of door.
Universal Accessibility:	
	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.
	Door-handles should be located at a height below 120cm.

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7. HOUSEKEEPING – LAUNDRIES and DRYING AREAS	
7.1 Provision	
All Stars	All laundries must be thoroughly cleaned at least daily with suitable disinfecting or sanitising chemical cleaners.
	A high degree of overall cleanliness and attention to detail should be evident.
	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, pipe work, lights and fittings, extractor fans, the interiors and exteriors of all installed machines, and all other visible areas should be assessed.
	Tiling grout should be kept clean in all areas, at all times.
	All work surfaces to be clean with no grime or smears visible.
	All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.
Universal Accessibility:	
	Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and be able to offer assistance to these guests if requested.

8. SITES FOR CARAVANS and CAMPING	
8.1 Size and Demarcation of Sites	
All Stars	Caravan and camping sites must be provided for guest use.
	Caravans or tents on adjacent sites should be a reasonable and safe distance apart.
	All caravan and camping sites should be positioned for relatively easy access to communal facilities.
	Sites must be large enough to accommodate a caravan/motor home/tent and towing vehicle.
	There should also be 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 and or tent.
	The minimum recommended site size for a caravan stand is approximately 8m x 10m
	The sites need not be demarcated for 1- to 3-Star properties.
	It is however highly recommended that all sites are demarcated by means of plants, stones, painted lines, wooden barriers, hedges, etc.
	All sites should be clearly numbered for easy identification.
 and	All sites must be level and clearly demarcated.
	Sites are typically larger with the average recommended site size for a caravan stand being approximately 10m x 12m.
	There must be a reasonable number of private or secluded sites available.

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8.2 Access and Overhead Clearance.	
All Stars	Caravan and camping sites must be accessible to and from a service road.
	There should be good overhead clearance for a variety of types and makes of caravans and tents.
 to	Sites must have shade - either trees or other means.
 and	Access to the site should be easy with motor vehicle and caravan still hitched.
	It should not be necessary for a caravan to be unhitched and manually pushed onto the site.
	It is acceptable that the caravan or trailer be reversed onto the site by means of the tow vehicle, unhitched and then manually positioned and levelled.
	There must be no overhead branches from trees or shrubs that are able to touch or brush against the caravan or tent.
	Clearance above the caravan or tent must be at least 2.7m.

8.3 Surface and Drainage	
All Stars	All caravan and camping sites must be relatively level, even-surfaced and well drained.
	Sites should not flood during a period of average rainfall.
	There must be no protruding roots from nearby trees on the camping area.
	Trenches dug by campers prior to vacating the site must be filled and evened out as soon as possible to avoid an inconvenience to the next guest.
	The camping surface may be fully or partially grassed, well maintained gravel surface, brick paved or a combination of these surfaces.
	Concrete camping surfaces are not recommended.
	If the camping surface is brick paved this should be an area of at least 3m x 5m.
	Allowance must also be made for campers to be able to insert tent pegs between the paving bricks or blocks.
Universal Accessibility.	
	Sites for persons with functional mobility limitations should be positioned as close as possible to an ablution facility.
	These designated sites should be clearly signposted and/or closed to general campers.
	The designated sites should preferably have a clearly defined brick paved surface covering an area of at least 3m x 5m as well as easy access to a paved and ramped path to the ablution facility.

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8.4 Site Facilities	
All Stars	In those parks that accommodate caravans, each caravan site must have adequate and easily accessible electricity, unless otherwise advertised.
	There must be at least 1 power outlet per site
	The distance from the site to the closest power point should be a maximum of 25m to prevent long lead cords being used.
	Where there are separate sites allocated for tents only these may be excluded from this requirement.
	All electrical power points on caravan and camping sites should meet SABS standards, be certified and conform to any and all legal requirements.
i. Electrical Power Points	
All Stars	Depending on the natural environment and/or setting of the park, electrical supply might not be required. Such establishments must clearly specify that no electricity is offered at sites.
	If electrical points are provided to some or all of the sites it is recommended that a maximum of 4 electrical outlets per power box be provided.
	Each electrical box must be fitted with earth leakage circuit breakers, and all wiring must be suitably enclosed inside the power box to prevent accidental contact with exposed wiring.
	All electrical power boxes must be waterproof.
	Doors or lids of electrical power boxes must be able to be securely closed with power cords installed in their socket points (i.e. relief slots in the bottom of the box should accommodate these cords).
	All power boxes must be securely mounted on a suitable post at a height and location that is clearly visible to guests.
	Ideally all power outlets should be at least 1.8m from any water outlet.
	Guests should not be required to use a connector cord or extension cord of more than 25m in length in order to reach a power outlet, nor should it be necessary to lay a connector or extension cord across any access road or pedestrian pathway, or suspended over or through any another camp site.
	To prevent overloading of circuits and unnecessary circuit tripping, and to ensure guest safety, it is essential that all electrical points at caravan and camping sites adhere to all recognised electrical compliance regulations and standards.
	All electrical sockets on camping sites should be 230V single phase 10A - 15A or 20A outlets.
	Each site should have its own electrical point of not less than 10A with a separate circuit breaker for each point.
ii. Water Points and Drainage	
All Stars	Sufficient taps with running water and adequate pressure must be available for guest use.
	These taps should be reasonably close and easily accessible to the caravan and camping sites.
	An efficient drainage system should, where possible, be installed at each tap to allow for wastewater run-off.
	All water taps must be securely mounted, clearly visible and positioned at a comfortable height.
	A drainage system should, be installed at each tap to allow for wastewater run-off.

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ii. Water Points and Drainage	
 to	There must be a high ratio of taps to the number of sites available.
	At least 1 tap for every 2 - 4 sites is recommended for 4-Star parks.
	At least 1 tap for every 2 sites is recommended for 5-Star parks.
	A drainage system must be installed at each tap to allow for wastewater run-off.
iii. Refuse Bins	
All Stars	Sites must be provided with suitable refuse disposal facilities.
	The number of refuse bins provided will depend on the frequency of refuse removal and usage levels.
	All bins should be emptied and cleaned at least daily.
	Refuse bins should be lined and have a lid.
 and	There must be a high ratio of refuse bins to the number of sites available.
	At least 1 bin for every 2 - 4 sites is recommended for 4-Star parks.
	At least 1 bin for every 2 sites is recommended for 5-Star parks.
	Refuse bins must be lined and have a lid.
iv. Braai Facilities	
All Stars	If braai facilities are provided on the site these must be kept clean, tidy and be safe for guest use.
	All camp braais, whether fixed or portable, should be cleaned daily.
	Clearly designated “Ash Only” refuse bins should be strategically placed throughout the park and clearly sign posted for the disposal of braai ash by guests who braai on their camp sites.
	These ash bins must be regularly emptied and kept clean.
 and	Every site should have its own braai facility either fixed or portable, unless otherwise advertised.
	All braais, whether fixed or portable, must be in an excellent condition, and must have braai grids that are not rusted, buckled or broken.
	All braais, including guest braais, whether fixed or portable, should be cleaned daily.

8.5 Site Keeping and Appearance	
All Stars	A high standard of cleanliness must be evident for each site.
	All sites should be kept clean and litter free.
	Any sites that have been fouled by animals must be cleared immediately.
	The grass is to be well kept throughout all the sites in the park, taking into account the park location, type and also recent weather conditions.
	The areas of sites around caravans and campers should be well maintained and kept clean at all times.

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9. PUBLIC AREAS - RECEPTION and HALLS	
9.1 Provision	
Universal Accessibility:	
	End of corridor highlighted by colour, tone or light contrast between walls and floor coverings.
	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.
	Background music should be appropriate or kept at a low level.
	Voice amplification option linked to public telephone in the lobby.
	Where televisions are provided subtitles must be shown.
	A selection of chairs to be with and without arm-rests.
	At least 10% of chairs should have a seat height of 50cm. (no lower than 48cm and no higher than 52cm)
	All relevant emergency information and escape route maps available in large print and provision should be made for Braille mapping.
	Emergency evacuation signage to incorporate symbols and pictograms.
	Public telephones to be fitted with a raised pip on button number 5.
	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.
	Where revolving doors, turnstiles or other barriers have been installed in the establishment, an alternative means of access should be installed.
	Height of emergency equipment, switches and controls located between 80cm and 120cm.
	Acceptable levels of lighting appropriately positioned for safety and comfort in all public areas, including sufficient light on stairways and landings at night.
	Acceptable temperature control and ventilation.
	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12. *(optimum gradient 1:15)*
	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.

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9.2 Fixtures and Fittings	
All Stars	There should be an adequate and clearly identifiable reception area or office.
	Reception furniture, desks and office equipment is to be in good functional condition.
	Corridors and stairs are to be in good repair and free from obstruction, and be well lit 24 hours.
	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.
	All emergency information and signage should be clearly displayed in all public areas.
 and	All seating areas in Reception and/or halls are to be of a good size, quality and condition.
	Any window coverings (curtains, blinds, etc.) must be in acceptable condition.
 and	All seating areas in Reception and/or halls are to be of a good size, quality and condition
	Seating layout should provide a reasonable amount of space for guests to be able to easily move around.
	Halls should be made available for guests and be accessible throughout the day and evening.
	Clear signage notifying guests as to the office, reception and hall opening and closing hours must be clearly displayed.
	If necessary, good quality lined curtains or good quality blinds large enough to draw easily and completely across the width and height of all windows should be fitted.
	If curtains or blinds are fitted they must be in excellent condition.
	Reception furniture, tables and desks must be in excellent condition and have excellent finishes.
	Attractive wall décor and/or finishes must be used to enhance the facilities.
	All seating areas in Reception and/or halls should be of outstanding size, quality and condition.
	Seating layout should provide a sufficient amount of space for guests to comfortably be able to move around.
	If curtains or blinds are fitted they must be in outstanding condition.
	Reception furniture, tables and desks must be in outstanding condition and have outstanding finishes.
	Attractive wall décor must be used to enhance the facility.
Universal Accessibility:	
	Usage of non-reflective glass partitions.
	Reception, and other public areas, must be provided with appropriate signage.
	Entrance should be adequately illuminated with a minimum lighting level of 200 lux.
	Clear glass panels and doors should be clearly marked.
	Level threshold across the main entrance door.
	Door mats should be firmly fixed or located.
	Any canopy structure should not protrude into a pedestrian route.
	No high gloss and simple backgrounds.
	Fixed, slip-resistant floor surface.
	Threshold at the main entrance not to exceed 1.3cm difference in level.
	Size of opening leaf of entrance door at least 76cm with the door in a 90-degree open position.
	Unobstructed level entry space on either side of main entrance door 90cm x 120cm distance measured clear of the door swing.
	Size of unobstructed clear space in-front of check-in counter or reception desk at least 90cm x 140cm.

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9.4 Ventilation and Lighting	
All Stars	Adequate ventilation and extraction via opening window or extractor fan must be provided in all areas.
	There should be adequate lighting in all areas.
	Energy-saving initiatives to be respected.
	Light switches must be located at the entrance door to the facility.
	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.
★	Acceptable lighting coverage and ventilation across all areas of the reception and/or hall.
★★	Good lighting coverage and ventilation across all areas of the reception and/or hall.
★★★	Very good lighting coverage and ventilation across all areas of the reception and or hall.
★★★★	Light fittings are to be of excellent quality, covered and/or recessed.
	Excellent lighting coverage and ventilation across all areas of the reception and/or hall.
★★★★★	Outstanding quality working light fittings without any maintenance issues.
	Outstanding illumination, lighting coverage and ventilation across all areas of the reception and/or hall.
Universal Accessibility:	
	All areas in reception and/or hall must be well and evenly lit.
	Height of light switches and controls should be between 80cm - 120cm.

9.5 Walls: Tiling &Paintwork	
★ and ★★	All walls to be reasonably painted.
	Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.
★★★	All walls are to be well painted with little or no mismatch of colours.
	Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.
★★★★	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.
	Paintwork must be of an outstanding quality and finish with no mismatch of colours except where a décor theme exists.
	Walls must not be cracked or damaged.
★★★★★	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.
	Added décor such as tile motifs or patterns to enhance the tiling.
	Paintwork must be of an outstanding quality and finish with no mismatch of colours except where a décor theme exists.
	Walls must not be cracked or damaged.

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9.6 Flooring and Ceilings	
and	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.
	Ceilings and Cornices, if fitted, must be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded
	All flooring to be of an excellent quality non-slip floor tiling or floor coating.
	There should be no cracked floor tiling visible.
	Ceilings and Cornices, if fitted, must be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded
	All flooring to be of an outstanding quality non-slip floor tiling.
	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.
	There should be no cracked floor tiling visible.
	Ceilings and Cornices must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded
Universal Accessibility:	
	Fixed, slip-resistant floor finish.
	Where carpet is used it should be firmly fixed to avoid slipping.
	Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.
	Flooring should have no design obstructions.

9.6 Windows, Doors and Frames	
All stars.	All Reception areas and/or halls must be adequately ventilated with adequate windows opening directly into the open air.
	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.
	If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.
	Grout or cement filling between glass bricks must be well applied.

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9.6 Windows, Doors and Frames	
and	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.
	Excessive wood rot is not acceptable in wooden doors, door and window frames.
	All doors and windows should be able to open, close and latch easily.
	All window frames, doors and door frames should have little or no wood rot noticeable.
	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.
	All putty in window frames should be in good condition, clean and well painted.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in excellent condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in outstanding condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
Universal Accessibility:	
	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.
	This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.
	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.

9.7 Public Area Toilets	
All Stars	All public area toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.
	Public area toilets may be unisex.
	The following facilities should be provided as a minimum:
	• A toilet with seat and lid
	• A hand basin with running water and soap
	• Hand drying facilities (clean towel or paper towels or hot air dryer)
	• Covered light
	• Mirror above the hand basin
	• Covered light
	• Hook on cubicle door
	• A lidded disposal bin and/or sanitary bags.
	• Toilet paper and holder plus spare toilet rolls.
	• Toilet brush with holder
and	Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in the park.
	Fixtures and fittings in public area toilets should be of excellent quality.

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9.8 Public Toilets - Mobility Designated Toilets.	
i. Flooring and Ceiling:	
	Fixed slip-resistant floor surface. Wooden floors and tiles are to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor. Where a carpet or carpeting is used it should be firmly fixed to avoid slipping.
ii. Fixtures and Fittings:	
	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.
	This enables a guest using a wheelchair or mobility aid to comfortably access toilet or bathroom.
	Minimum size of unobstructed space in front of doors is a 120cm diameter circle clear of all fittings, fixtures and the line of the door swing.
	Door handles should be located at a height of between 80cm - 120cm, must be at least 12cm in length, and should be easy to grasp so that seated users can easily open and close doors.
	Accessories, toiletries and toilet paper must be within easy reach from a seated position.
iii. Mirror and Mirror Lighting:	
	Where provided, full length mirrors must be a minimum height of 40cm above the ground and have a minimum top height of 180cm.
iv. Hand Basin and Toilet Areas:	
	Toilet seat height should be between 45cm - 50cm.
	80cm wide transfer space to side of pan.
	Front edge of pan to project at least 69cm from the rear wall.
	Centreline of toilet not more than 48cm from wall opposite transfer space.
	Extended flush handle located on side of transfer space of cistern.
	Cranked grab-bar should be located 80cm above floor finish.
	Horizontal grab bar located at 80cm above the floor finish.
	This must be measured to the centreline of the horizontal portion to enable the guest to use it to lift and support their weight.
	The back rest of the toilet, when raised to an upright position, must remain upright.
	Hand basin provided in the correct configuration related to the toilet pan.
	Basin adjacent to toilet set at 80cm height with 72cm clear space beneath.
v. Lighting and Ventilation:	
	All areas in bathroom must be well and evenly lit.

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10. HOUSEKEEPING. PUBLIC AREAS - RECEPTION and HALLS	
10.1 Provision	
All Stars	A high degree of overall cleanliness and attention to detail should be evident.
	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, lights and fittings and all other visible areas should be assessed.
	All public areas and halls should be thoroughly cleaned at least once a day with suitable disinfecting or sanitizing chemical cleaners.
	All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.
Universal Accessibility	
	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.
	Housekeeping staff to be aware of possible requirements of a guest with a functional mobility or visual limitation.
	Housekeeping staff to ensure all that space between furniture meets UA requirements.

11. COMMUNAL BRAAI AREAS and BOMAS	
11.1 Provision	
Due to their unique nature, communal braai areas and bomas should be assessed separately from general communal areas.	
Braai areas and bomas are naturally more rustic in appearance than other areas and this must be considered when assessing these areas.	
Universal Accessibility:	
	Use of contrast highlighted by colour, tone or light contrast between walls and floor coverings in order to prevent confusion or accidents of misjudgement of length or depth caused by all colours being the same.
	The area should be clearly demarcated through use of varied surface finishes and textures.
	Gradient en-route to facilities gradient should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user to enter without too much difficulty.
	There should be a landing at the top of ramps with minimum dimensions of 90cm x 90cm.
	Ramps must have an unobstructed width of not less than 90cm to allow for easy access for mobility aid users.
	Stairs should be fitted with handrails and non-slip treads.
	Any canopy structure should not protrude into a pedestrian route.
	Directional and informational signage related to physical and environmental access must be well lit.

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11.2 Fixtures and Fittings	
All Stars	If supplied, the communal braai area and bomas should be clearly identifiable and have appropriate covering over a braai area for those in tents.
	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.
★	Average quality, possibly ageing facility.
	Signs of some damage and wear and tear is evident
	Décor is amateurish with little design co-ordination.
	Braai grids, if supplied, should be in reasonable condition.
	The braai facility should be cleaned daily.
	All seating should be of an acceptable quality and condition, and can be of a rustic wooden bench type.
★★	All seating should be of a good quality and condition, and can be of a rustic wooden bench type.
	Braai grids, if supplied, should be in reasonable condition.
	The braai facility should be cleaned daily.
	Good quality décor which may be ageing but should not show signs of significant wear and tear.
	Décor is more practical than comfortable and aesthetic.
★★★ and ★★★★	All seating areas should be of a good size, quality and condition, with good layout to provide a reasonable amount of space for guests to easily move around.
	Boma and braai areas should be made available for guest use and be accessible throughout the day and evening.
	Braai grids should be supplied and must be in an excellent condition.
	The braai facility must be cleaned daily.
	Décor and furniture makes use of high quality materials.
	No scratches, chips, stains, or scuff marks on all work surfaces.
	Décor and furniture shows evidence of professional workmanship and installation.
★★★★★	All seating areas should be of an excellent size, quality and condition, with good layout to provide a large amount of space for guests to easily move around.
	Boma and braai areas should be made available for guest use and be accessible throughout the day and evening.
	Décor and furnishing show strong evidence of a co-ordinated design plan having been applied.
	There should be no evidence of ageing, wear and tear and surfaces and features should have outstanding quality finishes.
	Braai grids must be supplied and must be in outstanding condition.
	Additional braai accessories and tools such as braai tongs and forks, coal rakes, etc. should be supplied at braai facility.
	The braai facility must be cleaned daily with the grids thoroughly cleaned and sanitized after each use.
	All tables and work surfaces must be in outstanding condition with no signs of damage.

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Universal Accessibility:	
	There should be a selection of chairs to be with and without armrests provided in braai and boma areas.

11.3 Ventilation and Lighting	
All Stars	The design of boma and braai areas should allow for adequate ventilation and extraction especially of braai or fire smoke.
	There should be adequate lighting in all areas.
	Energy-saving initiatives to be respected.
	Light switches must be located at the entrance door to the facility.
	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.
★	Acceptable lighting coverage and ventilation across all areas of the boma and braai facilities.
★★	Good lighting coverage and ventilation across all areas of the boma and braai facilities.
★★★	Very good lighting coverage and ventilation across all areas of the boma and braai facilities.
	The area over the braai/s must be very well lit.
★★★★	Light fittings are to be of excellent quality, covered and/or recessed.
	Excellent lighting coverage and ventilation across all areas of the boma and braai facilities.
	The area over the braai/s must be exceptionally well lit.
★★★★★	Outstanding quality working light fittings without any maintenance issues.
	Outstanding illumination, lighting coverage and ventilation across all areas of the boma and braai facilities.
	The area over the braai/s must be exceptionally well lit.
Universal Accessibility:	
	All areas in the boma and braai areas must be well and evenly lit.
	Height of light switches and controls should be between 80cm - 120cm.

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11.4 Walls (If Applicable)	
It is generally found that the boma and braai areas are inevitably not walled floor to roof.	
Possibly the walls are only fitted to 50% of roof height and/or are only partially walled.	
Parallel posts could also serve as borders.	
★★ and ★★	All walls to be reasonably maintained and clean.
★★★	All walls are to be well maintained and clean.
★★★★	Walls should be of an excellent quality with no obvious cracks or damage.
	Added décor such as paintings, posters, planters or wall motifs should be applied.
★★★★★	Walls should be of an outstanding quality with no obvious cracks or damage.
	Added décor such as painted motifs, planters or patterns to enhance the effect must be applied.
	Paintwork (if applied) should be of outstanding quality and finish with no mismatch of colours.

11.5 Flooring	
★ and ★★	Flooring to be fit for purpose.
	Flooring shows considerable use with gaps between joints and between floor and wall.
	There should be no cracks large enough cause tripping injuries or other safety problems.
★★★	High quality flooring throughout the facility.
	Some signs of wear and tear and some small discoloration in areas of high traffic are acceptable.
	The floor should be in a generally good condition.
★★★★	Excellent quality flooring throughout the facility.
	No stains, burns or marks should be evident.
	The floor should be in a generally excellent condition and should be a well-maintained surface.
★★★★★	Outstanding quality flooring that has been professionally lain throughout the facility.
	No stains, burns or marks should be evident and there should be no signs of wear even in high traffic areas.
	The floor should be in a generally excellent condition and should be a very well-maintained surface.
Universal Accessibility:	
	Fixed slip-resistant floor surface. Wooden floors and tiles are to ensure that users of mobility aids do not slip and injure themselves on a wet and slippery floor.
	Flooring should have no design obstructions.

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11.6 Roofing	
Communal braai areas and bomas traditionally do not have roofing or ceilings.	
All Stars	If fitted, roofing can be timber slat, thatch, tiled, corrugated sheeting or any other typical structure.
★ and ★★	All roofing is to be in an acceptable condition and should not be visually unappealing.
★★★	All roofing should be in a good condition and should not have any loose thatch, roof sheeting or damaged areas.
★★★★	All roofing should be in an excellent condition and should not have any loose thatch, roof sheeting or damaged areas.
★★★★★	All roofing must be in an outstanding condition and should not have any loose thatch, roof sheeting or damaged areas at all.

12. HOUSEKEEPING - COMMUNAL BRAAI AREAS and BOMAS	
12.1 Provision	
All Stars	A high degree of overall cleanliness and attention to detail should be evident.
	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, work surfaces, lights and fittings, furniture, tables, braai areas, and all other visible areas should be assessed.
	All public and communal areas must be cleaned at least daily with suitable disinfecting or sanitising chemical cleaners.
	All work surfaces, counters and floors should be clean with all areas showing good housekeeping and maintenance.
Universal Accessibility	
	Housekeeping staff to ensure that public areas are cleared of any obstacles that may cause possible injury to a guest.
	Housekeeping staff should be aware of possible requirements of guests with functional mobility or visual limitations, and should be able to offer assistance to these guests if requested.

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13. RECREATIONAL FACILITIES (Games Room and TV Room)	
13.1 Fixtures, Fittings and Equipment	
All Stars	If a games room, TV Room or any other recreational facilities are present, these should be adequately equipped.
	These facilities can be separate rooms or areas, or could be combined in a single facility.
	The facilities should be conveniently located, and must be in an acceptable appearance, well maintained and good condition.
	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.
	All emergency information and signage should be clearly displayed in all public areas.
	The condition, quantity and availability of any games equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) whether these are for complimentary guest use or for hire should be taken into account during the assessment.
 and	All seating in recreational facilities should be of a good size, quality and condition.
	Functional plastic furniture in good condition is acceptable.
	A functional colour TV with remote control and access to available free-to-air channels should be provided.
	All supplied equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) should be in acceptable condition.
	Any electronic gaming equipment is to be in good working order and condition.
	Functional décor with limited co-ordination is acceptable.
	If blinds or curtains are fitted in the facilities, they must be in acceptable condition.
 and	All seating areas in recreational facilities should be of a good size, quality and condition, with good layout to provide a reasonable amount of space for guest to easily move around.
	Recreational facilities should be made available for guests and should be accessible throughout the day and evening.
	Good quality plastic furniture is acceptable.
	A functional colour TV with remote control and preferably with access to multiple channels (both free-to-air and pay) should be provided.
	All supplied equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) should be in excellent condition.
	Any electronic gaming equipment is to be in excellent working order and condition.
	Simple and effective interior design and décor is expected in these facilities.
	Signage notifying guests as to the opening and closing hours must be clearly displayed.
	If fitted, blinds must be in an excellent condition.
	Curtains, if fitted, must be lined, meet in the middle and should be of an excellent quality and condition.
	Walls should be of an excellent quality with no obvious cracks or damage.
	Added décor such as paintings, posters, planters or wall motifs should be applied.
 and	Wi-Fi should be available either free or pay for use.

★★★★★	5-Star parks should offer an appropriate range of recreation facilities that suit its specific target market.
	All seating areas in recreational facilities should of a good size, and of outstanding quality and condition.
	The seating layout should provide an excellent amount of space for guests to be able to comfortably move around.
	Plastic furniture is not acceptable.
	A remote controlled flat screen colour television and an outstanding choice of channels (including radio and television, free-to-air and pay) on satellite TV should be provided.
	Signage notifying guests as to the opening and closing hours must be clearly displayed.
	All supplied equipment (such as putters and golf balls, pool cues, table tennis bats, darts, board games, cards, etc.) should be in outstanding condition.
	Any electronic gaming equipment must be in perfect working order and in outstanding condition.
	Outstanding interior design and overall impression. Professional finish to all aspects of decoration.
	Interesting architectural features, objects of interest, artwork, and objects d'art should be incorporated into the interior design and décor of these facilities.
	If fitted, blinds must be of outstanding quality and should effectively provide privacy and shut out light.
	Curtains, if fitted, must be lined, meet in the middle and be of an outstanding quality.
	Walls should be of an excellent quality with no obvious cracks or damage.
	Added décor such as paintings, posters, planters or wall motifs should be applied.
Universal Accessibility:	
	There should be a selection of chairs to be with and without armrests provided in all recreational areas.

13.2 Ventilation and Lighting	
All Stars	Adequate ventilation and extraction via opening windows, extractor fans or air-condition must be provided in all areas.
	There should be adequate lighting in all areas.
	Energy-saving initiatives to be respected.
	Light switches must be located at the entrance door to the facility.
	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.

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13.2 Ventilation and Lighting	
★	Acceptable lighting coverage and ventilation across all areas of the recreational facilities.
★★	Good lighting coverage and ventilation across all areas of the recreational facilities.
★★★	Very good lighting coverage and ventilation across all areas of the recreational facilities.
★★★★	Light fittings are to be of excellent quality, covered and/or recessed.
	Excellent lighting coverage and ventilation across all areas of the recreational facilities.
★★★★★	Outstanding quality working light fittings without any maintenance issues.
	Outstanding illumination, lighting coverage and ventilation across all areas of the recreational facilities.
Universal Accessibility:	
	All areas in reception and/or hall must be well and evenly lit.
	Height of light switches and controls should be between 80cm - 120cm.

13.3 Walls: Tiling &Paintwork	
★ and ★★	All walls to be reasonably painted and clean.
	Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.
★★★	All walls are to be well painted with little or no mismatch of colours.
	Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.
★★★★	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.
	Paintwork must be of excellent quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.
★★★★★	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.
	Added décor such as tile motifs or patterns to enhance the tiling.
	Paintwork must be of an outstanding quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.

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13.4 Flooring and Ceilings	
and	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.
	Ceilings, if fitted, must be well painted, free from any mildew or damage.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an excellent quality non-slip floor tiling or floor coating.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted and be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
	All flooring to be of an outstanding quality non-slip floor tiling.
	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
Universal Accessibility:	
	Fixed, slip-resistant floor finish.
	Where carpet is used it should be firmly fixed to avoid slipping.
	Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.
	Flooring should have no design obstructions.

13.5 Windows, Doors and Frames	
and	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.
	Excessive wood rot is not acceptable in wooden doors, door and window frames.
	All doors and windows should be able to open, close and latch easily.
	All window frames, doors and door frames should have little or no wood rot noticeable.
	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.
	All putty in window frames should be in good condition, clean and well painted.

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13.5 Windows, Doors and Frames	
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in excellent condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in outstanding condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.

13.6 Public Area Toilets	
All Stars	If specifically set aside, all recreational facility public toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.
	Public area toilets may be unisex.
	The following facilities should be provided as a minimum:
	• A toilet with seat and lid
	• A hand basin with running water and soap
	• Hand drying facilities (clean towel or paper towels or hot air dryer)
	• Covered light
	• Mirror above the hand basin
	• Covered light
	• Hook on cubicle door
	• A lidded disposal bin and/or sanitary bags
	• Toilet brush with holder
	• Toilet paper and holder plus spare toilet rolls
 and 	A separate public toilet facility should be conveniently located in or close to all recreational facilities.
	All public area toilets are to be excellently maintained, regularly cleaned and checked and adequately ventilated.
	Public area toilets may be unisex.
	The following facilities should be provided as a minimum:
	• A toilet with seat and lid
	• A hand basin with running water and soap
	• Hand drying facilities (clean towel or paper towels or hot air dryer)
	• Covered light
	• Mirror above the hand basin
	• Covered light
	• Hook on cubicle door
	• A lidded disposal bin and/or sanitary bags
	• Toilet brush with holder
	• Toilet paper and holder plus spare toilet rolls
	Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in the park.
	Fixtures and fittings in public area toilets should be of excellent quality.

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13.7 Universal Accessibility for Recreational Facilities	
Universal Accessibility	
	At least 10% of chairs should have a seat height of 50cm.
	A selection of chairs with and without arm-rests should be provided.
	Televisions should have working remote controls.
	Induction loop extensions or ear-phones should be linked to televisions.
	Sub-titles on television services should be provided where available.
	Remote controls for air-conditioning systems should be available.
	In air-conditioning units with fixed controls or switches these should be located at a height no greater than 120cm.
	Height of light switches and controls should be between 80cm - 120cm.
	Remote emergency call system should be established in all recreational facilities.
	In the event of an emergency occurring in the facility there must be a method of calling for assistance.
	Fixed, slip-resistant floor finish.
	Where carpet is used it should be firmly fixed to avoid slipping.
	Flooring should have no design obstructions.
	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees.
	The access door should be fitted with an emergency release lock.
	This is to enable the access door to open easily, should there be a need to escape in an emergency.
	Door-handles should be located at a height below 120cm.
	Emergency evacuation notice and door peep-hole is to be 110 cm.
	Minimum size of unobstructed floor space is to be 80cm x 120cm.
	This allows movement using a long cane without the guest injuring themselves by bumping into furniture, tables, etc.
	Gradient en-route to facilities gradient should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user to enter without too much difficulty.
	All ramps, stairways and main circulation paths should be finished with roughened or textured surfaces. Route surfaces should be firm and even with no gravel or cobble type finishes.
	Stairs should be fitted with handrails and non-slip treads.

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14. HOUSEKEEPING RECREATIONAL FACILITIES (Games Room and TV Room)	
14.1 Provision	
All Stars	A high degree of overall cleanliness and attention to detail should be evident.
	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, recreational equipment, electronic equipment, remote controls, lights and fittings and all other visible areas should be assessed.
	All facilities should be thoroughly cleaned at least once a day with suitable disinfecting or sanitising chemical cleaners.
	All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.
Universal Accessibility	
	Housekeeping staff to ensure that all recreational facilities are cleared of any obstacles that may cause possible injury to a guest.
	Housekeeping staff to be aware of possible requirements of a guest with a functional mobility or visual limitation.
	Housekeeping staff to ensure all that space between furniture meets UA requirements.

15. SWIMMING POOLS, CHILDREN'S PLAY AREAS, TRAMPOLINES & OTHER RECREATIONAL FACILITIES	
15.1 Provision	
All Stars	If provided these facilities must be in good condition with no damaged, broken or harmful condition evident.
 and	The facilities should be numerous and appropriate to the market.
	All additional recreational facilities must be in excellent to outstanding condition and extremely well maintained.
	Swimming pool areas must be exceptionally well landscaped with numerous added guest comforts available (such as: pool loungers, pool umbrellas, poolside tables and seating).

16. SHOPS, BARS BOTTLE STORES and/or TAKE AWAYS
16.1 Provision
To qualify for consideration as a shop for grading, goods or services for sale must be provided in an area set aside specifically for that purpose, although in some cases the reception area may also be utilised.
Some or all shops in a park may be operated by out-sourced suppliers. However, it is still the responsibility of the park owner/manager to ensure that they are clean, well run and in good order. All such shops and facilities are therefore included in the assessment.
A park providing only basic supplies (such as milk, bread and newspapers/magazines) will not be considered to have a shop.

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16.2 Fixtures, Fittings, Stock and Equipment	
All Stars	If deemed necessary for the market, there should be an adequate stocked and clearly identifiable Shop, Bar, Bottle Store and/or Take Away.
	Clear directional signage (and notices where needed) should be fitted in all appropriate areas.
	All emergency information and signage should be clearly displayed in all public areas.
★	Acceptable appearance, maintenance and condition.
	Store has dated décor and fittings and only provides a small range of food and drink.
★★	Good appearance, maintenance and condition.
	A larger range of products is provided, although not a fully comprehensive supply of goods.
	Décor and fittings are of an acceptable quality.
	Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean and in working order.
★★★	Very good appearance, maintenance and condition.
	A reasonable selection of stock to be provided
	A good range and quality of take-away foods is available, if applicable.
	Very good décor and fittings.
	Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, in good condition and in working order.
★★★★	Excellent appearance, maintenance and condition.
	Well-built and conveniently organised shelves and stock. Product range and variety is high and well suited to market.
	A range of excellent quality take-away foods are available, if applicable.
	Equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, in excellent condition and working order.
★★★★ and ★★★★★	Varied shopping experience with local flavour - varied selection of quality fresh produce, home-made meals available.
★★★★★	Outstanding appearance, maintenance and condition.
	Shop is conveniently situated, well-signed, organised and stocked.
	Either purpose-built or converted to a high standard with outstanding design and décor apparent.
	There is an excellent range of appropriate stock for the market and location, all clearly priced and available.
	An large range of outstanding quality take-away foods are available, if applicable
	All equipment (refrigerators, warming ovens, microwaves, etc.) is all clean, exceptionally well maintained, of an outstanding quality, and in perfect working order.

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Universal Accessibility:	
	Gradient en-route to facilities (internal and external). Gradients en-route to facilities must not steeper than 1:12. *(optimum gradient 1:15)*
	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.
	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.

16.3 Ventilation and Lighting	
All Stars	Adequate ventilation and extraction via opening window or extractor fan must be provided in all areas.
	There should be adequate lighting in all areas.
	Energy-saving initiatives to be respected.
	Light switches must be located at the entrance door to the facility.
	There should be no uncovered or exposed globes, poor quality lighting, cracked or damaged fittings, or lights that are not working.
	Acceptable lighting coverage and ventilation across all areas of the facility.
	Good lighting coverage and ventilation across all areas of the facility.
	Very good lighting coverage and ventilation across all areas of the facility.
	Light fittings are to be of excellent quality, covered and/or recessed.
	Excellent lighting coverage and ventilation across all areas of the facility.
	Outstanding quality working light fittings without any maintenance issues.
	Outstanding illumination, lighting coverage and ventilation across all areas of the facility.
Universal Accessibility:	
	All areas in facility must be well and evenly lit.
	Height of light switches and controls should be between 80cm - 120cm.

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16.4 Walls: Tiling &Paintwork	
★ and ★★	All walls to be reasonably painted.
	Tiling, where applied, must be of an acceptable quality with little or no cracked or broken tiles.
★★★	All walls are to be well painted with little or no mismatch of colours.
	Tiling, where applied, must be of a good quality with little or no cracked or broken tiles.
★★★★	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.
	Paintwork must be of excellent quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.
★★★★★	Tiling, where applied, must be of an excellent quality with no cracked or broken tiles.
	Added décor such as tile motifs or patterns to enhance the tiling.
	Paintwork must be of an outstanding quality and finish with no mismatch of colours.
	Walls must not be cracked or damaged.

16.5 Flooring and Ceilings	
★ and ★★	Flooring to be fit for purpose with no visible cracks that could cause tripping or slipping.
★★★	Flooring to be of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or other non-slip coated surface.
	Ceilings, if fitted, must be well painted, free from any mildew or damage.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
★★★★	All flooring to be of an excellent quality non-slip floor tiling or floor coating.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted and be well painted, free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
★★★★★	All flooring to be of an outstanding quality non-slip floor tiling.
	There should be no mismatched tiling and tiling grout should be of an outstanding finish with no visible staining.
	There should be no cracked floor tiling visible.
	Ceilings must be fitted are to be of outstanding quality. These must be well painted with an outstanding quality coating, and be free from any mildew or damage. In thatched roof facilities these ceiling criteria may be excluded.
	No sagging panels should be visible. In thatched roof facilities these ceiling criteria may be excluded.
Universal Accessibility:	
	Fixed, slip-resistant floor finish.
	Where carpet is used it should be firmly fixed to avoid slipping.
	Where wooden floors or floor tiles are used it is important to ensure that users of mobility aids do not slip and injure themselves on wet and slippery floor surfaces.
	Flooring should have no design obstructions.

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16.6 Windows, Doors and Frames	
All Stars	All shops, take-aways, bottle stores, etc. must be adequately ventilated with adequate windows opening directly into the open air.
	If sufficient ventilation cannot be achieved through windows, a suitable ventilation system must be provided.
and	If glass bricks are fitted in place of windows, these are to be well fitted with no broken or damaged bricks.
	Grout or cement filling between glass bricks must be well applied.
	All window frames and window panes must be in acceptable condition with little or no cracked window panes evident.
	Excessive wood rot is not acceptable in wooden doors, door and window frames.
	All doors and windows should be able to open, close and latch easily.
	All window frames, doors and door frames should have little or no wood rot noticeable.
	All wooden window frames, doors and door frames to be well painted, with no cracked window panes evident.
	All putty in window frames should be in good condition, clean and well painted.
	All window, door and door frames should be well painted or varnished, with no cracked window panes evident.
	All putty in window frames should be in excellent condition, clean and well painted.
	No wood rot should be noticeable in window frames, doors or door frames.
Universal Accessibility:	
	There must be a clear opening width of at least 76cm measured with the door in the 90-degree open position.
	This enables a guest using a wheelchair or mobility aid to comfortably access the scullery or camp kitchen.

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16.7 Public Area Toilets	
All Stars	If specifically set aside, all recreational facility public toilets are to be well maintained, regularly cleaned and checked and adequately ventilated.
	Public area toilets may be unisex.
	The following facilities should be provided as a minimum:
	• A toilet with seat and lid
	• A hand basin with running water and soap
	• Hand drying facilities (clean towel or paper towels or hot air dryer)
	• Covered light
	• Mirror above the hand basin
	• Covered light
	• Hook on cubicle door
	• A lidded disposal bin and/or sanitary bags
	• Toilet brush with holder
	• Toilet paper and holder plus spare toilet rolls
 and	A separate public toilet facility should be conveniently located in or close to all recreational facilities.
	All public area toilets are to be excellently maintained, regularly cleaned and checked and adequately ventilated.
	Public area toilets may be unisex.
	The following facilities should be provided as a minimum:
	• A toilet with seat and lid
	• A hand basin with running water and soap
	• Hand drying facilities (clean towel or paper towels or hot air dryer)
	• Covered light
	• Mirror above the hand basin
	• Covered light
	• Hook on cubicle door
	• A lidded disposal bin and/or sanitary bags
	• Toilet brush with holder
	• Toilet paper and holder plus spare toilet rolls
	Public toilet facilities are to be of the same standard of finish, furnishing and fittings as the main ablutions or bathrooms in the park.
	Fixtures and fittings in public area toilets should be of excellent quality.

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17. HOUSEKEEPING - SHOPS, BARS BOTTLE STORES and/or TAKE AWAYS	
17.1 Provision	
All Stars	A high degree of overall cleanliness and attention to detail should be evident.
	Areas above and below eye level, floors, walls, ceilings, doors, seating, ledges, counters, furniture, work surfaces, lights and fittings and all other visible areas should be assessed.
	All public areas and halls should be thoroughly cleaned at least once a day with suitable disinfecting or sanitizing chemical cleaners.
	All surfaces, counters, furniture and floors should be clean with all areas showing good housekeeping and maintenance.
	All work surfaces to be clean with no grime or smears visible.
	All shelving and stock items on display should be kept clean and dust free.

18. GENERAL SERVICES and SERVICE PROVIDED	
18.1 Provision	
All Stars	It is recommended that park layout plans showing the location of caravan and camping sites, access roads and facilities be available and preferably also on display in strategic locations throughout the park.
	Full details of sites including the maximum number of caravans, tents, motor homes, vehicles and/or people per site must be provided on request.
	Information on the maximum number of sites available and people that can be accommodated at the establishment must be provided on request.
	The property's pricing structure should be available on request.
	All prices must include VAT.
	Guests must be notified if the price agreed at the time of booking has changed.
	Guest complaints should be dealt with courteously and promptly.
Universal Accessibility:	
	Mobility, communication, blind and sight impaired awareness training for managers and staff who interface with customers.
	Re-positioning of furniture, and other obstructions in public areas to meet guest requirements.

18.2 Appearance of Staff	
All Stars	Staff appearance to be professional and neat at all times.
	The nature of the establishment should be taken into account as formality may vary significantly.

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18.2 Welcome and Reception	
All Stars	All guests should be met on arrival by a park representative.
	Clear communication regarding what the establishment has to offer should be made available whether by advertisement, brochure or other means to all guests or prospective guests upon request.
	Available information should include full details of cancellation policies and any park specific rules (such as smoking policies or pet policies).
	An honest description of all amenities, facilities and services offered should be provided.

18.3 Reservations and Check-in	
All Stars	A well managed booking system, whether automated or manual, must be in place.
	Cancellation procedures and policies must be clear.
	All brochures, web sites, price lists and any other marketing material must be up to date.
 and	Payment by all major credit cards should be accepted.
	Staff assistance for caravan placement and tent erection should be offered and available.

18.4 Tourist Information	
All Stars	If appropriate to the market and area, tourist information should be available at Reception for local attractions and areas of interest.
	A comprehensive supply and display of information for local attractions and places of interest must be on display in the reception area.
 and	Staff should have a comprehensive knowledge of regional attractions and places of interest (museums, historical sites, golf courses, etc.) as well as of local history, wildlife and events.
	A comprehensive supply and display of information on local attractions and places of interest must be on display preferably in a dedicated area with additional wall maps and posters in evidence.

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19. OVERALL IMPRESSION	
19.1 Entrance and Reception Area	
All Stars	The park should be well sign-posted and easy to find from road access points.
	The park should have an attractive, clean and well-maintained entrance sign.
	A high level of general ambience, spaciousness and guest comfort is required in all areas of the park.

19.2 Spaciousness	
i. Sites:	
 and	All sites should be of a markedly more generous size than at lower star levels, with greater ease of access and comfort.
	There should be a sufficient proportion of sites large enough to more than adequately accommodate a large caravan, towing vehicle and 2 side tents.
	Sites should be well laid out and some private sites should be available.
ii. Bathrooms:	
All Stars	Bathrooms should be spacious and not cramped.
	Toilet cubicles should be spacious and not cramped.
	Shower and bath cubicles should be spacious and not cramped.
	Toilet and bathroom facilities should be within a reasonable distance of all sites.
 and	All bathrooms, bath, shower and toilet cubicles should be of a markedly more generous size than at lower star levels, with greater ease of access and comfort.
iii. Public and Communal Areas:	
All Stars	There has been an effort to enhance the park with the planting of trees, shrubs, gardens, etc.
	Features such as ponds, flower tubs, bird tables, seating areas are provided.
	Consideration has been given to local flora and fauna and their conservation.
	The grass is well kept throughout the park, taking into account the park location, type and also recent weather conditions.

19.4 Recreational Facilities.	
All Stars	All facilities and equipment should be in good order and operation of facilities should possibly be under supervision by park staff.
	Extensive and varied provision of recreational and leisure facilities, both indoors and outdoors should be made.
	Park should offer an appropriate range of recreation facilities that are well suited to its target markets.

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TOURISM GRADING COUNCIL
OF SOUTH AFRICA

STANDARD GRADING CRITERIA: CARAVANS and CAMPING

1. EXTERIOR and GROUNDS

1.1 Exterior appearance of buildings

Things to be considered include building structure, building signage, building architectural features.

Outstanding	• Modern buildings or outstanding maintenance of all building structures. • Outstanding quality paintwork, roofing and visible roof structures around the entire property. • Unique and attention grabbing architectural features.	15 pts
or Excellent	• Fresh well-maintained paintwork, an overall clean and "new" look. • Visible outbuildings or annexes to be of a similar standard. • Addition of attractive architectural features on units.	or 12 pts
or Very Good	• Very good quality maintenance of paint, stone or brickwork. • All areas of paintwork are in sound condition. • Some additional external features to enhance appearance.	or 9pts
or Good	• Paintwork, windows, drains, etc. in good state of repair. • "Plain" architectural features are acceptable	or 6 pts
or Acceptable	• Paintwork of an acceptable quality, well applied and clean.	or 6 pts
or Unacceptable	• Generally neglected buildings. • Obvious structural defects or damage. • Flaking paint and rotting woodwork. • Weathering very evident.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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1.2 Grounds and gardens

All facilities within the grounds should be evaluated in this section, including: garden features, fountains, landscaping and architectural features.

Outstanding	• Evidence of a systematic program of maintenance – well tended formal gardens or an attractive "natural" environment. • Tidy and well designed and maintained pathways. • Looking good throughout the year. • Well-maintained entrance. • No disorder or rubbish and no evidence of litter. • Provision of garden furniture or architectural features appropriate to the nature of the guests attracted to the establishment. • Outstanding quality garden furniture made of hardwood, aluminium or iron.	15 pts
or Excellent	• Excellent standards of maintenance in formal gardens. • Pleasant and tidy appearance throughout the year. • No clutter or disorder around the service areas. • Steps and pathways in excellent condition. • Very attractive design features and excellent quality garden furniture.	or 12 pts
or Very Good	• Very neat and well maintained gardens with very good quality design and layout of features. • Some architectural features appropriate to the area. • Attractive very good quality garden furniture.	or 9 pts
or Good	• No overgrown, tangled areas. • Immediate surrounds kept tidy and well maintained. • Some attempt to produce a pleasing effect with interesting design. • Uncluttered access to facilities. • Clear access. • Acceptable wooden or plastic garden furniture in good condition.	or 6 pts
or Acceptable	• Gardens and enclosed area around the establishment are kept tidy. • Plastic garden furniture acceptable.	or 3 pts
or Unacceptable	• Neglected and overgrown appearance. • Badly surfaced driveway with potholes or puddles. • Rubbish and clutter visible. • Disorderly appearance. • Damaged garden furniture.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pt
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

Universal Accessibility:	
Communication Accessibility	Where applicable, signage should incorporate symbols and pictograms.
Visual Accessibility	Familiarisation tour of the grounds and garden to be provided by a staff member on arrival.
Mobility Accessibility	Gradient en-route to facilities: Ramps en-route should have a gradient no steeper than 1:12. (optimum gradient 1:15) There should be a landing at the top of ramps if there is a door to the entrance: 90cm x 120cm landing clear of the door swing

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1.3 Parking, driveways, roads and signage

Includes entrance road and roads around the park. The style of road should be appropriate to the size and type of park and although it is not necessary for them to be surfaced with concrete or tarmac, they should be firm and free from potholes. The range and quality of all signs, both internally and externally, including the entrance sign, will be assessed under this item.

Outstanding	• Roads in outstanding condition, well-maintained and clearly marked driveway, internal roads and entrance. • Internal roads and driveway may be tar, concrete, brick, gravel, or any other fit for purpose surface. • Roads are wide enough to accommodate a caravan and towing vehicle without encroaching on sites. • One-way roads are clearly indicated. • There is sufficient overhead room (considering tree canopies, etc.) to accommodate high vehicles, motor homes, caravans, etc. • Kerbs or edges which are clearly defined. Kerbs are not a mandatory requirement.	15 pts
or Excellent	• Excellent and well-maintained surface to driveway and internal roads. • Roads may be narrow in certain areas. • Excellent overhead clearance. • Kerbs or edges which are clearly defined. Kerbs are not a mandatory requirement.	or 12 pts
or Very Good	• Very good quality driveway and internal roads with no pot-holes / puddles noticeable. • Reasonably good overhead clearance.	or 9 pts
or Good	• Good quality driveway and internal roads with no big pot-holes / puddles. • Clear access to the facility. • Some small puddles / holes or uneven road surface.	or 6 pts
or Acceptable	• Drive or internal roads may have an uneven surface, but road still driveable.	or 3 pts
or Unacceptable	• Badly surfaced driveway / internal roads with large pot-holes / puddles – road barely driveable.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1pts or -3 pts
Total Points Allocated		**Max 15 pts**

Universal Accessibility:

Communication Accessibility	Any entry phone should have amplification of sound produced through the relay system. Entry phones or intercoms should have a relay and inductive loop to allow communication with all guests. There should be clear instructions for entry for people who cannot communicate by voice.
Visual Accessibility	Immediately inside the entrance door there should be a lighting transition zone within the lobby area where people with functional visual limitations are able to adjust from a bright outdoors to a more dimly lit interior.
Mobility Accessibility	Setting down point at the entrance with a maximum of 1:50 gradient. If setting down point is a maximum of 1:50 and under cover should be clearly indicated. *(The surface of the footway, alongside a setting down point, should be level with the carriageway at that point, to allow convenient transfer onto and from a wheelchair.)* Number of designated 3500mm wide parking bays. For every 25 bays at least 1 should be 3500mm in width. Distance from designated parking bays to entrance: 30m Gradient en-route to entrance from street or designated parking bay: **No steeper than1:12** (optimum 1:15)

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1.4 Exterior lighting

Not applicable if electricity is not available at the park.

To ensure this requirement is met, consideration is given to whether lighting is appropriate to the environment, while being sufficient to ensure the customer's sense of safety and security.

Outstanding	• Well-lit pathways and roads with lights that shine at ground level. • Low level lights with shielding to prevent "upward" shine. • Lighting provided to guide guests to bathrooms at night. • Lighting outside public areas (i.e. Reception, bathrooms, sculleries, laundries and recreational hall) offers soft lighting. • Steps and ramps are very well lit at night. • Fittings are well maintained and in outstanding condition.	15 pts
or Excellent	• Lighting on the exterior of buildings is sufficient to illuminate the immediate surrounding area. • Low level lights with shielding to prevent "upward" shine. • Steps and ramps are suitably lit at night. • Fittings are well maintained and in excellent condition.	or 12 pts
or Very Good	• External lighting of facilities is of a very good quality and fittings are in very good condition. • Perhaps good number of lights and in right positions, possibly shining at ground level, but shine slightly too high in places. • Or slightly insufficient lights.	or 9 pts
or Good	• Limited external lighting, but what is provided is of good quality. • Limited, but good lighting outside public areas.	or 6 pts
or Acceptable	• Very little lighting with lights sparsely positioned. • Very bright lights outside bathrooms and public areas.	or 3 pts
or Unacceptable	• Poor lighting and also bright lights that shine into caravans/tents at night. • Lighting in inappropriate places. • Fittings or bulbs which are broken or missing.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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1.5 Safety and security

Security will be assessed according to appropriateness for the location of the park. Parks in high crime areas would be expected to have a higher level of overall security. A high degree of general safety and security must be maintained.

Outstanding	• Appropriate security arrangements for location and type of park. • Outstanding feeling of security – guests are comfortable to leave possessions in tents / caravans, etc. • Well-fenced and secure park. • Park access tightly controlled. • Outstanding security would include: 24 hour patrolled guarding, electric fencing, control access and exit, camera monitoring, etc. • Fire hose and or fire extinguishers (clearly marked with service record) at all ablutions, private and family bathrooms. • Fire hose in easily accessible clearly marked box/s and or sand buckets at strategic points in-between sites. • Well-equipped and easily available first aid box at reception.	15 pts
or Excellent	• Excellent feeling of security – guests are comfortable to leave possessions in tents / caravans, etc. • Well-fenced and secure park. • Park access tightly controlled, with 24 hour patrolled guarding, electric fencing and controlled access. • Fire hose and or fire extinguishers (clearly marked with service record) at all ablutions, private and family bathrooms. • Fire hose in easily accessible clearly marked box/s and or sand buckets at strategic points in-between sites. • Well-equipped and easily available first aid box at reception.	or 12 pts
or Very Good	• Very good security arrangements. • Guests spoken to feel secure in park. • Perhaps not as many patrolling guards as found in outstanding or excellent, or alternatively good fencing but not necessarily electrified (for example). • Fire hose and or fire extinguishers (clearly marked with service record) at all ablutions, private and family bathrooms. • Fire hose in easily accessible clearly marked box/s and or sand buckets at strategic points in-between sites. • Well-equipped first aid box at reception.	or 9 pts
or Good	• Guests feel relatively secure in park. • Overall good security arrangements for location e.g. secure fence, access control. Perhaps no patrolling guards. • Fire hose and or fire extinguishers (clearly marked with service record) at all ablutions, private and family bathrooms. • Fire hose in easily accessible clearly marked box/s and or sand buckets at strategic points in-between sites. • Well-equipped first aid box at reception.	or 7 pts
or Acceptable	• Very little security offered, perhaps only a fence but no access control or guards.	or 6 pts
or Unacceptable	• Overall feeling of insecurity. • No security – park not fenced or guarded. No access control - park used as a thoroughfare for non-resident pedestrians and / or vehicles.	or 0 pts

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Additional points: Safety and security.

The perimeter and access may be secure, but a higher level of security due to the higher crime rate, security personnel need to be more proficient.

	The security officers are registered with SIRA (Security Industry Regulatory Authority) or other recognised body. (Certification produced.)	5 pts
	Guard monitoring is in place where the guard still walks the site on patrols, but now he has to report to the guard house or different clocking points in the given round time.	3 pts
	The facility is linked to a 'Rapid Response' security firm.	2 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1pts or -3 pts
Total Points Allocated		**Max 25 pts**
SUB TOTAL: EXTERIOR and GROUNDS.		**Max 85 pts**

Universal Accessibility:	
Communication Accessibility	An area of refuge or holding area has been provided for use by guests in case of emergency evacuation and egress. Such an area of refuge must conform to local by-laws where applicable.
Visual Accessibility	Upon arrival provide familiarisation tours on all emergency exits and provide key emergency information to guests - Orally, Braille and Large Print.

2. BATHROOMS / ABLUTIONS

2.1 Fixtures and fittings

All ablutions, including private and family bathrooms, will be evaluated under this section.
All facilities will be assessed including urinals (which must be odour free) in men's ablutions. 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.

Outstanding	• Outstanding quality, preferably imported fittings and matching style. • Outstanding quality taps and mixers preferably lever handled taps (easier to use for children and the elderly) of solid brass, high quality stainless steel, pewter, or nickel taps. Taps are to be corrosion resistant. • Plenty of hot water at all times. • Washbasins of outstanding quality, preferably vanity-mounted. The wall hung or pedestal basins are not recommended in communal bathrooms. • Wall hung or pedestal type wash basins can be used in private or family bathrooms, and must be of outstanding quality. • Good sized and outstanding quality vanities. (Granite or marble surface.) • Outstanding quality clothes hooks at vanities. Sufficient for area. • Men's urinals preferably flat back wall mounted with metering push button valve tap. Urinal division must be between each urinal. • Stainless steel urinals to be excellent quality. • Bathroom holders and dispensers (accessories) manufactured from stainless steel or high quality chromium plated; i.e. soap dishes, towel rails and clothes hook etc. • All plumbing must be screened and no water pipes visible. • An effective automatic odour control system releasing deodorizing fragrance. • All signage in facilities professional finish and quality. • All temporary notices and programs are of computer quality and affixed to outstanding quality notice board in facilities. (No hand written notices noted.)	15 pts

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or Excellent	• Excellent quality, well-made fittings in excellent order and matching style. • Excellent quality taps and mixers. • Plenty of hot water at all times. • Good sized and excellent quality vanities. (Post form or tiled surface.) • Washbasins of excellent quality sanitary ware. • Excellent quality clothes hooks at vanities. Sufficient for area. • Men's urinals preferably flat back wall mounted with metering push button valve tap. Urinal division should be between each urinal. • Stainless steel urinals to be excellent quality. • Bathroom holders and dispensers (accessories) of excellent quality; i.e. soap dishes, towel rails and clothes hooks etc. • All plumbing must be screened and no water pipes visible. • An effective digital odour control system releasing deodorizing fragrance. • All signage in facilities professional finish and quality. • All temporary notices and programs are of computer quality and affixed to excellent quality notice board in facilities. (No hand written notices noted.)	or 12 pts
or Very Good	• Generally very good quality fittings throughout, but not necessarily new. • Very good quality fibreglass / stainless steel washbasins may be considered appropriate. • All washbasins and urinals in good order –no stains and acceptable condition. • Good supply of clothes hooks. • Fairly good sized vanities. • Good supply of hot water at all times. • All signage in facilities neat and in good condition with handmade notices computer quality and laminated. (No hand written notices noted.)	or 9pts
or Good	• Standard domestic range of bathroom fittings. May be showing some wear but in sound, clean condition. • Hot water at all reasonable times. • Smallish vanities.	or 6 pts
or Acceptable	• Ageing fittings – dull / stained / cracked finish to porcelain. • Stainless steel basins in acceptable condition. • Cheap, plastic basins etc. • Weak water pressure – barely effective flow of water. Intermittent hot water. • Fittings not matching. Well used. Rough DIY grouting / sealant. • No vanities around washbasins but small shelves or similar fitted.	or 3 pts
or Unacceptable	• Discoloured plastic cistern. • Evidence of cigarette burns, damage, etc. • Many absent fittings e.g. taps, clothes hooks etc. • No vanities, shelving, etc. loose or broken towel rail.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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Universal Accessibility:

Communication Accessibility	Cell phone sms messages used to provide alerts to guests the possibility of an incoming call or someone at the door, as well as emergency and evacuation warnings.
Visual Accessibility	Signs and other printed instructions provided in large print and Braille. Bath and shower lever action mixers with balanced water supply. (reliable temperature control over the water supply) Bath and shower controls with visual and embossed indicators to indicate hot and cold taps or directions on mixers. Where provided the shower spray head should be located 210cm above the floor surface. Size of unobstructed floor space of 120cm x 150cm. Colour contrast between fittings, fixtures, wall and floor finishes to assist in their location.
Mobility Accessibility	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position. Size of unobstructed space of 90cm x 150cm in-front of doors. Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted. Where a sliding door has been used, it should be open-able with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space. Clear floor space of 180cm x 180cm provided within the bathroom or toilet, clear of other items to be positioned in the bathroom e.g. stools, sanitary disposal bins etc. Remote emergency alarm call system in room Access space of 80cm at the side of the bath *(the space requirement is essential for a guest making use of a mobility aid to transfer comfortably from the device to the bath without any obstacles at the side of the bath.)* 30cm broad seat at the end of the bath, this is to enable the guest to have support of a suitable width to take a seated position at the height of the bath when transferring from the wheelchair or mobility aid onto the bath - before getting into the bath. "T"-shaped grab-bar opposite transfer space. Removable bath seat. **Roll-in Shower** 40cm x 40cm fold-down shower seat provided at a height between 45cm and 50cm. The centreline of the shower seat must be set at 48cm from the adjacent wall opposite the transfer space. Vertical and cranked grab-bars on either side of the shower seat - 60cm long vertical grab-bar and cranked grab-bar set at 80cm to lowest distance from the floor. Lever action shower mixer and hand shower on adjustable rail. A 15cm maximum step with run-off which negates threshold.

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2.2 Shower and bath cubicles and dressing areas

Comfort, durability and purpose are important aspects to remember when assessing bath and shower cubicles. Durability is necessary as a bathroom is used multiple times a day, often by more than one person at any given time, and if the fittings and parts comprising the bathroom and shower cubicles are not durable, frequent use will begin to spoil these.

Outstanding	• Outstanding quality floor and wall tiling. • Tiles well fitted. Grouting in outstanding condition. • Attractive shower screen, such as outstanding quality glass sliding or pivot door. • Showers of a design allowing strong water flow without compromising temperature. • Outstanding quality taps / mixers (lever handled taps are easier to use for children and the elderly) and shower roses preferably of solid brass, of outstanding quality stainless steel, pewter, or nickel taps. Taps and shower roses are to be corrosion resistant. • Shower rose with water flow regulator or air intake in each shower cubicle. • A safety grab rail is fitted in more than one shower and bath cubicle in both men's as well as in the ladies sections. • One family bathroom, as well as one private bathroom, if appropriate, has safety grab rails at the bath and in the shower cubicle. • Luxurious stunning aesthetic bath or corner bath, latest comfort design and can incorporate shower rail with hand shower. • If shower over bath, outstanding quality shower screen fitted at shower end of bath. (Shower curtain not acceptable as screen.) • Separate dressing area in shower cubicle. • Spacious dressing area in bath cubicle. • A stool and/or bench or drop down shower seat in each dressing area. (Bath and shower cubicles.) • Shower caddy in each shower cubicle. • Elegant soap holders in showers and at baths. • More than ample clothes hooks in dressing area. • A mop in a suitable container is readily available for guest use if required in all ablutions.	15 pts
or Excellent	• Excellent quality floor and wall tiling. Tiles well fitted. Grouting in excellent condition. No marks, stains, condensation damage. • Attractive shower screen, such as quality glass sliding or pivot door. • Showers of a design allowing strong water flow without compromising temperature. • Excellent quality taps and mixers and shower roses. • Shower rose with water flow regulator or air intake preferably in each shower cubicle. • Separate dressing area in shower cubicle. • A safety grab rail is fitted in at least one shower and bath cubicle in both men's as well as in the ladies sections. • One family bathroom, as well as one private bathroom, if appropriate, has safety grab rails at the bath and in the shower cubicle. • Modern, spacious bath or corner bath, and can incorporate shower rail with hand shower. • If shower over bath, excellent quality shower screen fitted at shower end of bath. (Shower curtain not acceptable as screen.) • Separate dressing area in shower cubicle. • Spacious dressing area in bath cubicle. • A stool and / or bench or drop down shower seat in each dressing area. (Bath and shower cubicles.) • Shower caddy in each shower cubicle. • Excellent and appealing soap holders in showers and at baths. • More than ample clothes hooks in dressing area. • A mop in a suitable container is readily available for guest use if required in all ablutions.	or 12 pts

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or Very Good	• May be high quality finish but not always recent – some signs of wear but all in sound condition. • High quality, safe floor and wall tiles. Not necessarily new but still in good condition. • Adequate supply of clothes hooks in bath and shower cubicles. • Possibly a stool and / or bench or drop down shower seat in each shower and bath cubicle. • Attractive and very good soap holders in showers and at baths. • A mop in a suitable container is readily available for guest use if required in all ablutions. • A safety grab rail is possibly fitted in at least one shower or bath cubicle in both men's and ladies ablutions.	or 9 pts
or Good	• Not necessarily recently decorated though in sound condition. Some signs of wear. • Standard domestic range of bathroom fittings. May be showing some wear but in sound, clean condition. • Soap holders in showers and at baths. • Limited seating / shelving space in shower and bath cubicles. • Shower curtains are acceptable and are free of stains, tears, holes and mould.	or 6 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Grouting discoloured. Some stains and marks. Well used. Rough DIY grouting / sealant. • Ageing fittings, chrome wearing off. Fittings not matching. • Some fittings missing / broken, and not working. • Very small shelves or none at all in shower cubicles.	or 3 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. Sealant or grouting mouldy with paintwork chipped and flaking. • Cracked and broken wall and floor tiles. • Very small shower cubicles with trickle of water. • Many absent fittings e.g. taps, clothes hooks etc. • No vanities, shelving, etc.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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2.3 Mirror and mirror lighting

Mirrors are a feature which works hand-in-hand with lighting. Remember, mirrors play an important role in the overall look and style of a bathroom.

Outstanding	• Mirrors placed above the wash basins and in front of the vanity. • Full-length mirror in each female ablution block. • Waist-length mirror in each family bathroom or private ablution, if appropriate. • Outstanding quality framed mirrors, mahogany, wrought iron, decorative tile etc. • The silvering backing is to be without any flaking or blemishes. • The light above the mirrors should be directed from overhead, alternatively from either side, using wall lights. • A separate vanity area with mirror, 15amp plug outlet for hairdryer and with exceptional quality comfortable seating in ladies section.	15 pts
or Excellent	• Mirrors placed above the wash basins and in front of the vanity. • Full-length mirror in each female ablution block. • Waist-length mirror in each family bathroom or private ablution, if appropriate. • Excellent quality mirrors preferably framed, mahogany, wrought iron, decorative tile etc. • The silvering backing is to be without any flaking or blemishes. • Lighting above or either side of mirrors is preferred. • A separate vanity area with mirror, 15amp plug outlet for hairdryer and with excellent quality comfortable seating in ladies section.	or 12 pts
or Very Good	• Mirrors situated above or adjacent to the hand wash basins. • Waist-length mirror in each female ablution block, and in each family bathroom or private ablution, if appropriate. • Silvering backing is to show minimal flaking or blemishes. • Acceptable lighting above or either side of mirrors.	or 9 pts
or Good	• Mirrors situated above or adjacent to the hand wash basins. • Preferably a full-length mirror in each female ablution block and in each family bathroom or private ablution, if appropriate. • Silvering backing shows some flaking or blemishes. • Limited lighting above or either side of mirrors.	or 6 pts
or Acceptable	• Mirrors situated above or adjacent to the hand wash basins with some possibly cracked. • Could be a full-length mirror in each female ablution block. • Silvering backing showing flaking or blemishes. • Poor lighting at mirrors.	or 3 pts
or Unacceptable	• Insufficient mirrors situated above or adjacent to the hand wash basins with some or most cracked, missing or broken. • No full-length mirror in each female ablution block. • Silvering backing showing excessive flaking or blemishes.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1pts or -3 pts
Total Points Allocated		**Max 15 pts**

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2.4 Toilet cubicles / facility

These rooms are the most frequently used rooms in any ablution facility. Resilience and purpose are important aspects to remember when assessing and if the fittings are not durable and in good condition, frequent use will begin to spoil these facilities.

Outstanding	• A safety grab rail is fitted in more than one toilet cubicles in both men's and ladies ablutions. • If family or private bathrooms are supplied, more than one unit is fitted with a safety grab rail at the toilet. • Two ply toilet paper and quality holder plus spare toilet rolls. • Outstanding quality toilet sanitary ware such as: Two-piece floor mounted or one-piece wall hung toilets, or outstanding quality close-coupled toilet suite. • All cisterns with dual flush system. • Toilet brush with holder. Preferably covered. • A lidded disposal bin (with liner) and / or sanitary towel mini-bag dispenser with bags in ladies toilets, and in each family bathroom or private ablution. • Adequate ventilation (e.g. an extractor fan or opening window). • Outstanding quality toilet seat. • At least one clothes hook in each toilet cubicle. • Urinals are suitably deodorized to ensure that they are odour free.	15 pts
or Excellent	• A safety grab rail is fitted in at least one toilet cubicle in both men's and ladies ablutions. • If family or private bathrooms are supplied, one unit is fitted with a safety grab rail at the toilet. • Preferably two ply toilet paper and holder plus spare toilet rolls. • Toilet brush with holder. Preferably covered. • A lidded disposal bin (with liner) and / or sanitary towel mini-bag dispenser with bags in ladies toilets, and in each family bathroom or private ablution, if appropriate. • Adequate ventilation (e.g. an extractor fan or opening window). • Excellent quality one-piece or two-piece toilets with dual flush system. • Excellent quality toilet seat. • At least one clothes hook in each toilet cubicle. • Urinals are suitably deodorized to ensure that they are odour free.	or 12 pts
or Very Good	• A safety grab rail is possibly fitted in at least one toilet cubicle in both men's and ladies ablutions. • If family or private bathrooms are supplied, one unit is possibly fitted with a safety grab rail at the toilet. • Very good quality toilet paper is supplied. • Toilet brush with holder. • A lidded disposal bin (with liner) and / or sanitary towel mini-bag dispenser with bags in ladies toilets, and in each family bathroom or private ablution, if appropriate. • Adequate ventilation (e.g. an extractor fan or opening window). • Porcelain in good condition with no hairline cracks visible. • Universal toilet seats in very good condition. • At least one clothes hook in each toilet cubicle. • Urinals are suitably deodorized to ensure that they are odour free.	or 9 pts

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2.4 Toilet cubicles / facility

These rooms are the most frequently used rooms in any ablution facility. Resilience and purpose are important aspects to remember when assessing and if the fittings are not durable and in good condition, frequent use will begin to spoil these facilities.

or Good	• Toilet paper is supplied. • Toilet brush with holder is supplied. • A lidded disposal bin (with liner) and / or sanitary towel mini-bag dispenser with bags in ladies toilets. • Adequate ventilation (e.g. an extractor fan or opening window). • Porcelain in good condition possibly with hairline cracks visible. • Toilet seats in good condition with no broken seats noted. • A safety grab rail is possibly fitted in at least one toilet cubicle in both men's and ladies ablutions. • Urinals are suitably deodorized to ensure that they are odour free.	or 6 pts
or Acceptable	• Toilet paper is supplied. • Toilet brush with holder is supplied. • A lidded disposal bin and / or sanitary bags in ladies toilets. • Suitable ventilation (e.g. an extractor fan or opening window). • Porcelain in acceptable condition possibly with hairline cracks visible. • Toilet seats in acceptable condition with no broken seats noted. • Urinals are suitably deodorized to ensure that they are odour free.	or 3 pts
or Unacceptable	• Ill fitted cheap plastic toilet and cover. • Discoloured plastic cistern. • Toilet paper not supplied and no toilet brush and holder. • Inadequate ventilation. • Urinals are suitably deodorized to ensure that they are odour free.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

Universal Accessibility:
Mobility Accessibility Toilet paper holder within 26cm of the seat.

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2.5 Hand washing and drying facility

Hygiene refers to the set of practices associated with the preservation of health and healthy living. A high standard of hygiene is vital for customer wellbeing.

Outstanding	• An outstanding quality clean, absorbent, hand towel is provided, and is changed daily. Towels must be free of stains. Alternatively, paper towelling, or outstanding quality hot air hand drying facility is provided. • Outstanding quality stainless steel soap dispensers with lotion crème soap or antibacterial hand soap with a pleasant aroma. Alternatively, wrapped hand soap is supplied and replaced daily. • The addition of accessories such as air fresheners, hand cream so as to create a pleasing environment is supplied. • An outstanding quality waste bin with liner and lidded at or close to entrance inside facility.	15 pts
or Excellent	• An excellent quality clean, absorbent, hand towel is provided, and is changed daily. Towels must be free of stains. Alternatively, paper towelling, or excellent quality hot air hand drying facility is provided. • A paper towelling dispenser with very good quality disposable paper towelling • Excellent quality stainless steel or plastic soap dispensers with lotion crème soap or antibacterial hand soap with a pleasant aroma. Alternatively, wrapped hand soap is supplied and replaced daily. • An excellent quality waste bin with liner and lidded at or close to entrance inside.	or 12 pts
or Very Good	• Good quality paper towels with easy to use dispenser. • A very good quality, clean, absorbent, cotton hand towel and a bath and shower mat should be provided, and must be replaced daily. Towels must be free of stains • Hot-air hand dryer acceptable. (Could be a bit noisy or loud.) • Very good quality liquid, hand-washing soap or even a bar of soap, with a pleasant aroma. • A very good quality waste bin with liner and lidded at or close to entrance inside.	or 9 pts
or Good	• Good quality paper towelling system but possibly thin, small paper (disintegrates easily when wet). • Large and possibly noisy hot-air hand dryer. • Adequate quality liquid soap (In a good quality dispenser) or hand-washing soap with neutral aroma. • A waste bin with liner at or close to entrance inside.	or 6 pts
or Acceptable	• No dispenser. • No soap supplied, or liquid soap in poor quality dispenser. • A waste bin close to entrance inside.	or 3 pts
or Unacceptable	• No towelling, soap or soap dispenser supplied. (Soap dispenser empty.)	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

Universal Accessibility:

Mobility Accessibility Towel rails to be a height between 90 and 100cm from the ground.

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2.6 Lighting, power and switches and ventilation

Illumination in a bathroom is especially important as good lighting will guarantee men a better shaving result and woman better make-up and styling results. A well-lit bathroom is a safe bathroom.

Outstanding	• Lighting effective for all purposes particularly at washbasins and mirrors. • Outstanding spread of lighting in all cubicles (even when door is closed). • Outstanding quality fittings. • Recessed lights alternatively outstanding quality covered florescent light fittings. • Light switch at main entrance, and lighting at entrance to ablutions – possibly on all night without disturbing guests. • Electric extractor fan or roof extractor fan fitted. Apparatus in outstanding condition. • Exceptionally good natural light.	15 pts
or Excellent	• Excellent standard of light fittings in centre of bathroom; main light plus adequate light at washbasins and mirrors. • Possibly supplementary lights. • Light switch at main entrance, and lighting at entrance to ablutions – possibly on all night without disturbing guests. • Electric extractor fan or roof extractor fan fitted. Apparatus in excellent condition. • Excellent natural light.	or 12 pts
or Very Good	• Very good quality fitting with suitable light for general bathroom use. • Light switch at main entrance, and lighting at entrance to ablutions. • Perhaps light not evenly distributed throughout the facility, but overall good light. • Very good ventilation and natural light.	or 9 pts
or Good	• Fair quality fittings providing only adequate light. • Centre light well positioned providing adequate light, even in closed cubicles. • Good ventilation and natural light.	or 6 pts
or Acceptable	• Dim centre light. Stark lighting on ageing fittings. • Light not evenly dispersed through ablutions – some dark areas. • Acceptable ventilation and natural light.	or 3 pts
or Unacceptable	• Gloomy, badly placed, ageing, damaged light fittings. • Inadequate for normal use. • Few if any windows open adequately.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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2.7 Walls: Tiling and paintwork finish

Various types of bathroom wall tiles are made available, with tile murals on the bathroom walls to create a focal point. A well tiled ablution will stand up to excessive usage of this high traffic area.

Outstanding	• Tiles well fitted. • Grouting in outstanding condition. No marks, stains, condensation damage. • Outstanding quality tiling, at least ½ floor to ceiling height, but preferably floor to ceiling. • Added décor such as tile motifs or patterns to enhance the tiling, • Possibly some outstanding quality photos, block mounts, framed pictures or murals fitted. • Paintwork outstanding quality and finish with no mismatch of colours. • No cracked or damaged walls.	15 pts
or Excellent	• Excellent quality tiling, at least ½ floor to ceiling height. • Grouting in excellent condition. No marks, stains, condensation damage. • Paintwork to be of excellent quality and finish with no mismatch of colours.	or 12 pts
or Very Good	• May be high quality finish but not always recent – some signs of wear but all in sound condition. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • Tiling is very well done. • Grouting in very good condition. • All walls are to be well painted with no mismatch of colours.	or 9 pts
or Good	• All walls to be reasonably painted. No stains or marks. • Tiling is to be acceptable with no cracked and broken tiles noticeable. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Grouting discoloured. Some stains and marks. • Cracked and broken tiles noticed.	or 3 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy with paintwork flaking. • Numerous cracked and broken tiles noticed.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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2.8 Flooring and ceilings

Bathroom floor tiles can set the tone for the whole space. Dynamic floor tiling can make a difference to the ablution facility. In thatched roofing facilities, ceilings are excluded.

Outstanding	• Outstanding quality and safe flooring, well fitted and free from stain or water damage. • All flooring non-slip, and is of outstanding quality floor tiling. • Floor tiling grout is of outstanding finish with no discolouring of grout visible. • Ceilings fitted and are of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible.	15 pts
or Excellent	• All flooring is non-slip, and excellent quality floor tiling or floor paving. • Floor tiling grout is of excellent finish with no discolouring of grout visible. • Ceilings fitted and are very well painted, free from any mildew or damage, and no sagging panels are visible.	or 12 pts
or Very Good	• Flooring is of very good quality, fit for purpose but covered with good quality floor coating, tiles, floor tiling, floor paving or non-slip coated surface. • Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. • May be recently decorated but not with the highest quality materials, though a competent and professional job.	or 9 pts
or Good	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Lower quality materials, ageing, with evidence of poor standard of DIY. • Grouting discoloured. Some stains and marks. • Ceilings acceptable, but could require attention.	or 3 pts
or Unacceptable	• Tired looking, cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Paintwork chipped and flaking. • Cracked and broken floor tiles, torn flooring, etc. • Ceilings dirty and badly fitted and in need of repair.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

Universal Accessibility:

Visual Accessibility	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location.

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2.9 Windows, window frames, doors and door frames

Window frames, doors and door frames are made of varying materials including vinyl, aluminium, composites, fiberglass, steel and wood. A window or a door is a transparent opening in a wall that allows the passage of light and, if not closed or sealed, air and sound in or out.

Outstanding	• All window, door and door frames are well painted with high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). • All putty of window frames is in outstanding condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidisation noted in aluminium door and window frames.	15 pts
or Excellent	• All window, door and door frames are excellently painted, with no cracked window panes noticed. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidisation noted in aluminium door and window frames.	or 12 pts
or Very Good	• All window, door and door frames are well painted, with no cracked window panes noticed. • All putty of window frames is in very good condition, and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidisation noted in aluminium door and window frames.	or 9 pts
or Good	• All window, door and door frames are reasonably well painted, with no cracked window panes noticed. • All putty of window frames is in good condition, and window frames have no wood rot noticeable. • Not rust noted in steel window or door frames. • No corrosion or oxidisation noted in aluminium door and window frames.	or 6 pts
or Acceptable	• All window, door and door frames paintwork is acceptable, with no broken, missing or cracked window panes noticed. • All putty of window frames is in an acceptable condition, and window and door frames with no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidisation noted in aluminium door and window frames.	or 3 pts
or Unacceptable	• All window, door and door frames paintwork is not acceptable, with numerous broken, missing or cracked window panes noticed. • All putty of window frames is in a badly weathered and cracked condition, and window frames could have excessive wood rot noticeable. • Excessive rust noted in steel window or door frames. • Excessive corrosion or oxidisation noted in aluminium door and window frames.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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2.10 Chemical toilets and disposal area (If supplied)		
A chemical toilet is a toilet using chemicals to disinfect and neutralize the waste instead of simply storing it in a tank, or disposing of it in the ground. Quality branded toilet additive products do not contain formaldehyde and are usually safe for septic tank disposal with dilution.		
Outstanding	• The chemical toilet service area is in a separate facility, and in a closed or well screened area. • Outstanding wall tiling or paintwork, exceptional floor tiling. • All window, doors and frames outstanding finish. • Light at entrance and outstanding quality light fittings. • Outstanding quality porcelain or stainless steel WC with good quality tap and fittings with tap, flush hose, and shelf or work surface in facility. • A mop in suitable container at entrance to facility for guest use in case of accidental spillage.	15 pts
or Excellent	• The chemical toilet service area is a separate facility, not necessarily in a closed or well screened area, but outside of the main ablutions. • Excellent wall tiling or paintwork, excellent floor tiling. • All window, doors and frames excellent finish. • Light at entrance and excellent quality light fittings. • Excellent quality porcelain or stainless steel WC with good quality tap and fittings with flush hose, possibly with shelf or work surface in facility. • A mop in suitable container at entrance to facility for guest use in case of accidental spillage.	or 12 pts
or Very Good	• The chemical toilet service area could be a separate facility, not necessarily in a closed or well screened area, but could also in the main ablutions. • Possibly one toilet and preferably in the men's section, is fitted with tap, flush hose and possibly a shelf. • Very good wall tiling or paintwork, very good floor tiling. • All window, doors and frames very good finish. • Light at entrance and good quality light fittings. • Very good quality porcelain or stainless steel WC with good quality tap and fittings with flush hose. • A mop in suitable container at entrance to facility for guest use in case of accidental spillage.	or 9 pts
or Good	• The chemical toilet service area could be a separate facility, not necessarily in a closed or well screened area, but could also be in the main ablutions. • Possibly one toilet and preferably in the men's section, is fitted with tap, flush hose and possibly a shelf.	or 6 pts
or Acceptable	• The chemical toilet service area could be a separate facility, not necessarily in a closed or well screened area, but could also in the main ablutions. • Possibly one toilet, preferably in the men's section, is fitted with tap, flush hose and possibly a shelf.	or 3 pts
or Unacceptable	• Dilapidated wall tiling or paintwork, un-acceptable floor. • All window, doors and frames un-acceptable finish. • Possibly no lighting at entrance with un-acceptable light fittings. • Poor quality porcelain or rusty stainless steel WC with old garden type taps.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts
Total Points Allocated		**Max 15 pts**
SUB TOTAL: ABLUTION AND BATHROOMS SECTION		**Max 150 pts**

3. HOUSEKEEPING – BATHROOMS / ABLUTIONS

Good housekeeping practices are often simple common sense that focuses more on the human side rather than the technological side. All areas of the bathrooms, bath, shower and toilet cubicles must be kept clean and orderly and in a sanitary condition.

Outstanding	• Exceptionally high standard of cleanliness. • No dust. All surfaces polished with no smears. • Floors swept and mopped more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • All porcelain sanitized, and exceptionally well cleaned. • High grade sanitising and disinfectant materials used. • Cleaner on duty at all times during the day. • Arrangements for cleaning if necessary after hours and during high season or high occupancy.	15 pts
or Excellent	• Exceptionally high standard of cleanliness. • No dust. All surfaces polished with no smears. • Floors swept and mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • All porcelain exceptionally well cleaned. • High grade sanitising and disinfectant materials used. • Cleaner on duty during the day if and when required. • Arrangements for cleaning if necessary after hours and during high season.	or 12 pts
or Very Good	• A very high standard of cleanliness. • All surfaces well cleaned. • All windows are clean with no smudges, condensation marks or grime. • Floors swept and mopped at least once daily. • No discarded items left on premises. • All porcelain well cleaned. • Domestic quality sanitizing and disinfectant materials used.	or 9 pts
or Good	• Good standard of cleanliness overall, though possibly some evidence of dust, cobwebs in high or low or inaccessible places.	or 6 pts
or Acceptable	• Sloppy approach to cleaning – some areas neglected. Unclean/damp smell. • Condensation marks / mould showing in places. Grouting marked / stained.	or 3 pts
or Unacceptable	• Unsatisfactory standard. • Dust. Cobwebs. Dirty flooring. • Long-term neglect. • Grouting heavily stained.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**
SUB TOTAL: HOUSEKEEPING – BATHROOMS / ABLUTIONS		**Max 15 pts**

Universal Accessibility	
Visual Accessibility	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. House-keeping staff to ensure all bathroom accessories and equipment is within easy reach. Care to ensure everything remains in the same place.
Mobility Accessibility	Housekeeping staff to ensure all bathroom accessories and equipment is within easy reach for guests with functional mobility and physical limitations.

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4. SCULLERIES / CAMP KITCHENS

4.1 Fixtures and fittings

All sculleries and kitchens whether communal, or private and family facilities, will be evaluated under this section. 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.

Outstanding	• Outstanding quality, well-made fittings in excellent order and matching style. • Outstanding quality taps and mixers. Plenty of hot water at all times. • Good sized and outstanding quality work surfaces. (Post form, tiled, granite or marble.) • Washbasins of outstanding quality stainless steel single or double basins. • Outstanding quality stainless steel dish drying racks provided. • If a Camp Kitchen, then a quality brand name microwave oven, stove / 2 plate stove, toaster, refrigerator and or chest freezer, also of high quality and in good working order is supplied. • Instant boiling water dispensers (wall mounted urn) in all sculleries and camp kitchens. A quality kettle will suffice (If a Camp Kitchen). • All plumbing must be screened with no water pipes visible. • All basins fitted with plugs. • All signage in facilities professional finish and quality.	15 pts
or Excellent	• Excellent quality, well-made fittings in excellent order and matching style. • Excellent quality taps and mixers. • If a Camp Kitchen, then a quality brand name microwave oven, stove / 2 plate stove, toaster, refrigerator and or chest freezer, also of high quality and in good working order is supplied. Plenty of hot water at all times. • Instant boiling water dispensers (wall mounted urn) in most sculleries and camp kitchens. A quality kettle will suffice (If a Camp Kitchen). • Good sized and excellent quality work surfaces. (Post form or tiled surface.) • Washbasins of excellent quality stainless steel single or double basins. • All basins fitted with plugs. • Excellent quality stainless steel or plastic dish drying racks provided. • All plumbing must be screened and no water pipes visible. • All signage in facilities professional finish and quality.	or 12 pts
or Very Good	• Generally very good quality fittings throughout, but not necessarily new. • High quality fibreglass / stainless steel washbasins may be considered appropriate. • All basins fitted with plugs. • Very good stainless steel or plastic dish drying racks provided. • Fairly good sized work surfaces. • If a Camp Kitchen, microwave oven, and or stove / 2 plate stove and or toasters, and or refrigerator of good quality and in good working order. • Good supply of hot water at all times. • Instant boiling water dispensers (wall mounted urn) in some sculleries and camp kitchens. A quality kettle will suffice (If a Camp Kitchen). • All signage in facilities neat and in good condition with handmade notices computer quality and laminated. (No hand written notices noted.)	or 9 pts
or Good	• Standard domestic range of fittings. May be showing some wear but in sound, clean condition. • Microwave oven, and or stove / 2 plate stove and or toasters, and or refrigerator of good quality and in good working order. • Possibly instant boiling water dispensers (wall mounted urn) in some sculleries and camp kitchens. A quality kettle will suffice (If a Camp Kitchen). • Hot water at all reasonable times. • All basins fitted with plugs. • Smallish or limited space and work surfaces.	or 6 pts

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or Acceptable	• Ageing fittings. • Stainless steel basins in poor condition. • Cheap, plastic basins etc. • Some plugs missing. • Microwave oven, and or stove / 2 plate stove, and or toasters, and or refrigerator of acceptable quality and in good working order. A quality kettle will suffice (If a Camp Kitchen). • Weak water pressure – barely effective flow of water. Intermittent hot water. • Fittings not matching. Well used. Rough DIY grouting / sealant. • Some fittings missing / absent. • No work surfaces around washbasins but small shelves or similar fitted.	or 3 pts
or Unacceptable	• Plastic taps, loose or broken fittings. • Evidence of cigarette burns, damage, etc. • Many absent fittings e.g. taps, plugs etc. • No work surfaces, shelving, etc.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

Universal Accessibility

Visual Accessibility Interior décor with tonal contrast between the critical surfaces.

4.2 Lighting, power and switches and ventilation

Good lighting creates the illusion of space. Lighting can also serve to highlight certain areas in the scullery or camp kitchen. There should always be enough light to enable you to go about your tasks without having to strain your eyes, and it is important to limit glare.

Outstanding	• Lighting effective for all purposes particularly at washbasins and work surfaces. • Outstanding lighting in all areas. • Outstanding quality fittings. • Recessed or covered lights and fittings of outstanding quality. • Light switch at main entrance, and lighting at entrance to sculleries and camp kitchens – possibly on all night without disturbing guests. • Electric extractor fan or roof extractor fan fitted. Apparatus in outstanding condition. • Exceptionally good natural light.	15 pts
or Excellent	• Excellent standard of light fittings in centre of scullery and camp kitchen; main light plus adequate light at washbasins and work surfaces. • Light switch at main entrance, and lighting at entrance to sculleries and camp kitchens – possibly on all night without disturbing guests. • Electric extractor fan or roof extractor fan fitted. Apparatus in excellent condition. • Excellent natural light.	or 12 pts
or Very Good	• Very good quality fitting with suitable light for general scullery and camp kitchen use • Light switch at main entrance, and lighting at entrance to sculleries and camp kitchens. • Perhaps light not evenly distributed throughout the facility, but overall good light. • Very good ventilation and natural light.	or 9 pts

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or Good	• Fair quality fittings providing only adequate light. • Light switch at main entrance, and lighting at entrance to sculleries and camp kitchens. • Centre light well positioned providing adequate light. • Good ventilation and natural light.	or 6 pts
or Acceptable	• Dim centre light. Stark lighting with ageing / rusty fittings. • Light not evenly dispersed through sculleries and camp kitchens – some dark areas. • Acceptable ventilation and natural light.	or 3 pts
or Unacceptable	• Gloomy, badly placed, ageing, damaged / rusty light fittings. • Inadequate for normal use. • Few if any windows open adequately.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

4.3 Walls- Tiling and paintwork finish

Various types of wall tiles are available that are durable and able to withstand high density usage. A well tiled scullery or camp kitchen will stand up to excessive usage without losing its durability.

Outstanding	• Outstanding quality tiling, at least ½ floor to ceiling height. • Grouting in outstanding condition. • Tiling at work surfaces to be outstandingly well applied with grout clean. • Outstanding quality tiling, at least ½ floor to ceiling height, but preferably floor to ceiling. • Possibly added décor such as tile motifs or patterns to enhance the tiling, or outstanding quality photos, block mounts, framed pictures or murals fitted. Paintwork outstanding quality and finish with no mismatch of colours.	15 pts
or Excellent	• Excellent quality tiling, at least ½ floor to ceiling height. • Tiling at work surfaces to be excellently well applied with grout clean. • Paintwork to be of excellent quality and finish with no mismatch of colours.	or 12 pts
or Very Good	• May be high quality finish but not always recent – and in sound condition. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • Tiling is very well done with no cracked or broken tiles to be noticed. • All walls are to be well painted with little or no mismatch of colours.	or 9 pts
or Good	• All walls to be reasonably painted. No stains or marks. • Tiling is to be acceptable with no cracked and broken tiles noticeable. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 7 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Grouting discoloured. Some stains and marks. • Cracked and broken tiles noticed.	or 6 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy with paintwork flaking. • Numerous cracked and broken tiles noticed.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pt
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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4.4 Flooring and ceilings

Quality floor tiles can set the tone for the whole space. Hard wearing floor tiling can make a difference to long term utilization.

Outstanding	• Outstanding quality and safe flooring, well fitted and free from stain or water damage. • All flooring non-slip, and is of outstanding quality floor tiling. • Floor tiling grout is of outstanding finish with no staining of grout visible. Ceilings fitted and are of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible. • In thatched roofing facilities, ceilings are excluded.	15 pts
or Excellent	• All flooring is non-slip, and excellent quality floor tiling or floor paving. • There is no cracked floor tiling visible. • Ceilings fitted and are excellently painted, free from any mildew or damage, and no sagging panels are visible. • In thatched roofing facilities, ceilings are excluded.	or 12 pts
or Very Good	• Flooring is of very good quality, fit for purpose but covered with high grade floor coating, tiles, floor tiling, floor paving or non-slip coated surface. • Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. • May be recently decorated but not with the highest quality materials, though a competent and professional job.	or 9 pts
or Good	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Lower quality materials, ageing, with evidence of poor standard of DIY. • Grouting discoloured. Some stains and marks evident. • Ceilings acceptable, but could require attention.	or 3 pts
or Unacceptable	• Very tired. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Paintwork chipped and flaking. • Cracked and broken floor tiles, torn flooring, etc. • Ceilings dirty and badly fitted and in need of repair. •	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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4.5 Windows, window frames, doors and door frames

Window frames, doors and door frames are made of varying materials including vinyl, aluminium, composites, fiberglass, steel and wood. Opening windows in sculleries and camp kitchens are necessary for good ventilation.

Outstanding	• All window, door and door frames are well painted with high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). • All putty of window frames is in outstanding condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	15 pts
or Excellent	• All window, door and door frames are excellently painted, with no cracked window panes noticed. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 12 pts
or Very Good	• All window, door and door frames are well painted, with no cracked window panes noticed. • All putty of window frames is in very good condition, and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 9 pts
or Good	• All window, door and door frames are reasonably well painted, with no cracked window panes noticed. • All putty of window frames is in good condition. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 6 pts
or Acceptable	• All window, door and door frames paintwork is acceptable, with no broken, missing or cracked window panes noticed. • All putty of window frames is in an acceptable condition, and window and door frames acceptable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 3 pts
or Unacceptable	• All window, door and door frames paintwork is not acceptable, with numerous broken, missing or cracked window panes noticed. • All putty of window frames is in a badly weathered and cracked condition, and window frames could have excessive wood rot noticeable. • Excessive rust noted in steel window or door frames. • Excessive corrosion or oxidization noted in aluminium door and window frames.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

SUB TOTAL: SCULLERIES / CAMP KITCHENS	**Max 60 pts**

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Universal Accessibility

Mobility Accessibility	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position. Size of unobstructed space of 90cm x 150cm in-front of doors. Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted. Where a sliding door has been used, it should be open-able with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.
Visual Accessibility	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location. Power sockets located between 80cm - 100cm above floor surface. Close to headboard. Uniform and even lighting with minimum lighting levels of 200 lux. *(If there is a strong differentiation between the light sources it makes it difficult for a guest with a functional visual limitation to perceive items of furniture, doorways etc.)* 90cm wide unimpeded circulation space around and between furniture and appliances. No complicated patterned materials carpets, tiles etc.

5. HOUSEKEEPING: SCULLERIES / CAMP KITCHENS

Good housekeeping practices are often simple common sense that focuses more on the human side rather than the technological side. All areas of the sculleries and camp kitchens must be kept clean and orderly and in a sanitary condition.

Outstanding	• Exceptionally high standard of cleanliness. • No dust. All surfaces clean with no smears. • Floors swept and mopped more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • All washbasins exceptionally well cleaned. • High grade sanitizing and disinfectant materials used. • Arrangements for cleaning if necessary after hours and during high season or high occupancy.	15 pts
or Excellent	• Exceptionally high standard of cleanliness. • No dust. All surfaces clean with no smears. • Floors swept and mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • All washbasins exceptionally well cleaned. • High grade sanitizing and disinfectant materials used. • Arrangements for cleaning if necessary after hours and during high season.	or 12 pts

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5. HOUSEKEEPING: SCULLERIES / CAMP KITCHENS

Good housekeeping practices are often simple common sense that focuses more on the human side rather than the technological side. All areas of the sculleries and camp kitchens must be kept clean and orderly and in a sanitary condition.

or Very Good	• A very high standard of cleanliness. • All surfaces well cleaned. • All windows are clean with no smudges, condensation marks or grime. • Floors swept and mopped at least once daily. • No discarded items left on premises. • All washbasins well cleaned. • Domestic quality sanitizing and disinfectant materials used.	or 9 pts
or Good	• Good standard of cleanliness overall, though possibly some evidence of dust, cobwebs in high or low or inaccessible places.	or 6 pts
or Acceptable	• Sloppy approach to cleaning – some areas neglected. Unclean / damp smell. • Condensation marks / mould showing in places. Grouting marked / stained.	or 3 pts
or Unacceptable	• Unsatisfactory standard. • Dust. Cobwebs. Dirty flooring. • Long-term neglect. • Grouting heavily stained.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated	**Max 15 pts**
SUB TOTAL: HOUSEKEEPING – SCULLERIES / CAMP KITCHENS	**Max 15 pts**

Universal Accessibility

Visual Accessibility	No complicated patterned materials carpets, tiles etc. Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. Housekeeping staff to ensure all scullery / kitchen accessories and equipment is within easy reach. Care to ensure everything remains in the same place.
Mobility Accessibility	Housekeeping staff to ensure all scullery / kitchen accessories and equipment is within easy reach for guests with functional mobility and physical limitations.

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6. LAUNDRIES / DRYING AREAS

6.1 Fixtures and fittings

All laundries and drying areas will be evaluated under this section, and where different standards are present, an average score will be applied. If there is significant difference between the highest and the lowest score, then the lowest score will apply.

Outstanding	• Outstanding quality, well-made fittings in excellent order and matching style. • Outstanding quality taps. Plenty of hot water at all times. • Good sized and outstanding quality work and clothes sorting surfaces. (Post form, tiled, granite or marble surface.) • Wash troughs of outstanding quality stainless steel. • Outstanding quality brand name washing and drying equipment in mint condition. (No rust noted in equipment.) • Outstanding quality ironing boards with irons. • Washing and ironing service available if required. • Power points and ironing boards must be provided in the laundry area. • All basins / wash troughs fitted with plugs. • All plumbing must be screened with no water pipes visible. • All signage in facilities professional finish and quality. • Drying area is enclosed and screened from view of campers • A fire extinguisher (foam/powder product - not H2O) designated as suitable for electrical fires must be located at the entrance. • Rotary type clotheslines and washing lines, with an aluminium or galvanized steel tube and firmly fixed in place. • T-pole washing lines are sturdy, with aluminium or galvanized steel tube and firmly fixed in place with no sagging lines.	15 pts
or Excellent	• Excellent quality, well-made fittings in excellent order and matching style. • Excellent quality taps and mixers. Plenty of hot water at all times. • All plumbing must be screened with no water pipes visible. • Good sized and excellent quality work and clothes sorting surfaces. (Post form, tiled, granite or marble surface.) • Excellent quality brand name washing and drying equipment in mint condition. (No rust noted in equipment.) • Ironing boards in excellent condition. No stains or burn marks on boards. Irons available if required. • Power points and ironing boards must be provided in the laundry area. • Washing and ironing service available (if applicable) • Wash troughs of excellent quality stainless steel. • All basins / wash troughs fitted with plugs. • All signage in facilities professional finish and quality. • A fire extinguisher (foam/powder product - not H2O) designated as suitable for electrical fires must be located at the entrance. • Drying area is enclosed and screened from view of campers. • Rotary type clotheslines and washing lines, with an aluminium or galvanized steel tube and firmly fixed in place. • T-pole washing lines are sturdy, with aluminium or galvanized steel tube and firmly fixed in place with no sagging lines.	or 12 pts

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or Very Good	• Generally very good quality fittings throughout, but not necessarily new. • Very good quality fibreglass / stainless steel / reinforced concrete wash troughs may be considered appropriate. All fitted with plugs. • Fairly good sized work and clothes sorting surfaces. • Very good washing and drying equipment in good condition and working order. Little or no rust in equipment. • Ironing boards in good condition; possibly requires recovering soon. • Washing and ironing service possibly available. • Power points must be provided in the laundry area. • Good supply of hot water at all times. • All signage in facilities neat and in good condition with handmade notices computer quality and laminated. (No hand written notices noted.) • A fire extinguisher (foam/powder product - not H2O) designated as suitable for electrical fires must be located at the entrance. • Rotary type clotheslines and washing lines in good condition. • T-pole washing lines are sturdy and in good condition with no sagging lines. • Drying area should be enclosed and screened from view of campers, and is in very good condition.	or 9 pts
or Good	• Standard domestic range of fittings. May be showing some wear but in sound, clean condition. • Washing and drying equipment is in good condition. • Domestic type washing and drying equipment is in good condition. Minimal rust in equipment. • Ironing boards in good condition (possibly requires recovering in the near future) or provision made for ironing / ironing service. • Power points must be provided in the laundry area. • Hot water at all reasonable times. • All basins / wash troughs fitted with plugs. • Smallish or limited space and work surfaces. • A fire extinguisher (foam/powder product - not H2O) designated as suitable for electrical fires must be located at the entrance. • Rotary type clotheslines and washing lines are in good condition. • T-pole washing lines are sturdy and in good condition with no sagging lines. • Drying area is preferably enclosed and screened from view of campers.	or 6 pts
or Acceptable	• Ageing fittings. Stainless steel basins in poor condition. • Cheap, plastic basins etc. Some plugs missing. • Washing and drying equipment in acceptable condition. • Domestic type (twin tub) washing equipment in acceptable condition. Some rust evident in equipment. • Provision made for clothes ironing. • Weak water pressure – barely effective flow of water. Intermittent hot water. • Fittings not matching. Well used. Rough DIY grouting / sealant. • Some fittings missing / absent. • No work surfaces around wash troughs but small shelves or similar fitted. • Rotary type clotheslines and washing lines in acceptable condition. • T-pole washing lines are sturdy and in acceptable condition with no excessive sagging of lines, and possibly screened.	or 3 pts
or Unacceptable	• Plastic taps, loose or broken fittings. • Evidence of cigarette burns, damage, etc. • Many absent fittings e.g. taps, plugs etc. • Washing and drying equipment in poor condition, or domestic type twin tub washing equipment in poor condition. Rust in equipment very evident. • No clothes ironing facilities supplied. • No work surfaces, shelving, etc. • Clothes and washing lines in dilapidated condition.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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6.2 Lighting, power and switches and ventilation.

There should always be enough light to enable the client to go about his or her tasks without having to strain their eyes. Poor lighting in laundries is not acceptable

Outstanding	• Lighting effective for all purposes particularly at wash troughs, washing and drying equipment and work surfaces. • Outstanding quality fittings with excellent lighting in all areas. • Recessed or covered lights and fittings of outstanding quality. • Light switch at main entrance, and lighting at entrance to laundry outstanding – possibly on all night without disturbing guests. • Electric extractor fan or roof extractor fan fitted. Apparatus in outstanding condition. • Exceptionally good natural light.	15 pts
or Excellent	• Excellent standard of light fittings in centre of laundry; main light plus adequate light at wash troughs, washing and drying equipment and work surfaces. • Light switch at main entrance, and lighting at entrance to laundry excellent – possibly on all night without disturbing guests. • Electric extractor fan or roof extractor fan fitted. Apparatus in excellent condition. • Excellent natural light.	or 12 pts
or Very Good	• Very good quality fitting with suitable light for general laundry use. • Perhaps light not evenly distributed throughout the facility, but overall very good light. • Light switch at main entrance, and lighting at entrance to laundry very good. • Very good ventilation and natural light.	or 9 pts
or Good	• Good quality fittings providing only adequate light. • Centre light well positioned providing adequate light. • Light switch at main entrance, and lighting at entrance to laundry good. • Good ventilation and natural light.	or 6 pts
or Acceptable	• Dim centre light. Stark lighting with ageing / rusty fittings. • Light not evenly dispersed through laundry – some dark areas. • Light switch at main entrance, and lighting at entrance to laundry acceptable. • Acceptable ventilation and natural light.	or 3 pts
or Unacceptable	• Gloomy, badly placed, ageing, damaged / rusty light fittings. • Inadequate for normal use. • Few if any windows open adequately.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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6.3 Walls: Tiling and paintwork finish

Various types of wall tiles are available that are durable and able to withstand high density usage. A well tiled scullery or camp kitchen will stand up to excessive usage without losing its durability.

Outstanding	• Tiles well fitted. Grouting in outstanding condition. • Tiling at work surfaces to be in outstanding condition with grout clean. • Outstanding quality tiling, at least ½ floor to ceiling height, but preferably floor to ceiling. • Paintwork outstanding quality and finish with no mismatch of colours. • No cracked or damaged walls.	15 pts
or Excellent	• Excellent quality tiling, at least ½ floor to ceiling height. • Tiling at work surfaces to be excellently well applied with grout clean. • Paintwork to be of excellent quality and finish with no mismatch of colours.	or 12 pts
or Very Good	• May be high quality finish but not always recent – some signs of wear but all in sound condition. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • Tiling, where applied is very well done with no cracked or broken tiles to be noticed. • All walls are to be well painted with little or no mismatch of colours.	or 9 pts
or Good	• All walls to be reasonably painted. No stains or marks. • Tiling where applied is acceptable with little or no cracked and broken tiles noticeable. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Grouting discoloured. Some stains and marks. • Cracked and broken tiles noticed.	or 3 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy with paintwork flaking. • Numerous cracked and broken tiles noticed.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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6.4 Flooring and ceilings

Floor tiling or paving must also help promote safety in the laundry. Slippery flooring is dangerous. Good flooring in the laundry will ensure that the client feels comfortable.

Outstanding	• Outstanding quality and safe flooring, well fitted and free from stain or water damage. • All flooring non-slip, and is of outstanding quality floor tiling. • Floor tiling grout is of outstanding finish with no staining of grout visible. • Ceilings fitted and are of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible. • In thatched roofing facilities, ceilings are excluded.	15 pts
or Excellent	• All flooring is non-slip, and excellent quality floor tiling or floor paving. • There is no cracked floor tiling visible. • Ceilings fitted and are very well painted with excellent quality coating, free from any mildew or damage, and no sagging panels are visible. • In thatched roofing facilities, ceilings are excluded.	or 12 pts
or Very Good	• Flooring is of good quality, fit for purpose but covered with very good quality floor coating, tiles, floor tiling, floor paving or non-slip coated surface. • Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. • May be recently decorated but not with the highest quality materials, though a competent and professional job.	or 9 pts
or Good	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Ceilings, if fitted, are well painted, free from any mildew or damage, and no sagging panels are visible. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Lower quality materials, ageing, with evidence of poor standard of DIY. • Grouting discoloured. Some stains and marks evident. • Ceilings acceptable, but could require attention.	or 3 pts
or Unacceptable	• Very tired with damp / condensation marks very evident. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Paintwork chipped and flaking. • Cracked and broken floor tiles, torn flooring, etc. • Ceilings dirty and badly fitted and in need of repair.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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6.5 Windows, window frames, doors and door frames

Window frames, doors and door frames are made of varying materials including vinyl, aluminium, composites, fiberglass, steel and wood. Opening windows in laundries are necessary for improved ventilation.

Outstanding	• All window, door and door frames are well painted with a high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). • All putty of window frames is in outstanding condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	15 pts
or Excellent	• All window, door and door frames are excellently painted, with no cracked window panes noticed. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 12 pts
or Very Good	• All window, door and door frames are very well painted, with no cracked window panes noticed. • All putty of window frames is in very good condition, and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 9 pts
or Good	• All window, door and door frames are reasonably well painted, with no cracked window panes noticed. • All putty of window frames is in good condition, and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 6 pts
or Acceptable	• All window, door and door frames paintwork is acceptable, with few or no broken, missing or cracked window panes noticed. • All putty of window frames is in an acceptable condition, and window and door frames could have some wood rot noticeable. • Rust noted in steel window or door frames. • Corrosion or oxidization noted in aluminium door and window frames.	or 3 pts
or Unacceptable	• All window, door and door frames paintwork is not acceptable, with numerous broken, missing or cracked window panes noticed. • All putty of window frames is in a badly weathered and cracked condition, and window frames could have excessive wood rot noticeable. • Excessive rust noted in steel window or door frames. • Excessive corrosion or oxidization noted in aluminium door and window frames.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated	**Max 15 pts**

SUB TOTAL: LAUNDRIES / DRYING AREAS	**Max 75 pts**

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Universal Accessibility

Mobility Accessibility	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position. Size of unobstructed space of 90cm x 150cm in-front of doors. Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted. Where a sliding door has been used, it should be open-able with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.
Visual Accessibility	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location. Power sockets located between 80cm - 100cm above floor surface. Close to headboard. Uniform and even lighting with minimum lighting levels of 200 lux. *(If there is a strong differentiation between the light sources it makes it difficult for a guest with a functional visual limitation to perceive items of furniture, doorways etc.)* 90cm wide unimpeded circulation space around and between furniture and appliances. No complicated patterned materials carpets, tiles etc.

7. HOUSEKEEPING - LAUNDRIES / DRYING AREAS

Good housekeeping practices are often simple common sense that focuses more on the human side rather than the technological side. All areas of the laundries and drying areas must be kept clean and orderly and in a sanitary condition.

Outstanding	• Exceptionally high standard of cleanliness. • No dust. All surfaces clean with no smears. • Floors swept and mopped more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • All equipment well cleaned. • High grade sanitizing and disinfectant materials used. • Arrangements for cleaning if necessary after hours and during high season or high occupancy.	15 pts
or Excellent	• Exceptionally high standard of cleanliness. • No dust. All surfaces clean with no smears evident. • Floors swept and mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • High grade sanitizing and disinfectant materials used. • All equipment well cleaned. • Cleaner on duty during the day if and when required. • Arrangements for cleaning if necessary after hours and during high season.	or 12 pts
or Very Good	• A very high standard of cleanliness. • All surfaces well cleaned. • All windows are clean with no smudges, condensation marks or grime. • Floors swept and mopped at least once daily. • No discarded items left on premises. • All equipment well cleaned. • Domestic quality sanitizing and disinfectant materials used.	or 9 pts

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or Good	• Good standard of cleanliness overall, though possibly some evidence of dust, cobwebs in high or low or inaccessible places.	or 6 pts
or Acceptable	• Sloppy approach to cleaning – some areas neglected. Unclean / damp smell. • Condensation marks / mould showing in places. Grouting marked / stained.	or 3 pts
or Unacceptable	• Unsatisfactory standard. • Dust. Cobwebs. Dirty flooring. • Long-term neglect. • Grouting heavily stained.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

Universal Accessibility

Visual Accessibility	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. Housekeeping staff to ensure all laundry accessories and equipment is within easy reach. Care to ensure everything remains in the same place.
Mobility Accessibility	Housekeeping staff to ensure all laundry accessories and equipment is within easy reach for guests with functional mobility and physical limitations.

8. SITES FOR CARAVAN AND CAMPING

8.1 Size and demarcation of sites.

The goal of all caravan park and resort owners is to provide quality caravan and camping sites that not only meets but exceeds guest expectations. It is acknowledged, however, that some variety in size and configuration of camp sites may be appropriate so as to accommodate different group sizes.

Outstanding	• Most sites 10 x 12 meters or larger. • Some secluded or private sites available. • Most campsites are screened by use of natural vegetation so as to provide a sense of campsite boundary, noise reduction, shade, and enhanced visitor experience through connection to the natural environment. • Sites clearly demarcated. • All sites exceptionally well and clearly numbered.	15 pts
or Excellent	• All sites 10 x 12 meters or larger. • Excellent site layout – obvious thought to layout of sites. • Good sized sites – suitable for typical market. • Sites clearly and neatly demarcated or identifiable. • Some secluded or private sites available.	or 12 pts
or Very Good	• All sites 10 x 10 meters or larger possibly with some secluded sites available. • Sites not necessarily demarcated, but suitable areas available for caravans and camping. • Sites not quite excellent.	or 9 pts

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or Good	• Sites neat and tidy. • Sites not necessarily demarcated.	or 6 pts
or Acceptable	• Sites relatively small in size. • Sites not demarcated, but acceptable for normal camping activities.	or 3 pts
or Unacceptable	• Sites very close together and small in size (very cramped).	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

8.2 Access and overhead clearance.

The ability to be able to reverse the caravan, or drive straight onto the camping area without first having to unhitch, is a great feature of a well-planned caravan resort.

Outstanding	• Opening / entrance to site large enough (at least 10 meter frontage) so as to be able to reverse caravan onto site easily. • All sites easy access from service roads. • At least 2.7 meters overhead clearance on each site.	15 pts
or Excellent	• Access wide enough to reach the sites in safety (at least 10 meter frontage). • Assistance to site caravan and erect tent available. • At least 2.7 meters overhead clearance on each site.	or 12 pts
or Very Good	• Access reasonably wide enough to reach most sites in safety. • Possible assistance to site caravan and erect tent available. • At least 2.7 meters overhead clearance on each site.	or 9 pts
or Good	• Not all sites have easy access. • Some tight and narrow access to sites. • Possible assistance to site caravan and erect tent available. • Most sites have at least 2.7 meters overhead clearance.	or 6 pts
or Acceptable	• Not all sites have easy access. • Most sites have tight and narrow access to them. • No assistance to site caravan and erect tent available. • Very few have at least 2.7 meters overhead clearance.	or 3 pts
or Unacceptable	• Not all sites have easy access due to overgrown and untended trees and bush. • No assistance to site caravan and erect tent available. • Very few have good overhead clearance.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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8.3 Surface and drainage

Today's campers have a range of comforts available to them, whether their shelter is a tent, caravan with tent, motor home or trailer tent. There are many different surfaces on which to pitch camp, and the most durable surfaces are grass, asphalt, brick paved pad or crushed gravel. Bearing in mind, that any area that gets a lot of traffic will show numerous and fairly obvious consequences.

Outstanding	• Even surface and level. No protruding roots or rocks on site surface. • Outstanding site drainage. • No drainage ditches noted through the site that were dug by previous campers. • Outstanding quality site surface. (Full grass, asphalt, brick paved pad or crushed gravel.)	15 pts
or Excellent	• Even and level surface. • Excellent quality site surface. • Excellent site drainage with no uneven surface that could collect water on site. • No drainage ditches noted on or through the site.	or 12 pts
or Very Good	• Sites not quite excellent. • Surface fairly even. Minimal protruding roots or rocks on site surface. • Drainage good. • No old drainage ditches noted on or through the site. • Good quality site surface. (Grass, asphalt, brick paved pad or crushed gravel.)	or 9 pts
or Good	• Very slight slope on some sites. • Drainage appears to be good. • Numerous and old drainage ditches noted on the site. • Surface fairly even.	or 6 pts
or Acceptable	• Some puddles / small holes in some sites. • Drainage appears to be fair. • Slight sloping of some sites.	or 3 pts
or Unacceptable	• Uneven surface with holes, puddles, etc. • No drainage (easily flooded in light rain). • Significant slope on a number of sites. • Poor quality site surface. (Rocky and/or numerous protruding roots noticed.)	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

8.4 Site facilities

i. Electrical power points.

In "the old days" campers enjoyed a 'roughing it" attitude to camping, but today most campers prefer the creature comforts of electrical appliances (Air-conditioners, portable deep freezes, fans, electrical stoves and kettles etc.) whilst on holiday.

Outstanding	• At least one electricity point for each caravan site – an acceptable distance between the power point and the site. (Max 25 meters.) • The electrical power points do comply according to the SANS 10142 standard. • The socket outlets (plugs) comply with SANS 1239 (that is the Blue adapter plug). • The plugs have distribution housing for each (group of) socket outlet(s), with the housing providing a degree of protection of at least IP44 (box splash proof from all directions). • The park is carrying a supply of the necessary adaptors (Blue plugs) for guests who do not have them.	15 pts

Outstanding	• If the installation has the standard 15amp outlets, or both, then it is acceptable, providing that the outlet box complies with SANS 10142 and IP44 standard (box splash proof from all directions). • Each socket outlet, or group thereof, is protected by an earth leakage unit of rated trip current not exceeding 30mA, and protected by its own circuit breaker. • Each socket outlet box is mounted at least 1 meter above ground on a sturdy post, in excellent condition and not in the way of vehicles accessing the site. • The doors or lid of the electrical power box is able to be securely closed with power cords installed in their socket points. • The possible addition of lighting on top of the power point post which will help guests that arrive late in the day or early evening.	
or Excellent	• If electricity is provided there should be at least one electricity point for each caravan sites and there should be an acceptable distance between the power point and the site. (Max 25 meters.) • The electrical power points do comply according to the SANS 10142 standard. • The socket outlets (plugs) comply with SANS 1239 (that is the Blue adapter plug). • The plugs have distribution housing for each (group of) socket outlet(s), with the housing providing a degree of protection of at least IP44 (box splash proof from all directions). • The park is carrying a supply of the necessary adaptors (Blue plugs) for guests who do not have them. • If the installation has the standard 15amp outlets, then it is acceptable, providing that the outlet box complies with SANS 10142 and IP44 standard (box splash proof from all directions). • Each socket outlet, or group thereof, is protected by an earth leakage unit of rated trip current not exceeding 30mA, and protected by its own circuit breaker. • Each socket outlet box is mounted at least 1 meter above ground on a sturdy post, in excellent condition and not in the way of vehicles accessing the site. • The doors or lid of the electrical power box is able to be securely closed with power cords installed in their socket points.	or 12 pts
or Very Good	• Compliant with SANS 10142 and SANS 1239 and IP44 standards. • If the installation has the standard 15amp outlets, then it is acceptable, providing that the outlet box complies with SANS 10142 and IP44 standard (box splash proof from all directions). • Each socket outlet, or group thereof, is protected by an earth leakage unit of rated trip current not exceeding 30mA, and protected by its own circuit breaker. • Each socket outlet box is mounted at least 1 meter above ground on a sturdy post, in reasonable condition and not in the way of vehicles accessing the site. • No badly damaged electrical power boxes noted.	or 9 pts
or Good	• Compliant with SANS 10142 and SANS 1239 and IP44 standards. • If the installation has the standard 15amp outlets, then it is acceptable, providing that the outlet box complies with SANS 10142 and IP44 standard (box splash proof from all directions). • The park is not carrying a supply of the necessary adaptors (Blue plugs) for guests. • Each socket outlet, or group thereof, is protected by an earth leakage unit of rated trip current not exceeding 30mA, and protected by its own circuit breaker. • Each socket outlet box is mounted at least 1 meter above ground on a sturdy post, in reasonable condition and not in the way of vehicles accessing the site. • Possibly some badly damaged electrical power boxes noted that require attention. • The doors or lid of most of the electrical power box is able to be securely closed with power cords installed in their socket points.	or 6 pts

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or Acceptable	• Compliant with SANS 10142 and SANS 1239 and IP44 standards. • If the installation has the standard 15amp outlets, then it is acceptable, providing that the outlet box complies with SANS 10142 and IP44 standard (box splash proof from all directions). • Each socket outlet, or group thereof, is protected by an earth leakage unit of rated trip current not exceeding 30mA, and protected by its own circuit breaker. • The park is not carrying a supply of the necessary adaptors (Blue plugs) for guests. • Some electrical power points on posts possibly in need of painting. • Numerous badly damaged electrical power boxes noted that require attention. • The doors or lid of almost the entire electrical power box installations is able to be securely closed with power cords installed in their socket points.	or 3 pts
or Unacceptable	• Electrical power points that have broken or cracked housings, or exposed wiring. • Electrical power points that are mounted on posts that are leaning, poorly presented, damaged, faded and tired-looking. • Points inconveniently located on the sites. • The doors or lid of virtually the entire electrical power box installations is not able to be securely closed with power cords installed in their socket points.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

ii. Water points and drainage

Water is a valuable resource, and as our industry grows, so does the demand on our water resources. It is important that everyone makes an effort to conserve water.

Outstanding	• Taps that can easily be turned on and off and which deliver a well-directed flow of water. • Water flow from taps is consistent and pressure good. • Potable water is available on request if not available from the water taps. • Un-drinkable water points are clearly marked accordingly. • Taps that are the metering push button type (Self-closing flow controller) are preferred, and to be of outstanding quality. • Taps are securely fixed or mounted. • Some form of edged gully has been constructed below the taps to contain the water within the area and allow speedy disposal via run off / French drain. • There is at least one tap for 2 or 4 sites if appropriate. • Taps are not in the way of vehicles accessing the site.	15 pts
or Excellent	• Taps are in an excellent condition and deliver a well-directed flow of water. • Water flow from taps is consistent and pressure good. • Potable water is available on request if not available from the water taps. • Un-drinkable water points are clearly marked accordingly. • Taps that are the metering push button type (Self-closing flow controller) are preferred, and to be of excellent quality. • Taps are securely fixed or mounted. • Some form of edged gully has been constructed below the taps to contain the water within the area and allow speedy disposal via run off / French drain. • There is a tap within a short distance and easily accessible from adjacent sites. (Preferably 1 tap between 4 sites.) • Taps are not in the way of vehicles accessing the site.	or 12 pts
or Very Good	• Tap, with good water pressure and drainage system fairly accessible from each site. • There is a tap within a short distance and easily accessible from adjacent sites. Taps are of a very good quality. • Taps are well mounted on well-made and sturdy post. • Un- drinkable water points are clearly marked accordingly.	or 9 pts

or Good	• Water pressure okay. • Drainage below tap acceptable. • Taps are of a good quality. • Taps are easily accessible from adjacent sites.	or 6 pts
or Acceptable	• Or not enough taps to accommodate all sites in park, although pressure good. • Poor drainage at base of taps. • Taps acceptable quality.	or 3 pts
or Unacceptable	• 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.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

iii. Refuse bins.

In the times in which we are living, a healthy environment has become a priority. We all need to contribute towards this goal as it is our responsibility to keep the environment clean. Refuse bins which are emptied on a regular basis will ensure that the environment is not damaged in the process.

Outstanding	• There is at least one refuse bin for each site. • All refuse bins are covered and lined with appropriate garbage / rubbish bags. • Bins have been made “Monkey Proof” if appropriate. • Refuse bins are made from high quality material which resists all weather conditions.	15 pts
or Excellent	• There is at least one refuse bin for 2 sites. • There is a refuse bin within a short distance and easily accessible from adjacent sites. • All refuse bins covered and lined with appropriate garbage / rubbish bags. • The refuse bins are of a high quality strong sturdy traditional design. • Bins have been made “Monkey Proof” if appropriate.	or 12 pts
or Very Good	• There is a covered and lined refuse bin within an acceptable distance from each site. No overcrowding or overuse of bins noticed. • The refuse bins are of a very good quality.	or 9 pts
or Good	• Refuse bins are covered and cleaned and emptied regularly. • Bins may not be lined. • There is a longer distance between bins than in very good or excellent parks. • The refuse bins are of a good quality. Most refuse bins are without lids.	or 7 pts
or Acceptable	• Uncovered, but clean refuse bins are supplied. • Bins are not cleaned or emptied often enough. • There are not enough bins to accommodate all sites. • The refuse bins are of an acceptable quality. • .Not many refuse bins are without lids.	or 6 pts
or Unacceptable	• Refuse bins are limited in number (long distance to walk to bins). • The bins are dirty and overflowing with flies and bees around bins. • The refuse bins are of a poor quality, broken and most refuse bins are without lids.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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iv. On site Braai (Barbeque) Facilities. (If provided.)

Campfires and braais (Barbeques) are an important part of the camping experience for many people. The technological development in braai equipment and the increased interest in the outdoors and camping have led to an extensive range of products and equipment.

Outstanding	• Braai facilities (if provided) are in outstanding condition and clean. • The underlying surface area of the braai grid has a hard, easily cleanable surface. • Braais cleaned of ash daily / after each use. • The braai grid is cleaned daily / after each use. • The braai grids are of outstanding quality and condition. • There is proper protective storage for wood, charcoal, briquettes etc. at each fixed braai. • The braai, if fixed, is conveniently located on the site, operational, and easily accessible. • The braai, if portable, supplied or let, is conveniently located close to camp sites, operational, and easily accessible.	15 pts
or Excellent	• Braai facilities (if provided) are in excellent condition. • Braais cleaned of ash daily. • The braai grid is cleaned daily • The braai grids (if supplied) are in excellent condition. • The braai, if fixed, is conveniently located on the site, operational, and easily accessible. • The braai, if portable, supplied or let, is conveniently located close to camp sites, operational, and easily accessible.	or 12 pts
or Very Good	• Braai facilities (if provided) are in very good condition, cleaned between site lets, no holes in braai grid (If supplied). • The braai, if fixed, is located on the site, operational, and easily accessible. • The braai, if portable, supplied or let is conveniently located close to camp sites, operational, and easily accessible.	or 9 pts
or Good	• Braai facilities (if provided) are in good condition, cleaned between site lets, little damage or holes in braai grid. • The braai, if portable, supplied or let, is conveniently located close to camp sites and in good condition.	or 6 pts
or Acceptable	• Braai facilities (if provided) are in fair condition, perhaps some damage but overall still useable. • The braai, if portable, supplied or let, is conveniently located close to camp sites and in acceptable condition.	or 3 pts
or Unacceptable	• Braai facilities (if provided) are in very poor condition – dirty, used ash, no braai grid or big holes in grid, etc.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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8.5 Site Keeping and Appearance

It is not a hard task to keep the sites clean. How clean a campsite is, is a reflection of good management. A clean campsite is evidence on how the owners keep things clean and in order.

Outstanding	• Drainage below water points is clean and in a sanitary condition. No fat or debris noted. • All hedges, bushes and shrubs exceptionally well trimmed and tended. • All formal / informal gardens are well tended with no weeds or untidy look. • The grass on the sites, the paved areas and or the camping pads is in outstanding condition with no loose or damaged paving etc. • Sites have been well raked, with no excess leaves, grass cuttings or litter noticeable on the site. • Outstanding site keeping in the formal / informal gardens and under hedging or bushes.	15 pts
or Excellent	• All water points are clean and in excellent condition. • Drainage below water points is in excellent condition. No fat or debris noted. • All hedges, bushes and shrubs exceptionally well trimmed and tended. • All formal / informal gardens are well tended. • The grass on the sites, the paved areas and or the camping pads is in excellent condition with no loose or damaged paving etc. • Sites have been well raked, with no excess leaves, grass cuttings or litter noticeable on the site. • Excellent site keeping in the formal / informal gardens and under hedging or bushes.	or 12 pts
or Very Good	• All water points are clean and in very good condition. • Drainage below water points is clean with minimal grease stains or fatty substance noted. • All hedges, bushes and shrubs are well trimmed and tended. • All formal / informal gardens are reasonably well tended. • The grass on the sites, the paved areas and or the camping pads is in very good condition with minimal loose or damaged paving etc. • Sites have been well raked and are clean and free of litter. • Very good site keeping in the formal / informal gardens and under hedging or bushes with little or no litter or clutter.	or 9 pts
or Good	• All water points are clean. • Drainage below water points (If fitted) is clean with minimal grease stains or fatty substance noted. • No pools of water or muddy areas at base of water points noted. • The grass on the sites, the paved areas and or the camping pads is in good condition with loose or damaged paving etc. noted. • Sites are clean and free of litter. • Good site keeping in the formal / informal gardens and under hedging or bushes with no clutter.	or 6 pts
or Acceptable	• All water points are reasonably clean with noticeable pools of water or muddy areas at base of water points noted. • The grass on the sites, the paved areas and or the camping pads is in an acceptable condition with loose or damaged paving etc. noted. • Sites are clean and reasonably free of litter. General site keeping acceptable.	or 3 pts
or Unacceptable	• All water points have pools of water or muddy areas at base of water points. • Sites not well tended. General site keeping is not acceptable.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**
SUB TOTAL: SITES FOR CARAVAN AND CAMPING		**Max 120 pts**

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9. PUBLIC AREAS – RECEPTION AND HALLS

9.1 Fixtures and fittings

Most parks will have a reception area or office of some kind, or the manager's house may be used for reception purposes. The reception area should be neat and tidy, inviting and pleasing to the eye. The guest on arrival will be greeted and directed straight to a site. If the reception is a temporarily arrangement, or the owners / managers house is used as a meet and greet, then this section will not be assessed.

Outstanding	• Outstanding quality, well-made furniture in excellent order and matching style. • Outstanding quality furniture, seating etc. and the design and layout provides ample space for guests to easily move around. • Good sized and outstanding quality reception counter surface. (Preferably granite or marble surface.) • Luxurious and uniquely designed furniture. • Pictures / mirrors or wall ornaments and decor are attractive, outstanding quality, and in a good state of repair. • Interesting architectural features, artwork, objects d'art, etc. • All office equipment in good condition. • All signage in facilities professional finish and quality. • Outstanding quality lined curtains large enough to draw easily and completely across the width and height of the window must be fitted at all windows. • If blinds are fitted, they must be in outstanding condition.	15 pts
or Excellent	• Excellent quality, well-made fittings in excellent order and matching style. • Good sized and excellent reception counter surface. (Post form or timber surface.) • Comfortable and attractively designed furniture. • All office equipment in excellent condition. • All signage in facilities professional finish and quality. • Excellent quality lined curtains large enough to draw easily and completely across the width and height of the window must be fitted at all windows. • If blinds are fitted, they must be in excellent condition.	or 12 pts
or Very Good	• Generally very good quality fittings throughout, but not necessarily new. • Very good reception counter surface. (Post form or timber surface, desk or other.) • Comfortable and well-designed furniture. • All office equipment in very good condition. • Very good quality lined curtains large enough to draw easily and completely across the width and height of the window must be fitted at all windows. • If blinds are fitted, they must be in very good condition. • All signage in facilities neat and in good condition with handmade notices computer quality and laminated. (No hand written notices noted.)	or 9 pts
or Good	• Standard domestic range of fittings. May be showing some wear but in sound, clean condition. • Smallish or limited space. • Acceptable reception counter surface. (Post form or timber surface, desk or other.) • Comfortable furniture. • Good quality curtains large enough to draw easily and completely across the width and height of the window must be fitted at all windows. • If blinds are fitted, they must be in good condition. • All office equipment in good condition.	or 6 pts

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or Acceptable	• Ageing fittings. Seating acceptable but appears old and a bit tatty. • Fittings not matching. Well used. Rough DIY furniture. • Acceptable quality curtains large enough to draw easily and completely across the width and height of the window must be fitted at all windows. • If blinds are fitted, they must be in acceptable condition. • Some fittings require attention. • No work / reception counters. • Desk under piles of documentation, magazines etc.	or 3 pts
or Unacceptable	• Little or no work surfaces, counter etc. • Untidy and cluttered area. • Desk under piles of documentation, magazines etc. • Very haphazard facility.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

Universal Accessibility:

Communication Accessibility	Where televisions are provided, induction loops and/ or TV listening devices should be made available.
Visual Accessibility	Pathways between furniture and fittings to be un-obstructed and at least 90cm wide Furniture should have rounded edges to prevent injury to guests. Fixed, level matt and slip-resistant surfaced floor finishes. Doors must be able to open fully against adjacent wall. The wider leaf of double doors must all be located on the same side throughout the length of corridor. *(There should be a clear understanding of which is the opening section of the double doors and all doors should be orientated in one direction to avoid confusion.)*
Mobility Accessibility	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees. Pull handles on all doors located on access ways and passageways located at a height between 80cm and 120cm. Handles must measure at least 12cm in length and be easy to grasp, "D"-type handle must be used. A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.

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9.2 Lighting, power and switches and ventilation

The level of lighting should always suit the nature of the task. In addition to fluorescent overhead office lights, there must be specific lighting to illuminate the workspace.

Outstanding	• Exquisitely designed and appointed lighting providing high quality illumination and coverage across all areas, especially the reception counter / desk. • Outstanding quality fittings. • Recessed or covered lights and fittings of outstanding quality. • Light switch at main entrance, and lighting at entrance to reception area outstanding. • Electric extractor and / or air-conditioning fitted. Apparatus in outstanding condition. • Exceptionally good natural light.	15 pts
or Excellent	• Excellent standard of light fittings in centre of reception area and at reception counter / desk. • Light switch at main entrance, and lighting at entrance to reception area excellent. • Electric extractor and / or air-conditioning fitted. Apparatus in excellent condition. Excellent natural light.	or 12 pts
or Very Good	• Very good quality fitting with suitable light for general reception use. • Perhaps light not evenly distributed throughout the facility, but overall good light. • Light switch at main entrance, and lighting at entrance to reception area very good. • Very good ventilation and natural light.	or 9 pts
or Good	• Fair quality fittings providing only adequate light. • Centre light well positioned providing adequate light. • Light switch at main entrance, and lighting at entrance to reception area good. • Good ventilation and natural light.	or 6 pts
or Acceptable	• Dim centre light. • Stark lighting with ageing / rusty and possibly dirty fittings. • Light not evenly dispersed through reception area – some dark areas. • Acceptable ventilation and natural light.	or 3 pts
or Unacceptable	• Gloomy, badly placed, ageing, damaged / rusty light fittings. • Inadequate for normal use. • Few if any windows open adequately.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

Universal Accessibility:

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

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9.3 Walls-Tiling and paintwork finish

The colour scheme of a reception area lends itself to the overall appeal with warm and neutral tones. Plants and decor will create a refreshing, relaxing and welcoming ambiance.

Outstanding	• Outstanding quality tiling well fitted where applied. Grouting in outstanding condition. No marks, stains, condensation damage. • Added décor such as tile motifs or patterns to enhance the reception area, alternatively, exceptional quality photos, block mounts, framed pictures or murals fitted. • Highest calibre design and architectural features. • Interesting architectural features, artwork, objects d'art, etc. • Outstanding quality of wall coverings. • Paintwork outstanding quality and finish with no mismatch of colours..	15 pts
or Excellent	• Excellent quality tiling well fitted where applied. Grouting in excellent condition. No marks, stains, condensation damage. • Excellent quality of wall coverings. • Use of excellent quality materials. • Attempt to co-ordinate design with additional attractive features. • Professional workmanship throughout. • Evidence of co-ordinated design. • Paintwork to be of excellent quality and finish with no mismatch of colours. .	or 12 pts
or Very Good	• May be high quality finish but not always recent – some signs of wear but all in sound condition. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • Use of wall hangings, pictures, etc. • All walls are to be well painted with little or no mismatch of colours.	or 9 pts
or Good	• All walls to be reasonably painted. No stains or marks. • Standard "domestic" style and quality of décor. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Basic application of décor. • Little design input or co-ordination. • Some stains and marks on walls. • Some signs of wear.	or 3 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Very old, faded, damaged wall covering. • Grubby marks. • Unsightly paintwork or exposed wiring. • General neglect. • Evidence of ageing, wear and tear. Scratches, chips, stains, or scuffs. • Cheap very low quality finish, unprofessionally applied. • Excessive signs of wear.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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9.4 Flooring and ceilings

Quality floor tiles can set the tone for the whole space. Hard wearing floor tiling can make a difference to long term utilization. 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.

Outstanding	• Outstanding and safe flooring, well fitted and free from stain or water damage. • All flooring non-slip, and is of outstanding quality floor tiling. • Outstanding quality carpets and rugs. • Pristine hardwood floors or luxurious tiles. • Ceilings fitted and are of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible. • Ceilings of outstanding quality and possibly with additional architectural features. In thatched roofing facilities, ceilings are excluded.	15 pts
or Excellent	• All flooring is non-slip, and excellent quality floor tiling or floor paving. • Excellent quality fitted carpets (high percentage wool content), excellent quality carpeting with underlay. • Ceilings fitted and are well painted with a high grade coating, free from any mildew or damage, and no sagging panels are visible. • In thatched roofing facilities, ceilings are excluded.	or 12 pts
or Very Good	• Flooring is of very good quality, fit for purpose but covered with very good quality floor coating, tiles, floor tiling, floor paving or non-slip coated surface. • Very good quality carpets with no stains, burns or marks, etc. • Alternatively new carpet with higher percentage of man-made fibre. • Wooden or tiled flooring with high quality rugs. • Ceiling of good quality, no sagging and no evidence of water leakage or seeping. Professionally fitted and painted. May be recently decorated but not with the highest quality materials, though a competent and professional job. In thatched roofing facilities, ceilings are excluded.	or 9 pts
or Good	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Good quality carpet with flattening in areas of most traffic or cheaper new carpet. • Good quality wooden or tiled floors with no evidence of scratching and cracking. • Lower quality materials, ageing, with evidence of poor standard of DIY. • Walls discoloured. Some stains and marks. • Ceiling of a reasonably good quality, competent and clean job of application of paint, but could require attention. • In thatched roofing facilities, ceilings are excluded.	or 7 pts
or Acceptable	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Carpets showing signs of use however no holes, tears or burns of other defects that render the carpet unsound. • Vinyl or flooring of a lower quality. • Ceiling also of an acceptable quality but no evidence of sagging.	or 6 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Paintwork chipped and flaking. • Cracked and broken floor tiles, torn flooring, etc. • Ceilings dirty and badly fitted and in need of repair.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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Universal Accessibility:	
Visual Accessibility	Fixed, level, matt and slip resistant surfaced floor finishes. Any surface, which is not fixed or is extremely smooth or slippery or even very rough, can be a hazard to guests with functional visual limitations. Differentiation by colour, tone or light contrast between walls and floor finishes.

9.5 Windows, window frames, doors and door frames

Doors and windows let the indoors and outdoors flow into each other, and reception or hall doors generally come in two varieties: hinged or sliding. Entrance doors are generally made of metal or wood, and sliding patio doorframes are usually made of metal or vinyl, yet some are made of wood, and resemble a large horizontal sliding window.

Outstanding	• All window, door and door frames are well painted with an outstanding quality coating (no over paint brush marks on glass, walls or adjacent surfaces). • All putty of window frames is in outstanding condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	15 pts
or Excellent	• All window, door and door frames are excellently painted. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 12 pts
or Very Good	• All window, door and door frames are well painted. • All putty of window frames is in very good condition, and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 9 pts
or Good	• All window, door and door frames are reasonably well painted, with no cracked window panes noticed. • All putty of window frames is in good condition, and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • Not corrosion or oxidization noted in aluminium door and window frames.	or 6 pts
or Acceptable	• All window, door and door frames paintwork is acceptable, with no broken, missing or cracked window panes noticed. • All putty of window frames is in an acceptable condition, and window and door frames have no rot noticeable. • Rust noted in steel window or door frames. • Corrosion or oxidization noted in aluminium door and window frames.	or 3 pts
or Unacceptable	• All window, door and door frames paintwork is not acceptable, with numerous broken, missing or cracked window panes noticed. • All putty of window frames is in a badly weathered and cracked condition, and window frames could have excessive wood rot noticeable. • Excessive rust noted in steel window or door frames. • Excessive corrosion or oxidization noted in aluminium door and window frames.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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Universal Accessibility

Mobility Accessibility	Clear opening width of doors - there must be 76cm measured with the door in the 90 degree position. Size of unobstructed space of 90cm x 150cm in-front of doors. Provision for a pull-handle on the inside of the door, 30cm away from the hinged side and vertically mounted. Where a sliding door has been used, it should be open-able with fingertip pressure. Handles should project clear of the surface of the sliding door and provide at least 6cm clear finger space.
Visual Accessibility	Colour contrast between fittings, fixtures, wall and floor finishes assisting in their location. Power sockets located between 80cm - 100cm above floor surface. Close to headboard. Uniform and even lighting with minimum lighting levels of 200 lux. *(If there is a strong differentiation between the light sources it makes it difficult for a guest with a functional visual limitation to perceive items of furniture, doorways etc.)* 90cm wide unimpeded circulation space around and between furniture and appliances. No complicated patterned materials carpets, tiles etc.

9.6 Public areas WCs (Toilets)

The toilet facilities in public areas other than the areas previously mentioned, which are inside or adjacent a building and are accessible to guests and the public must be evaluated under this section. The public toilet facilities must be of the same standard found in the ablutions, private or family bathroom facilities.

Outstanding	• Outstanding quality of wall coverings. • Highest calibre design and features. • Porcelain and fittings is of the same standard or better than that fitted in the main ablutions or bathrooms. • Extra design elements and features throughout. • Ceilings of outstanding quality. • Outstanding quality wooden or tiled flooring. • Pristine hardwood floors or luxurious tiles. • In thatched roofing facilities, ceilings are excluded. • Outstanding quality illumination and coverage across all areas.	15 pts
or Excellent	• Excellent quality of wall coverings. • Evidence of co-ordinated design. High quality professional finish. • Excellent degree of comfort and luxury. • Porcelain and fittings is of the same standard or better than that fitted in the main ablutions or bathrooms. • Attractive, co-ordinated extras. • Excellent quality wooden or tiled flooring. • Ceilings to be of an excellent quality, no sagging or evidence of water leakage or seeping, marks or stains. • In thatched roofing facilities, ceilings are excluded. • Overall excellent standard of illumination providing sufficient light for all purposes	or 12 pts
or Very Good	• Use of very good quality materials. • Attempt to co-ordinate design with additional attractive features. • Professional workmanship throughout. • Very good quality furnishings but not necessarily new. • Porcelain and fittings is of the same standard or better than that fitted in the main ablutions or bathrooms. • Alternatively, more very good quality furnishings that is comfortable and pleasing. High quality wooden or tiled flooring. • Ceiling of good quality. Professionally fitted and painted. • In thatched roofing facilities, ceilings are excluded. • Very good quality fittings with more than adequate spread of illumination for practical use.	or 9 pts

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or Good	• Standard “domestic” style and quality of décor. • Use of wall hangings, pictures, etc. • Competent workmanship. • Basic furniture styles and surfaces well maintained. • Porcelain and fittings is of the same standard or better than that fitted in the main ablutions or bathrooms. • Good quality wooden or tiled floors with no evidence of scratching and cracking. • Ceiling of a reasonably good quality, competent and clean job of application of paint. • In thatched roofing facilities, ceilings are excluded. • More than minimal lighting with medium quality fittings. • No burnt shades, ageing lamps, etc.	or 6 pts
or Acceptable	• Moderate quality but not necessarily new. • Dated style. • Basic application of décor. • Little design input or co-ordination. • Furniture well-used but functional. • Porcelain and fittings is of the same standard or better than that fitted in the main ablutions or bathrooms. • Little co-ordination of styles, some slight damage may be apparent, but all items capable of use. • Vinyl or flooring of a lower quality. • Ceiling also of an acceptable quality but no evidence of sagging. • Enough light for practical use, but nothing more.	or 3 pts
or Unacceptable	• Very old, faded, damaged wall covering. • Evidence of damp or water penetration. • Grubby marks. • Unsightly paintwork or exposed wiring. • General neglect. • Evidence of ageing, wear and tear. • Scratches, chips, stains, or scuffs. • Low quality, uncomfortable, ageing furnishings. May show some damage. • Stained or grubby upholstery / curtains. • Dated, jaded and unattractive facility. • Missing tiles and obvious chips. • Poor quality sagging ceilings and evidence of water seepage. • Stained paintwork, old and amateurishly done. • Low quality fittings in poor condition. • Exposed, fraying wires, wobbly fittings, loose plugs.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**
SUB TOTAL: PUBLIC AREAS – RECEPTION AND HALLS		**Max 90 pts**

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Universal Accessibility:	
Visual Accessibility	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.
Mobility Accessibility	Basin and shower lever action mixers with balanced water supply. This allows reliable temperature control over the water supply. Hot pipes must be well insulated. Toilet paper holder within 26cm of the seat. Trap covered with heat resistant lagging if composition is heat conducting. Wash-hand basin with a mixer is easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and turned. **Or** Wash-hand basin with lever action taps its easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and turned. Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin. Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.

10. HOUSEKEEPING: PUBLIC AREAS – RECEPTION AND HALLS

A high degree of overall cleanliness and attention to detail including areas above and below eye level, floor, walls, ceilings, doors, seating, ledges, counters, lights and fittings, mirrors and including all visible areas.

Outstanding	• Exceptionally high standard of cleanliness. • No dust. All surfaces clean with no smears. • Floors vacuumed/swept and or mopped more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • All equipment/desks/seating well cleaned. • High grade sanitizing and disinfectant materials used. • Arrangements for cleaning if necessary after hours and during high season or high occupancy.	15 pts
or Excellent	• Exceptionally high standard of cleanliness. • No dust. All surfaces clean with no smears evident. • Floors vacuumed/swept and or mopped more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • High grade sanitizing and disinfectant materials used. • All equipment/desks/seating well cleaned. • Cleaner on duty during the day if and when required. • Arrangements for cleaning if necessary after hours and during high season.	or 12 pts
or Very Good	• A very high standard of cleanliness. • All surfaces well cleaned. • All windows are clean with no smudges, condensation marks or grime. • Floors vacuumed/swept and or mopped more than once daily, especially in high season. • No discarded items left on premises. • All equipment/desks/seating well cleaned. • Domestic quality sanitizing and disinfectant materials used.	or 9 pts

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or Good	• Good standard of cleanliness overall, though possibly some evidence of dust, cobwebs in high or low or inaccessible places.	or 6 pts
or Acceptable	• Sloppy approach to cleaning – some areas neglected. Unclean / damp smell. • Condensation marks / mould showing in places. Grouting marked / stained.	or 3 pts
or Unacceptable	• Unsatisfactory standard. • Dust. Cobwebs. Dirty flooring. • Long-term neglect. • Grouting heavily stained.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

SUB TOTAL: HOUSEKEEPING: PUBLIC AREAS – RECEPTION AND HALLS	**Max 15 pts**

Universal Accessibility

Visual Accessibility	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. Housekeeping staff to ensure all furniture in public areas remains in the same place.

Public Toilets: Mobility Designated Toilets

Visual Accessibility	Basin controls with visual and embossed indicators to indicate hot and cold taps or direction on mixers.
Mobility Accessibility	Basin and shower lever action mixers with balanced water supply. This allows reliable temperature control over the water supply. Hot pipes must be well insulated. Toilet paper holder within 26cm of the seat. Trap covered with heat resistant lagging if composition is heat conducting. Wash-hand basin with a mixer it's easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and turned. **Or** Wash-hand basin with lever action taps its easier for persons with functional mobility and physical limitations to use taps if they are lever action rather than knobs which have to gripped and turned. Wash-hand basin mirror provided and located between 7.5cm and 15cm above the basin. Towel rail set adjacent to wash-hand basin at a height of between 90cm and 100cm.

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11. COMMUNAL BRAAI AREAS AND BOMAS

11.1 Fixtures and fittings

The barbecue or braai area should reflect the character and the style of the resort, whereas gazebos fulfil the function of providing an open-air retreat. A gazebo can also serve as more than an attractive focal point or seating with a view.

Outstanding	• Outstanding quality, well-made furniture in braai and boma areas and in outstanding order and matching style. • Outstanding quality furniture, seating etc. and the design and layout of braai and boma areas provides ample space for guests to easily move around. • Uniquely designed furniture – could be rustic. • Interesting architectural features, artwork, objects d'art, planters etc. • All work surfaces well-made / built with no scratches or knife marks visible. • Braai grids professionally made and in exceptional condition. • Additional braai accessories: Braai tongs, fork and coal rake etc. should be available on request. All signage in facilities professional finish and quality. • Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at facility.	15 pts
or Excellent	• Excellent quality, well-made fittings in excellent order and matching style in braai and boma areas. • Comfortable and attractively designed furniture in braai and boma areas. (Could be very high quality garden / plastic furniture or even Rustic.) • All work surfaces well-made / built with no scratches or knife marks visible. • Braai grids professionally made and in excellent condition if supplied. • All signage in facilities professional finish and quality. • Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at facility.	or 12 pts
or Very Good	• Generally very good quality fittings throughout, but not necessarily new in braai and boma areas. • Comfortable and well-designed furniture, seating, tables / work surfaces etc. (could be very good plastic garden type or very good rustic seating). • All braai grids are in very good condition. • All signage in facilities neat and in good condition with handmade notices computer quality and laminated. (No hand written notices noted.) • Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at facility.	or 9 pts
or Good	• Standard domestic range of fittings in braai and boma areas. May be showing some wear but in sound, clean condition. Smallish or limited space. • All braai grids, if supplied are in good condition. • Comfortable furniture, seating (could be plastic garden type and showing some wear and tear, or rustic bench type). • Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at facility.	or 6 pts
or Acceptable	• Ageing fittings in braai and boma areas. Seating acceptable. • Fittings not matching. Well used. Rough DIY furniture. • Some fittings require attention. • Limited work / table counters. • All braai grids, if supplied are in acceptable condition. • Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at facility.	or 3 pts

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or Unacceptable	• Little or no work surfaces, tables etc. and very little or no seating in braai and boma areas. Untidy and cluttered area. • No braai grids, but those supplied are not in acceptable condition. • Very haphazard facility.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

11.2 Lighting, power and switches and ventilation

Adequate ventilation and extraction (if required in braai areas and bomas) with adequate lighting in all areas is to be ensured. Energy-saving initiatives are to be respected.

Outstanding	• Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas of bomas and braai areas and especially at braaing areas. • Outstanding quality fittings. • Recessed or covered lights and fittings of outstanding quality. • Exceptionally good natural light. • All lighting over braai area should be of the flame proof type.	15 pts
or Excellent	• Excellent standard of light fittings in centre of braai and boma areas and at braaing areas. • Excellent natural light. • All lighting over braai area should be of the flame proof type.	or 12 pts
or Very Good	• Very good quality fitting with suitable light for general use. • Perhaps light not evenly distributed, but overall good light. • Very good ventilation and natural light. • All lighting over braai area should be of the flame proof type.	or 9 pts
or Good	• Fair quality fittings providing only adequate light. • Centre light well positioned providing adequate light. • Good ventilation and natural light.	or 6 pts
or Acceptable	• Dim centre light. • Stark lighting with ageing / rusty and possibly dirty fittings. • Light not evenly dispersed through braai and boma area – some dark areas. • Acceptable ventilation and natural light.	or 3 pts
or Unacceptable	• Gloomy, badly placed, ageing, damaged / rusty light fittings. • Inadequate for normal use.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

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11.3 Walls: If applicable

It is generally found that the boma and braai areas are inevitably not walled floor to roof, if at all. Possibly the walls are only ½ roof (if fitted) height, and or partially walled. Parallel posts can also serve as borders.

Outstanding	• Walls where applied is to be of outstanding quality. Added décor such as motifs or patterns to enhance the effect is noted. • Paintwork if applied is of outstanding quality and finish with no mismatch of colours. • No cracked or damaged walls. • Highest calibre design and architectural features. • Interesting architectural features, artwork, objects d'art, etc.	15 pts
or Excellent	• Excellent quality of wall coverings, with use of very good quality materials. • Attempt to co-ordinate design with additional attractive features. • Professional workmanship throughout. • Evidence of co-ordinated design.	or 12 pts
or Very Good	• May be very good quality finish but not always recent – some signs of wear but all in sound condition. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • Use of additional decor, pictures, etc.	or 9 pts
or Good	• Standard "domestic" style and quality of décor. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Basic application of décor. • Little design input or co-ordination. • Some signs of wear.	or 3 pts
or Unacceptable	• Very tired. • General neglect. • Evidence of ageing, wear and tear. Scratches, chips, stains, or scuffs. • Cheap very low quality finish, unprofessionally applied. • Excessive signs of wear.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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11.4 Flooring and roofing

Bomas and braai areas are places for people to enjoy themselves, as individual families or with friends. The flooring of a boma or braai area can be either slasto, clay or slate tiles or natural stone tiles. Communal braai areas and bomas traditionally do not have roofing. If installed, roofing varies from installation to installation. In some installations you often see clay tile roofs, and in other areas, you will see roof of metal, thatch or slate.

Outstanding	• Outstanding quality and safe flooring, well fitted and free from stain or water damage. • All flooring non-slip, and is of outstanding quality floor tiling. • Ceilings if fitted are of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible. • In thatched roofing facilities, ceilings are excluded. • All roofing is in outstanding condition and does not have any loose thatch, roof sheeting, tiles or damaged areas at all.	15 pts
or Excellent	• All flooring is non-slip, and excellent quality floor tiling or floor paving. • Ceilings if fitted are very well painted, free from any mildew or damage, and no sagging panels are visible. • In thatched roofing facilities, ceilings are excluded. • All roofing is in excellent condition and does not have any loose thatch, roof sheeting, tiles or damaged areas.	or 12 pts
or Very Good	• Flooring is of very good quality, fit for purpose but covered with good quality floor coating, floor paving or non-slip coated surface. • Ceiling of very good quality, no sagging and no evidence of water leakage or seeping. Professionally fitted and painted. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • In thatched roofing facilities, ceilings are excluded. • All roofing is in very good condition and does not have any loose thatch, roof sheeting, tiles or damaged areas	or 9 pts
or Good	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Lower quality materials, ageing, with evidence of poor standard of DIY. • Ceiling if fitted is of a reasonably good quality, competent and clean job of application of paint, but could require attention. • In thatched roofing facilities, ceilings are excluded. • All roofing is in good condition and does not have any loose thatch, roof sheeting, tiles or damaged areas	or 6 pts
or Acceptable	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Ceiling also of an acceptable quality but no evidence of sagging. • In thatched roofing facilities, ceilings are excluded. • All roofing is in an acceptable condition and does not have any loose thatch, roof sheeting, tiles or damaged areas	or 3 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. • Cracked and broken floor tiles, damaged flooring, etc. • Ceilings dirty and badly fitted and in need of repair. • In thatched roofing facilities, ceilings are excluded. • All roofing is not in acceptable condition and is an eye-sore with damaged thatch, loose roof sheeting or tiles.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pt
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated	**Max 15 pts**

SUB TOTAL: COMMUNAL BRAAI AREAS AND BOMAS	**Max 60 pts**

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Universal Accessibility

Visual Accessibility	Use of contrast highlighted by colour, tone or light contrast between walls and floor coverings in order to prevent confusion or accidents of misjudgement of length or depth caused by all colours being the same. The area should be clearly demarcated through use of varied surface finishes and textures.
Mobility Accessibility	Gradient en-route to facilities gradient should at best be 1:15 and at worst 1:12 to enable a wheelchair or mobility aid user to enter without too much difficulty. There should be a landing at the top of ramps with minimum dimensions of 90cm x 90cm. Ramps must have an unobstructed width of not less than 90cm to allow for easy access for mobility aid users. Stairs should be fitted with handrails and non-slip treads. Any canopy structure should not protrude into a pedestrian route. Directional and informational signage related to physical and environmental access must be well lit. There should be a selection of chairs to be with and without armrests provided in braai and boma areas. All areas in the boma and braai areas must be well and evenly lit.

12. HOUSEKEEPING – COMMUNAL BRAAI AREAS and BOMAS

A high degree of overall cleanliness and attention to detail including areas above and below eye level, floor, walls, ceilings, doors, seating, ledges, counters, lights and fittings, mirrors and including all visible areas.

Outstanding	• Exceptionally high standard of cleanliness. • No dust evident on work surfaces. • All braai surfaces and grids clean. • Floors cleaned/swept more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises. • Arrangements for cleaning if necessary after hours and during high season or high occupancy.	15 pts
or Excellent	• Exceptionally high standard of cleanliness. • No dust evident on work surfaces. All braai surfaces and grids clean. • All tables/surfaces and seating well cleaned. • Floors cleaned/swept more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. No discarded items left on premises • Arrangements for cleaning if necessary after hours and during high season.	or 12 pts
or Very Good	• A very high standard of cleanliness. • No dust evident on work surfaces. All braai surfaces and grids clean. • All windows are clean with no smudges, condensation marks or grime. • Floors cleaned/swept more than once daily, especially in high season. • No discarded items left on premises.	or 9 pts
or Good	• Good standard of cleanliness overall, though possibly some evidence of dust, cobwebs in high or low or inaccessible places.	or 6 pts
or Acceptable	• Sloppy approach to cleaning – some areas neglected. Unclean/damp smell. • Condensation marks / mould showing in places. Grouting marked / stained.	or 3 pts
or Unacceptable	• Unsatisfactory standard. Dust. Cobwebs. Dirty flooring. • Long-term neglect. Grouting heavily stained.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

SUB TOTAL: HOUSEKEEPING - COMMUNAL BRAAI AREAS AND BOMAS **Max 15 pts**

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Universal Accessibility	
Visual Accessibility	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. Housekeeping staff to ensure all laundry accessories and equipment is within easy reach. Care to ensure everything remains in the same place.
Mobility Accessibility	Housekeeping staff to ensure all laundry accessories and equipment is within easy reach for guests with functional mobility and physical limitations.

13. RECREATIONAL FACILITIES AND SWIMMING POOL

13.1 Games room and TV room.

i. Fixtures, fittings and equipment.

In today's high-tech age, children and adults alike want to play numerous realistic electronic games; most recreational games like table tennis; pool tables etc. keep children active and involve elements of skill and imagination.

Outstanding — 15 pts

- Outstanding quality, well-made furniture in excellent order and matching style.
- Outstanding quality furniture, seating (standard plastic seating not acceptable) etc. and the design and layout provides ample space for guests to easily move around.
- Luxurious and uniquely designed furniture. Exceptionally high quality plastic furniture will be considered outdoors only.
- Pictures or wall ornaments and decor are attractive, outstanding quality, and in a good state of repair.
- Interesting architectural features, artwork, objects d'art, etc.
- A remote controlled flat screen colour television and an outstanding choice of channels (radio and TV) on Satellite TV e.g. DSTV / TOPTV etc.
- All equipment, table tennis table, soccer table, pool tables and darts boards are in an outstanding condition.
- If blinds, if fitted are of an outstanding quality and effectively provide privacy and shut out light.
- Curtains, if fitted in place of blinds are lined, meet in the middle and are of an outstanding quality.
- All electronic gaming equipment is in outstanding condition.
- All signage in facilities professional finish and quality.
- Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at pool area.

or Excellent — or 12 pts

- Excellent quality, well-made fittings in excellent order and matching style.
- Comfortable and attractively designed furniture. (Preferably not standard plastic furniture.) Exceptionally high quality plastic furniture will be considered outdoors only.
- A functional colour TV with remote control and preferably with multi-channels.
- All equipment, table tennis table, soccer table, pool tables and darts boards are in excellent condition.
- Electronic gaming equipment is in excellent working order and condition.
- If blinds, if fitted are of an excellent quality and effectively provide privacy and shut out light.
- Curtains, if fitted in place of blinds are lined, meet in the middle and are of an excellent quality.
- All signage in facilities professional finish and quality.
- Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at pool area.

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or Very Good	• Generally very good quality fittings throughout, but not necessarily new. • Comfortable and well-designed furniture. Very good quality plastic furniture will be considered outdoors only. • If blinds, if fitted are of a very good quality and effectively provide privacy and shut out light. • Curtains, if fitted in place of blinds, meet in the middle and are of a very good quality. • All equipment in very good condition. • All signage in facilities neat and in good condition with handmade notices computer quality and laminated. (No hand written notices noted.) • Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at pool area.	or 9 pts
or Good	• Standard domestic range of fittings. May be showing some wear but in sound, clean condition. • Smallish or limited space. • Comfortable furniture. (Plastic seating acceptable.) • All equipment in good condition.	or 6 pts
or Acceptable	• Seating acceptable but appears old and a bit tatty. • Fittings not matching. Well used. Rough DIY furniture. • Ageing fitting and some fittings require attention. • All equipment acceptable condition. • Fire hose and or fire extinguisher in easily accessible clearly marked box/s and fully equipped first aid box at pool area.	or 3 pts
or Unacceptable	• Little or no work surfaces, counter etc. • Untidy and cluttered area. • Desk under piles of documentation, magazines etc. • Very haphazard facility.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

ii. Lighting, power and switches and ventilation.

The level of lighting should always suit the nature of the task. In addition to fluorescent overhead lighting, there must be specific lighting to illuminate the entire area.

Outstanding	• Exquisitely designed and appointed lighting providing outstanding quality illumination and coverage across all areas. • Outstanding quality fittings. • Recessed or covered lights and fittings of outstanding quality. • Light switch at main entrance, and lighting at entrance to facilities. • Electric extractor and / or air-conditioning fitted. Apparatus in outstanding condition. • Exceptionally good natural light.	15 pts
or Excellent	• Excellent standard of light fittings in centre of all areas. • Electric extractor and / or air-conditioning fitted. Apparatus in excellent condition. • Excellent natural light.	or 12 pts
or Very Good	• Very good quality fitting with suitable light for general recreational use. • Perhaps light not evenly distributed throughout the facility, but overall good light. • Very good ventilation and natural light.	or 9 pts

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or Good	• Fair quality fittings providing only adequate light. • Centre light well positioned providing adequate light. • Good ventilation and natural light.	or 6 pts
or Acceptable	• Dim centre light. • Stark lighting with ageing / rusty and possibly dirty fittings. • Light not evenly dispersed through area – some dark areas. • Acceptable ventilation and natural light.	or 3 pts
or Unacceptable	• Gloomy, badly placed, ageing, damaged / rusty light fittings. • Inadequate for normal use. • Few if any windows open adequately.	0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts

Total Points Allocated **Max 15 pts**

iii. Walls: Tiling and paintwork finish.

The Games room or TV room's decor themes for the younger generation should border on being fun with a touch of maturity as well. The Games room or TV room's décor should go beyond just the plain and the obvious.

Outstanding	• Tiling where applied is well fitted. Grouting in outstanding condition. No marks, stains, condensation damage. • Added décor such as tile motifs or patterns to enhance the area, alternatively, outstanding quality photos, block mounts, framed pictures or murals noted. • Highest calibre design and architectural features. • Interesting architectural features, artwork, objects d'art, etc. • Outstanding quality of wall coverings. • Paintwork outstanding quality and finish with no mismatch of colours.	15 pts
or Excellent	• Excellent quality of wall coverings. Use of excellent quality materials. • Attempt to co-ordinate design with additional attractive features. • Professional workmanship throughout. • Evidence of co-ordinated design. Some historical locations accepted. • Paintwork to be of excellent quality and finish with no mismatch of colours.	or 12 pts
or Very Good	• May be very high quality finish but not always recent – some signs of wear but all in sound condition. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • Use of wall hangings, pictures, etc. • All walls are to be well painted with little or no mismatch of colours.	or 9 pts
or Good	• All walls to be reasonably painted. No stains or marks. • Standard "domestic" style and quality of décor. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Basic application of décor. • Little design input or co-ordination. • Some stains and marks on walls. • Some signs of wear.	or 3 pts

or Unacceptable	• Very tired. Damp / condensation marks. • Very old, faded, damaged wall covering. • Grubby marks. • Unsightly paintwork or exposed wiring. • General neglect. • Evidence of ageing, wear and tear. Scratches, chips, stains, or scuffs. • Cheap very low quality finish, unprofessionally applied. • Excessive signs of wear.	0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

iv. Flooring and ceilings.

The finishes available for flooring can create the look of expensive natural stone or wood in the TV or Games room, and vinyl flooring can replicate the look and texture of tile, stone and wood.

Outstanding	• Outstanding quality and safe flooring, well fitted and free from stain or water damage. • All flooring non-slip, and is of outstanding quality floor tiling. • Outstanding quality carpets and rugs. • Pristine hardwood floors or luxurious tiles. • Ceilings fitted and are of outstanding quality and well painted with high grade coating, free from any mildew or damage, and no sagging panels visible. • Ceilings of outstanding quality and possibly with additional architectural features. • In thatched roofing facilities, ceilings are excluded.	15 pts
or Excellent	• All flooring is non-slip, and excellent quality floor tiling or floor paving. • Excellent quality fitted carpets (high percentage wool content), excellent quality tile and vinyl flooring. • Ceilings fitted and are very well painted, free from any mildew or damage, and no sagging panels are visible. • In thatched roofing facilities, ceilings are excluded.	or 12 pts
or Very Good	• Flooring is of good quality, fit for purpose but covered with good quality floor coating, tiles, floor tiling, floor paving or non-slip coated surface. • Very good quality carpets with no stains, burns or marks, etc. • Alternatively new carpet with higher percentage of man-made fibre. • Ceiling of good quality, no sagging and no evidence of water leakage or seeping. Professionally fitted and painted. • May be recently decorated but not with the highest quality materials, though a competent and professional job.	or 9 pts
or Good	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Good quality carpet with flattening in areas of most traffic or cheaper new carpet. • Good quality wooden or tiled floors with no evidence of cracking. • Lower quality materials, ageing, with evidence of poor standard of DIY. • Walls discoloured. Some stains and marks. • Ceiling of a reasonably good quality, competent and clean job of application of paint, but could require attention.	or 6 pts
or Acceptable	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Carpets showing signs of use however no holes, tears or burns of other defects that render the carpet unsound. • Vinyl or flooring of a lower quality. • Ceiling also of an acceptable quality but no evidence of sagging.	or 3 pts

or Unacceptable	• Very tired. • Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Paintwork chipped and flaking. • Cracked and broken floor tiles, torn flooring, etc. • Ceilings dirty and badly fitted and in need of repair.	0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**

v. Windows, window frames, doors and door frames.

The quality of the door, door frames and windows and window frames, as well as the finish is to look professional.

Outstanding	• All window, door and door frames are well painted with high grade coating (no over paint brush marks on glass, walls or adjacent surfaces). • All putty of window frames is in outstanding condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	15 pts
or Excellent	• All window, door and door frames are excellently painted. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 12 pts
or Very Good	• All windows, doors are very well painted, with no cracked window panes noticed. • All putty of window frames is in very good condition, and window frames have no wood rot noticeable. No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 9 pts
or Good	• All window, door and door frames are reasonably well painted, with no cracked window panes noticed. • All putty of window frames is in good condition, and window frames have no wood rot noticeable. No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 6 pts
or Acceptable	• All window, door and door frames paintwork is acceptable, with no broken, missing or cracked window panes noticed. • All putty of window frames is in an acceptable condition, and window and door frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 3 pts
or Unacceptable	• All window, door and door frames paintwork is not acceptable, with numerous broken, missing or cracked window panes noticed. • All putty of window frames is in a badly weathered and cracked condition, and window frames could have excessive wood rot noticeable. • Excessive rust noted in steel window or door frames. • Excessive corrosion or oxidization in aluminium door and window frames.	0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1pt or -3 pts
Total Points Allocated		**Max 15 pts**

13.2 Swimming pools, swings and children's play area

A main feature on a swimming pool in a caravan resort is its allure and it also has to be a beautiful family pleaser for all ages. In the kids / children's play areas it is important to use the correct equipment that is safe for children of all ages.

Outstanding	• The landscaping of the pool area by blending in colours and shapes, with additional features that also helps create an appealing area, as well as a non-slip surface surround of the pool. • Added guest comforts such as: pool loungers, pool umbrellas, poolside tables and seating etc. of outstanding quality. • Lawns around the pool well tended. • The swimming pool water is not cloudy nor are there any signs of algae in the swimming pool. • No leaves and other debris in the pool, or dirt, stains and other material sticking on the interior of the pool walls. • Pool water sparkling clear and clean. • Possible lighting in and or around the pool. • A full range of play equipment such as trampoline, slides, maze, jumping castle and jungle gyms and play equipment including rock-a-ponies, a bridge house, see-saws and much more in outstanding condition. • Outstanding quality, well-made equipment in outstanding order and condition. • Outstanding quality seating (plastic stacking chairs not acceptable) for parental comfort, and the design and layout provides ample space for guests and children to easily move and run around. • Exceptionally high quality plastic furniture will be considered outdoors only. • Lawns around the playground area well tended. • Additional features that also help create an appealing area. • Possibly a touch and feed animal farm where children can interact with the animals, enjoy a pony and / or a tractor ride, perhaps watch a cow being milked and more. • Trampolines must be fenced off. (if applicable) • Public liability signage should be clear, neat and must comply with Legislation Regulations.	15 pts
or Excellent	• The landscaping of the pool area with additional features that also helps create an appealing area. • Some added guest comforts such as: pool loungers, pool umbrellas, poolside tables and seating etc. of excellent quality. • A non-slip surface surround of the pool. • Lawns around the pool well tended. • Possible lighting in and or around the pool. • A range of play equipment such as trampoline, slides, maze, jumping castle and jungle gyms and play equipment including rock-a-ponies, a bridge house, see-saws etc. in excellent condition. • A climbing frame and obstacle course based on latest international designs, slides, maze, jumping castle and trampoline. • Excellent quality seating (plastic stacking chairs of excellent quality acceptable) for parental comfort, and the design and layout provides ample space for guests and children to easily move around. • Excellent high quality plastic furniture will be considered outdoors only. • Lawns around the playground area well tended. • Possibly additional features that also help create an appealing area. • Trampolines should be fenced off. (if applicable) • Public liability signage should be clear, neat and must comply with Legislation Regulations.	or 12 pts
or Very Good	• Some attractive feature in the pool area. • Formal gardens attractive and well-tended. • A non-slip surface surround of the pool. • Lawns around the pool well tended. • Possible lighting in and or around the pool.	or 9 pts

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	• A range of play equipment such as trampoline, slides, maze, jumping castle and jungle gyms and play equipment including rock-a-ponies, a bridge house, see-saws etc. in very good condition. • Very good quality seating for parental comfort. • These facilities if provided are in a good order with no damaged, broken or harmful condition evident. • Public liability signage should be clear, neat and must comply with Legislation Regulations.	
or Good	• A non-slip surface surround of the pool. • Lawns around the pool well tended. • Possibly a shady sandpit, swings and jungle gym. • These facilities if provided are in a good condition with no damaged, broken or harmful condition evident.	or 6 pts
or Acceptable	• Possible lack of proper pool maintenance evident. • Lawns around the pool reasonably well tended. • There are various jungle gyms and swings to keep little ones amused. • These facilities if provided are in acceptable condition with little damages, peeling paint etc. evident.	or 3 pts
or Unacceptable	• Lack of proper pool maintenance very evident. • Leaves and other debris in the pool, or dirt, stains and other material sticking on the interior walls and floor. • The facilities are in an unacceptable condition with damages, peeling paint etc. evident.	0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**
SUB TOTAL: RECREATIONAL FACILITIES AND SWIMMING POOL		**Max 90 pts**

14. SHOP, BAR, BOTTLE STORE AND OR TAKEAWAY

14.1 Fixtures and fittings, stock and equipment.

To qualify for consideration as a 'shop' for grading, goods or services for sale must be provided in an area set aside specifically for that purpose, although in some cases the reception area may also be a part of the shop. A park supplying only milk, bread and newspapers / magazines will not be considered to have a shop.

Outstanding	• Well-equipped. Wide choice of food / drinks available at all reasonable times (if provided). • Outstanding range of drinks / beers / wines available. (If provided.) • If provided, take-away foods are of an outstanding range and of high quality. • Outstanding range of catering equipment (refrigerators, warming ovens, microwave etc.) all in pristine condition (if provided). • All signage in facilities professional finish, quality and must comply with legislation regulations.	15 pts
or Excellent	• Excellent quality, well-made fittings in excellent order and matching style. • Well-built and conveniently organised; perhaps a little weathered. • No gaps in stock on shelves. Excellent choice of drinks / beers / wines available if provided. • If provided, excellent standard and range of take-away foods available – possibly menu not as extensive as in outstanding standard. • Excellent standard of catering equipment (refrigerators, warming ovens, microwave etc.) all in mint condition (if provided). • All signage in facilities professional finish and quality.	or 12 pts
or Very Good	• Generally very good quality fittings throughout, but not necessarily new. • If provided, very good standard and range of take-away foods available – possibly menu not as extensive. • Very good choice of drinks / beers / wines available if provided. • Very good standard of catering equipment (refrigerators, warming ovens, microwave etc.) all in very good condition with little or no rust noted (if provided). • All signage in facilities neat and in good condition with handmade notices computer quality and laminated. (No hand written notices noted.)	or 9 pts
or Good	• Standard domestic range of fittings. May be showing some wear but in sound, clean condition. • Smallish or limited space. A reasonable selection of stock is provided. • Good range and quality of take-away foods available. (If provided.) • Equipment (refrigerators, warming ovens, microwave etc.) in good condition and working order. (Possibly some rust noted in equipment but generally still in good order.)	or 6 pts
or Acceptable	• Ageing fittings. Fittings not matching. Well used. Rough DIY shelving. • Some fittings require attention. • Not a fully comprehensive supply of consumer goods, some out of stock, but generally well positioned. • Equipment (refrigerators, warming ovens, microwave etc.) in good condition and working order. (Possibly quite a bit of rust noted in equipment but generally still in good order.)	or 3 pts
or Unacceptable	• Little or no work surfaces, counter etc. • Untidy and cluttered area. • Rather disorganised. Many gaps in stock. No ordered or logical display. • Prices not clearly displayed. Dated décor and fittings. • Small range of food and drink available (if provided). • Very haphazard facility.	0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

14.2 Lighting

Lighting, as with any other décor choice, makes the shop, bar, bottle store or takeaway a functional facility.

Outstanding	• Exquisitely designed and appointed lighting providing high quality illumination and coverage across all areas, especially the shop / bar counter / desk. • Outstanding quality fittings. • Recessed or covered lights and fittings of outstanding quality. • Light switch at main entrance, and outstanding lighting at entrance to facility. • Electric extractor and / or air-conditioning fitted. Apparatus in outstanding condition. • Exceptionally good natural light.	15 pts
or Excellent	• Excellent standard of light fittings in centre of shop/bar or take away. • Electric extractor and / or air-conditioning fitted. Apparatus in excellent condition. • Excellent natural light.	or 12 pts
or Very Good	• Very good quality fitting with suitable light for general reception use. • Perhaps light not evenly distributed throughout the facility, but overall good light. • Very good ventilation and natural light.	or 9 pts
or Good	• Fair quality fittings providing only adequate light. • Centre light well positioned providing adequate light. • Good ventilation and natural light.	or 6 pts
or Acceptable	• Stark lighting with ageing / rusty and possibly dirty fittings. • Light not evenly dispersed through reception area – some dark areas. • Acceptable ventilation and natural light.	or 3 pts
or Unacceptable	• Gloomy, badly placed, ageing, damaged / rusty light fittings. • Inadequate for normal use. • Few if any windows open adequately.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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14.3 Walls-Tiling and paintwork finish.

Only the finest quality and decor will complement the bar area as well as in the bottle store, shop or take away.

Outstanding	• Tiles well fitted where applied. Grouting in outstanding condition. • Added décor such as tile motifs or exceptional high quality photos, block mounts, framed pictures or murals noted. • Highest calibre design and architectural features. • Interesting architectural features, artwork, objects d'art, etc. • Outstanding quality of wall coverings. • Paintwork outstanding quality and finish with no mismatch of colours.	15 pts
or Excellent	• Excellent quality of wall coverings. • Use of excellent quality materials. • Attempt to co-ordinate design with additional attractive features. • Professional workmanship throughout. • Evidence of co-ordinated design. Some historical locations accepted. • Paintwork to be of excellent quality and finish with no mismatch of colours.	or 12 pts
or Very Good	• May be high quality finish but not always recent – some signs of wear but all in sound condition. • May be recently decorated but not with the highest quality materials, though a competent and professional job. • Use of wall hangings, pictures, etc. • All walls are to be well painted with no mismatch of colours.	or 9 pts
or Good	• All walls to be reasonably painted. • Standard "domestic" style and quality of décor. • Not necessarily recently decorated though in sound condition. • Some signs of wear.	or 6 pts
or Acceptable	• Lower quality materials, ageing, and evidence of poor standard of DIY. • Basic application of décor. • Little design input or co-ordination. • Some stains and marks on walls. • Some signs of wear.	or 3 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Very old, faded, damaged wall covering. • Grubby marks. • Unsightly paintwork or exposed wiring. • General neglect. • Evidence of ageing, wear and tear. Scratches, chips, stains, or scuffs. • Cheap very low quality finish, unprofessionally applied. • Excessive signs of wear.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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14.4 Flooring and ceilings

Safety should be the main concern, and floors should be specifically constructed to ensure that they are slip resistant, fire resistant and highly hygienic.

Outstanding	• Outstanding quality and safe flooring, well fitted and free from stain or water damage. • All flooring non-slip, and is of outstanding quality floor tiling. • Ceilings fitted and are of outstanding quality and well painted with a high grade coating, free from any mildew or damage, and no sagging panels visible. • Ceilings possibly have additional architectural features. • In thatched roofing facilities, ceilings are excluded.	15 pts
or Excellent	• All flooring is non-slip, and excellent quality floor tiling or floor paving. • Ceilings fitted and are very well painted, free from any mildew or damage, and no sagging panels are visible. • In thatched roofing facilities, ceilings are excluded.	or 12 pts
or Very Good	• Flooring is of good quality, fit for purpose but covered with good quality floor coating, floor tiling, floor paving or non-slip surface. • Ceiling of very good quality, no sagging and no evidence of water leakage or seeping. Professionally fitted and painted. • May be recently decorated but not with the highest quality materials, though a competent and professional job.	or 9 pts
or Good	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. • Lower quality materials, ageing, with evidence of poor standard of DIY. • Walls discoloured. Some stains and marks. • Ceiling of a reasonably good quality, competent and clean job of application of paint, but could require attention.	or 6 pts
or Acceptable	• Flooring is fit for purpose with no visible cracks that could cause tripping or slipping. Vinyl or flooring of a lower quality. • Ceiling also of an acceptable quality but no evidence of sagging.	or 3 pts
or Unacceptable	• Very tired. Damp / condensation marks. • Cheap very low quality finish, unprofessionally applied. • Sealant or grouting mouldy. • Ceilings dirty and badly fitted and in need of repair.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1pt
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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14.5 Windows, window frames, doors and door frames.

There are many different options available in doors, windows and their frames. So whether they are wooden windows or doors, steel windows and doors or aluminium windows and doors, lighting, ventilation, attractiveness as well as energy efficiency must be considered.

Outstanding	• All window, door and door frames are well painted with a high grade coating (no over paint brush marks on glass, walls or adjacent surfaces. • All putty of window frames is in outstanding condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	15 pts
or Excellent	• All window, door and door frames are excellently painted. • All putty of window frames is in excellent condition. • No wood rot is noticeable in wooden window, doors or door frames. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 12 pts
or Very Good	• All window, door and door frames are very well painted. • All putty of window frames is in very good condition, and window frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 9 pts
or Good	• All window, door and door frames are reasonably well painted, with no cracked window panes noticed. • All putty of window frames is in good condition. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 6 pts
or Acceptable	• All window, door and door frames paintwork is acceptable. • All putty of window frames is in an acceptable condition, and window and door frames have no wood rot noticeable. • No rust noted in steel window or door frames. • No corrosion or oxidization noted in aluminium door and window frames.	or 3 pts
or Unacceptable	• All window, door and door frames paintwork is not acceptable, with numerous broken, missing or cracked window panes noticed. • All putty of window frames is in a badly weathered and cracked condition, and window frames could have excessive wood rot noticeable. • Excessive rust noted in steel window or door frames. • Excessive corrosion or oxidization noted in aluminium door and window frames.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated	**Max 15 pts**

SUB TOTAL: SHOP, BAR, BOTTLE STORE AND OR TAKEAWAY	**Max 76 pts**

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Universal Accessibility:	
Visual Accessibility	Interior décor with tonal contrast between the critical surfaces. *(All critical surfaces need to be demarcated with contrasting colours so that guests with functional visual limitations may clearly identify the direction in which they need to move.)* Pathways between furniture and fittings to be un-obstructed and at least 90cm wide Furniture should have rounded edges to prevent injury to guests. Fixed, level matt and slip-resistant surfaced floor finishes. Doors must be able to open fully against adjacent wall. The wider leaf of double doors must all be located on the same side throughout the length of corridor. *(There should be a clear understanding of which is the opening section of the double doors and all doors should be orientated in one direction to avoid confusion.)* Fixed, level, matt and slip resistant surfaced floor finishes. Any surface, which is not fixed or is extremely smooth or slippery or even very rough, can be a hazard to guests with functional visual limitations. Differentiation by colour, tone or light contrast between walls and floor finishes. Lighting should be positioned to minimise flare and with a minimum lighting level of 200 lux. Guests with varying degrees of functional visual ability must be able to clearly distinguish between different obstacles and a glare can cause confusion.
Communication Accessibility	Where televisions are provided, induction loops and/ or TV listening devices should be made available.
Mobility Accessibility	The size of opening leaf on all doors en-route should be at least 76cm measured when the door is open at 90-degrees. Pull handles on all doors located on access ways and passageways located at a height between 80cm and 120cm. Handles must measure at least 12cm in length and be easy to grasp, "D"-type handle must be used. A selection of chairs to be with and without arm-rests, with seats at 45cm to 50cm.

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15. HOUSEKEEPING – SHOP, BAR, BOTTLE STORE and or TAKE AWAY

A high degree of cleanliness and attention to detail including areas above and below eye level, ceilings, walls, floors, counters, shelves, windows and window displays, freezers and cold cabinets, bottled and canned stock.

Outstanding	• Exceptionally high standard of cleanliness. • No dust evident. • All surfaces/shelving clean. • Floors swept and/or mopped more than once daily, especially in high season. • All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. All equipment well cleaned. • High grade sanitizing and disinfectant materials used. • Arrangements for cleaning if necessary after hours and during high season or high occupancy.	15 pts
or Excellent	• Exceptionally high standard of cleanliness. • No dust evident. All surfaces/shelving clean. • Floors swept and/or mopped once daily. All windows to be clean with no smudges, condensation marks or grime noticed. • No discarded items left on premises. • High grade sanitizing and disinfectant materials used. • All equipment well cleaned. • Cleaner on duty during the day if and when required. • Arrangements for cleaning if necessary after hours and during high season.	or 12 pts
or Very Good	• A very high standard of cleanliness. • All surfaces well cleaned. • All windows are clean with no smudges, condensation marks or grime. • Floors swept and/or mopped at least once daily. • No discarded items left on premises. All equipment well cleaned. • Domestic quality sanitizing and disinfectant materials used.	or 9 pts
or Good	• Good standard of cleanliness overall, though possibly some evidence of dust, cobwebs in high or low or inaccessible places.	or 7 pts
or Acceptable	• Sloppy approach to cleaning – some areas neglected. Unclean / damp smell. • Condensation marks / mould showing in places. Grouting marked / stained.	or 6 pts
or Unacceptable	• Unsatisfactory standard. • Dust. Cobwebs. Dirty flooring. • Long-term neglect. • Grouting heavily stained.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

SUB TOTAL: HOUSEKEEPING - SHOP, BAR, BOTTLE STORE AND OR TAKEAWAY **15 pts**

Universal Accessibility

Visual Accessibility	Housekeeping staff to be aware of possible requirements of a guest with a functional visual limitation. Housekeeping staff to ensure all laundry accessories and equipment is within easy reach. Care to ensure everything remains in the same place.
Mobility Accessibility	Housekeeping staff to ensure all laundry accessories and equipment is within easy reach for guests with functional mobility and physical limitations.

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16. GENERAL SERVICES AND SERVICE

16.1 Appearance of staff

Staff are expected at all times to present a professional, business-like image to visitors, customers and the public. Employees are expected to present a neat and tidy appearance at all times.

Outstanding	• Staff presents a professional or identifiable appearance for visitors, customers and the public. • Clean, neat, appropriate clothing. • A general smart, well-groomed appearance. • Clothing fresh and well ironed. • Hair noticeably clean and well groomed, with hands and fingernails clean. .	15 pts
or Excellent	• Staff presents a professional appearance. • Staff clean, and presents a neat and well-dressed appearance.	or 12 pts
or Very Good	• Well dressed. • A noticeable attempt to be smart. • Dressed more for comfort rather than smartness.	or 9 pts
or Good	• A noticeable attempt to be smart. • No stains, tears, etc. but dressed for comfort rather than smartness.	or 6 pts
or Acceptable	• Clothes starting to look worn, rumpled, lived in, but basically clean. • Hair a bit uncontrolled.	or 3 pts
or Unacceptable	• Dirty, stained, frayed, holed clothes, dirty shoes. • Hands and fingernails grubby. • Hair unwashed and out of control. • Unshaven. • Smelly.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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16.2 Welcome (Meet and greet).

Satisfaction and peace of mind is experienced by guests and they will be impressed by the reception and staff the resort offers when assistance is provide as and when required directly on arrival.

Outstanding	• Staff in all positions displaying friendly and helpful demeanour and willingness to assist in any situation. • Extra attention paid to guests at check-in. • Personal welcome from owner or representative. • Attempt to establish good rapport and willingness to please. • Guest directed or shown to site and given necessary information if required.	15 pts
or Excellent	• Warm friendly smile. • Helpful attitude. • Everyone at the establishment shows a good rapport and show willingness to please. • Cheerful demeanour or attitude. • Ready to help, showing interest in guest activities. • Guest directed or shown to site.	or 12 pts
or Very Good	• Cheerful demeanour and attitude. • Pleasant appearance. • Willingness to help when asked. • Guests shown to site.	or 9 pts
or Good	• Pleasant appearance. • Willingness to help when asked.	or 6 pts
or Acceptable	• Neutral behaviour but doing the job.	or 3 pts
or Unacceptable	• No welcome to speak of. • Surly and indifferent attitude. • Rude, use of obscene language. • Irritation at being asked for anything.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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16.3 Reservation check in and efficiency.

Efficient reservation procedures are crucial to ensure that all guests' needs are met in a quick and effective manner.

Outstanding	• Staff serve as examples to the tourism industry through focusing on service excellence. Staff make the guests feel welcome. • Efficient and helpful telephone reservation – all details taken down and checked and all necessary information given. • Well-planned booking procedures. • Comprehensive information about cancellation procedures, directions, information on local area and attractions. • All brochures / leaflets up to date and helpfully presented. • Website providing "visual feel" of the establishment – all relevant information on website. • Preferably knowledge of a foreign language such as German, French or Dutch. • Clear fire and safety instructions issued to all guests on arrival. • All staff has good knowledge of fire fighting procedures and in first aid. • Assistance must be available with caravan placement on site and tent erection.	15 pts
or Excellent	• Reservation dealt with promptly and all necessary information taken and provided. • Perhaps not always given full information about facilities. • Efficiently and well organized information and booking procedures. • Website providing all relevant information about the establishment. • Staff has good attitude and communication skills towards tourists. • Willingness to provide information. • Clear fire and safety instructions issued to all guests on arrival. • Assistance must be available with caravan placement on site and tent erection.	or 12 pts
or Very Good	• Reservation dealt with reasonably well and all necessary information taken and provided. All requests dealt with pleasantly. • Efficient or effective procedures carried out, but not with high degree of professional polish. • Information on facilities photocopied or computer generated. • Basic necessary information only is available. • Clear fire and safety instructions issued to all guests on arrival. • All staff has good knowledge of fire fighting procedures and in first aid.	or 9 pts
or Good	• Reservation dealt with fairly well and basic necessary information. • Hand-produced information individually typed or photocopied. • Basic necessary information only is available. • Clear fire and safety instructions issued to all guests on arrival. • All staff has good knowledge of fire fighting procedures and in first aid.	or 6 pts
or Acceptable	• Name and address taken. Minimal information given. • Rather unwilling response to any requests. • Some information about the property out of date. • Clear fire and safety instructions issued to all guests on arrival. • All staff has good knowledge of fire fighting procedures and in first aid.	or 3 pts
or Unacceptable	• Name only taken. Administrative errors not proficiently rectified. • Marked reluctance to give any help. Disorganized approach to responding to enquires and acknowledging bookings. • No system. Most information out of date. Failure to properly record booking.	or 0 pts

Maintenance and Condition	No maintenance and condition issues identified.	- 0 pts
	Minor maintenance and condition issues identified.	or -1 pts
	Major maintenance and condition issues identified.	or -3 pts

Total Points Allocated **Max 15 pts**

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16.4 Tourist information

South Africa offers a huge selection of places of interest and tour options. From spectacular beaches to superb wildlife experiences, from desserts to lush river valleys. South Africa is an outdoor lover's paradise, offering an abundance of sightseeing, water sports and adventure activities. A good selection of tourism related material is imperative.

Outstanding	• Information packs in reception / lounge on immediate and surrounding area as well as local specific information. • Books, pamphlets on matters of local interest, leisure facilities, etc. wall mounted display (Brochure Management or similar). • Personally prepared information. • Staff well versed on relevant tourist information. • Staff willing to assist and inform tourists on the local area. • Owners and management and Staff have a comprehensive knowledge of regional attractions, places of interest such as the location of museums, historical sites, golf courses etc. as well as of local history, wildlife and events.	15 pts
or Excellent	• Books, pamphlets on matters of local interest, leisure facilities, etc. wall mounted display (Brochure Management or similar). • Staff well versed on relevant tourist information. • Owners and management and Staff have a comprehensive knowledge of regional attractions, places of interest such as the location of museums, historical sites, golf courses etc. as well as of local history, wildlife and events.	or 12 pts
or Very Good	• As for excellent but limited range. • Staff not as well versed.	or 9 pts
or Good	• Few pamphlets available on surrounding area. • Staff able to assist but not well versed.	or 6 pts
or Acceptable	• Limited information at reception only. • Staff has very limited local knowledge.	or 3 pts
or Unacceptable	• No information or out-of-date information. • Staff unable to assist.	or 0 pts
Maintenance and Condition	No maintenance and condition issues identified. Minor maintenance and condition issues identified. Major maintenance and condition issues identified.	- 0 pts or -1 pts or -3 pts
Total Points Allocated		**Max 15 pts**
SUB TOTAL: GENERAL SERVICES AND SERVICE		**Max 60 pts**

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Universal Accessibility	
Communication Accessibility	A chart with basic signs to be kept at reception. A staff member that has basic knowledge of sign language and lip reading should be available at reception. There should be access to sign language interpreter/ lip-speaker practitioner and Deaf/ Blind interpreter, to facilitate communication at different levels. A written information and emergency pack is provided to the guest upon check-in. On arrival the guest is offered a full orientation tour.
Visual Accessibility.	Approach to the entrance free of projecting obstructions or features. Entrance route surface firm, even and slip resistant. Doors should always be fully closed or held open. Contrasting colour and texture floor surface space on the inside and outside of entrance door. Door closers should incorporate a delay mechanism. Door furniture should incorporate a horizontal pull/ lever action handle. Directional and information signage in large format. There should be clear, unimpeded routes provided throughout the reception area identified by contrasting colours and textures and free from all obstacles. All furniture to be 80cm high with solid sides up to 20cm above floor surface. Adequate lighting positioned to illuminate the faces of the reception staff and desktop without creating glare.

17. GO GREEN INITIATIVE

17.1 Re-use of grey water

This not only reliably protects the environment and resources, but also saves costs.

Reuse of grey water for garden watering. Grey water from laundry, showers and hand basins can be treated and reused.	2 pts
Garden watering should be done either early morning or late afternoon to minimize evaporation.	3 pts
In dry regions, garden landscaping should be purposely designed to reduce water requirements i.e. drought tolerant plants as well as limited lawn areas that will require watering.	2 pts

Total Points Allocated: Re-use of grey water **Max 7 pts**

17.2 Waste management

Waste and pollution form a serious threat to human health and the integrity of the environment. Everyone has a role to play in waste management. (Cans, paper, glass, plastic.)

• Four clearly labelled bins situated at a dedicated location; the waste bins are for the different recyclable materials. (Cans, paper, glass, plastic.)	3 pts
• Bins include some or all of the following: glass, cans and paper.	2 pts

Total Points Allocated: Waste management **Max 5 pts**

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17.3 Tree planting initiative

If we don't try to prevent global warming today, we might not have somewhere to stay tomorrow! Tree planting plays a major role in the broader 'carbon footprint strategy', and raises awareness of environmental conservation and helps to reduce the atmospheric carbon loads and greenhouse gases released in our atmosphere.

• More than ten new trees planted over the past year.	3 pts
• More than five new trees planted over the past year.	or 2 pts

Total Points Allocated: Tree planting initiative **Max 5 pts**

17.4 Solar power usage

Solar Energy can be utilized to offset utility-supplied energy consumption. It is a clean energy – it is one of the green energies that leaves no carbon footprint and does not contribute to global warming!

• All ablutions, family bathrooms or private bathrooms making use of solar power for water heating.	5 pts
• Only one facility making use of solar power for water heating.	or 2 pts

Total Points Allocated: Solar power usage **Max 7 pts**

17.5 CFL usage

High lighting standards are important to illuminate a workspace effectively and the general surroundings sufficiently, which makes energy efficient, and cost effective lighting imperative.

• The use of CFL's (Compact Fluorescent Lamps) and LED (Light Emitting Diode fittings) throughout the park or resorts lighting.	3 pts
• The use of CFL's only for all outdoor lighting.	3 pts

Total Points Allocated: CFL usage **Max 6 pts**

SUB TOTAL: GO GREEN INITIATIVES **Max 30 pts**

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FINAL POINTS SUMMARY

1: EXTERIOR and GROUNDS		/85
2: BATHROOMS / ABLUTIONS		/150
3: HOUSEKEEPING: BATHROOMS / ABLUTIONS		/15
4: SCULLERIES / CAMP KITCHENS		/75
5: HOUSEKEEPING – SCULLERIES / CAMP KITCHENS		/15
6: LAUNDRIES / DRYING AREAS		/75
7: HOUSEKEEPING – LAUNDRIES / DRYING AREAS		/15
8: SITES for CARAVAN and CAMPING		/120
9: PUBLIC AREAS. (RECEPTION and HALLS)		/90
10: HOUSEKEEPING – PUBLIC AREAS. (RECEPTION and HALLS)		/15
11: COMMUNAL BRAAI AREAS and BOMAS.		/60
12: HOUSEKEEPING – COMMUNAL BRAAI AREAS and BOMAS.		/15
13: RECREATIONAL FACILITIES and SWIMMING POOL		/90
14: SHOP, BAR, BOTTLE STORE and TAKE AWAY.		/75
15: HOUSEKEEPING – SHOP, BAR, BOTTLE STORE		/15
16: GENERAL SERVICES and SERVICE		/60
17: GO GREEN INITIATIVE		/30
FINAL TOTAL:		/1 000

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