

SOUTH AFRICAN STAR GRADING SYSTEM
CATEGORY DEFINITIONS AND CATEGORY ENTRY REQUIREMENTS

Set of Criteria	Criteria Document #1 Formal Service Accommodation		Criteria Document #2 Guest Accommodation			Criteria Document #3 Self Catering Accommodation	Criteria Document #4 Caravan & Camping Establishments	Criteria Document #5 Backpackers & Hostels	Criteria Document #6 Game Lodges
	Hotels	Lodges	Country Houses	Guest Houses	Bed & Breakfasts	Self Catering Accommodation	Caravan & Camping Establishments	Backpackers & Hostels	Game Lodges
Category Definition	"Hotel" - provides formal accommodation with full or limited service to the travelling public. A hotel has a reception area, and offers a dining facility. A hotel must have a minimum of 6 rooms but more likely exceeds 20 rooms	"Lodge" – a formal accommodation facility providing full or limited service, located in natural surroundings beyond that of the immediate garden area.	"Country House" – can be an existing home, a renovated home or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, together with public areas for the exclusive use of its guests. It is situated in natural, peaceful surroundings such as near a nature reserve, a forest, a lake etc. beyond that of the immediate garden area.	"Guest House" – can be an existing home, a renovated home or a building that has been specifically designed as a residential dwelling to provide overnight accommodation, together with public areas for the exclusive use of its guests. It must have more than 3 rooms.	"Bed and Breakfast" – more informal accommodation with limited service that is provided in a family (private) home and the owner/manager lives in the house or on the property. Breakfast must be served. Bathroom facilities may or may not be en-suite and/or private. In general, the guest shares the public areas with the host family.	"Self-catering" - A Self Catering property is your home away from home. It usually offers guests a sole occupancy unit consisting of one or more bedrooms or suites and a dining area with cooking facilities. Self-catering accommodation styles include Apartments, Holiday Units, Houses, Cottages, Chalets, Villas and Cabins. Limited service is optional.	"Caravan and Camping" - Tourist/Caravan Parks usually have spacious grounds where you can temporarily park your caravan or pitch your tent.	"Backpackers / Hostels" - Backpackers are often used by travellers. The sleeping arrangements are usually communal with a dormitory-style arrangement consisting of beds or bunks, although private rooms are quite common. Backpackers' hostels will normally offer limited self-catering cooking facilities and social areas where everyone is welcome to get together. Areas and amenities such as showers, toilets, lounge and dining facilities will all be shared.	This is a new category to be developed by the TGCSA through a consultative process with industry
Category Entry Requirements	<ul style="list-style-type: none"> * 1. On site representative must be contactable 24 hours, 7 days per week. * 2. All meals (breakfast, lunch and dinner) and beverages must be provided from outlets within the complex (may/may not be operated by the property). * 3. Servicing of rooms 7 days (this includes linen/towel change, removal of rubbish and cleaning) * 4. Formal reception area must be provided 	<ul style="list-style-type: none"> * 1. Scenic or natural vista (beyond that of the immediate garden area) e.g. water view, rural outlook, mountain view or natural bush setting * 2. On site representative must be contactable 24 hours, 7 days per week. * 3. Meals (breakfast, lunch and dinner) and beverages must be provided from outlets within the complex (may/may not be operated by the property). * 4. Servicing of rooms 7 days (this includes linen/towel change, removal of rubbish and cleaning) 	<ul style="list-style-type: none"> * 1. Scenic or natural vista (beyond that of the immediate garden area) e.g. water view, rural outlook, mountain view or natural bush setting * 2. On site representative must be contactable 24 hours, 7 days per week. * 3. Meals and beverages must be provided from outlets within the complex (may/may not be operated by the property). * 4. Servicing of rooms 7 days (this includes linen/towel change, removal of rubbish and cleaning) 	<ul style="list-style-type: none"> * 1. If the host/manager and guests are accommodated in the same building, there must be separate living areas. * 2. A host must be available to check guests in/out or within a 10 minute drive from the property. * 3. Daily servicing must be included in the tariff. * 4. Shared facilities (not with host) must be a minimum of a guest dining room and guest lounge area. * 5. Shower and toilet facilities may be shared by other guests but must not be shared with the host. * 6. Breakfast must be served 	<ul style="list-style-type: none"> * 1. Owner/manager must live in the house or on the property. * 2. Breakfast must be included in the tariff and be prepared and served by the host. * 3. Daily servicing must be included in the tariff. * 4. Shower and toilet facilities may be shared by other guests but must not be shared with the host. 	<ul style="list-style-type: none"> * 1. Cooking facilities: minimum of microwave, 2 hot plates, saucepans, crockery, cutlery and cooking utensils must be provided. * 2. Manager must be contactable 24 hours a day, seven days a week. * 3. Properties without a resident manager must have a sign clearly indicating the contact details of where inquiries can be made in case of an emergency. 	<ul style="list-style-type: none"> * 1. Communal shower and toilet facilities must provide total privacy and lockable doors; including the use of cooking facilities and utensils; * 2. Manager/Care taker must visit daily; representative must have a sign clearly indicating a phone number or address where inquiries can be made in case of an emergency. * 3. Properties without a manager/caretaker or representative must have a sign clearly indicating a phone number or address where inquiries can be made in case of an emergency. * 4. Powered and/or un-powered sites provided. * 5. Usually have recreational facilities, play equipment, park gardens and landscaping. * 6. Showers, toilets, laundry and cooking facilities are shared in a common amenities area. 	<ul style="list-style-type: none"> * 1. Guest communal rooms must be available – (lounge, dining areas, kitchen including the use of cooking facilities and utensils); * 2. Communal shower and toilet cubicles must provide total privacy and lockable doors; * 3. Representative must be contactable 24 hours a day, 7 days a week; * 4. Minimum of 1:10 (beds) for showers and toilets (not including hosts or en-suite facilities); and * 5. Rooms must be serviced 7 days (this includes, linen/towel change, removal of rubbish and cleaning). 	

Minimum Requirements 1 to 3 Star Only
<p>Minimum Requirements must have the small list of</p> <ol style="list-style-type: none"> 1 Has a formal reception area 2 Servicing of rooms 7 days (includes linen/towel change, removal of rubbish and cleaning) 3 Breakfast provided/available 4 On site representative must be contactable 24 hours, 7 days a week. 5 Plus some of the other requirements listed under 4* & 5* min requirements list.

Minimum Requirements 4 & 5 Star Only
<p>Minimum Requirements must have the full list of minimum requirements as</p> <ol style="list-style-type: none"> 1 Provides accommodation seven days a week 2 Provides accommodation all year round 3 Has a formal reception area 4 Offers a dining facility 5 On site representative must be contactable 24 hours, 7 days a week 6 All meals, (breakfast, lunch and dinner) and beverages must be provided from outlets within the complex 7 Servicing of rooms 7 days (includes linen/towel change, removal of rubbish and cleaning) 8 On site parking with security for guests 9 Valet service available 10 Room service must be available 11 Concierge, Portage and Luggage Handling 12 Central Business Centre 13 A range of other Miscellaneous Services provided e.g. baby/childminding 14 Full Housekeeping and Laundry Services provided 15 Universal Access Compliance

All accommodation apart from C&C and BP will use star symbols
BP & CC to use international symbols (to be researched)